



University of Toronto

Employee Self Serve

A project to offer employees and managers expanded and convenient access to view and maintain HR information

HERUG – April 2004

[Campus Business Connect](#)
...to the point!



The University of Toronto

- 29 Colleges/Faculties & Divisions
- 10,000 full time staff including 3,000 academics
- >65,000 Students
- Annual budget of >\$1.4 Billion
- 25 collective agreements



A Few HR/Payroll Facts

- 25,000 active employee records
- Pay Statements 250,000 annually
 - 180,000 monthly + 70,000 biweekly
- Tax Forms 32,000
- Home address changes 13,200
- Banking information changes 7,200
- Life event changes 8,500



Service Delivery

- As much as possible all new service will be delivered through the web
 - MyResearch Online
 - MyDevelopment Online
 - eProcurement
- Policy to deliver services through the web
- Services will not be optional
- Provost's "White Paper"
 - Business Improvement



Why ESS?

- Reduce work load for business officers and administrators
- Improved business process
- Hard dollar savings
- Data integrity issues – ESS could help manage data
- Security



Project Phases

Phase 1

Implement basic processes such as:

- change address, bank & emergency contacts
- view pay statements
- view benefit information
- view basic employee data

For Appointed staff:

- faculty, librarians
- PM, confidentials
- USWA

Phase 2

Implement more complex events such as:

- marital status change
- benefit enrolment
- adoption or maternity leaves
- time sheet collection
- vacation planning

Expand to additional employee groups such as:

- library workers
- trades, service workers etc.

Phase 3

Implement Manager Self Serve:

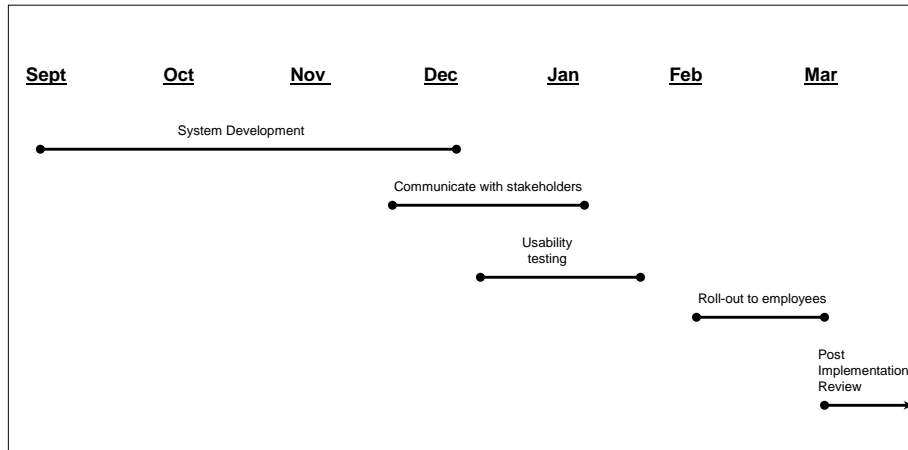
- recruitment & hiring
- time sheet approval
- vacation approval
- organizational planning

For managers and HR staff

Expand ESS to casuals?



TimeLine (phase 1)



Project Benefits (phase 1)

- **Service Delivery**
 - Employees will be able to review and update HR information at their convenience from any location.
- **Cost Savings**
 - On-line pay statements present opportunities for savings in paper, postage, printing and distribution.
- **Efficiency**
 - Bank and address changes can be handled directly by the employee rather than the business officer.
- **Accuracy and Security**
 - Employees can review and update certain HR information resulting in a more accurate and complete HR database.



Approach

- Ontario Power Generation a neighbour
- OPG implemented full ESS and MSS to over 30,000 employees
- Used OPG design as head start
- Used same consultants for initial design and GAP analysis
- All other work done by UofT Staff



Key Success Factors

- Strong executive support
 - Vice President, Human Resources
 - Vice President, Business Affairs
 - Provost
- Dedicated and Committed Team
 - Human Resources
 - Administrative Management Systems
- Provided strong evidence of capabilities and benefits (OPG)
- Communications



Security

- Use of Social Insurance Number (SIN) as additional security check
- Sent confirmation emails for changed information
- Removed SIN from reports
- Timeout of workstations after 5 Minutes

