



2019

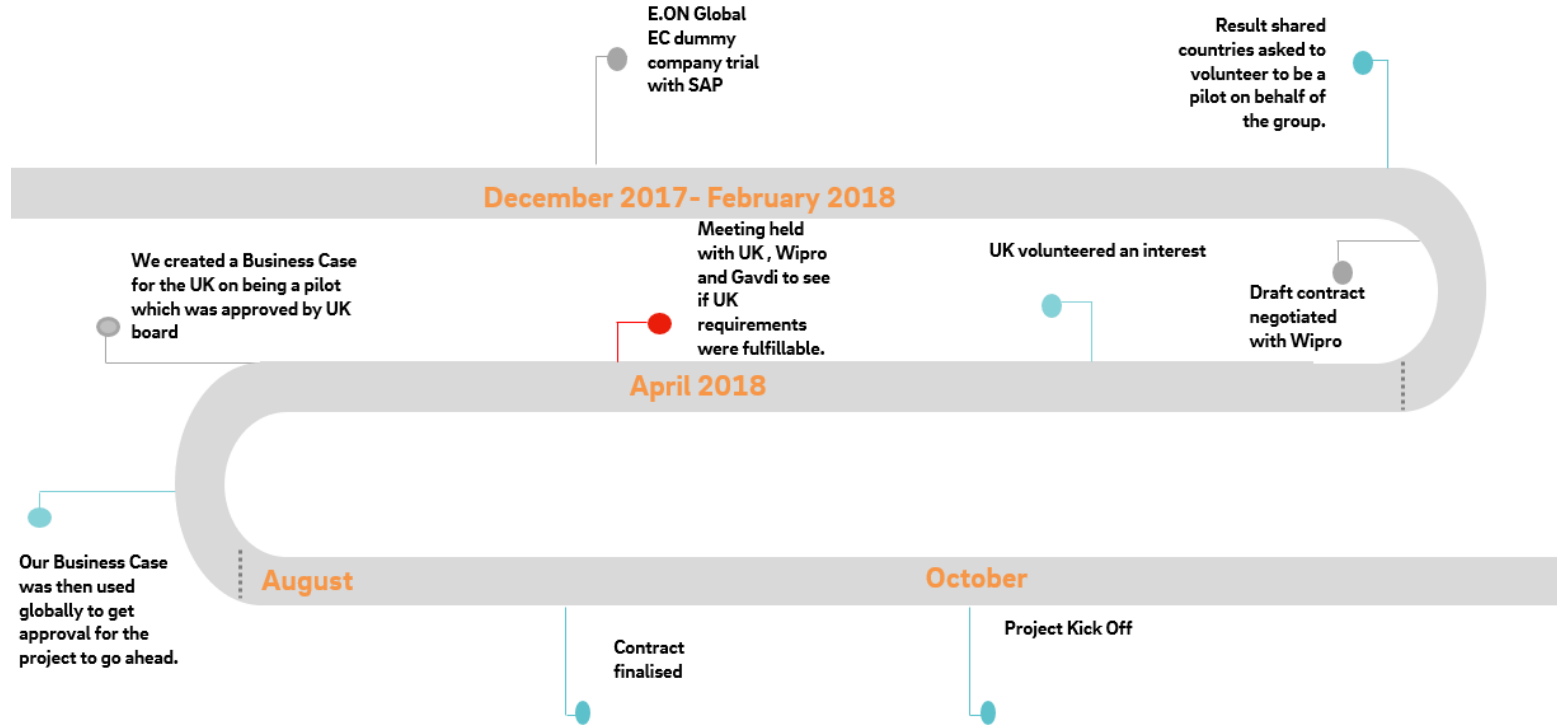
THE ICC, BIRMINGHAM  
1-3 DECEMBER

# E.ON UK's Employee Central Journey 2<sup>nd</sup> December

ENGAGING MINDS | EMPOWERING SUCCESS

#UKISUGCONNECT

# Why EC for E.ON?



# SAP SuccessFactors Employee Central

People and  
Transactions

Position  
Management

Time and  
Attendance

Time and  
Attendance <sup>1</sup>

Benefits

US Benefits <sup>2</sup>

Payroll

Shared Service  
for HR

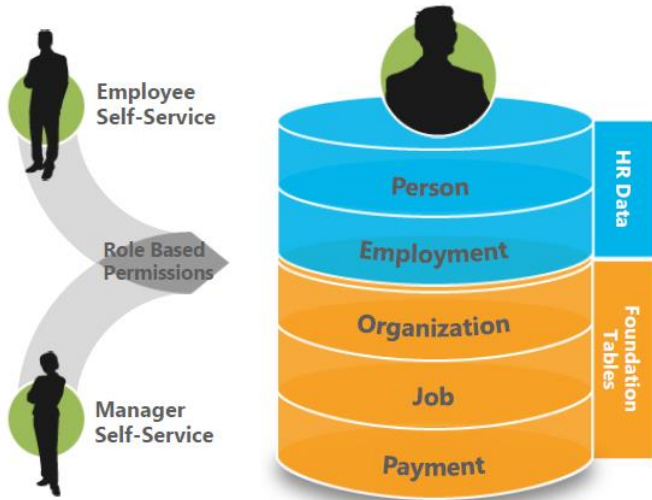
