

Manager Go-Live Readiness Checklist

UM Upper Chesapeake Health

APRIL 2022

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
| | | | | | 1 | 2 |
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| 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 24 | 25 | 26 | 27 | 28 | 29 | 30 |

MAY 2022

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| 29 | 30 | 31 | | | | |

Before April 25

PREPARATION PERIOD

| Action | Where to Find Help |
|--|---|
| <input type="checkbox"/> Review the Resources Available to You & Know the Key Topics FAQs, fact sheets and more are available online about all of the new practices and policies. Key Topics: <ul style="list-style-type: none"> Exact Timekeeping - eliminates rounding and tracks the exact time you punch in and out Standard Work Week - period of work defined by a start time of 7:30 a.m. Sunday and an end time of 7:30 a.m. the following Sunday Standard Shift Times - Standard times when shift differential will apply Majority Rule - if you work overlapping shifts, you will be paid the rate of the shift where the majority of your hours are worked PTO Program - all paid time away from work that isn't SSL | <ol style="list-style-type: none"> Online at OneUMMS.org/upperchesapeake Submit a question on our Intranet at uchintranet.uchs.org/Departments/hr/ |
| <input type="checkbox"/> Talk with Your Team Members About What to Expect Use the many resources available online (FAQs, message points and more) to ensure your team members understand the changes and know what to expect in their first paycheck after the go-live. | OneUMMS.org/upperchesapeake |
| <input type="checkbox"/> Review Refresher Training, Webinars and Job Aids Online Find training resources and job aids online. | View online at: OneUMMS.org/umms-people-planning |
| <input type="checkbox"/> Participate in or Watch an HR Webinar | Your HR Team |

| Action | Where to Find Help |
|---|---------------------------------|
| <input type="checkbox"/> Be Prepared to Answer Questions from Your Team Members Know the support escalation plan and who to contact when. | Follow the support model below. |

ONE UMMS PAY PRACTICES AND POLICIES - WHERE TO FIND SUPPORT

On-site and Help Desk Support During Early Access Period and Go-Live

| | | |
|--|------------------------------------|---|
| UMMS will provide on-site support April 25-May 27 at both the Bel Air and Harford Memorial campuses. | Monday-Friday, 7:00 a.m.-5:00 p.m. | Upper Chesapeake - Activities Room, Suite 513 PP11 HRM - Susquehanna Room or IS&T Service Desk at helpdesk@umm.edu or 410-328-4357 or HR Connections: 855-4UMMSHR (855-486-6747), option 7 |
|--|------------------------------------|---|

| Question/Problem | Initial Contact for Resolution | Secondary Contact for Resolution |
|--|---|--|
| <ul style="list-style-type: none"> • Logging into Kronos • Kronos Role Access • Time Clocks | On-site Support Team or the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357. | |
| <ul style="list-style-type: none"> • Editing & Approving Timecards • Building Basic Schedules • Building Advanced Schedules | Change Champion, Local Payroll Department, Schedulers (Advanced Scheduling only), or On-site Support Team | Timekeeping: Contact HRConnections 855-4UMMSHR (855-486-6747), Option 7 Advanced Scheduling: Contact the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357. |
| <ul style="list-style-type: none"> • Paycheck Questions • Missed Punches • PTO Requests • Incorrect Basic Schedule | Manager, Timekeeper, Payroll Department, or On-site Support Team | Contact HRConnections 855-4UMMSHR (855-486-6747), Option 7 |

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April 25-May 7

MANAGER, TIMEKEEPER AND SCHEDULER EARLY ACCESS PERIOD

| Action | Where to Find Help |
|--|---|
| <input type="checkbox"/> Log-in to the new Kronos People Planning Timekeeping system at umm.kronos.net/wfc/logon. Your UserID is Employee ID number; your password is Umms, @, the last four of your social security number. (Umms@1234, for example). | <ol style="list-style-type: none"> 1. On-site Support Team 2. Contact the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357 |
| <input type="checkbox"/> Make sure you can access what you need as a manager, timekeeper or scheduler. Navigate to all screens and links including timecard, Basic Scheduler and Advanced Scheduler. Test the navigation both at work and from your remote work location. | <ol style="list-style-type: none"> 1. On-site Support Team 2. Contact the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357 |
| <input type="checkbox"/> Confirm all of your team members' information is visible. | <ol style="list-style-type: none"> 1. On-site Support Team 2. Contact the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357 |
| <input type="checkbox"/> Create your hyperfind queries (if needed). A hyperfind query allows managers with multiple departments to view each department separately. | Find the job aid at OneUMMS.org/umms-people-planning |
| <input type="checkbox"/> Get ready for mobile. If you plan to use the Kronos mobile application, please complete your set-up activities. We recommend all managers, timekeepers and schedulers download the mobile app for your convenience. | Find the job aid on the Kronos mobile app at OneUMMS.org/umms-people-planning |