Campus Business Connect...to the point
Campus Business Connect offers various web services to staff and faculty.
[Find more information on these services and apply for access.](#)

Homepage

Monday April 19, 2004

Available Services:

- User ID Activation**
In order to Logon to AMS or other Campus Business Connect applications for which you are authorized, you first need to Activate your User ID. This is typically required for new users. Once your User ID is activated, you do not need to activate it again.
- My Research On-line for Principal Investigators**
View the status of your research applications or Funded Research Digests (FRDs). See your FIS research Funds on-line, the balance in your account & details on expenditures.
- Facilities & Services Work Order System**
Submit a work order request or view the status of a current work order.
- Telephone Directory Services**
Update departmental telephone listings for publication in the U of T phone book and HRIS.
- Division of University Advancement On-line**
View current Campaign statistics for your Division and the University. See gifts processed for your division or view graduate statistics.
- Employee Self-Service (ESS) ESS: Latest Changes and New Services**
View or maintain selected personal information located on the central HR system via the internet. Initial services include the ability to display and maintain bank information, home address and view your employee profile and pay statement.

My Workplace

- Cognos Cubes
- System Availability
- Security and Browser Guidelines
- Give us your feedback
- Frequently Asked Questions
- Help

Taskbar: Eberts, Cathy - Ap..., Inbox - Netscape F..., University of Toron..., consulting & info - ..., Campus Busines..., Microsoft PowerPoi...
System Clock: 3:56 PM

ESS Access - ESS Logon Screen - Microsoft Internet Explorer provided by University of Toronto

Address: https://qits.cns.utoronto.ca:441/scripts/wgate/zhpqm3/

Employee Self Service Office of the Vice President Human Resources and Equity

Welcome to ESS [Log-off](#)

UoT WebSite
Human Resources
ESS Security Information
System Availability
Security and Browser Guidelines
ESS Help and FAQs
Frequently Asked Questions

Welcome to the University of Toronto ESS Logon Site

This is the gateway to your personal HR & Pay Information. Please enter the User ID and the Password that are assigned to you to logon.

Please note, your User ID and password are confidential and for your personal use only. DO NOT provide this information to any other individual. Confidential information such as your pay statements, banking information and benefit information is available using this service.

User ID:

Password: [I forgot my Password!](#)

Make an entry in all required fields

(Please note: **User ID Activation** has been moved to the main [Campus Business Connect](#) page.)

If you need help with your User ID or your password.

Done

Start | Eberts, Cathy ... | Inbox - Netsca... | University of T... | consulting & inf... | ESS Access - ... | Microsoft Powe... | Internet | 3:57 PM

ESS Home Page - Microsoft Internet Explorer provided by University of Toronto


Address: https://qits.cns.utoronto.ca:441/scripts/wgate/zhpqm3/~fRNDYXRlPTk0MDMUMDMASLjAzJAz=====

Employee Self Service Office of the Vice President Human Resources and Equity

Mrs ESS Test - 1040027 [ESS Home](#) | [Site Map](#) | [Log-off](#)

ESS HOME [Personal Information](#) [Pay Information](#) [Benefits Information](#) [Work Information](#) [Life Events](#)

ESS Home



Use the Drop-Down Menus above to access ESS Services.

When you are finished, please Log-off using the Log-off link on the blue bar above.

For help using ESS services, please call **(416) 978-3772** or email ESS_HR@utoronto.ca

Your current email address in ESS is: **wajjha.bast@utoronto.ca**

[ESS Home](#) | [Address](#) | [Email](#) | [Emergency Contact](#) | [Profile Report](#) | [Bank](#) | [Pay Statements](#) | [Benefits Report](#)

Done

Start | Eberts, Cathy ... | Inbox - Netsca... | University of T... | consulting & inf... | ESS Home Pa... | Microsoft Powe... | Internet | 4:13 PM

ESS Home Page - Microsoft Internet Explorer provided by University of Toronto


Address: https://qits.cns.utoronto.ca:441/scripts/wgate/zhpqm3/~PINDYXRIPTK0MDMUMDASLJAzJAz=====

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ESS HOME Personal Information Pay Information Benefits Information Work Information Life Events
Address Email Emergency Contact Profile Report

ESS Home



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Your current email address in ESS is: **wajha.basit@utoronto.ca**