Multi-channel  
service

Agent workspace  
with dashboards

Ask HR

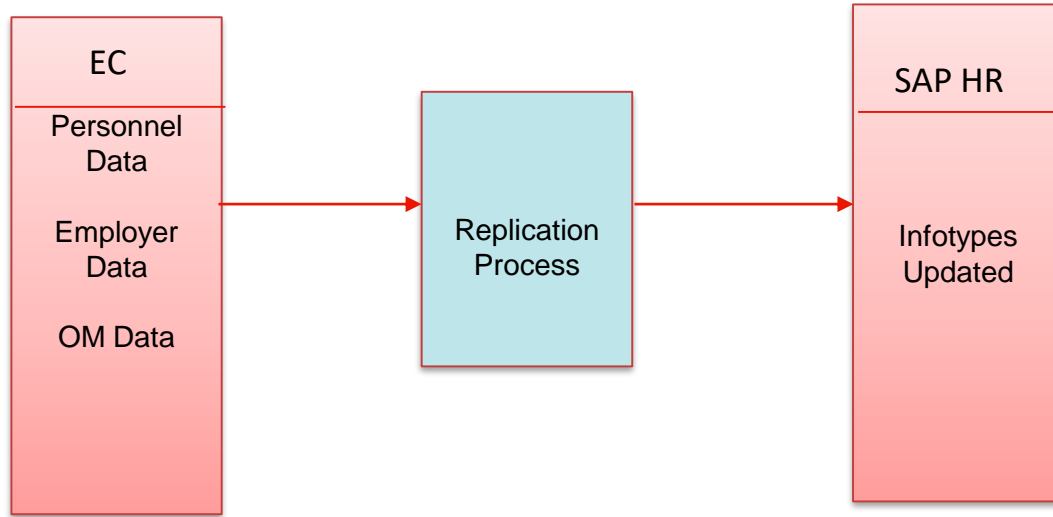
Knowledge base  
(add on)

# What data is held in Employee Central and the scope we have?

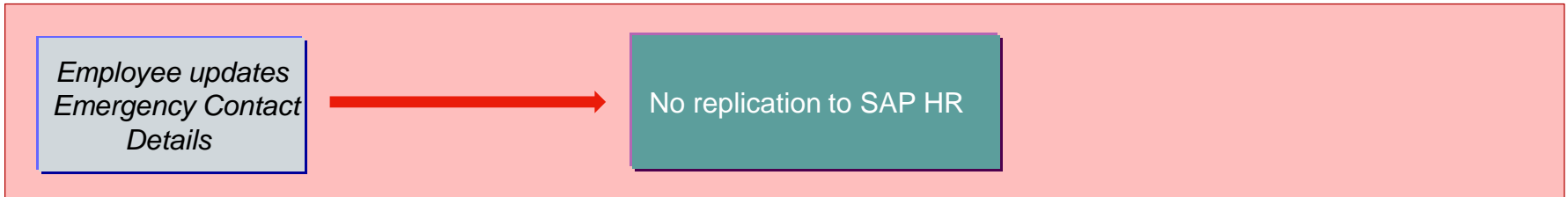


Payment Information :- This module is not being activated in the rollout. However for the UK we have had a change request accepted that we can hold employee salaries and salary tables in a customised area.

