SPS Project – #060B3490012

Future State
Process Definition and
Requirements Document (PDR)

Attachment F6
Manager Self-Service (MSS) Transactions

Contents

I. Document Information

A. Definitions - Abbreviations/Acronyms/Terms

Abbreviation/ Acronym/Term	Definition
Advanced Step	A type of salary adjustment for existing employees due to a hire of an individual at a salary that exceeds hire salary guidelines.
Approval	To review the transaction and accept changes to the system as correct.
Business Rules	Business rules are State defined process requirements that ensure transactions follow the State's personnel rules and regulations.
Contractual Worker	An individual who under a written agreement provides temporary personal services to the State and is not employed in a budgeted position.
CPB	Central Payroll Bureau
DBM	Department of Budget & Management
DBM OBD	Department of Budget & Management/Office of Business Development
Demotion	This is a type of personnel transaction initiated when an employee is changed from one classification to a different classification with a lower maximum rate of pay.
EBD	Employee Benefits Division
Flat Rate	Fixed annual salary, which is not part of a salary grade
Miscellaneous Adjustment	A type of salary adjustment for employee with a Flat Rate, Hourly, Daily or Slope Scale definition, and any other non-Advanced Step adjustments.
MSS	Manager Self-Service is SPS functionality which provides managers with online access to tools and information required to process personnel transactions
NTE $	Not to exceed approved budgeted amount for Contractual Worker (Contract)
OPSB	Office of Personnel Services & Benefits
Position Number	PIN - Position Identification Number
Portal	Point of entry to the SPS to allow access to information, transaction processing, and other actions allowed by the user's system security profile.
Promotion	This is a type of personnel transaction initiated when an employee is advanced from a position in one classification to a different position number with a different job code classification and a higher maximum rate of pay.
Rules	A workflow specification detailing which transactions a specified user has the authority to approve.
SPS	State Personnel System -- The state's proposed new personnel system
Slope Scale	A continuous range of pay between minimum and maximum rates that does not contain specific steps
Stakeholder	Person in a position or entity with a role or interest in a process or project. Stakeholders affect or are affected by the outcome of a process or project.
Step	A section within a salary grade that is assigned a specific rate of pay
Workflow	Day-to-day processes in business that are part of larger tasks that involves several steps and several people working together. With respect to ERP (Enterprise Resource Planning) software, a workflow involves a set of approvers (generally in a hierarchical fashion) having different options (approve/deny) for a transaction such as a request for leave.
Workflow Email Notification	A notification that appears as an email to a user detailing a transaction required to review for approval, denial, or as an information only notification.

II. Organizational Overview

In this section, we discuss the current business and technical environments surrounding and supporting the State's personnel and benefits systems.

Business Environment

DBM's Office of Personnel Services and Benefits (OPSB) along with the State agencies are responsible for personnel administration, including policy development, guidance, and interpretation. The Executive Director, OPSB, leads a support staff of approximately one hundred and seventy-five people. The OPSB operations currently include oversight of Recruitment and Examination, Classification and Salary Administration, Employee Benefits, Employee Relations, Employee Grievances, Disciplinary Actions, EAP, EEO and the Leave Bank.

DBM's current personnel and benefits systems support 700 users, who manage the personnel and benefits activities of over roughly 120,000 State employees and retirees, Satellite Agency employees and retirees, and their eligible dependents. Through the existing HR system (MS310) and manual forms (MS311, MS106), and Benefits Administration Systems (BAS), the State processes over 250,000 transactions annually. The Sigma Applicant Management System (AMS) which the State uses to support its recruitment and evaluation function will be replaced by JobAps with targeted implementation date of August 2012.

The Central Payroll Bureau (CPB) is responsible for statewide payroll processing and will continue to manage payroll information on a separate system while receiving inputs from the HRIS. Similarly, the Maryland State Retirement and Pension Systems (MSRPS) organization will continue to handle retirement information on a separate system.

It is expected that the new HRIS will replace many of the current Personnel/Benefits applications. However, the systems used by the Central Payroll Bureau; Maryland State Retirement and Pension Systems; and other existing HR database used by other agencies (i.e.; University Systems, MDOT and Satellite Agencies) will not be replaced by the new HRIS. These systems will require interfaces to and from the new HRIS. For brief descriptions of the current systems used to manage and maintain personnel transactions and data, please refer to appendix D.

III. Proposed Future State

A. Future State Process Narrative

As part of the new SPS, the State has selected ‘JobAps’ as the preferred recruiting and applicant tracking system. ‘JobAps’ will be seamlessly integrated with HCM SaaS to provide a comprehensive solution to the State’s Recruitment and Human Resources business process, data management and reporting requirements. Please note that JobAps will be the system of record that will provide both applicants and HR administrators with online access to resources and information required to recruit, test and select candidates to fill State vacancies. These include, but are not limited to the following processes:

- Job Requisitioning
- Recruitment Planning
- Test Construction and Testing
- Job Posting
- Applicant Profile & Portal
- Applicant Submission
- Applicant Eligibility
- Examination and Scoring
- Eligible List Creation and Publishing
- Interview and Selection
- Consolidated Reporting

This document discusses the future state business process design for Manager Self-Service (MSS) functionality in the new Statewide HCM Personnel System (SPS). The SPS will feature MSS functionality that will provide managers with online access to the tools and information required to administer transactions and manage information for their direct and indirect reports. The new MSS functionality is expected to streamline business processes; decrease transaction costs, processing time and improve service; and free up HR professionals to provide more consultative services.

The SPS MSS functionality will allow managers to initiate personnel transactions from their desktop and send to stakeholders for review, approval/denial or notification based on pre-defined transaction workflow requirements. Please note that currently, managers are not able to view and/or initiate any personnel transactions on-line.

This document includes a detailed narrative for each MSS transaction. Additionally, each MSS transaction has a support diagram which outlines the role and responsibility for each process stakeholder. *Appendix A* outlines those transactions that are not initiated by Managers via MSS, but require the review, approval or notification of a manager.

The MSS functionality will be rolled out to all managers that are included in SPMS. Each agency will be able to define MSS security roles and permissions for their Managers.

MSS transaction data will be retained in the system and available for reporting and auditing, and will be archived according to the approved data retention schedule.

The MSS transactions that will be reviewed in this PDR include the ones circled. The other transactions will be covered in the *Recruiting, Examination & Testing PDR, Personnel Transactions and the Employee Self-Service PDR.*

Employee Transaction/Event	Processed thru JobAps	Processed by MSS	Processed by ESS	Processed by HR
Hires	✓			✓
Rehires	✓			✓
Promotions	✓	✓		✓
Demotions	✓	✓		✓
Transfers	✓			✓
Salary Adjustments		✓		✓
Data Changes		✓		✓
Terminations		✓		✓
Employee Demographic Information			✓	✓

Key: MSS = Manager Self-Service, ESS = Employee Self-Service

The employee transactions' that will not be reviewed in this PDR, but will be reviewed in another are:

Employee Transaction/Event	Will be Covered in the Following PDR
Contractual Employees - Contractual Recruitment Package - Contractual Job Posting - Contractual Eligible List - Interview & Selection	Recruitment and Examination
Contractual Employees - Contract Generation - Contractual On-Boarding - Contract Management - Contractual Conversion - Contractual Renewal - Contract Termination	Contractual Employees
Classification and Salary - Acting Capacity Request (Type A-C w/Delegated Authority) - Acting Capacity Request (c w/No Delegated Authority or No Minimum Qualifications) - Acting Capacity Request-EPP - Cancel Acting Capacity Pay	Classification & Salary
Recruitment and Examination - Job Requisition - Recruitment Package - Job Posting - Eligible List Creation & Publishing - Interview and Selection-Parts I & II	Recruitment and Examination
Time and Labor - Scheduling - Timesheet Approval - Leave Approval - Overtime Approval - Bilingual Pay Approval	Time and Labor

The State has a requirement to process transactions for a single employee and in some circumstances to process the same transaction for a group of employees. All of the transactions that will be discussed in this document are for a single employee. Mass updates, reclassifications and salary adjustments will be discussed in the *Classification & Salary PDR*.

B. Assumptions

This section outlines assumptions regarding MSS transactions in the new SPS system.

Data

- Employee data will be migrated from legacy systems to the new SPS
- Employee data will be accurate
- Standard data fields and values will be common for all users

Security

- Agency HR will be able to initiate and complete all transactions in the core HR module.

C. General Self-Service Requirements

This section outlines the general system requirements necessary to execute MSS transactions in the new SPS system.

Data

- The system shall provide security to allow user access to only the data, functionality and reports as defined by the Agency HR Director.
- The system shall provide the capability for Managers to initiate MSS transactions for direct and indirect reports

MSS Functionality

- The system shall have a standardize look and feel for all Managers/Supervisors.
- The system shall have a standardize look and feel across all Agencies.
- The system shall provide the capability to standardize transaction workflow across all Agencies.
- The system shall allow users to initiate, submit, review, approve, deny, and send notifications via MSS.
- The system shall retain history for all transactions initiated via MSS.
- The system shall allow users to view the status of a transaction initiated via MSS.
- The system shall commit changes to the system after all required approvals have been completed.
- The system shall send a notification to the Initiator and all process participants when the MSS transaction is committed to the system.
- The system shall allow users to send a notification via email to employees.
- The system shall allow users to print system generated transaction notifications.
- The system shall validate that all required fields are completed before routing a transaction.
- The system shall validate that all fields are completed with a valid value where applicable.
- The system shall allow managers to modify denied transactions and resubmit for processing.

