



HRMS Monthly Newsletter

Linked Together Through Technology

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Pre-launch Quality Assurance Team (PQAT)

Good News! As we finish the first phase of our build process, we are looking for a select group of HR Liaisons and Payroll Clerks to participate in a Pre-launch Quality Assurance Team (PQAT). We need people who possess an in-depth knowledge of the County processes we are improving through the implementation of ePersonality. Our goal is to enhance the acceptance of the new system by involving key players, such as yourself, in all phases of launch and support.

By participating in this process, we believe that your time will be a great benefit to you, your department, and the County. As a PQAT member you will learn the system, have an intimate knowledge of ePersonality, and will be a great asset to your department and the County when we “go live” and begin utilizing the new features.

Page 2 contains a detailed description of the PQAT role, the commitment required, and the “how and when” of the member selection process.

Together the HRMS team and PQAT's can ensure the most efficient launch of ePersonality.

“Teamwork shares the task, multiplies the effort and ensures the success.”

Sipri Cuthbert

*Written by: Janell Crane
HRMS Change Manager*

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November 2009

PQAT – FAQ's

What are the PQAT goals?

- ❖ Assist in determining the processes that are most relevant to you in your job role
- ❖ Help develop Job Aids, or "quick tips", for the most frequently used processes
- ❖ Help create a User Guide with step-by-step instructions for all modules of ePersonality that include your department's needs
- ❖ Test the training materials by using ePersonality to test the materials we will use to train you and your peers
- ❖ Participate in dry-run training sessions to provide feedback to the team about how we can provide the most effective and efficient training possible

How will you support learning as a PQAT member?

By being in the learner's shoes, you can anticipate for us what the end-user's questions will be and how to best answer them in your "department-ese" language. You will be helping learners "thrive" and be more productive, feel more in control from "go live".

How will you benefit by participating in this role?

By engaging with the team early, you will have gained a level of system knowledge that will enable you to become an HRMS "super-user". You will contribute to the development of materials that will be used County-wide during training and post implementation.

What level of commitment is required to participate?

We have kept the commitment to no more than 1 day per week for 8 weeks beginning in January, 2010. Following the selection of the team, we will determine which day will work best for all.

How will PQAT's be selected?

We will be asking you to nominate your peers (or yourself) for this role. We will be sending out a survey asking you to identify who you think should be a PQAT member, given the description of PQAT goals.

Once the responses are received, we will contact the nominees to determine who is interested in participating. We will then contact the Department/Agency Heads and request their approval.

When will we receive the survey?

The survey will be distributed the week of November 30th, following the Thanksgiving holiday.