# How does EC link to SAP HR?

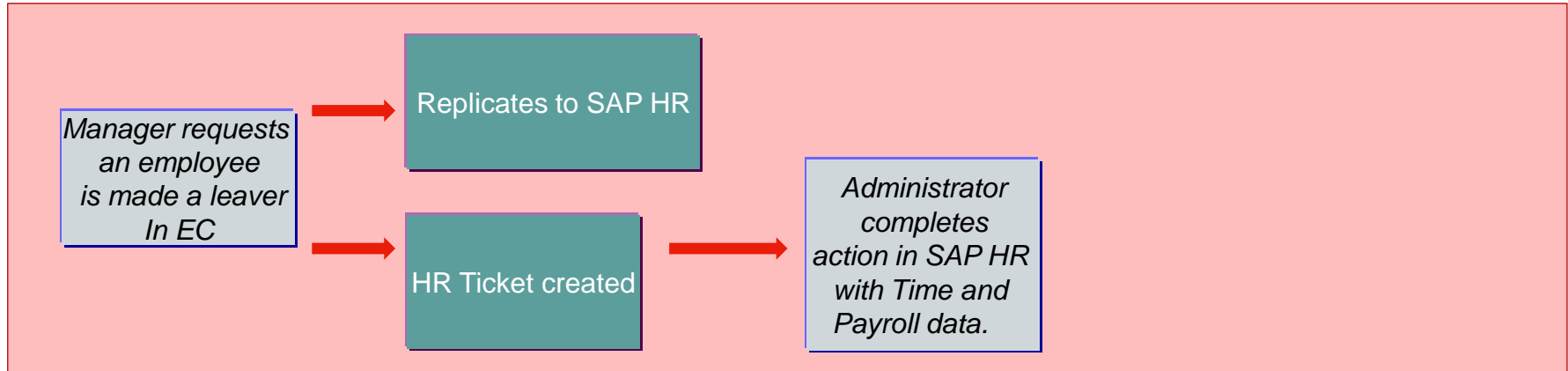
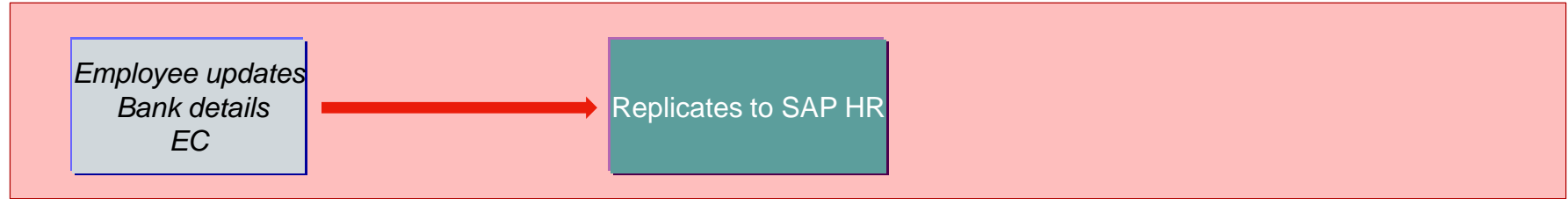