D. Workflow Requirements

The State does require workflow routing for transactions. The State requires the ability to define workflow:

- By required approval
- By required notification
- By transaction type
- By the source of the transaction; for example, Recruiting vs. MSS vs. ESS
- By Agency
- By Agency Appointing Authority Delegation
- By organizational role and transaction type

The functional requirements definition includes the preparation of transactions process flow diagrams. The process flow diagrams are intended to identify "future state" business processes and show transaction stakeholders, including process initiators and approvers, notifications, integrations, automation touch points and required system functionality.

The process flow diagram steps highlighted in yellow indicate MSS functionality steps detailed and referenced in the transaction's narrative.

Appendix B – MSS Process Flow Diagrams contains the MSS transactions process flow diagrams referenced in this document.

Personnel Transactions

MSS0101- MSS - Promotion Not From Recruiting
MSS0102- MSS - Demotion Not From Recruiting
MSS0103- MSS - Salary Adjustment
MSS0104 - MSS - Data Change – Change % Employed
MSS0105 - MSS - Termination - Deceased
MSS0106 - MSS - Termination - New Hire – No Show or Declined Offer After Acceptance
MSS0107 - MSS - Termination - Resigned for Military Service
MSS0108 - MSS - Termination - Resigned State Service
MSS0109 - MSS - Termination - Laid-Off from Allocated Position
MSS0110 - MSS - Termination - Retired
MSS0111 - MSS - Termination - Position Number Abolished
MSS0112 - MSS - Termination - End of Temporary Employment
MSS0113 - MSS - Termination - Leave Without Pay

Contractual Employees

MSS0501 - MSS – Initiate Contractual Job Requisition & Position Number Request
MSS0502– MSS – Initiate Contractual Job Requisition (Existing Position Number)
MSS0503 – MSS – Initiate Contractual Conversion Request
MSS0504 – MSS – Initiate Contractual Renewal Request
MSS0505 – MSS – Initiate Contractual Termination Request

E. Approval/Notifications

The MSS Transaction Responsibility Matrix models the suggested workflow for each MSS transaction, the involved stakeholders' roles and responsibilities. Some transactions will require multiple approvers and notifications. Multiple levels of approvers are sent in increments to the final approval level. Notifications will be sent concurrently. See *Appendix C - MSS Transaction Responsibility Matrix.*

Note: The term 'Manager' in the PDR refers to users in Supervisors or Managers roles with at least one direct report.

F. Process Narratives for MSS of Personnel Transactions

Promotion (Not From Recruiting)

Associated Process Flow: MSS0101 – MSS - Promotion (Not From Recruiting)

Per the *Salary Guidelines for the Standard Pay Plan*, a promotion means an employee is advanced from a position in one classification to a different position number with a different job code (classification) with a higher maximum rate of pay.

A “Promotion” may come into the system via different paths: Recruiting, Manager Self-Service or Agency HR. The Recruiting path will be the predominate source of Promotions with Manager Self-Service and Agency HR as backup methods.

Depending on the source of the promotion, the transaction will be processed as follows:

	Transaction Source		
	JobAps	Manager Self-Service	Agency HR
Initiator	Agency HR Coordinator	Supervisor/Manager	Agency HR
Review & Approval Level 1	-	2nd Level Manager	-
Review & Approval Level 2	-	Agency HR	-
Review & Approval Level 3	-	DBM OPSB Classification*	-
Review & Approval Level 4	-	Agency Appointing Authority	-
Notifications	Agency Payroll CPB Timekeeping	Agency Payroll CPB Timekeeping	Agency Payroll CPB Timekeeping

* This review & approval will only occur if the entered salary exceeds guidelines

At the point this transaction occurs, it is assumed that conversations have occurred at a minimum between the Manager and the 2nd Level Manager that a Promotion is appropriate. This process is the formality of entering the agreed upon action into the system.

Promotion (Not From Recruiting) Process Steps:

Initiate a Promotion: (Step 1): The system shall provide the capability to initiate a Promotion via MSS.

Select the Employee: (Step 2): The system shall require the Manager to select an employee from a list of direct and indirect reports.

Enter/Modify Promotion Request: (Step 3): The system shall provide the capability to capture the data required to request the Promotion.

The system shall provide the capability to capture the following fields:

Field	Access Mode	Business Requirements
Employee ID	Display	The system shall display the employee id.
Employee Name (Last Name, First Name, Middle Name, Surname)	Display	The system shall display the employees full name
Employee Classification (State, Contractual, Temporary, Volunteer, Intern)	Display	See Rules Below
Current Position Number (PIN)	Display	The system shall display the current position number (PIN)
Effective Date	Required Entry	See Rules Below
Promotion Reason	Default	
New Position Number (PIN)	Required Entry	See Rules Below
New Position Number (PIN) Details - Position Title - Job Code - Location	Display	The system shall display the New Position Number (PIN) Details
Salary Grade/Step	Display	See Rules Below
Salary $	Default	See Rules Below
Frequency	Default	See Rules Below
Reason for Exception to Guidelines	Required Entry	See Rules Below
Explanation for Exception to Guidelines	Required Entry	See Rules Below

Special Field/Business Rules:

Field	Business Requirements
Effective Date	The system shall require the Manager to enter a Promotion Date that is >= System Date – 365 AND <= System Date + 30.
Employee Classification	The system shall default the Employee Classification. The system shall require the Manager to modify based on the following valid values: - State - Contractual - Temporary - Volunteer - Intern
Promotion Reason	The system shall default the Promotion Reason to a value of Promotion.
New Position Number	The system shall require the Manager to select a Position Number from a list of valid values that is filtered to the Vacant Position Number defined for the Manager's Agency Code.

Field	Business Requirements
Salary Grade/Step	The system shall default based on the Position Number entered.
Salary Amount	The system shall default the salary amount based on the Position Number entered, but be modifiable. The system shall provide the capability for the Manager to modify the defaulted Salary amount. If the Manager modifies this field, the system shall determine if Salary amount entered exceeds the defaulted value for the Position Number based on one of the following Salary Guidelines: - *Salary Guidelines for Standard Pay Plan* - *Salary Guidelines for the Executive Pay Plan* (See Appendix D).
Frequency	The system shall default the frequency based on the defaulted salary amount, but be modifiable. The system shall provide the capability for the Manager to modify the Frequency with the Salary Amount.
Reason for Exception to Guidelines	The system shall provide the capability to capture a Reason for Exception to the Guidelines if the step/salary exceeds the Guidelines. The system shall require the Manager to select one of the following values: – Direct Report Salary Higher – Internal Equity – Complexity of Job
Explanation for Exception to Guidelines	The system shall provide the capability for the Manager to enter an Explanation for Exception to Guidelines, if required to enter a Reason for Exception to Guidelines.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

- Approval Level 1: 2nd Level Manager (Steps 4-8)
- Approval Level 2: Agency HR
- Approval Level 3: DBM OPSB Classification (if required for Exceptions to Guidelines)
- Approval Level 4: Agency Appointing Authority
- Notification: Manager

Data Field Requirements: The system shall display the following *Promotion (Not from Recruiting)* fields:

Field	Access Mode
Employee ID	Display
Employee Name (Last Name, First Name, Middle Name, Surname)	Display
Employee Classification (State, Contractual, Temporary, Volunteer, Intern)	Display
Current Position Number (PIN)	Display
Effective Date	Display
Promotion Reason	Display
New Position Number (PIN)	Display
New Position Number (PIN) Details - Position Title - Job Code - Location	Display
Salary Grade/Step or Salary $	Display
Reason for Exception to Guidelines	Display
Explanation for Exception to Guidelines	Display

Approve/Deny: The system shall provide the capability for reviewers to approve and deny transactions.

Approval/Denial Notifications:

If approved, the system shall send an approval notification to the Manager and the 2nd Level Manager. (Step 27)

The system shall provide the Manager the capability to print a notification for the employee that outlines the transaction details and new job/salary information. (Step 30)

If denied, the system shall require the reviewer to select a valid denial reason from the list below, and shall provide the capability for the user to enter free-form text regarding the denial.

Denial Reasons
Budget Constraints
Incorrect Information
Other

The system shall send a denial notification with reason to the Manager and the 2nd Level Manager. (Step 9)

The system shall provide the capability for the Manager to modify and resubmit the denied request. (Step 10) If the denied transaction is not resubmitted, the system shall retain the transaction in a “Denied” status until there is a conscious decision to purge/remove transactions.

The system shall make ‘Denied’ transactions available for metrics reporting.

AdHoc Report: Letter/Notification: (Step 30): After the Promotion has been fully processed, the Supervisor/Manager and Employee shall have the ability to print and view letter of notification for the transaction. This report identifies the updated job/salary details. The Supervisor/Manager can choose to use this letter/notification in the delivery of the transaction to the employee OR notify the employee to view the notification on-line via Employee Self Service.

Demotion (Not From Recruiting)

Associated Process Flow: MSS0102 – MSS - Demotion Not From Recruiting

Per the Salary Guidelines for the Standard Pay Plan, a demotion means an employee is changed from one classification to a different classification with a lower maximum rate of pay.

