



WHAT'S NEW

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WHERE DO I FIT IN PROJECT MAESTRO?

Many employees may view the operational changes underway—in personnel, payroll, and benefits systems as only affecting the work of a relatively few of the District's 14,000 employees. Such a conclusion is understandable, but in this instance, misleading. Project MAESTRO affects every District employee and there is a role for every employee in Project MAESTRO. This issue of "What's New" explains the various roles employees have and what to expect.

Basic Roles: Employees, Departments, Specialists

Every District employee has some contact with District employee systems at some point in time. We select health benefit providers, change residence addresses and update beneficiaries. We have questions about pay, vacation earned, and absences taken. Department heads need timely access to salary and budget information in order to do an effective job. Specialists throughout the District rely on information to review and process each and every transaction that is submitted by employees. Within this context, all employees will find that Project MAESTRO has changed much of the way we do business.

- **Every employee**, regardless of formal job assignment, will find they are affected by two major changes in the way the District conducts business. First, the primary way the District does business shift from paper to electronic processing. This shift means that instead of filling out and submitting a paper form for personnel, payroll, or benefits purposes, requests will be submitted using an easy-to-complete "web-based" form system. Second, instead of asking someone in your college personnel/payroll office about your personal assignment information, the information will be readily available to you through the Employee Self-Service system.
- **Department Heads and Secretaries** are already familiar with some of the processing changes underway through their use of the electronic Request for Personnel Assignment (eRPA) and Business Data Warehouse (BW) systems. Both systems will be enhanced and updated. eRPA will be changed to directly connect with the SAP payroll processes. BW will be extended to Human Resources, Payroll and Benefits. These changes will allow departments to have direct access to information through Manager Self-Service.
- **Functional Specialists**, the individuals who directly handle and process each and every personnel, payroll, and benefit transaction, will find that their work undergoes considerable change. Instead of focusing on ensuring the multitude of paper forms submitted by hundreds of District employees each day are correct, accurate, and ultimately keyed into the District's

computer system, these specialists will focus on providing human resources services such as orientation, career planning, training, auditing, analysis, reporting, and other much needed human resource activities.

- **Single Point of Contacts (SPOC)** role will broaden from one of problem solving to communications and training.

The Key to Awareness: Keeping Informed

At every point along the process, special communications along with specialized training, and orientation sessions will be used to guide employees in using the new system and understanding business issues that may arise.

- **Every employee** will be kept abreast of each change primarily through Project MAESTRO's newsletter, "What's New" and website. In late fall, each "SPOC" will conduct orientation trainings to employees in what's available on the new Employee Self-Service system.
- **Department Heads and Secretaries** will receive updated eRPA and BW "user guides" that will include "how-to" instructions with using the personnel, payroll, and benefit modules. Project MAESTRO staff will also conduct special training sessions for departmental staff in the new business procedures and Manager Self-Service system during Fall 2004.
- **Functional Specialists** have begun participating in a series of general human resource (HR) training sessions. Detailed "Business Process Procedures" training explaining how to do each activity in the new Human Resource systems will also be provided. Training begins in September.
- **Single Point of Contacts (SPOC)** will receive an updated "SPOC" guide. Orientation to their new role began in August. Training in procedures begins in September.



What's New with your questions and MAESTRO answers.

Project MAESTRO is about change. "What's New" and other Project MAESTRO communications are sent primarily through email. Until all employees have computer access, hard copy will also be posted on the LACCD Bulletin Boards at each location.

To send a comment email: MAESTROeditor@laccd.edu