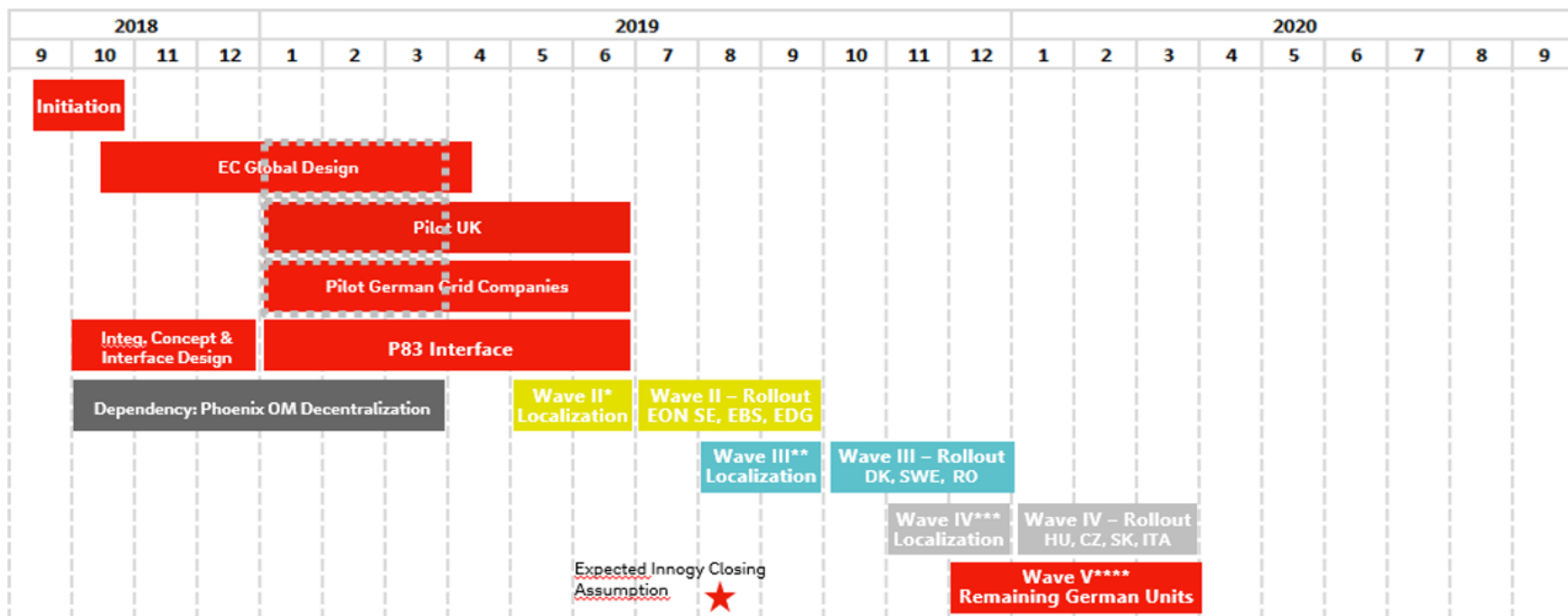
Example flow – High level



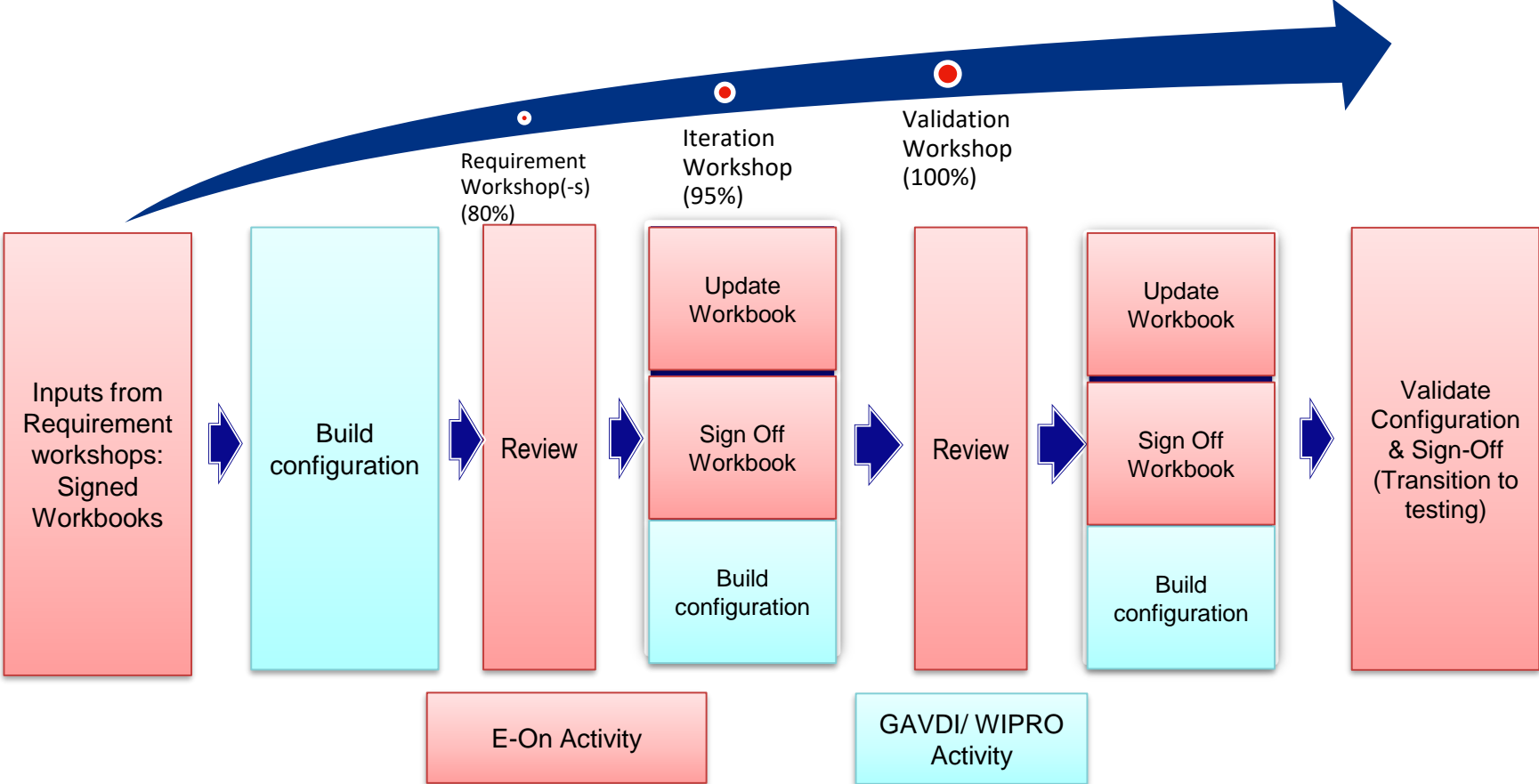
# Example High Level Flows

Example flow – High level






# Realise Phase - Iterative Approach to Design and Build






# How we resourced the project?

Lesley Huffadine 

Colleague Services  
Transformation Workstream  
Lead

Clare Bates 

Colleague Services Change  
Manager

Mark Hall 

Employee Central Technical  
Lead

Julie Griggs 

Employee Central Business  
Process Lead

Portal Content Administrators  
Joy Fryer  
Louise Zawada

Supported on Page Tiger build  
and HR.Online content changes

HR Admin Key Users  
Sam Chamberlain  
Ian Carratt  
Chris Carrington

Had early training to support  
on UAT and provide input into  
Process Workshops

HRIT SMEs  
Sarah Price  
Lindsey Okon  
Claire Rudd  
Hayley Whitehouse

Supported on process  
workshops, testing, training,  
defect resolution, hypercare

**Group of Business Line Managers**

Early engagement on EC roll out plan; used to test materials; received 1 day training to enable them to support go live in their business areas

## Key Principles from a UK perspective:

**Retain the current functionality within EC that we had in our existing portal solution for employee's to make personnel data changes and for those to update SAP HR.**

**Enable the line manager to self service all employee contract changes through EC easily and automate as much as possible when this request is replicate to SAP HR.**