The State recognizes 3 types of demotions: Voluntary, Career Change and Disciplinary. Disciplinary demotions will be addressed in the *Employee Relations PDR* where disciplinary events are reviewed. This section will address Voluntary and Career Change demotions, which both involve a change in Position Number (PIN).

A "Demotion" may come into the system via different paths: Recruiting, Manager Self-Service or Agency HR. The predominate source is Recruiting for Career Change and Voluntary Demotions with Manager Self-Service and Agency HR as backup methods.

Depending on the source of the demotion, the transaction will be processed as follows:

	Transaction Source		
	JobAps	Manager Self-Service	Agency HR
Initiator	Agency HR Coordinator	Supervisor/Manager	Agency HR
Review & Approval Level 1	-	2nd Level Manager	-
Review & Approval Level 2	-	Agency HR	-
Review & Approval Level 3	-	DBM OPSB Classification*	-
Review & Approval Level 4	-	Agency Appointing Authority	-
Notifications	Agency Payroll Timekeeping	Agency Payroll Timekeeping	Agency Payroll Timekeeping

* This review & approval will only occur if the entered salary exceeds guidelines

- A *Voluntary Demotion* occurs when the employee moves to a lower classification, and the new salary is not more than the current salary.

- A *Career Change Demotion* occur when the employee moves to a different occupational area (work area) or a different class grouping.

Demotion (Not From Recruiting) Process Steps:

Initiate a Demotion: (Step 1): The system shall provide the capability to initiate a Demotion via MSS.

Select the Employee: (Step 2): The system shall require the Manager to select an employee from a list of direct and indirect reports.

Enter Demotion Request: (Step 3): The system shall provide the capability to capture the data required to request the Demotion.

Data Field Requirements: The system shall provide the capability to capture the following *Demotion* fields:

Field	Access Mode	Business Requirements
Employee ID	Display	See Rules Below
Employee Name (Last Name, First Name, Middle Name, Surname)	Display	
Employee Classification	Default	See Rules Below
Current Position Number (PIN)	Display	
Effective Date	Required Entry	See Rules Below
Demotion Reason	Required Entry	See Rules Below
New Position Number (PIN)	Required Entry	See Rules Below
New Position Number (PIN) Details - Position Title - Job Code - Employee Classification - Location	Display	
Salary Grade/Step	Display	See Rules Below
Salary $	Defaulted	See Rules Below
Frequency	Defaulted	See Rules Below
Reason for Exception to Guidelines	Required Entry	See Rules Below
Explanation for Exception to Guidelines	Required Entry	See Rules Below

Special Field/Business Rules:

Field	Business Requirements
Effective Date	The system shall require the Manager to enter an Effective Date that is >= System Date – 365 AND <= System Date + 30
Demotion Reason	The system shall require the Manager to select a Demotion Reason from a list of valid values: - Voluntary - Career Change
Employee Classification	The system shall default the Employee Classification. The system shall require the Manager to modify based on one of the following valid values: - State - Contractual

Field	Business Requirements
	85- Temporary - Volunteer - Intern
New Position Number (PIN)	The system shall require a new POSITION NUMBER for Voluntary and Career Change Demotions. The system shall require the Manager to select a Position Number from a list of valid values that is filtered to the Vacant Position Numbers defined for the initiators Agency Code.
Salary Grade/Step	The system shall default based on the Position Number entered.
Salary Amount	The system shall default the salary amount based on the Position Number entered, but be modifiable. The system shall provide the capability for the Manager to modify the Salary amount with the Frequency. The system shall determine if the Salary amount entered exceeds the defaulted value for the Position Number based on the *Salary Guidelines for the Standard Pay Plan* or the *Salary Guidelines for the Executive Play Plan* ("Guidelines") (See Appendix D).
Frequency	The system shall default the frequency based on the defaulted salary amount, but be modifiable. The system shall provide the capability for the Manager to modify the Frequency with the Salary Amount.
Reason for Exception to Guidelines	The system shall provide the capability to capture a Reason for Exception to Guidelines if the Salary Grade/Step or Salary $ entered exceeds the Salary Guidelines for Standard Pay. The system shall require the Manager to select one of the following values: - Direct Report Salary Higher - Internal Equity - Complexity of Job
Explanation for Exception to Guidelines	The system shall provide the capability for the Manager to enter an Explanation for Exception to Guidelines, if a Reason for Exception to Guidelines is required.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

- Approval Level 1: 2nd Level Manager (Steps 4-8)
- Approval Level 2: Agency HR
- Approval Level 3: DBM OPSB Classification (if required for Exceptions to Guidelines)
- Approval Level 4: Agency Appointing Authority
- Notification: Manager

Data Field Requirements: The system shall display the following *Demotion (Not from Recruiting)* fields:

Field	Access Mode
Employee ID	Display
Employee Name (Last Name, First Name, Middle Name, Surname)	Display
Employee Classification (State, Contractual, Temporary, Volunteer, Intern)	Display
Current Position Number (PIN)	Display
Effective Date	Display
Demotion Reason	Display
New Position Number (PIN)	Display
New Position Number (PIN) Details - Position Title - Job Code - Location	Display
Salary Grade/Step	Display
Salary $	Display
Frequency	Display
Reason for Exception to Guidelines	Display
Explanation for Exception to Guidelines	Display

Approve/Deny: The system shall provide the capability for reviewers to approve and deny transactions.

Approval/Denial Notifications:

If approved, the system shall send an approval notification to the Manager and the 2nd Level Manager. (Step 27)

If denied, the system shall provide the capability for the reviewer to select a valid denial reason and to add free-form text regarding the denial. The system shall send a denial notification with reason to the Manager and the 2nd Level Manager. (Step 9)

The system shall provide the capability for the Manager to modify and resubmit the denied request. (Step 10) If the denied transaction is not resubmitted, the system shall retain the transaction in a “Denied” status until there is a conscious decision to purge/remove transactions.

The system shall make ‘Denied’ transactions available for metrics reporting.

AdHoc Report: Letter/Notification: (Step 30): After the demotion has been fully processed, the Supervisor/Manager and Employee shall have the ability to print and view letter of notification for the transaction. This report identifies the updated job/salary details. The Supervisor/Manager can choose to use this letter/notification in the delivery of the transaction to the employee OR notify the employee to view the notification on-line via Employee Self Service.

Salary Adjustment

Associated Process Flow: MSS0103 – MSS - Salary Adjustment

An employee salary adjustment can be an ‘Advanced Step’ or a ‘Miscellaneous Adjustment’.

- An *Advanced Step* is a required salary adjustment for existing employees due to the hire of an individual at a salary that exceeds hire salary guidelines.

- A *Miscellaneous Adjustment* is a required salary adjustment for employee salary changes with a Flat Rate, Hourly, Daily or Slope Scale definition, and any other non-Advanced Step adjustments.

All other salary adjustments, such as an Annual Increment, ASR/PPA or COLA will occur as either a Mass Update or a position management/classification update. Mass Updates and Position Management/Classification requirements will be addressed in separate PDR’s.

<u>A Salary Adjustment will be initiated by the Supervisor/Manager and Agency HR will be the backup</u>

	Transaction Source	
	Supervisor/Manager	Agency HR
Initiator	Supervisor/Manager	Agency HR
Review & Approval Level 1	Agency Budget Office	-
Review & Approval Level 2	2nd Level Manager	-
Review & Approval Level 3	Agency HR	-
Review & Approval Level 4	DBM OPSB Classification*	-
Review & Approval Level 5	Agency Appointing Authority	-
Notifications	Agency Payroll	Supervisor/Manager Agency Payroll

* This review & approval will only occur if the entered salary exceeds guidelines

Salary Adjustment Process Steps:

Initiate a Salary Adjustment: (Step 1): The system shall provide the capability to initiate a Salary Adjustment via MSS.

Select the Employee: (Step 2): The system shall require the Manager to select an employee from a list of direct and indirect reports.

Enter Salary Adjustment Request: (Step 3): The system shall provide the capability to capture the data required to request the Salary Adjustment.

Data Field Requirements: The system shall provide the capability to capture the following fields to initiate a *Salary Adjustment*:

Field	Access Mode	Business Requirements
Employee ID	Display	
Employee Name (Last Name, First Name, Middle Name)	Display	
Employee Classification (State, Contractual, Temporary, Volunteer, Intern)	Display	
Salary Adjustment Effective Date	Required Entry	See Rules Below
Salary Adjustment Reason	Required Entry	See Rules Below
Current Salary Grade/Step or Salary $	Display	
New Salary $	Required Entry	See Rules Below
New Frequency	Required Entry	See Rules Below
Position Number (PIN) Details - Position Title - Job Code - Location	Display	
Reason for Exception to Guidelines	Required Entry	See Rules Below
Explanation for Exception to Guidelines	Required Entry	See Rules Below

Special Field/Business Rules:

Field	Business Requirements
Salary Adjustment Effective Date	The system shall require the Manager to enter a Salary Adjustment Effective Date that is >= System Date – 365 AND <= System Date + 30
Salary Adjustment Reason	The system shall provide the capability to capture a Salary Adjustment Reason. The system shall require the Manager to select one of the following values: - Advanced Step - Miscellaneous Adjustment
New Salary $	The system shall require the Manager to enter Salary $ based on the Position Number Class: flat rate, slope scale or step. *Play Plan* ("Guidelines") (See Appendix E). The system shall provide the capability for the Manager to modify the Salary Amount with Frequency.