ESS Home | Address | Email | Emergency Contact | Profile Report | Bank | Pay Statements | Benefits Report

System Availability Security and Browser Guidelines ESS Help and FAQs Frequently Asked Questions

Taskbar: Eberts, Cathy ... | Inbox - Netsca... | University of T... | consulting & inf... | ESS Home Pa... | Microsoft Powe... | 4:13 PM

Current Home Address - Microsoft Internet Explorer provided by University of Toronto

Address: https://qits.cns.utoronto.ca:441/scripts/wgate/zhpz02/1

Employee Self Service Office of the Vice President Human Resources and Equity

Mrs ESS Test - 1040027 ESS Home | Site Map | Log-off

ESS HOME Personal Information Pay Information Benefits Information Work Information Life Events

Home Address

Displayed below is your home address information. If you wish to make any changes, please select the record and click on the **Update** button. Your date format is MM/DD/YYYY

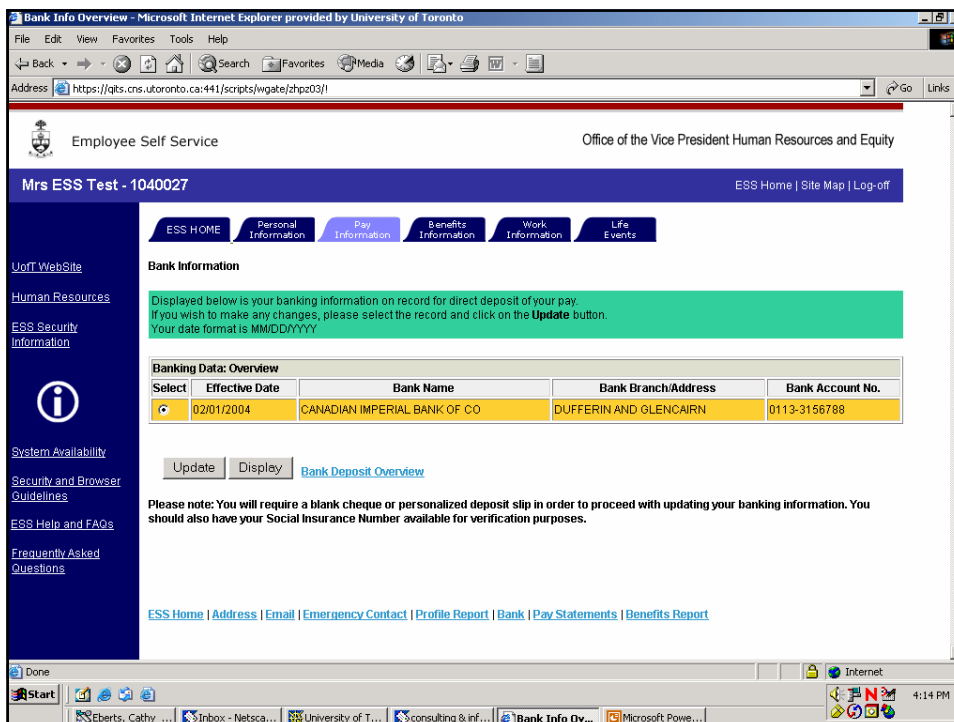
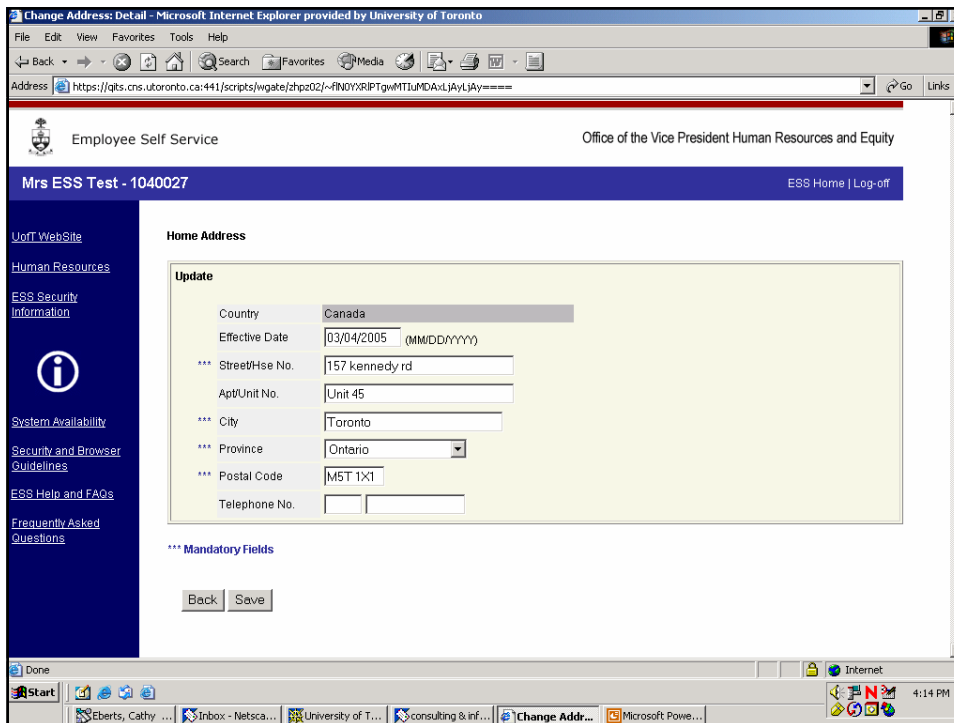
Select	Effective Date	Address	Apt/Unit No.	City	Province	Postal	Country	Telephone
<input checked="" type="radio"/>	03/01/2004	35 Charles Street W	Unit 45	Toronto	ON	M5T 1X1	Canada	
<input type="radio"/>	03/04/2005	157 kennedy rd	Unit 45	Toronto	ON	M5T 1X1	Canada	

