

CHAPTER 1
INTRODUCTION
SECTION 1.1
PURPOSE OF AGENCY IMPLEMENTATION GUIDE

1.1 OVERVIEW

The purpose of the Agency Implementation Guide is to address the ISIS Hr implementation at a level of detail necessary for individual agencies. The **AIG** is a repository of critical implementation materials and a shared resource of agency solutions to help agency staff and the ISIS Project Team plan, direct, execute and ensure a successful implementation of the ISIS HR System. The AIG provides information on a variety of ISIS implementation topics including:

- Roles of the ISIS Project Team and agency staff
- Hardware and software requirements
- Implementation task to be completed

The target audience of the AIG is the agency staff and the ISIS Project Team members responsible for the implementation work. The AIG will serve as a central control document to keep implementation activities consistent and organized across agencies, and between the agencies and ISIS Project Team.

The AIG is not intended to be a one-way communications vehicle. Comments and suggestions are encouraged so that good ideas originating from agencies can be shared and incorporated into the AIG.

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1.2 OVERVIEW

Because this project is such a huge undertaking for the State of Louisiana and state government, several groups were organized to serve in various capacities. Supporting groups consist of the following:

ISIS Steering Committee

The ISIS Steering Committee, the primary source for the State's long-term goals and vision, must set priorities and help resolve state-wide issues. The Steering Committee aids in promoting the ISIS HR implementation project throughout the organization.

The primary responsibilities of the Steering Committee members are:

- Committing the required resources to the project
- Monitoring the progress and the organizational impacts of the project
- Empowering the core project team to make decisions
- Review issue papers and provide input
- Generating timely decisions; supporting the Project Manager to accomplish the project goals
- The Project Sponsors and the State Project Director should be representatives of the Steering Committee.

HR Project Sponsors

The Project Sponsors directly communicates the State's long-term goals and visions.

The Project Sponsors:

- Is the ultimate owner of the project and has decision-making power in the fulfillment of the primary responsibilities, as outlined for the Steering Committee members
- Maintains the final authority to set priorities, approve scope, and help settle state-wide issues
- Promotes the ISIS HR project throughout the organization. Where conflicts exist in the completion of these responsibilities, the Sponsors are empowered to negotiate and promote a solution.
- Has final budget authority
- The Project Sponsor should be represented on the Steering Committee and must participate in integrated project status meetings at least monthly.

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HR User Group

The HR User Group is a management group comprised of agency personnel management, position control or payroll representatives, in addition to control agency representative (OSUP and Civil Service), established to provide functional expertise and project guidance between the level of the project team and the HR Project Sponsors.

This group has also been established to provide a mechanism to deal with the issues generated by the implementation or enhancements of the ISIS HR, the communication of information, and the decision making process.

The HR User Group members must have:

- An in-depth knowledge of the State's business processes and requirements in an assigned department or agency
- Empowerment to make decisions on functional changes
- Strong analytical skills

HR Functional and Technical Project Team

The state project team is made up of agency resources with functional knowledge of human resources and payroll and with deep understanding of existing business processes, systems and the working environment. The various roles that state personnel will play in this project have been identified with two key goals in mind:

- To insure the success of the ISIS HR project
- To develop the personnel resources necessary to continue that success when the business partner's direct involvement is ended

The state resources also expect to actively participate in the effort to complete the deliverables and project. State personnel will provide knowledge of policies, procedures and regulations, as well as assistance with the conversion of existing systems. They are prepared to perform tasks assigned for system design, programming, data base administration, procedure development, and the other customary work of a systems development project.

The state must ensure that once the project is completed it has established a broad base of expertise in the tools and the application, and in the state's implementation of this application. The permanent support staff must have the knowledge necessary to continue any conversion process and provide ongoing agency support and training, apply program fixes, install software updates, and maintain application tables, and develop and deploy any necessary enhancements.

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Agency Staff

Each agency was requested to provide a Department Coordinator, Implementation Agent and a Technical Coordinator to represent the agency during the implementation of the ISIS HR System. A Letter of Agreement between the Division of Administration and the agency was developed outlining the duties and responsibilities of each position and naming the appointed persons. Those duties and responsibilities are as follows:

Department Coordinator

Identified as the department's executive management, the undersecretary or equivalent. The Department Coordinator is to be the escalation point for problem resolution. He/she is responsible for appointing the implementation agent(s) and technical coordinator(s).