Field	Business Requirements
	The system shall determine if the Salary amount entered exceeds the defaulted value for the Position Number based on the Salary Guidelines for *the Standard Pay Plan* or the *Salary Guidelines for the Executive Play Plan.* (See Appendix E).
New Frequency	The system shall require the Manager to enter Frequency based on entered Salary $. The system shall provide the capability for the Manager to modify the Frequency with the Salary Amount.
Reason for Exception to Guidelines	The system shall provide the capability to capture a Reason for Exception to Guidelines if the Salary Grade/Step or Salary $ entered exceeds the Salary Guidelines for Standard Pay. The system shall require the Manager to select one of the following values: - Direct Report Salary Higher - Internal Equity - Complexity of Job
Explanation for Exception to Guidelines	The system shall require the Manager to enter an Explanation for Exception to Guidelines if a Reason for Exception to Guidelines was entered. This field would be used to identify associated Position Number that triggered the salary adjustment transaction.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

- Approval Level 1: Agency Budget Office
- Approval Level 2: 2nd Level Manager (Steps 11-15)
- Approval Level 3: Agency HR
- Approval Level 4: DBM OPSB Classification (if required for Exceptions to Guidelines)
- Approval Level 5: Agency Appointing Authority
- Notification: Agency Payroll
- Notification: Manager

<u>Data Field Requirements: The system shall display the following *Salary Adjustment* fields:</u>

Field	Access Mode
Employee ID	Display
Employee Name (Last Name, First Name, Middle Name, Surname)	Display
Employee Classification (State, Contractual, Temporary, Volunteer, Intern)	Display

Field	Access Mode
Salary Adjustment Effective Date	Display
Salary Adjustment Reason	Display
New Salary Grade/Step or Salary $	Display
Current Salary Grade/Step or Salary $	Display
Position Number (PIN) Details - Position Title - Job Code - Location	Display
Reason for Exception to Guidelines	Display
Explanation for Exception to Guidelines	Display

Approve/Deny: The system shall provide the capability for reviewers to approve and deny transactions.

Approval/Denial Notifications:

If approved, the system shall send an approval notification to the Manager and the 2nd Level Manager. (Step 32)

The system shall provide the Manager the capability to print a notification for the employee that identifies their updated job/salary details. (Step 33)

If denied, the system shall provide the capability for the reviewer to select a valid denial reason from the list below, and shall provide the capability to add free-form text regarding the denial.

Denial Reasons
Budget Constraints
Incorrect Information
Other

The system shall send a denial notification with reason to the Manager and the 2nd Level Manager. (Step 9)

The system shall provide the capability for the Manager to modify and resubmit the denied request. (Step 10): If the denied transaction is not resubmitted, the system shall retain the transaction in a “Denied” status until there is a conscious decision to purge/remove transactions.

The system shall make ‘Denied’ transactions available for metrics reporting.

AdHoc Report: Letter/Notification: (Step 33): After the Salary Adjustment has been fully processed, the Supervisor/Manager and Employee shall have the ability to print and view letter of notification for the transaction. This report identifies the updated job/salary details. The Supervisor/Manager can choose to use this letter/notification in the delivery of the transaction to the employee OR notify the employee to view the notification on-line via Employee Self Service.

Data Change - Change % Employed

Associated Process Flow: MSS0104 – MSS - Data Change – Change % Employed

Data Changes are required in SPS when a specific field on an employee's record must be changed, and the change is not the result of a personnel transaction. The system shall provide MSS functionality to change an employee's % employed, and adjust the employee's salary proportionally based on the percentage change. The system shall require that total % Employed should not exceed the % for the Position Number (PIN).

A Data Change to *Change % Employed* will be initiated by the Supervisor/Manager and Agency HR will be the backup:

	Transaction Source	
	Supervisor/Manager	Agency HR
Initiator	Supervisor/Manager	Agency HR
Review & Approval Level 1	2^{nd} Level Manager	-
Review & Approval Level 2	Agency HR	-
Review & Approval Level 3	Agency Appointing Authority	-
Notifications	Benefits Agency Payroll Agency Budget Office CPB	Supervisor/Manager Benefits Agency Payroll Agency Budget Office CPB

* This review & approval will only occur if the entered salary exceeds guidelines

Change % Employed - Process Steps:

Initiate a Change % Employed: (Step 1): The system shall provide the capability to initiate a Change % Employed via MSS.

Select the Employee: (Step 2): The system shall require the Manager to select an employee from a list of direct and indirect reports.

Enter Change % Employed Request: (Step 3): The system shall provide the capability to capture the data required to request the Change % Employed.

Data Field Requirements: The system shall provide the capability to capture the following fields to initiate a Data Change – Change % Employed:

Field	Access Mode	Business Requirements
Employee ID	Display	
Employee Name (Last Name, First Name, Middle Name, Surname)	Display	
Employee Classification	Default	See Rules Below
Current Salary Grade/Step or Salary $	Default	
Change % Employed Effective Date	Required Entry	See Rules Below
Data Change - Change % Employed Reason	Display	See Rules Below
New % Employed	Required Entry	See Rules Below
New Grade/Step	Default	See Rules Below
New Salary	Default	See Rules Below
New Frequency	Default	See Rules Below

Special Field/Business Rules:

Field	Business Requirements
Data Change - Change % Employed Effective Date	The system shall require that the - Change % Employed Effective Date is <= System Date – 365 AND <= System Date + 30
Data Change - Change % Employed Reason	The system shall assign the Change % Employed Reason to a value of ‘Change % Employed’.
Employee Classification	The system shall provide the capability for the Manager to modify the Employee Classification to the following valid values: -State -Contractual -Temporary -Volunteer -Intern
New % Employed	The system shall provide the capability to require the user to enter a number between 1 and 100. The system shall require that the total percentage of all employees currently ‘active’ in a Position Number does not exceed the Position Number definition.
New Salary Grade/Step	The system shall calculate and assign the employee’s new annual salary grade/step or salary amount based on the employee’s original salary and the proportional % change. The system shall display the Salary Grade/Step closest to the re-calculated salary amount, if the employee is associated with a Salary Grade/Salary Step.
New Salary $	The system shall provide the capability for the Manager to modify the Salary Amount with Frequency.
New Frequency	The system shall provide the capability for the Manager to modify the Frequency with Salary $.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the workflow approval routing below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

- Approval Level 1 — 2nd Level Manager (Steps 4-8)
- Approval Level 2 — Agency HR
- Approval Level 3 — Agency Appointing Authority
- Notification: — Manager

Data Field Requirements: The system shall offer at a minimum the following fields:

Field	Access Mode
Employee ID	Display
Employee Name (Last Name, First Name, Middle Name, Surname)	Display
Employee Classification (State, Contractual, Temporary, Volunteer, Intern)	Display
Change % Employed Effective Date	Display
Data Change - Change % Employed Reason	Display
New % Employed	Display
New Salary Grade/Step or Salary $	Display
Current Salary Grade/Step or Salary $	Display

Approve/Deny: The system shall provide the capability for reviewers to approve and deny transactions.

Approval/Denial Notifications:
If **approved**, the system shall send an approval notification to the Manager and the 2nd Level Manager. (Step 20)

The system shall provide the Manager the capability to print a letter/notification for the employee that outlines the transaction details and new job/salary information. (Step 21)

If **denied**, the system shall provide the capability for the reviewer to select a valid denial reason from the list below, and shall provide the capability to add free-form text regarding the denial.

Reasons for Denial
Budget Constraints
Incorrect Information
Other

The system shall send a denial notification with reason to the Manager, and the 2nd Level Manager. (Step 9)

The system shall provide the capability for the Manager to modify and resubmit the denied request. (Step 10): If the denied transaction is not resubmitted, the system shall retain the transaction in a "Denied" status until there is a conscious decision to purge/remove transactions. The "Denied" transactions shall be available for metrics reporting.

AdHoc Report: Letter/Notification: (Step 21): After the Change % Employed has been fully processed, the Supervisor/Manager and Employee shall have the ability to print and view letter of notification for the transaction. This report identifies the updated job/salary details. The Supervisor/Manager can choose to use this letter/notification in the delivery of the transaction to the employee OR notify the employee to view the notification on-line via Employee Self Service.

Terminations

The State of Maryland has a functional requirement to move employees from ‘active’ status to an ‘inactive’ status in the HR and payroll systems. In the current system the, State has 3 different *Action* values that facilitate moving an employee from ‘active’ status to ‘inactive’ status: *Termination*, *Separation*, and *Resignation*. In the future state, these transactions will be consolidated under one Action value.

Currently, the word ‘terminate’ has specific meaning to the State, mainly that an employee who leaves State service thru a *termination* may be banned from Rehire for a period of time. However, the State realizes that the word *Termination* is an industry standard and has agreed to adopt that terminology for the standardized Action value.

Some *Terminations* will be initiated by Supervisors/Managers via Manager Self-Service and some *Terminations* will be initiated by Agency HR or the Agency Retirement Coordinator.