**Remove HR administration manual governance steps in the process to make the manager accountable.**

# Workbook's

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	W
1	JUMP BACK TO TOC														
2	Customer Label (specify alternative label to "Personal Information" if Used)														
3	Personal Information														
4	Business UK	Business DE	Configuration	System Field Id	SF Label	Type	Max Length	SAP HCM	Used	Customer Label	Mandatory	Picklist	Decimal Precision	Masking	Comments
29				formal-name-alt1	Formal Name Alt1	STRING	128		No		No				Here you can enter an employee's formal name in a second language.
30				formal-name-alt2	Formal Name Alt2	STRING	128		No		No				Here you can enter an employee's formal name in a third language.
31				is-overridden	Customise Name Format	BOOLEAN	128		No		No				Here you can customize the employee's name format, by selecting the country whose name format you wish to use. You can do this by clicking on Options.
32	x	x	x	gender	Gender	STRING	2	P0002-GESCH	Yes		Yes				The list of values is system-defined and can only be enabled by the Admin using the Upgrade Center, derived from salutation
33	NA	x	x	marital-status	Marital Status	PICKLIST	50	P0002-FAMST	Yes		No	ecMaritalStatus			The list of values comes from the predefined picklist ecMaritalStatus and contains the following values: Married, Single, Divorced, Widow, UnkKnown, Cohabitation, Separated, Head of Household, Partnership, Cohabitation with Contract (Netherlands), Cohabitation without Contract (Netherlands), PACS (France) <b>UK: not maintained in EC - no migration from P83 to EC no legal reason to maintain it; Germany want keep information - analogue to P83. UK hidden field via permission roles - better via business role to hide field</b>
34	NA	x	x	since	Marital Status Since	DATE	128	P0002-FAMDT	Yes		No				You can enter the date since when the marital status you indicated in the field marital-status is valid.
35				date-of-birth	Date of Birth	DATE	0		No		No				
36				country-of-birth	Country of Birth	PICKLIST	256		No		No	country			
37	x	x	x	nationality	Nationality	COUNTRY	128	P0002-NATIO	Yes		Yes				You can enter the employee's nationality here, for example: Germany, USA, etc. This field is Used if you use payroll integration with SAP ERP. Objekt reference is country.
38				second-nationality	Second Nationality	COUNTRY	128		No		No				If the employee has a second nationality, you can enter it in this field.
39				third-nationality	Third Nationality	COUNTRY	128		No		No				If the employee has a third nationality, you can enter it in this field.
	x	x	x	native-preferred-lang	Preferred Language	PICKLIST	256	PA0002-SPRSL	Yes		Yes	language			You can enter the preferred native language of the employee. The list of values comes from the predefined picklist Language. The external code is the ISO 639 code for each language. Stick to the ISO codes if you consider integration with SAP ERP. prefilled but

# Role Based Permissions

System Field Id	SF Label	Type	Max Length	SAP HCM	Used	Customer Label UK	Customer Label DE	Mandatory	Picklist	Decimal Precision	Masking	Trigger Rule			EC-PR-U K:ESS	EC-PR-UK: MSS	EC-PR-U K:HR	EC-PR-UK: HR Reporting	EC-PR-U K:HR Admin	EC-PR-UK:HR Super Admin	EC-PR-UK:HR Master Data Admin	
												Base Object	Event Type	Rules								
salutation	Salutation	STRING	128	P0002-ANPE	Yes			Yes	salutation				Personal Information	onChange	EDN_SetGender	Edit	View Current	View Current	View History	Correct	Correct	Correct
first-name	First Name	STRING	128	P0002-VORNA	Yes			Yes					Personal Information	onChange	EDN_Init_PersInfo, EDN_UK_Init_PreferedName, EDN_Init_NameFormat	Edit	View Current	View Current	View History	Correct	Correct	Correct
last-name	Last Name	STRING	128	P0002-NACHN	Yes			Yes								Edit	View Current	View Current	View History	Correct	Correct	Correct
middle-name	Middle Name	STRING	128	P0002-MIDN	Yes			No					Personal Information	onChange	EDN_Init_PersInfo	Edit	View Current	View Current	View History	Correct	Correct	Correct
initials	Initials	STRING	128	P0002-INITS	Yes			No								Edit	View Current	View Current	View History	Correct	Correct	Correct
suffix	Suffix	STRING	128	P0002-NAMZ	Yes		Zusatzwort	No	namesuffix							None	None	None	None	None	None	None
formal-name	Formal Name	STRING	128		Yes		Name Format Aufbereitung	No								None	None	View Current	View History	View History	Correct	View Current
title	Title	STRING	128	P0002-TITEL	Yes			No	title				Personal Information	onChange	EDN_Init_PersInfo	Edit	View Current	View Current	View History	Correct	Correct	Correct
birth-name	Birth Name	STRING	128	P0002-NAME	Yes			No								None	None	None	None	None	None	None
preferred-name	Preferred Name	STRING	128	P0002-PUFN	Yes		Pufname	No					Personal Information	onChange	EDN_Init_NameFormat	Edit	View Current	View Current	View History	Correct	Correct	Correct

# Pain points and pit falls



Setting the right team for a global/local solution design.