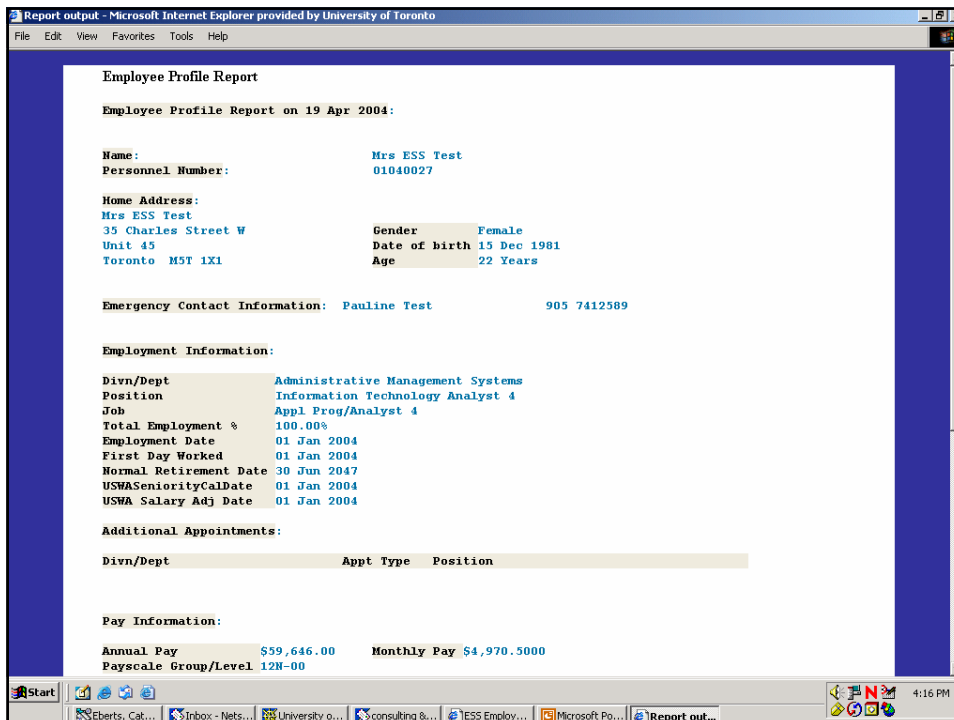
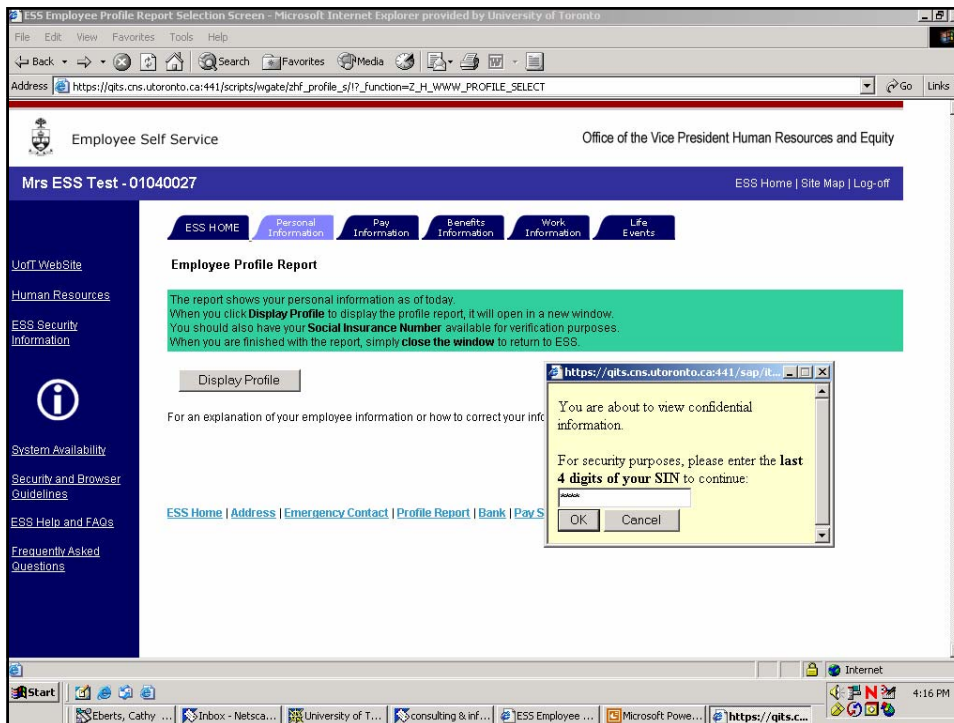
Update Display Delete Address