The following table shows which roles will have access to execute Terminations:

Termination Reason Value	Processed by MSS	Processed by Retirement Coordinator	Processed by HR
Deceased	✓		✓
End of Temporary Employment	✓		✓
Laid Off from Allocated Position			✓
Leave Without Pay - Medical	✓		✓
Leave Without Pay - Military	✓		✓
Leave Without Pay - Personal	✓		✓
New Hire – No Show	✓		✓
New Hire – Declined Offer After Acceptance	✓		✓
POSITION NUMBER Abolished			✓
Resignation for Military Service	✓		✓
Resignation State Service	✓		✓
Resignation in Lieu of Termination			✓
Resignation Without Proper Notice			✓
Retired		✓	✓
Terminated			✓
Terminated on Probation			✓
Terminated with Prejudice			✓
Transferred to Independent Agency	✓		✓

Key: MSS = Manager Self-Service

The following Terminations follow common process steps; the full process for each Termination Reason is outlined in the associated process flow referenced below:

<u>Termination - Deceased</u>

<u>Termination - New Hire – No Show on First Day</u>

<u>Termination – New Hire - Declined Offer After Acceptance</u>

<u>Termination - Resigned for Military Service</u>

<u>Termination - Resigned State Service</u>

Associated Process Flows: *MSS0105 – MSS - Termination - Deceased*
*MSS0106 – MSS - Termination - New Hire – No Show **<u>or</u>** Declined Offer After Acceptance*
MSS0107 – MSS - Termination - Resigned for Military Service
MSS0108 – MSS - Termination - Resigned State Service

Termination Process Steps:

Termination Event/Notice: (Step 1): The Manager enters a *Termination Request* when an event occurs or notice is given to trigger a *Termination* with an associated *Reason*:

Termination Event(s)	Termination Reason(s)
Manager notified an Employee is deceased	- Deceased
A new Employee scheduled to start does not report to work on the first day	- New Hire – No Show on First Day
A new employee declines an offer after accepting the offer	- New Hire – Declined Offer After Acceptance
Employee submits written vacate notice to the Manager	- Resigned for Military Service - Resigned State Service

Initiate a Termination: (Step 2): The system shall provide the capability to initiate a Termination via MSS.

Select the Employee: (Step 3): The system shall require the Manager to select an employee from a list of direct and indirect reports.

Enter Termination Request: (Step 4): The system shall provide the capability to capture the data required to request the Termination.

Data Field Requirements: The system shall provide the capability to capture the following fields:

Field Name	Access Mode	Business Requirements
Employee ID	Display	The system shall display the Employee ID.
Employee Name (Last Name, First Name, Middle Name, Surname)	Display	The system shall display the employees full name.
Employee Classification (State, Contractual, Temporary, Volunteer, Intern)	Display	The system shall display Employee Classification.
Position Number (PIN) Details - Position Title - Job Code - Location	Display	The system shall display the Position Number (PIN) Details.
Termination Reason	Required Entry	See rules below
Last Day Worked	Required Entry	
Termination Date	Default	See rules below

Special Fields/Business Rules:

Field	Business Requirements
Termination Reason	The system shall provide the capability to capture a *Termination Reason* to complete a Termination request. The system shall require the user to select of one of the following values: - Deceased - End of Temporary Employment - New Hire – No Show on First Day - New Hire – Declined Offer After Acceptance - Leave Without Pay - Medical - Leave Without Pay - Military - Leave Without Pay - Personal - Resigned for Military Service - Resigned State Service
Termination Date	The system shall calculate and assign the '*Termination Date*' as *'Last Day Worked'* + 1 day

Workflow Requirements: Once submitted, the system shall send the request for approval based on the Termination Reason's workflow approval requirement below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

Workflow Requirements									
Reason	Deceased	End of Temporary Employment	New Hire		Leave Without Pay			Resigned for Military Service	Resigned State Service
			No Show - On First Day	Declined Offer After Acceptance	Medical	Military	Personal		
1st Approval	Agency HR	Agency HR	Agency HR		Agency HR			Agency HR	Agency HR
2nd Approval	--	--	--		Agency Appointing Authority			--	--
Notification Only	Agency Timekeeper	--	Agency Timekeeper		Agency Timekeeper			Agency Timekeeper	Agency Timekeeper
Notification Only	Agency Payroll	Agency Payroll	Agency Payroll		Agency Payroll			Agency Payroll	Agency Payroll
Notification Only	DBM EBD	--	DBM EBD		DBM EBD			DBM EBD	DBM EBD
Notification Only	CPB	CPB	CPB		CPB			--	CPB
Notification Only	Initiator	Initiator	Initiator		Initiator			Initiator	Initiator

Approval/Denial Notifications:

If **approved**, the system shall send an approval notification to the Manager. *(Deceased = Step 8) (New Hire = Step 8) (Resigned for Military Service & Resigned State Service = Step 9)*.

If **denied**, the system shall send a denial notification with reason to the Manager. *(Deceased = Step 12) (New Hire = Step 9) (Resigned for Military Service & Resigned State Service = Step 14).*

Termination - End of Temporary Employment

Associated Process Flows: MSS0112 - MSS - Termination – End of Temporary Employment

State Temporary Workers may remain in their position for up to six (6) months. During this timeframe, the temporary worker has the option to resign. If the employee does not resign prior to the end of their six (6) month window, it is the responsibility of the Supervisor/Manager to ensure the worker leaves State service at the end of the six (6) month (Hire Date + 180 days) period. The system needs to notify the Supervisor/Manager and Agency HR when an employee is approaching the six (6) month window.

The system shall allow "expected end dates" to be entered for Temporary Workers. This data is utilized to create a standard report to audit end dates for employees approaching the six (6) month window. The Agency HR Coordinator will review and notify Supervisor/Manager to submit required documentation and approval to make the appropriate update in the system.

At the point this transaction occurs, it is assumed that a temporary worker's employment is terminated. All required approvals have been obtained; and the Supervisor/Manager notified the Agency HR Coordinator.

End of Temporary Employment Events/Steps:

Go to PS0702: (Step 2): The Agency HR shall have the ability to generate AdHoc Report: Temporary Worker's End Dates and enter the termination online.

Go to MSS0107: (Step 3): The Supervisor/Manager shall have the ability to initiate the transaction via MSS.

Data Field Requirements: The system shall provide the capability to capture the following fields:

Field	Access Mode	Business Requirements
Employee ID	Display	The system shall display employee id.
Employee Name (Last Name, First Name, Middle Name, Surname)	Display	The system shall display employees full name.
Employee Classification (State, Contractual, Temporary, Volunteer, Intern)	Display	The system shall display Employee Classification.
Termination Reason	Required Entry	See Rules Below
Termination Date	Display	See Rules Below
Last Day Worked	Required Entry	
Position Number (PIN) Details - Position Title - Job Code - Location	Display	The system shall display Position Number (PIN) Details

Special Field/Business Rules:

Field	Business Requirements
Termination Reason	The system shall provide the capability to capture a *Termination Reason* to complete a Termination request. The system shall require selection of 'End of Temporary Employment' for this transaction.
Termination Date	The system shall calculate and assign the 'Termination Date' as *'Last Day Worked'* value + 1 day.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

- Approval Level 1: Agency HR
- Notification: Manager
- Notification: Agency Payroll Coordinator

Approval/Denial Notifications:

If approved, the system shall send an approval notification to the Manager. (Step 9)

If denied, the system shall send a denial notification with reason to the Manager. (Step 14)

Termination – Leave Without Pay

Associated Process Flows: MSS0113 - MSS -Termination – Leave Without Pay

This transaction will be initiated by the Manager and will be followed by 2 levels of review for approval, and notifications to stakeholders.

Leave Without Pay – Medical/Military/Personal Events/Steps:

Employee Submits Written Termination Notice to the Manager: (Step 1): The employee submits a written letter of resignation that states their Last Day of Work.

Initiate a Termination: (Step 2): The system shall provide the capability to initiate a Termination via MSS.

Select the Employee: (Step 3): The system shall require the Manager to select an employee from a list of direct and indirect reports.

Enter Termination Request: (Step 4): The system shall provide the capability to capture the data required to request the Termination.

Data Field Requirements: The system shall provide the capability to capture the following *Termination – Leave Without Pay* fields:

Field	Access Mode	Business Requirements
Employee ID	Display	The system shall display employee id.
Employee Name (Last Name, First Name, Middle Name, Surname)	Display	The system shall display employees full name
Employee Classification (State, Contractual, Temporary, Volunteer, Intern)	Display	The system shall display Employee Classification
Termination Reason	Required Entry	See Rules Below
Last Day Worked	Required Entry	
Termination Date	Display	See Rules Below
Position Number (PIN) Details - Position Title - Job Code - Location	Display	The system shall display Position Number (PIN) Details

Special Field/Business Rules:

Field	Business Requirements
Termination Reason	The system shall provide the capability to capture a *Termination Reason* to complete the Termination request. The system shall require selection of one of the following values: - Leave Without Pay - Medical - Leave Without Pay - Military - Leave Without Pay - Personal
Termination Date	The system shall calculate and assign the *'Termination Date'* as *'Last Day Worked'* + 1 day.

