SUCCESSFACTORS:
Deploys January 1, 2019

What is SuccessFactors?
Simply put, SAP SuccessFactors is an integrated, cloud-based core human capital management solution. What this means is that the system’s integration allows information collected in one area to populate information in another area, creating a unified location for employee data through an employee’s life cycle, from new hire to retiree.

Why change?
Today, the majority of organizational management, recruitment, onboarding and employee data management business processes are paper-based and require manual entry. Purdue’s organizational structure is not accurately reflected in our system, and as a result, work and approval flows take place outside our core system. Multiple complex pay processes have led to 52 unscheduled pay cycles – in addition to the 50 that are regularly scheduled. It’s time to rebuild the core human resources structure and utilize automated work and approval flows, electronic timekeeping for time and leaves (instead of paper) and have a single source for all recruiting, onboarding, compensation, career path mapping and performance management processes.

What does this mean to an organization?
All employees will access SuccessFactors to:
- Review pay statements and update personnel information (instead of Employee Self-Service (ESS))
- Request time off or leaves through SuccessFactors (instead of paper, ESS or Kronos)
- Process electronic time sheets instead of paper timecards – Supervisors approve via SuccessFactors
- Complete performance appraisals, when applicable

All supervisors, administrative support staff and business offices will access SuccessFactors to:
- Request and process new positions and organizational changes
- Recruit new employees and process hiring information through SuccessFactors
- Request and/or complete employee data changes (transfers, promotions, schedule changes, etc.)
- Complete performance appraisals and process merit pay
## SuccessFactors at a Glance

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<th>Employee Group</th>
<th>SuccessFactors Tasks</th>
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| **All employees**               | Access SuccessFactors to:  
• Review pay statements, edit tax information and other personal information such as bank details  
• Request time off or leaves  
• Complete performance appraisals, when applicable  
• View open positions and apply, when applicable                                                                                                                                                                                                                           |
| **Hourly paid employees (paid bi-weekly)** | • Access SuccessFactors to complete time entry and timesheets, when applicable  
• Employees with a negative time profile only need to document exceptions to their schedule, such as overtime  
• Time profile information will be provided to employees prior to training in fall 2018.  |
| **Supervisors**                 | All supervisors (anyone who has someone that reports directly to them) will access SuccessFactors to (when applicable):  
• Approve timesheets  
• Approve time-off requests  
• Contact their department support staff to create new position in SuccessFactors  
• Initiate the requisition to start the recruitment process, or contact their department support or business office for assistance  
• Cascade goals to employees  
• Complete performance appraisals                                                                                                                                                                                                                                              |
| **Department Support staff**    | Department support staff will access SuccessFactors to assist their department with:  
• Position creation  
• Recruitment tasks – such as initiating the requisition to fill a position  
• Onboarding tasks, such as sending a new employee’s welcome email with next steps                                                                                                                                                                                                 |
| **Business Office staff**       | Similar to today, business offices will access SuccessFactors to continue to:  
• Approve funding sources  
• Review recruitment requisitions, review or complete offer letters and complete student hire information  
• Request and/or approve employee data changes (employee hours change, schedule changes, pay changes, position changes, etc.)  
• Support their organization with merit processes                                                                                                                                                                                                                           |
| **Human Resources and Payroll** | Same as today, Human Resources will access SuccessFactors to assist with:  
• Organizational changes (moving departments or positions to a different area)  
• Compensation questions and approving pay changes  
• FMLA and business-related leave actions (such as sabbaticals)  
• Benefit and retirement-related questions and continuing to support employee relations activities                                                                                                                                                                                   |
| **Department Heads**            | When applicable, department heads will access SuccessFactors to:  
• Review faculty recruitment information  
• Participate in the merit process or other pay adjustments                                                                                                                                                                                                                      |
| **Deans**                       | Deans will access SuccessFactors to:  
• Review and approve faculty offer letters  
• Complete merit process tasks and approve other pay adjustments, when applicable                                                                                                                                                                                                       |
The following outline highlights how SuccessFactors will replace current processes:

**Recruiting**
All recruitment processes, including staff, student and faculty search activities will utilize SuccessFactors, eliminating Taleo, Student Employment Management (SEMs) and other in-house/third-party systems. SuccessFactors’ recruitment module will:
- Replace paper forms with an online requisition initiating the hiring process, including creating the position, when applicable.
- Automate the approval process and utilize offer letter templates.
- Utilize an online interview-rating tool, eliminating the collection of notes forwarded to Human Resources.
- Gather new employee information during the recruitment process and push to Onboarding, eliminating Personnel Action (PA) forms and duplicate approvals.

**Onboarding a New Employee**
The new employee will have a streamlined hiring experience. The onboarding coordinator role allows the department support staff or hiring manager to kick off the automated hiring process. New employees will:
- Receive a single welcome email outlining next steps.
- Access an online portal to complete important new hire information, including direct deposit information, tax forms and I-9 Employment Eligibility Verification
- Receive career account, email account setup and computer access information

**Time and Leaves - Approving Work Time and Time Off**
Today’s paper timecards and the Kronos application will be replaced with an online timesheet to electronically track time. Employees required to clock in and out will be able to use a mobile application or swipe at a kiosk.

SuccessFactors offers:
- Two time profile templates assigned to employees:
  - Positive timekeeping indicates employee is documenting time worked and submitting the timesheet for approval; supervisor approval is required.
  - Negative timekeeping indicates the employee’s schedule designates hours worked therefore employee or supervisor does not touch the timesheet, unless there is an exception (such as overtime).
- Work schedules for all employees. Work schedules drive holidays, overtime calculations, etc. eliminating manual calculations that are performed today.
  - Types of schedules include fixed, variable and ad-hoc.
  - Electronic time-off requests for all employees, including grad staff
  - Reports for supervisors to help manage and approve time, when needed.
    - Only employee and supervisor have access to timesheets.
    - Employees are accountable for accurately recording time worked.
  - Business offices, including current employment or operations centers, the ability to create and maintain work schedules, time profiles and access to update cost distribution.

**Processing Employee Data Changes**
Most employee data changes today require a variety of paper forms and back-and-forth communications in order to reclassify a position, change an employee’s FTE (full to part-time hours), etc. Starting in January 2019, employee data changes will be initiated and approved in SuccessFactors, eliminating the need for paper. Both your business office (or current employment or operations center) and human resources can provide guidance on how to initiate these requests. All pay increases are routed for approval to the Department Head or Director and Human Resources.
Careers (Career Planning)
- A job family structure and level guide will be available for supervisors and employees to utilize when considering opportunities and planning a career path.
- All employees access Careers within SAP SuccessFactors to view available open positions.

Compensation (and Merit Increases)
Those involved in the annual merit planning will receive training during the merit process period. SuccessFactors offers:
- An online streamlined merit increase process with automated workflows
- Integration with payroll and employee records – approved merit increases automatically update for payroll processing.
- Online compensation statement replaces current manually prepared, printed statements.

Offboarding (Exit Interview Process)
Similar to today, supervisors or appropriate personnel will want to notify the business office or current employment center when terminating an employee. SuccessFactors offers:
- An online request to terminate an employee, notifying all the proper departments (payroll, benefits, etc.) of the employment change and kicks off tasks to be completed.
- An automated exit interview process, providing employees the opportunity to provide feedback.