1. Unidentified gaps
2. Underrepresented solution
3. Rework on design
4. Project time-lines stretched

*What about the process behind these data fields?????????*



Empowering project team to make decisions during workshops.



1. Not enough time to decide
2. Revisiting previous decision
3. Rework on design
4. Project time-lines stretched

# What happened next

## **Process workshops February:**

Workbooks amended plus process change identified to work through with the Shared Service Centre.

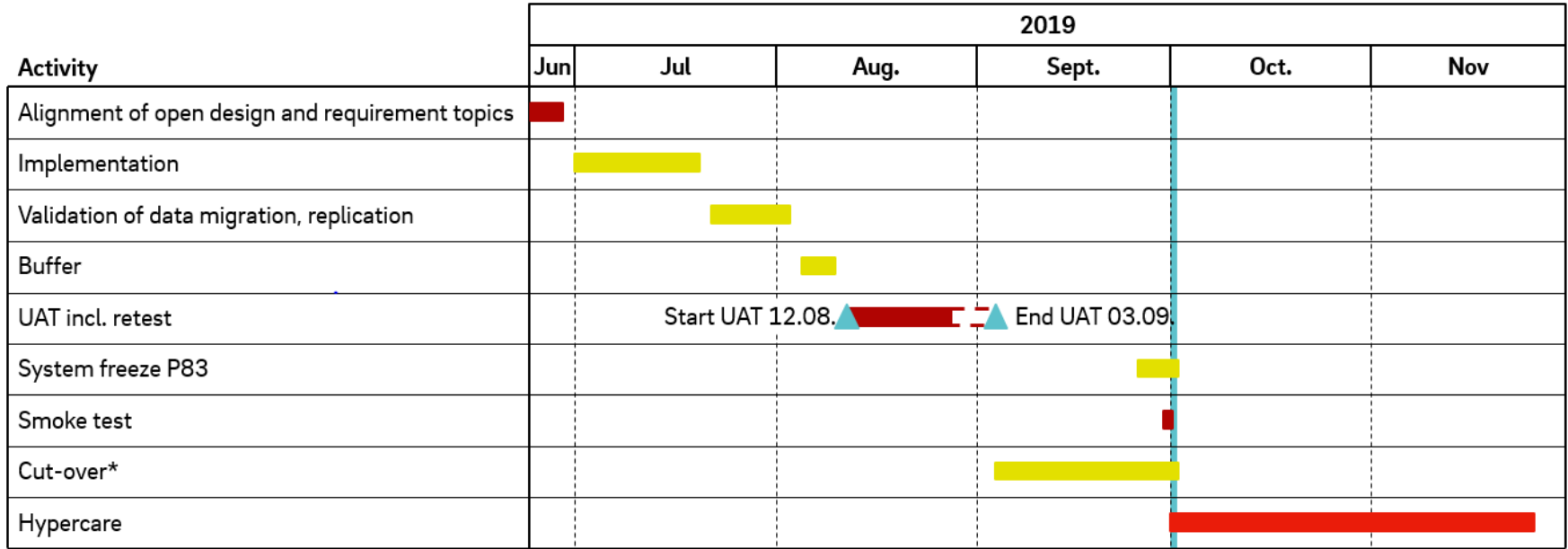
## **Functional Testing – March**

224 Defect's raised :

- 35 EC configuration change requests
- 27 Role Based Permissions change requests