Forward Employee Notice to HR: The Manager should forward the written notice submitted by the employee to their Agency HR so it can be filed in the employee's Personnel File.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

- ❖ Approval Level 1: Agency HR
- ❖ Approval Level 2: Agency Appointing Authority
- ❖ Notification: Agency Payroll Coordinator
- ❖ Notification: DBM EBD
- ❖ Notification: Manager

Approval/Denial Notifications:

If approved, the system shall send an approval notification to the Manager. (Step 17)

If denied, the system shall send a denial notification with reason to the Manager. (Step 11)

Termination - Laid Off from Allocated Position Number (PIN)

Termination - Retired

Termination – Position Number (PIN) Abolished

NOTIFICATION ONLY

Associated Process Flows: *MSS0109 – MSS - Termination - Laid Off from Allocated Position*
MSS0110 -- MSS - Termination - Retired
MSS0111 – MSS - Termination – Position Number Abolished

The Termination Reasons listed above are not initiated by the Manager; the Manager's role in these transactions is '**Notification Only'.** The full process for each Termination Reason is outlined in the transaction's associated process flow.

Process	Notification	Process Flow Diagram	Step
Termination – Laid Off from Allocated Position	The system shall send a ' notification of Employee termination to the Manager.	MSS0109 – MSS -Termination – Laid Off from Allocated Position	7
Termination – Retired	The system shall send a notification of Employee retirement to the Manager.	MSS0110 – MSS -Termination – Retired	7
Termination – Position Number Abolished	The system shall send a notification of Employee termination to the Manager.	MSS0111 – MSS -Termination – Position Number Abolished	7

G. Process Narratives for MSS of Contractual Workers Transactions

Initiate Contractual Job Requisition & Position Number Request

Associated Process Flow: *MSS0501 – MSS – Initiate Contractual Job Requisition & Position Number Request*

A *contractual worker* is an individual who under a written agreement provides temporary personal services to the State and is not employed in a budgeted position. While not in a budgeted position, the contractual workers must fit within the contractual worker budget framework. In the future state, contractual employees shall be assigned to a valid Position Number (PIN).

When the decision has been made to request a contractual employee, the Hiring Manager shall initiate and submit a *Contractual Job Requisition & Position Number Request* for approval of the position.

This process represents the work flow for initiating and creating a *Contractual Job Requisition & Position Number Request.*

Note: If a Position Number exists, see the *Contractual Job Requisition (Existing Position Number)* process in this PDR. Please see *PC-Position Control PDR* for specific details as it pertains to Position Number (PIN) Maintenance.

Before a Hiring Manager initiates an online Contractual Job Requisition and Position Number Request, they will contact the Agency Budget/Fiscal office to confirm that the budget will support filling the vacancy.

<u>The proposed *Contractual Job Requisition and Position Number Request* workflow routing includes:</u>

- Initiate: Hiring Manager
- Review/Submit: Agency HR
- Approval Level 1: Agency Budget/Finance Office
- Approval Level 2: Agency Appointing Authority
- Approval Level 3: DBM OBA (for Hiring Freeze Exception (HFE)
- Approval Level 4: DBM Classification (if required)
- Notification: Hiring Manager
- Notification: Agency HR

Job Requisition & Position Number Request Process Steps

Initiate a Contractual Job Requisition & Position Number Request: (Step 1): The system shall provide the capability for the Hiring Manager to initiate a *Contractual Job Requisition and Position Number Request* via MSS.

Enter the Contractual Job Requisition & Position Number Request: (Step 2): The system shall provide the capability to capture the data required to request the *Contractual Job Requisition & Position Number Request*:

Data Field Requirements: The system shall provide the capability to capture the following *Contractual Job Requisition & Position Number Request* fields:

Field	Access Mode	Business Requirements
Position Type	Defaulted	The system shall assign the Position Type for the Contractual Job Requisition & Position Number request to "Contractual".
Effective Date of Position	Required Entry	
Estimated Hours Per Week	Required Entry	The system shall require the entry of a numeric value between 1 and 40.
Estimated Duration	Required Entry	The system shall require the entry of a numeric value greater than 1.
Hourly/Daily Salary (Minimum)	Required Entry	The system shall require entry of the minimum hourly/daily rate.
Hourly/Daily Salary (Maximum)	Required Entry	The system shall require entry of the maximum hourly/daily rate.
Job Code	Required Entry	The system shall require the selection of a Job Code from a list of valid values that are Active on the Effective Date of the Position.
Job Code Title	Defaulted	The system shall default to the Job Code Title associated with the Job Code selected.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

- Approval Level 1: Agency Budget/Finance Office
- Approval Level 2: Agency Appointing Authority
- Approval Level 3: DBM OBA (for Hiring Freeze Exception (HFE)
- Approval Level 4: DBM Classification (if required)
- Notification: Hiring Manager
- Notification: Agency HR

Approval/Denial Notifications:

If **approved**, the system shall send an approval notification to the Hiring Manager. (Step 20)

If **denied**, the system shall send a denial notification with reason to the Hiring Manager. (Step 8)

The system shall provide the capability for the Manager to modify and resubmit the denied request. (Step 9): If they choose not to continue with the transaction, the transaction should remain in the system in a "Denied" status until there is a conscious decision to purge/remove transactions. The system shall make 'Denied' transactions available for metrics reporting.

Go To CE0101 – Contractual Job Requisition & Position Number (PIN) Request: (Step 21): Before a Hiring Manager or Agency HR initiates an online Contractual Job Requisition and PIN Request; they will contact the Agency Budget/Fiscal office to confirm that the budget will support filling the vacancy. A detailed description of this process can be found in the *CE-Contractual Employees PDR*.

Initiate Contractual Job Requisition (Existing Position Number)

Associated Process Flow: *MSS0502 – MSS – Initiate Contractual Job Requisition (Existing Position Number)*

A contractual position may be vacant due to a contractual employee's termination or transfer. Once the contractual employee vacates the position, the Position Number status changes from 'Active' to 'Inactive'. To backfill the contractual position with the existing Position Number, the Hiring Manager must submit a Contractual Job Requisition (Existing Position Number) transaction for approval.

Once the Job Requisition has been approved, the new NTE amount will consist of the remaining approved contract amount. All other contractual terms and position data will remain the same.

This process represents the work flow for initiating and creating a job requisition to hire a contractual employee for a position with an approved Position Number.

Job Requisition (Existing Position Number) Process Steps

Initiate a Contractual Job Requisition & Position Number Request: (Step 1): The system shall provide the capability for the Hiring Manager to initiate a *Contractual Job Requisition* via MSS.

Enter the Contractual Job Requisition & Position Number Request: (Step 2): The system shall provide the capability to capture the data required to request the *Contractual Job Requisition.*

Data Field Requirements: The following fields are required for the *Job Requisition:*

Field	Access Mode	Business Requirements
Position Number (PIN)	Required Entry	
Status	Default	The system shall require the user select '*Status'* from a list of values: Active, Inactive
Position Status	Default	The system shall require the user select from a list of values Valid Values: Approved, Frozen, Hiring Freeze, Abolished

Field	Access Mode	Business Requirements
Remaining NTE amount	Display	The system shall calculate the Remaining NTE $ Amount based on the CPB bi-weekly payroll feed of the amount paid on each contract in the pay period
Contract Start Date	Required Entry	The system shall require that the Contract Start Date be ≥ the Position Number inactivation date
Contract End Date	Display	The system shall display Contract End Date
Estimated Duration	Display	The system shall calculate and assign the Estimated Duration based on start and end dates entered.
Estimated Hours per Week	Required Entry	
Hourly/Daily Rate	Display	The system shall display the approved hourly/daily rate from the initial Position/Contract
Contract Amount	Display	The system shall calculate and assign the Contract Amount as: Estimated Hours/Week * Duration in Weeks * Hourly/Daily Rate
Review Code	Display	The system shall display Review Code
DBM Certification Required?	Display	The system shall display DBM Certification Required?
Position Number (PIN) Details: - Agency Code - Job code (Classification) - Job Title - Job Family - Bargaining Unit - Service Category - Work Area - Work Location - FLSA Status	Display	The system shall display Position Number (PIN) Details
Agency Descriptor	Display	The system shall display Agency Descriptor
Job/Classification Title	Display	The system shall display Job/Classification Title

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below. The process moves from one approval level to another until the transaction is approved by the final reviewer or denied by any reviewer.

- Approval Level 1: Agency HR
- Approval Level 2: DBM OBA (For Hiring Freeze Exception)
- Approval Level 3: Agency Appointing Authority
- Notification: Hiring Manager

Approval/Denial Notifications:

If approved, the system shall send an approval notification to the Hiring Manager. (Step 15)

If denied, the system shall send a denial notification with reason to the Hiring Manager. (Step 8)

The system shall provide the capability for the Manager to modify and resubmit the denied request (Step 18). If the denied transaction is not resubmitted, the system shall retain the transaction in a “Denied” status until there is a conscious decision to purge/remove transactions.

The “Denied” transactions shall be available for metrics reporting.

Go To CS0402 – Unfreeze a Position: (Step 17): Once the Job Requisition has been approved, the new NTE $ amount will consist of the remaining approved contract amount. All other contractual terms and position data will remain the same.

Go To CE0102 – Contractual Job Requisition (Existing PIN): (Step 16): Once the Job Requisition has been approved, the new NTE amount will consist of the remaining approved contract amount. All other contractual terms and position data will remain the same.

