



WHAT'S NEW

I HAVE A QUESTION. WHO DO I CONTACT?

On July 1, 2005, the District's new HR computer system "goes live." "Go live" involves much more than just changing another segment of the LACCD's legacy computer system. "Go live" also means the LACCD will reach another milestone in its effort to decentralize business operations. New business systems will be in place. Some functions may no longer be needed or may have been changed by the new computer software. Business operations will transform systems to emphasize services rather than processes. The roles of both District and College staff will change. Much of the work previously done at the District will be done at the campus. Accountability and responsibility for outcomes will be shared by college and district alike. This issue of "What New" explains what to expect and who to contact should a question arise.

COLLEGE-BASED HUMAN RESOURCES

The new business system recognizes that in a multi-college district, faculty and staff interact primarily with college-based staff. When an issue arises, it can become somewhat confusing and time-consuming for employees to find the correct person to talk to when they have a question on their assignment, their pay, or employment issue. To address this issue, the District created a Single Point of Contact—or SPOC—several years ago. The SPOCs were most successful. Their role will be expanding.

THE BASIC CONCEPT

SPOCs were originally created to provide a single, readily accessible place at each college where an employee experiencing a payroll problem could go for assistance and be assured of a response within five working days. This concept is being expanded to include SAP HR's five modules:

The SPOCs received training in SAP's five modules that represent major business operations:

- Organizational Management (OM)
- Personnel Administration (PA)
- Benefits (BN)
- Time Management (TM)
- Payroll (PY)

SPOCs are not "techies" but are critical internal business specialists focused on keeping processes flowing, identifying issues, and helping with solutions. SPOCs will have quick access to a technical or functional District specialist whenever a problem arises.

In addition SPOCs will provide orientation training to location employees about the new systems when it "goes live" in July and again in the fall for faculty on the

mandatory Professional Development Day.

SPOCs are staffed Monday through Friday during normal business hours of 8:00 AM – 4:30 PM, holidays excepted.

CONTACTING YOUR SPOC		
LOCATION	SPOC	SUPER USER
City	Lenore Saunders (323) 953-4000 X 2425	Judy Keropian (323) 953-4000 X 2054
East	Norman Cheung (323) 265-8680	Eusebio Reyes (323) 265-4146
Harbor	Claudette Youins (310) 233-4346	Nestor Tan (310) 233-4053
Mission	Ronn Gluck (818) 833-3310	Connie Reyes (818) 364-7730
Pierce	Mofe Doyle (818) 710-2553	Victoria Romero (818) 710-4168
Southwest	Lynn Bebelle (323) 242-5560	Edward Francis (323) 241-5282
Trade-Tech	Claudia Mata (213) 763-7028	Oliva Sanchez (213) 763-7041
Valley	Tom Aduwo (818) 778-5532	Yasmin Aviles (818) 947-2414
West LA	Hansel Tsai (310) 287-4338	Cheryl Doerfler (310) 287-4339
District Office	Carlos Covarrubias (213) 891-2355	Joan Steever (213) 891-2334

NEXT WEEK → *What's New with* Time Reporting Simplified

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.

Turn your stumbling blocks into stepping stones. -- Anonymous

To send a comment email: MAESTROeditor@laccd.edu