Here is a list of possible questions and answers you might have with regards to this project.

FAQs

o **What does the *sun-e- HR* project entail?**

sun-e-HR is the name of the project in which the *ORACLE HRMS & Payroll* package will be implemented as Stellenbosch University's new Human Resources and Remuneration information and management system.

Human Resources and Remuneration have been involved in the implementation of ORACLE HRMS since May 2004.

o **Where does this project fit in?**

The *sun-e-HR project* forms part of the e-Campus initiative under the leadership of Prof Liesbeth Botha. The Senior Director: Human Resources, John October, is the project owner because the system supports the operations of the Human Resources Department.

o **What does the *sun-e-HR* icon look like and what does it symbolise?**

- o The sun in the icon relates to "sun" in the project name.
- o The colours and symbol of the sun relate to the theme of warmth and also to the University's official colours.
- o The design implies movement and progress.

o **Why was the decision made to implement Oracle HRMS?**

The implementation of ORACLE HRMS supports the e-Campus vision, namely to facilitate information, services and processes and to support the effective flow of information by means of modern information and communication technologies.

The e-Campus initiative was launched in 1999. The primary objectives of this initiative are:

- o To establish an e-Learning environment.
- o To update administrative information systems, namely financial, human resources and student systems.
- o To create the required capacity and infrastructure for the above-mentioned.

At the end of 2003 an e-Campus strategic session was held during which all the current and potential e-Campus projects were prioritised and during which the innovation of technology and processes as a strategic priority was reaffirmed.

A decision was made, based on the following investigations, that from a functional, strategic and technological perspective these were excellent motivating factors to implement ORACLE HRMS:

- o The risks of our present system's old technology were evaluated.
- o The further self development of our current system was weighed up against the trend in the information technology market to implement packages.
- o Extensive market research regarding available packages such as Oracle, PeopleSoft, SAP, ITS and SCT was done.
- o Current processes at the US were analysed.
- o Gap analyses were undertaken between what the present systems at US offer and what Oracle has to offer.
- o Trends at other South African universities were investigated.
- o The experiences of other South African institutions such as MediClinic, Sanlam and Old Mutual were investigated.

- o **What functionality will be introduced during the different phases of the project?**

The phase 1 functionality to be introduced that is especially relevant to the internal operations of Human Resources and Remuneration and which will indirectly be to the advantage of the rest of the campus comprises the following:

- o Remuneration/payroll administration, including the handling of weekly wages.
- o Human Resources Administration, including the administration of posts, grades, scales, appointments, transfers and termination of service.
- o Basic training administration (administration of courses, scheduling of courses) which is not available in the present Human Resources and Remuneration system.
- o Recruitment (electronic management of correspondence for all short-listed applications as well as the appointment of the successful candidate) which is not available in the present Human Resources and Remuneration system.
- o Labour Relations (airing grievances and administration, disciplinary hearings) which is not available in the present Human Resources and Remuneration system.
- o HR budget interface.
- o Package structuring interface.
- o Integration and interfaces with existing systems, e.g. financial ledger, etc.

Phase 1 – Prospective self-help facilities

Staff	Managers
o Electronic enquiries about and printing of own payslip o Enquiries about present as well as previous remuneration o Enquiries about previous leave transactions o Electronic leave application o Structuring of package o Updating own personal information o Electronic airing of grievances and nominating a person to handle grievances	o Enquiries about the leave history of staff for whom the manager is responsible o Electronic follow-up of grievances directed to managers and recording of solutions and/or referral to other party o Electronic access to information (including remuneration) of all the staff for whom the manager is responsible o Electronic approval of staff transactions where necessary, e.g. leave

The phase 2 functionality that will be implemented includes mainly value-added functionalities to the direct and indirect benefit of the whole campus. These functionalities do not form part of the Human Resources and Remuneration system at present. Details will be determined during this phase, but typical functionalities include the following:

o Career planning for individuals depending on their competencies and qualifications.

o Successor planning so that when posts become vacant in future because of e.g. retirement, it can be determined beforehand who have the required skills and qualifications to possibly fill the vacancy.

- o Management information system presents great possibilities for management to make enquiries about relevant human resources and remuneration information compiled beforehand or compiled by the manager.
- o Competence management of which the implementation depends on the present investigation into performance management at the US and which will enable management to determine the gaps in individuals' competencies in terms of the posts/roles they have to fill and then they will accordingly be enrolled for specific courses.
- o Performance appraisal management, including self evaluation and evaluation of others. The implementation of this functionality depends on the present investigation into performance management at the US and presents management and individuals with the opportunity to evaluate themselves based on predetermined key performance areas and competencies; to nominate others to evaluate them. It presents managers with the opportunity to evaluate their staff. They will also have access to all other evaluations and take that into consideration for the total performance evaluation. Performance evaluation can also be linked to remuneration adjustments and/or training opportunities. It is also related to career opportunities and successor planning.
- o Business intelligence – post-phase 2. As soon as sufficient data is available regarding trends, this powerful facility will be implemented and the previously installed functionality can be used for analytical trends, reports and graphic illustration regarding human resources and remuneration information.