Initiate Contractual Conversion

Associated Process Flow: *MSS0503 – MSS – Initiate Contractual Conversion*

This section represents the MSS process for initiating a Contractual Conversion transaction to transfer a contractual employee to a regular position.

Contractual Conversion Process Steps

Initiate a Contractual Conversion Request: (Step 1): The system shall provide the capability for the Hiring Manager to initiate a *Contractual Conversion Request* via MSS.

Select the Employee: (Step 2): The system shall require the Manager to select an employee from a list of direct and indirect reports.

Enter the Contractual Conversion Request: (Step 3): The system shall provide the capability to capture the data required to request the Contractual Conversion.

Data Field Requirements: The system shall provide the capability to capture the following fields:

Field	Access Mode	Business Requirements
Employee ID	Required Entry	
Contract #	Display	The system shall display Contract#
Contractual Employee Name - First name - Middle Initial - Last name	Display	The system shall display Contractual Employee Name
Budgeted Position Number (PIN)	Required Entry	See rules below
New Job Code	Display	The system shall display New Job Code
New Job Title	Display	The system shall display New Job Title

Special Field/Business Rules:

Field	Business Requirements
Budgeted Position Number (PIN)	The system shall require the user to select a Position Number from a list of valid vacant, approved, unfrozen

Field	Business Requirements
	and active Position Numbers.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

- Approval Level 1: Agency HR
- Approval Level 2: DBM Recruiting & Examination (RED)
- Approval Level 3: Agency Budget/Finance
- Approval Level 4 Agency Appointing Authority
- Notification: Hiring Manager
- Notification: Contract Manger
- Notification: CPB

Approval/Denial Notifications:

If approved, the system shall send an approval notification to the Hiring Manager. (Step 30)

If denied, the system shall send a denial notification with reason to the Hiring Manager. (Step 8)

The system shall provide the capability for the Manager to modify and resubmit the denied request. (Step 20) If the denied transaction is not resubmitted, the system shall retain the transaction in a “Denied” status until there is a conscious decision to purge/remove transactions. The “Denied” transactions shall be available for metrics reporting.

Go To CE0402 – Contractual Conversion: (Step 31): The system shall provide the ability to transfer a contractual employee to a budgeted position. The system shall capture the transfer as a “Contractual Conversion” with or without prior service credits. A detailed description of this process can be found in the *CE-Contractual Employees PDR*.

Initiate Contract Renewal

Associated Process Flow: MSS0504 – MSS – Initiate Contract Renewal

As a contractual employee approaches either the contract end date or Contract NTE $, one option available to the Agency is to renew the contract.

This section reviews the MSS process to initiate a Contract Renewal request with a new contract start/end dates, the renewal Contract NTE $, any requested hourly/daily rate change, and a reason for the rate change request, if applicable.

Contract Renewal Process Steps

Initiate a Contractual Renewal Request: (Step 1): The system shall provide the capability for the Manager to initiate a *Contract Renewal Request* via MSS.

Select the Employee: (Step 2): The system shall require the Manager to select an employee from a list of direct and indirect reports.

Enter the Contractual Renewal Request: (Step 3): The system shall provide the capability to capture the data required to request the Contractual Renewal.

Data Field Requirements: The system shall provide the capability to capture the following *Contract Renewal* fields:

Field	Access Mode	Business Requirements
Contract #	Display	The system shall display Contract #
Contractual Employee ▪ First Name ▪ Middle Initial ▪ Last Name	Display	The system shall display Contractual Employee
Position Number (PIN)	Display	The system shall display Position Number (PIN)
Contract Renewal Start Date	Required Entry	See rule below
Contract Renewal End Date	Required Entry	
Hourly/Daily Rate	Defaulted	
Hourly/Daily Rate Change Reason	Required Entry	See rule below
Hours Per Week	Display	The system shall display Hours Per Week
Contract NTE $	Display	See rule below
Position Title	Display	The system shall display Position Title
Job Code	Display	The system shall display Job Code
Agency	Display	The system shall display Agency
Location	Display	The system shall display Location
Hiring Manager - Name - Telephone Number	Display	The system shall display Hiring Manager
Contract Manager - Name	Defaulted	

Field	Access Mode	Business Requirements
- Telephone Number		
Addenda	Display	See rule below
Comments	Optional	See rule below

Special Field/Business Rules:

Field	Other
Contract Renewal Start Date	The system shall require the Contract Renewal Start date to be > the current contract end date.
Hourly/Daily Rate Change Reason	The system shall require the entry of a reason if the hourly/daily rate for the contract renewal is > the current hourly/daily rate.
Contract NTE $	The system shall calculate the Contract NTE$ = Duration * Hourly/Daily Rate * Hours per Week.
Addenda	Approved addenda based on approved Job Requisition and/or Review Code
Comments	The system shall provide the capability for users to enter comments in a free form text field.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below. The system shall send the transaction from one approval level to another until the transaction is approved by the final reviewer, or denied by any reviewer.

- Review/Approval Level 1: Agency HR
- Review/Approval Level 2: Agency Budget/Finance Office
- Review/Approval Level 3: Agency Appointing Authority
- Notification: Manager
- Notification: Contract Manager
- Notification: CPB

Approval/Denial Notifications:

If approved, the system shall send an approval notification to the Hiring Manager. (Step 30)

If denied, the system shall send a denial notification with reason to the Hiring Manager. (Step 8)

The system shall provide the capability for the Manager to modify and resubmit the denied request. (Step 20) If the denied transaction is not resubmitted, the system shall retain the transaction in a “Denied” status until there is a conscious decision to purge/remove transactions. The “Denied” transactions shall be available for metrics reporting.

Go To CE0403 – Contract Renewal: (Step 31): After the Contractual Renewal request has been approved by the Agency Appointing Authority, the system will assign a contract number, and route a notification of contract renewal to the Initiator and all previous reviewers. A detailed description of this process can be found in the *CE-Contractual Employees PDR*.

Initiate Contract Termination

Associated Process Flow: *MSS0505 – MSS – Initiate Contract Termination*

A contractual employee's contract may be terminated by the Manager on the contract termination date or at any time during the contract period. The system shall provide the Hiring Manager with the ability to initiate a request to terminate the contract.

- Initiate: Manager
- Approval Level 1: Agency HR
- Notification: Contract Manager
- Notification: Manager
- Notification: CPB

Contract Termination Process Steps

Initiate a Contract Termination Request: (Step 1): The system shall provide the capability for the Manager to initiate a *Contract Termination Request* via MSS.

Select the Employee: (Step 2): The system shall require the Manager to select an employee from a list of direct and indirect reports.

Enter the Contract Termination Request: (Step 3): The system shall provide the capability to capture the data required to request the Contract Termination.

Data Field Requirements: The system shall provide the capability to capture the following *Contract Termination* data:

Field	Access Mode	Business Requirements
Employee ID	Display	The system shall display Employee ID
Employee Name - First Name - Middle Initial - Last Name	Display	The system shall display Employee full name
Termination Reason	Required Entry	See rules below
Last Day Worked	Required Entry	
Termination Date	Display	See rules below
Contract #	Display	The system shall display Contract #
Comments	Optional Entry	

Special Field/Business Rules:

Field	Business Requirements
Termination Reason	The system shall require users to select from a list of Termination Reason values: - End of Contract - Contract Terminated – Agency - Contract Terminated – Employee

Field	Business Requirements
	- Terminated - Terminated with Prejudice - Resignation for Military Service - Resignation without Proper Notice - Resignation in Lieu of Termination - Transfer to Independent Agency - New Hire – No Show - New Hire – Declined Offer After Acceptance - Deceased
Termination Date	The system shall calculate and assign the 'Termination Date' as *'Last Day Worked'* + 1 day.

Workflow Requirements: Once submitted, the system shall send the transaction for approval based on the hierarchy below.

- Approval Level 1: Agency HR
- Notification: Contract Manager
- Notification: Manager
- Notification: CPB

Approval/Denial Notifications:

If **approved**, the system shall send an approval notification to the Hiring Manager. (Step 15)

If **denied**, the system shall send a denial notification with reason to the Hiring Manager. (Step 8)

The system shall provide the capability for the Manager to modify and resubmit the denied request. (Step 20) If the denied transaction is not resubmitted, the system shall retain the transaction in a "Denied" status until there is a conscious decision to purge/remove transactions. The "Denied" transactions shall be available for metrics reporting.

Go To CE0404 – Contract Termination: (Step 16): After the Contractual Termination request has been approved; the Agency HR will update the contract. A detailed description of this process can be found in the *CE-Contractual Employees PDR*.

H. Process Modifications

Modifications to the ‘current state’ processes include the following ‘future state’ functionality:

- Managers initiate, review/modify and approve/deny the following personnel transaction: Promotion, Demotion, Data Change-Change % Employed, Salary Change, Termination and Retirement, Initiate Job Requisition for Contractual Employees as discussed on this PDR. Please note that other manager functionalities are documented on other PDRs (i.e.; Time and Labor, Recruitment, Classification and Salary and Contractual Employees).
- Online access to direct and indirect employee information and transactions and records
- Online transaction review, approval/denial and notification; ability to modify and resubmit denied transactions
- Regulatory compliance, monitoring and auditing tasks performed by the system
- Shorter transaction processing time concurrent notifications of transaction approval or denial to stakeholders
- Scheduled and ad hoc reporting capabilities from a centralized database

H. Reference Pertinent Documents

The following materials were referenced in this PDR.