Implementation Agent

Roles and Responsibilities for ISIS HR Implementation Agents

Roles:

- Providing a focal point for **two-way communication** between project team and state organizations
- Serving as a key communicator and **champion** for the project
- **Understanding high level project status**, issues, and next steps -- especially those relevant to their organization(s)
- Identification and **resolution of project-related issues** within their organizations sphere of influence (e.g., ensure organization is prepared to deal with personnel actions and payroll actions becoming one function)
- Contributing to the **successful achievement of project goals** and objectives within their organization(s)
- Identification and ensuring **appropriate resources** are contributing to the project in a timely manner (e.g., cleansing the data and providing the required data to the project team by the deadline specified)
- **Coordinating training and security**
- Ultimately **responsible for ensuring the successful implementation** within their organization(s) from a process and people perspective

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Technical Coordinator

**Roles and Responsibilities for ISIS HR Technical
Coordinators**

Roles:

- Providing a focal point for two-way communication between the ISIS HR project technical team and the state organizations
- Understanding the technical requirements, issues, and next steps – especially those relevant to his/her agency(s).
- Identification and resolution of technical issues within his/her agency(s).
- Identification and ensuring technical infrastructure is in place for each of his/her agencies' ISIS HR Users.
- Responsible for the ISIS HR certification process for each ISIS HR User in his/her agency(s).

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MAINTAINING AGENCY IMPLEMENTATION GUIDE

1.3 OVERVIEW

The initial version of the AIG is Release 1.0. Revisions to the AIG are numbered using a “decimal point” such as Release 1.1 or 2.2. The original release and releases of new documentation will be number using a “point zero” number such as Release 1.0 or 2.0. An original release will be the addition of new material not previously contained in the AIG. A revision will usually contain corrections to the current major release that do not require the addition of significant material. The entire AIG is not republished with each release. Instead, replacement pages or new chapters are produced with instructions explaining which pages to replace or where to insert new pages. Releases will be published on the ISIS HR web page with notification to the Implementation Agent. It will be the responsibility of the Agency Implementation Agent to print copies from the web page for appropriate distribution within their agency. When required, the contents of a release will be discussed at the monthly Implementation Agent meeting.

The Release number and the date of release are identified in the footer of each page of the Implementation Guide.

Agencies are responsible for preparing portions of the AIG, specifically those portions containing the agency-specific plans for various aspects of the overall implementation effort. As these agency-specific sections are completed, it is recommended that they be inserted into the appropriate place in all copies of the agency’s AIG. These agency-specific items are identified and described in the task plan in Chapter 9 and Appendix A.

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PROJECT CONTACTS

1.4 OVERVIEW

Furnished in Appendix B is a complete list of the primary agency contacts and the ISIS Project Team members. All changes to the agency contacts list must be communicated by the agency to the ISIS Project Change Management Team via the Agency Representative Change Form in Section 1.4.1.

This form must be completed in its entirety, signed and dated by an authorized person. If the Implementation Agent or the Technical Coordinator is being changed the Department Coordinator must sign the form. If the Department Coordinator is being change the person who originally appointed the Department Coordinator must sign the form.

The form may be mailed or FAXED to this office. The mailing address and FAX number are located on the form for your convenience.

The contact list is also located on the ISIS HR web page.

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1.4.1 AGENCY PROJECT REPRESENTATIVE CHANGE FORM

Please complete the following form and return to Sylvia Vaught whenever the Agency Project Representative changes.

Messenger: Sylvia Vaught
ISIS HR Project
150 3rd Street
5th Floor

Mail: Sylvia Vaught
ISIS HR Project
P. O. Box 94095
Baton Rouge, LA 70804-9095

FAX: 225-342-0902

Organization Name: _____

Contact Name: _____

Title: _____

Address: _____

Phone: _____ FAX: _____

Email address _____

Agency Responsibility: Department Coordinator Implementation Agent Technical Coordinator

Agency Number	Name
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Authorizing Signature Date