## **June 2 weeks before UAT – (Delayed till August)**

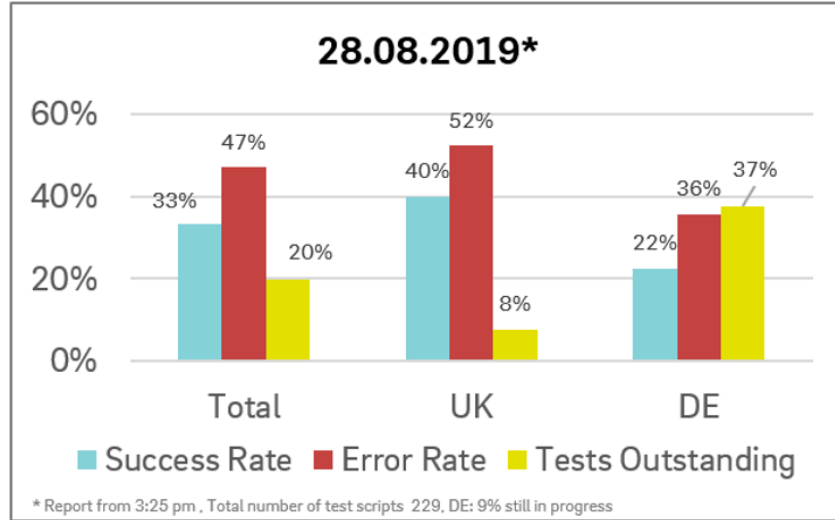
- Integration, migration and replication fell behind schedule.
- Field mapping discrepancies between Success factors Employee Profile and EC.
- Annual leave of workstream leads in the data migration team critical due to delay in project
- Business change activity would hit key holiday season.



Start UAT 12.08. ▲ End UAT 03.09. ▲

Go live UK and ReVUs:  
01.10.2019

# UAT – 264 Defects, 23 of which classed as change requests.



most of you are certainly already informed about the results of the internal PSC call of 30.08.. If not, here is a short summary of the main results

- UK Pilot continues to work towards the Go Live in early October
- DE Pilots
  - finish the UAT by 6.9. (3 days more)
  - do not participate in the Go Live in October
  - requested / planned Go Live is 1.12.



# What have we achieved.....



- Went live to all UK colleagues and Line Managers on 1 October
- Delivered a suite of Line Manager driven processes: Position creation and deletion; Internal appointments; Changes to working time; Salary Reviews; Start and End of long term absences; leavers; secondments, temporary to permanent contracts
- Mindset shift for managers – will take time to embed but going well
- 43 Defects raised in the Hypercare period all closed quickly and mainly related to role based permissions and notifications from EC to our HR Ticketing system.
- October Payroll closed brilliantly no EC related pay issues
- 7 Change Requests raised in Hypercare due to HR and Line Manager feedback.

## What didn't help us/we would do differently .....

- Our UK business case was not fully delivered and has meant that EC has not given the level of 'Transformation' impact we intended
- Resources working in the same location at critical points would have made a huge difference to pace of delivery and avoided issues – e.g. data migration, UAT
- More time on process walkthroughs – assumptions were made due to lack of knowledge by consultants
- More knowledge of how the existing SF landscape connected together and the impact of switching EC was needed up front.

## As a HR IT expert supporting the transition to BAU teams what I do differently .....

- Would have spent more time practicing uploads, in a situation now where we are a little on the backfoot and cannot react as quickly to demand as required. E.g. Restructure's, Mass new employee record creation.
- Researched more thoroughly the type's of reporting available in EC and practiced creating a key catalogue in UAT.
- Understood in more detail from our consultants the release/upgrade cycle for EC.
- Pre-project spent more time going through the processes with the teams as I made a lot of assumptions I knew them inside and out when completing the workbooks which has lead to some of our change requests.

# Tips for implementation – Success Connect 2017

- 1. Invest time learning how the system works.**
- 2. Agree clear and few design principles.**
- 3. Build strong working relationships by literally working together.**
- 4. Engage key stakeholders – Convince them one at a time.**
- 5. All stakeholder management/communication should be a combined effort – at the earliest opportunity – have them on the journey with you.**
- 6. 80% Change 20% Technology.**
- 7. Data Migration Efforts bigger than expected.**
- 8. Be prepared for compromise.**