Referenced Item	File Name
CS – Classification and Salary – Future State PDR	Attachment F3.doc
CE – Contractual Employees – Future State PDR	Attachment F4.doc
PS - Personnel Transactions - Future State PDR	Attachment F8.doc

a. Legal Considerations

The following materials were referenced in this PDR in relation to State regulation, policies and guidelines.

Referenced Item	File Name
Standard Bonus Salary Schedule	Attachment F6b.pdf
Executive Pay Plan – Salary Schedule	Attachment F6b.pdf
Salary Guidelines for the Standard Pay Plan	Attachment F6b.pdf
Salary Guidelines for the Executive Pay Plan	Attachment F6b.pdf
Michie’s Annotated Code of Maryland – State Personnel and Pensions	http://www.michie.com/maryland/lpext.dll?f=templates&fn=main-h.htm&2.0

IV. Interfaces

The following interfaces will be inputs/outputs to the future process. Please refer to the MSS-RTM Interface tab for detailed information as it pertains to all the required interfaces for this PDR.

A. In-Bound

List In-Bound Interfaces used/required by this process.

Interface Name	*Description/Purpose*	*Source System/Vendor*	*Frequency*	*Transmission Method*

B. Out-Bound

List Out-Bound Interfaces used/required by this process.

Interface Name	*Description/Purpose*	*Source System/Vendor*	*Frequency*	*Transmission Method*

V. Forms

The following forms will be used or generated by the process.

Form Name	Agency/ Dept	Input/ Output	Automated/ Manual	Purpose	Fields/Content
Promotion Letter	Manager	Output	Manual	To notify the employee of an approved promotion	
Demotion Letter	Manager	Output	Manual	To notify the employee of an approved demotion	
Salary Adjustment Letter	Manager	Output	Manual	To notify the employee of an approved salary adjustment	
Data Change- Changed % Employee Letter	Manager	Output	Manual	To notify the employee of a changed % employed	

VI. Reports

The following reports will be inputs/outputs to the process.

A. Reports Used as Input to the Process

Report Name	Requestor	Frequency	Purpose	Contents	Routing/Users

B. Reports to be Produced

Report Name	Requestor	Frequency	Purpose	Contents	Routing/Users
Denied Transaction Metrics	Agency HR; DBM	Ad-hoc	TBD	TBD	TBD

Contractual Workers Position Number	Agency HR, DBM, Manager	Ad-hoc	Identify all Position Numbers for Contractual Workers	The report shall include the following data elements:
				- Agency
				- Effective Date
				- Status
				- Position Number
				- Position Number Details:
				  - Agency Code
				  - Job code
				  - Job Title
				  - Job Family
				  - Bargaining Unit	

Report Name	Requestor	Frequency	Purpose	Contents	Routing/Users
				- Service Category - Work Area - Work Location - FLSA Status	
Temporary Workers Expected End Date	Agency HR, DBM,	Weekly/Monthly	Provide listing of all active Temporary Workers approaching the six (6) month expected end date window	The report shall include the following data elements: - Employee ID - Employee Name - Agency - Position Number - Position Number (Details): - Agency Code - Job code (Classification) - Job Title - Job Family - Bargaining Unit - Service Category - Work Area - Work Location - FLSA Status - Expected End Date	

VII. Databases/Spreadsheets

List any databases, spreadsheets, etc used to support or aid this process.

VIII. Data Conversion Considerations

A. Data that will be converted

The following data is required to be converted into the new software.

Current Source	Type of Data	Source Years
TBD	Capture Reporting Relationship of all active SPS State employees and contractual workers	TBD

B. Data that will not be converted

The following data will not be converted into the new software.

Current Source	Type of Data	Source Years

Appendix A – Notification Only

Appendix B – MSS Process Flow Diagrams

Appendix C - MSS Transaction Responsibility Matrix

Appendix D – Personnel/HR Application Portfolio

The table below briefly describes the systems currently used to manage and maintain personnel transactions and data. These systems provide a representative sample of source of data elements for OPSB and the State agencies.

Application	Description
Agency HR Databases	Agency HR Databases – Many of the State agencies have developed internal Access or Oracle database applications to assist them in tracking and reporting applicant and/or employee data on their own. These databases enable them to obtain more current information faster than it is available from the centralized applications.
BAS	Benefits Administration System (BAS) is a client server system with a SQL Server database. There are 16 clients in EBD, 4 clients in DOIT for application support, and 300 Agency Benefit Coordinators (ABC) Internet users for inquiry to their employees' data. BAS is comprised of a full-service benefits enrollment database and an interactive voice response system (IVR). BAS manages benefits activity for approximately 130,000 covered individuals and their dependents. It supports administration of 18 different benefit plans (i.e., medical, dental, term life insurance, and dependent care spending accounts). The new system may interface with the existing IVR.
Drug Testing Database	Drug Testing Database – The Medical Services Department tracks all drug tests and their results in an Access database with most information entered manually. There is an interface to the SPMS System to download new employees to this database. There is also a Drug Test Results file that contains the drug testing results from the testing labs. Information from this file updates the drug test database.
Employee Assistance Program	EAP Employee Referral Database – The Employee Relations Department maintains an EAP Employee Referral Database that was developed in Access by ASM. Employee Relations uses this database to generate the referral letters, generate the survey letters, and store the feedback from the quarterly survey they conduct. There is an interface to the SPMS System to download employee data to this database.
Employee Relations Database	Employee Relations Database – The Employee Relations Department maintains a Settlement Conference database. Employee Relations uses this database to record, track, and report on all grievance cases processed by Employee Relations. There are currently two versions of this database, one developed by the ASM HR Group, and one developed by Employee Relations. The former database is being evaluated and will become the database of record once the evaluation is complete.
HOBO	Hands on Budget Office System (HOBO) is a mainframe software package that is used to maintain a master position control file for all authorized State positions, and to provide position, classification, and salary information for the annual State budget process.
LAS	Leave Accounting System (LAS) is a Client Server system with an Access database that performs time entry and leave accounting functions. The system automates the ETR process for regular and contractual employees, and generates input reports for Exception Time Reporting to Central Payroll. LAS is currently implemented in 20 agencies.
Leave Bank Database	Leave Bank Access Database - The Medical Services Department maintains a Leave Bank Access database. The database was developed by the Reed Group & is supported by DOIT. All Leave Bank memberships and determinations are recorded in the database, as well as leave forfeitures. Employee-to-Employee leave donations are recorded in Leave

Application	Description
	Bank database. The application calculates overall Leave Bank balance and monitors employees who have used close to their maximum of 2,080 hours of Leave Bank or Employee to Employee leave. There is an interface to the SPMS System to download new employees into this database.
MDTIME	Maryland Time Entry and Leave Accounting (MDTIME) is a Smart Client Server system with a SQL Server database that performs on-line time entry and leave accounting functions. The system automates the Exception Time Reporting (ETR) process for regular and contractual employees, and generates input reports for Exception Time Reporting to Central Payroll. MDTIME is currently implemented in 5 agencies.
OSEEOC Database	OSEEOC maintains a stand-alone EEO-related Complaint and Appeals Case Tracking Access database. This database is used to record, track, and report on EEO related complaints and appeals. Due to the need for extreme confidentiality, stringent security is used to protect the data in this module.
SIGMA	Merit System Testing – Sigma: DBM and many other agencies in the State utilize a Sigma system, which supports public sector merit system testing. The software is a PC networked database (with accompanying FoxPro programs) that creates reports on, and tracks applicant records and job announcements. DBM uses an enterprise version of the software that is installed for DBM use only. The other agencies use various releases of a stand-alone version called Sigma-Lite that provides less functionality than the enterprise version. There is no software standardization between the agencies, and it is supported locally by each agency. Database variations between the software versions require data conversion processing when transferring data between entities. The system facilitates test development, administration, scoring, and reporting. In addition, it provides statistical performance analysis of test questions, mathematically manipulates test scores, and produces a variety of queries, notices to applicants, and standard or customized reports. Sigma aids in documenting job analysis and test development and has an "item bank" module that allows users to create a database of test questions and perform test booklet publishing. The Sigma system at DBM interfaces with the current personnel system to obtain employee-related information, all other agencies key the employee-related information into Sigma-Lite. **The State is in the process of implementing JobAps to replace this system.*
SPMS	SPMS, a centralized, mainframe-based system which has been developed and maintained over the past 25+ years, runs on an IBM mainframe at the Annapolis Data Center (ADC). The system is a batch-oriented system with limited online functions performed using CICS. Most data entry transactions utilize a Web based online transaction entry and validation front-end, MS310. This was added to allow agencies to enter and validate their personnel transactions online; thus, reducing data entry errors and the time required to manually submit and process these transactions.
TESS	Time Entry and Scheduling System (TESS) is a mainframe COBOL, CICS, and VSAM system that performs time entry and leave accounting functions. The system generates Exception Time Reports (ETR) for regular and contractual employees that are used for input into the Central Payroll. TESS is currently implemented in 17 agencies.