Phase 2 – Prospective self-help facilities

Staff	Managers
o Electronic applications for posts o Electronic enrolment for a non-academic training course on a specific date o Enquiries about previous training courses for which application had been made and which was attended o Performance evaluation of self, colleagues and head if nominated to do so. Also access to the results of the other person's evaluation of him/herself if authorised.	o Applications for posts- will be able to see on the system who has applied for a specific post and also the position of the applications e.g. correspondence o Enquiries about the training history of staff members o Enrolling staff member for a course o Successor planning – a tool for successor planning if the requirements per post regarding e.g. competencies and qualifications have been predetermined. o Performance management of staff taking into consideration other persons' evaluation of such staff member o Career planning for specific staff members depending on their qualifications and competencies. o Business intelligence (post-phase 2) to use previously installed functionality regarding analytical trends and reports and graphic illustration and to retrieve for information on human resources and remuneration.

- **Why is Oracle HRMS being implemented in English?**

Oracle is an American package. Presently there is no indication that the company intends to translate it into Afrikaans because the market is too small. (The same applies to various other packages that were investigated). An investigation was however done to establish whether there could be a possibility to accommodate Afrikaans in parallel or partially, but the costs would be exorbitant. To accommodate Afrikaans partially, would lead to a mixture of languages on the screen and in correspondence and it is therefore not recommended.

This whole matter was raised with the Language Committee and after careful consideration the go-ahead was given to implement the system only in English.
Further investigations will be done to establish whether there is a possibility for Afrikaans correspondence.

- **Where does the name *sun-e-HR* come from?**

The name is pronounced as "sunny – eitch – aar" and refers to **S**tellenbosch **U**niversity **E**lectronic **H**uman **R**esources. The name places the project within the context of the e-Campus initiative. The concept of "sun" also relates to the strategic initiatives of Human Resources (the so-called *HR Roadmap to Change*) and symbolises warmth.

Human Resources and Remuneration launched a competition to find a suitable name for the project and *sun-e-HR* was chosen as the winner because this name best represents the essence of the project.

- **What are the advantages of implementing Oracle HRMS?**

The implementation of Oracle HRMS supports the e-Campus vision, namely to facilitate information, services and processes and to support the effective flow of information by means of modern information and communication technologies. The implementation of Oracle HRMS is furthermore central to the strategic plan of Human Resources and it is in line with local and international best practices in the management of human resources. This system presents a professional software platform to empower Human Resources, managers and individual staff members to optimally manage human capital at US.

- o ORACLE HRMS will optimally support the role of Human Resources in the delivery of a professional consultation service.
- o This new technology ensures more streamlined processes.
- o Better access to accurate and meaningful human resources information is ensured.
- o ORACLE HRMS offers certain functionalities that add value and which the present system does not make provision for.
- o The new system empowers staff and management through various self-help functions.
- o In the long term more professional human resources management is ensured.

- **What is the timeframe for implementation?**

The *sun-e-HR project* will be implemented in 2 phases.

The implementation of phase 1 will take place between 1 June 2004 and 2 March 2005 according to plan.

Phase 1 therefore ends on 2 March 2005 provided that all the implementation steps have been completed successfully. If they are successful, phase 1 will then go live.

A stabilisation period of 3 months will then follow after which phase 2 will be implemented.

- **How will I as a staff member be affected by Oracle HRMS?**
  - Oracle is an American product and is implemented in English.
  - The screens to which I as a staff member will have access will look completely different from the screens I am used to.
  - I will have to assume a greater measure of responsibility for the maintenance of my own personal records.
  - Certain processes that are presently done manually will be executed electronically in future.

- **What happens to my information stored on the present Human Resources system? Will the data/information be transferred to the new Oracle HRMS?**

Staff information relevant on 1 March 2005 will be transferred to the new system. The rest of the "old / historical" information will still be available on the previous system (present system). A new record of information will be developed on the Oracle HRMS.

- **How will Oracle HRMS affect managers?**
  - Managers will be empowered by more accessible staff information enabling them to manage their own human resources more effectively.
  - It will be possible to approve certain transactions electronically and therefore there is less paper work and time is saved.

o Managers will rely less on the staff of Human Resources to obtain information about their own staff.

o Managers will have access to relevant management reports.

o **When will I be trained to use the new system?**

As from February 2005 all staff members will be trained to use the new system. Detailed training manuals and support structures will be in place to ensure that every user is fully empowered to use the new system.

o **How is the *sun-e-HR* project team composed?**

The *sun-e-HR project* is managed according to sound management principles under the leadership of Magda Liebenberg as overall project manager. The project team comprises US project managers (Julian Robertson as technical project manager and Almene Potgieter as change management project manager) and a project manager from Oracle Consulting. There are also various experts from Human Resources and Remuneration and Information Technology at US and from Oracle Consulting involved.

o **How can the costs of the project be justified?**

This project is not funded from the current US annual operating budget, but from earmarked funds that the US Council has allocated over a certain period in order to establish and develop a strategic technological innovation process, e.g. e-Learning, e-Registration and portal technology placing the US on the road to realise our vision of a "world-class, excellent academic institution".

The decision to implement Oracle HRMS also forms part of the US strategy to optimally exploit the resource most critical to the US as a learning organisation, namely our human capital, in order to fulfil our knowledge partnership role.

The implementation of ORACLE HRMS ensures the best management information system and processes for the management of our most important asset, our human capital. ORACLE HRMS is therefore an investment in the long-term future of US.

- **Where can I obtain more information about the *sun-e-HR* project?**

Visit the e-Campus web page at http://www.sun.ac.za/ekampus/sun-e-HR for more information about the *sun-e-HR* project.

If you have any questions or comments, please send them to sun-e-HR @sun.ac.za. The question and answer functionality will continuously be updated with your questions and the answers to them.