| Action | Where to Find Help |
|---|---|
| <p><input type="checkbox"/> Create schedules for non-exempt team members. For departments using Advanced Scheduler, create schedules for your non-exempt team members for the 6-week period starting May 8.</p> <hr/> <p><input type="checkbox"/> Confirm the accuracy of exempt team members' schedules starting with the May 8, 2022 pay cycle. Schedules for your exempt team members are pre-loaded into the new system. Managers should validate that the schedules are correct before the new system goes live.</p> | <ul style="list-style-type: none"> • Are you able to access the basic schedule pattern templates? Contact your On-site Support Team or the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357. • Do you need a basic schedule pattern template to be created? Contact your On-site Support Team or the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357. • If needed, are you able to create an ad hoc schedule? If not, refer to job aid on OneUMMS.org/umms-people-planning. |
| <p><input type="checkbox"/> Add Paid Time Off (PTO) entries into Basic Scheduler. Use "PTO Planned" and "PTO Unplanned" leave codes to enter PTO. New PTO plan balances will be available May 16, 2022.</p> | <ol style="list-style-type: none"> 1. Ask your local subject matter expert or superuser 2. Contact the your On-site Support Team or the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357. |
| <p><input type="checkbox"/> Add On Call Schedules Anticipate your on-call needs and enter on call schedules for your employees. On call schedules are essential for the call in and call-in guarantee pay practices to function as designed.</p> | <ol style="list-style-type: none"> 1. Ask your local subject matter expert or superuser 2. Contact your On-site Support Team or the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357. |

ONE UMMS PAY PRACTICES AND POLICIES - WHERE TO FIND SUPPORT

| Question/Problem | Initial Contact for Resolution | Secondary Contact for Resolution |
|--|---|--|
| <ul style="list-style-type: none"> • Logging into Kronos • Kronos Role Access • Time Clocks | On-site Support Team or the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357. | |
| <ul style="list-style-type: none"> • Editing & Approving Timecards • Building Basic Schedules • Building Advanced Schedules | Change Champion, Local Payroll Department, Schedulers (Advanced Scheduling only), or On-site Support Team | Timekeeping: Contact HRConnections 855-4UMMSHR (855-486-6747), Option 7 Advanced Scheduling: Contact the IS&T Service Desk at helpdesk@umm.edu or 410-328-4357. |
| <ul style="list-style-type: none"> • Paycheck Questions • Missed Punches • PTO Requests • Incorrect Basic Schedule | Manager, Timekeeper, Payroll Department, or On-site Support Team | Contact HRConnections 855-4UMMSHR (855-486-6747), Option 7 |

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May 8-May 27

GO-LIVE PERIOD

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|---|---|
| <p><input type="checkbox"/> Encourage your team to watch the videos about how pay is calculated and understanding their new paystub.</p> <p>Watching these brief, detailed explanation at OneUMMS.org/understanding-your-paycheck will make it easier for employees when their first paychecks under the new standards are released on May 27.</p> | <ol style="list-style-type: none"> 1. OneUMMS.org/understanding-your-paycheck 2. Your manager or timekeeper |
| <p><input type="checkbox"/> Review the Resources Available to You & Know the Key Topics</p> <p>FAQs, fact sheets and more are available online about all of the new practices and policies. Key Topics:</p> <ul style="list-style-type: none"> • Exact Timekeeping - eliminates rounding and tracks the exact time you punch in and out • Standard Work Week - period of work defined by a start time of 7:30 a.m. Sunday and an end time of 7:30 a.m. the following Sunday • Standard Shift Times - Standard times when shift differential will apply • Majority Rule - if you work overlapping shifts, you will be paid the rate of the shift where the majority of your hours are worked • PTO Program - all paid time away from work that isn't SSL | <ol style="list-style-type: none"> 1. OneUMMS.org/upperchesapeake 2. Your On-site Support Team 3. <i>HRConnections</i> at 855-4UMMSHR (855-486-6747), Option 7 |

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| <p><input type="checkbox"/> Share feedback with your leaders.</p> <p>Talk with your team members about how the changes are affecting them and discuss with your leaders about how you are handling the changes as a manager.</p> | Your manager or timekeeper |
| <p><input type="checkbox"/> Help troubleshoot team member questions.</p> <p>Know the support escalation plan and who to contact when.</p> | Follow the support model below. |

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May 27 - onward

INTO THE NEW ONE UMMS

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| <p><input type="checkbox"/> Be available if your team members have questions about their paystub.</p> <p>Your team members will come to you, first, if they are uncertain about how the new standards are reflected in their paycheck. Reassure your team by understanding the new terms and how pay is calculated.</p> | <ol style="list-style-type: none"> 1. Manager or Timekeeper 2. Contact HRConnections at 855-4UMMSHR (855-486-6747) |
| <p><input type="checkbox"/> If a team member's pay or PTO calculation seems to be inaccurate, escalate this immediately.</p> <p>Our priority during this transition is to ensure that all employees are paid accurately under the new pay practices and policies. While most questions will likely be a result of understanding the new practices, if there is an error, we will correct it immediately.</p> | <ol style="list-style-type: none"> 1. Manager or Timekeeper 2. Contact HRConnections at 855-4UMMSHR (855-486-6747), Option 7 |

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