Please note: You can only use this feature to maintain *Canadian* addresses. Non-Canadian addresses must be maintained directly in the HR System by your Business Officer.

ESS Home | Address | Email | Emergency Contact | Profile Report | Bank | Pay Statements | Benefits Report

Taskbar: Done | Eberts, Cathy ... | Inbox - Netsca... | University of T... | consulting & inf... | Current Hom... | Microsoft Powe... | 4:13 PM





Remuneration Statement - Microsoft Internet Explorer provided by University of Toronto

Address: https://qits.cns.utoronto.ca:441/scripts/wgate/zhpz11/!

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System Availability Security and Browser Guidelines ESS Help and FAQs Frequently Asked Questions

Pay Statements

Please select one of the radio buttons and fill the corresponding field(s) before clicking the **Display Statements** button. Your date format is MMDD/YYYY

Selection of Pay Statements

<input checked="" type="radio"/> Current Pay Statement	
<input type="radio"/> Last Pay Statement(s)	1
<input type="radio"/> Statements in period from	01/01/2003 (MMDD/YYYY)
	to 02/29/2004

Display Statements Payroll information and pay statement details Payroll schedules Payroll Statement messages

Please note: Pay statements may be selected within the last two calendar years (current + one calendar year back). You should also have your Social Insurance Number available for verification purposes.

ESS Home | Address | Email | Emergency Contact | Profile Report | Bank | Pay Statements | Benefits Report

Internet 4:17 PM

Remuneration Statement - Microsoft Internet Explorer provided by University of Toronto

Address: https://qits.cns.utoronto.ca:441/scripts/wgate/zhpz11/!

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Pay Statements

Click the **Display Pay Statement** button to display the pay statement in a new window. Click the **Return to Selection of Pay Statements** button to get new list.

List of Pay Statements

Select	Period	Payment date	Payment method	Net payment
<input checked="" type="radio"/>	02/01/2004-02/29/2004	02/27/2004	Electronic Fund Transfer (EFT)	6,478.04
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				
<input type="radio"/>				

Display Pay Statement Return to Selection of Pay Statements

Payroll information and pay statement details

Internet 4:18 PM

Remuneration Statement - Microsoft Internet Explorer provided by University of Toronto

Address: https://qits.cns.utoronto.ca/ess/ess_selfservice/ess_payroll/ess_payroll_report_output.jsp

Employee Self Service

Mrs ESS Test - 0104027

UofT WebSite

Human Resources

ESS Security Information

System Availability

Security and Browser Guidelines

ESS Help and FAQs

Frequently Asked Questions

University of Toronto

Statement of Earnings and Deductions

Personal and Confidential

01040027 Mrs ESS Test Pay date: Feb/27/2004 Monthly Pay
 Bank: CANADIAN IMPERIAL BANK OF COMMERCE Pay period: Feb/01/2004 - Feb/29/2004
 Chq/Bank Acct. Gross - Leg Dedns - Other Dedns + Retro Adj. = Net Amount
 0113-3156788 4,970.50 - 1,231.84 - 809.26 + 3,548.64 = 6,478.04

EARNINGS	Rate	Hours	Current	YTD
T4 Income			4,970.50	
TOTAL EARNINGS			4,970.50	
LEGISLATED DEDUCTIONS				
Income tax/regular			1,091.84	
CPP Employee Contribution			231.60	
EI Employee Premiums			98.42	
TOTAL LEGISLATED DEDUCTIONS			1,421.86	
RETRO/MEMO INFORMATION				
TOTAL RETRO PAYMT/DEDUCT			3,548.64	
EARNINGS				
T4 Income			4,970.50	
Regular taxable income				9,968.64
TOTAL EARNINGS			4,970.50	9,968.64
LEGISLATED DEDUCTIONS				
Income tax/regular			900.45	1,992.29

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ESS Security - Microsoft Internet Explorer provided by University of Toronto

Address: https://qits.cns.utoronto.ca:441/sap/ks/mimes/zhpzm3/99/en/scripts/ess_security.html

Employee Self Service

Office of the Vice President Human Resources and Equity

Security Information Link

Log-off

UofT WebSite

Human Resources

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ESS Help

Frequently Asked Questions

Security Information Link

The University of Toronto ESS application has a number of security layers to ensure the privacy of your HR information including data encryption, firewalls, and timed log outs. To protect your password and online ESS session, we have implemented state-of-the-art encryption technology comparable to that used in the banking industry. For this reason your browser must be compatible with 128-bit encryption in order to access ESS. Software programs have been implemented by U of T to monitor network traffic and to identify unauthorized attempts to access the server.

With respect to changing your banking information, or viewing sensitive information on ESS such as your employee profile report or benefit report some extra levels of authentication have been implemented. You are required to verify your identity using a portion of your Social Insurance Number (SIN). The SIN is not stored on the web server and is not displayed to the user on the web browser. Only the last four digits are required which are then verified against existing information on the central Human Resources Information System (HRIS). When changing your banking information, a confirmation email is sent to your email account as an additional security measure.

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Reaction

Initial Flurry of Excitement:

"I am going to sue the University"

"How could you put all my personal information on the Web?"

"I want to opt out"

"You #@^&% (&^#@0"

"What about OPERA and Mozilla?"



Response

- Numerous meetings with committees
- One on One meetings with most outspoken critics
- One on One Communications
- Additional Communications to Clarify Issues



Rollout Issues

- **Change Management**
 - Convincing staff of the security
 - Encouraging staff to use the system
- **Security/Password Management**
 - Implementing a reduced cycle of password changes to accommodate casual users
- **Email Addresses**
 - Not all staff have email accounts
 - Many staff have non UofT accounts
 - Many shared Email accounts



Rollout Issues

- **Help Desk Support**
 - ensuring adequate resources to answer ESS questions/calls
- **Browser Support**
 - Only provided support for IE
- **System Stress**
 - ensuring we have system capacity to handle over 8,000 ESS users



What We Would do Differently

- Improve communications and marketing
- Include more things in the first phase
- More prepared for security and browser issues
- Distribution of User IDs
- Make sure all procedures are in sync.



Summary

“Providing employees with online access to their personal information is best practice among all top employers. It’s really about improving the level of service we provide our staff.”

Professor Angela Hildyard, VP Human Resources and Equity

“Employees are in a better position than anyone else to notice mistakes in their personal information and fix them.”

“It also improves efficiency, reduces the amount of paper and the number of steps involved in any transaction.”

Christina Sass-Kortsak, AVP Human Resources



Contact List

- Cathy Eberts
– cathy.eberts@utoronto.ca
- Steve Dyce
– Steve.dyce@utoronto.ca
- Graham Kemp
– Graham.kemp@utoronto.ca