

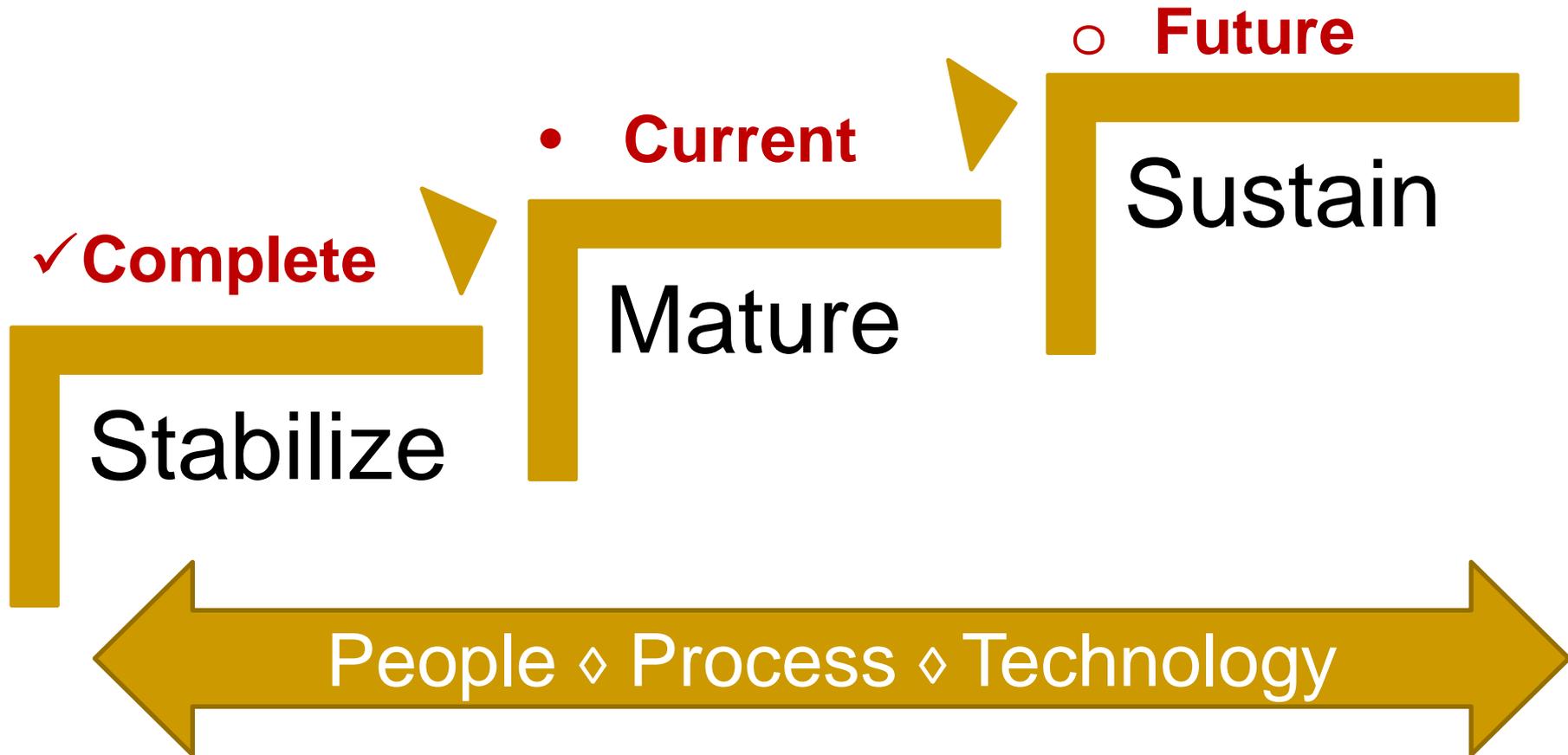
Moving SHARE Forward: STTC Briefing

SHARE
STATEWIDE • HUMAN RESOURCES • ACCOUNTING • REPORTING



July 29, 2014

Moving SHARE Forward



SHARE Stabilization is Complete



People

- Strengthened team with new FTEs and key staff augmentation
- New emphasis on collaboration within and among teams
- Completed additional technical training

Process

- Review of operational processes; executed quick wins
- “Forgot Password” email function & new branding
- SHARE Information Center web site

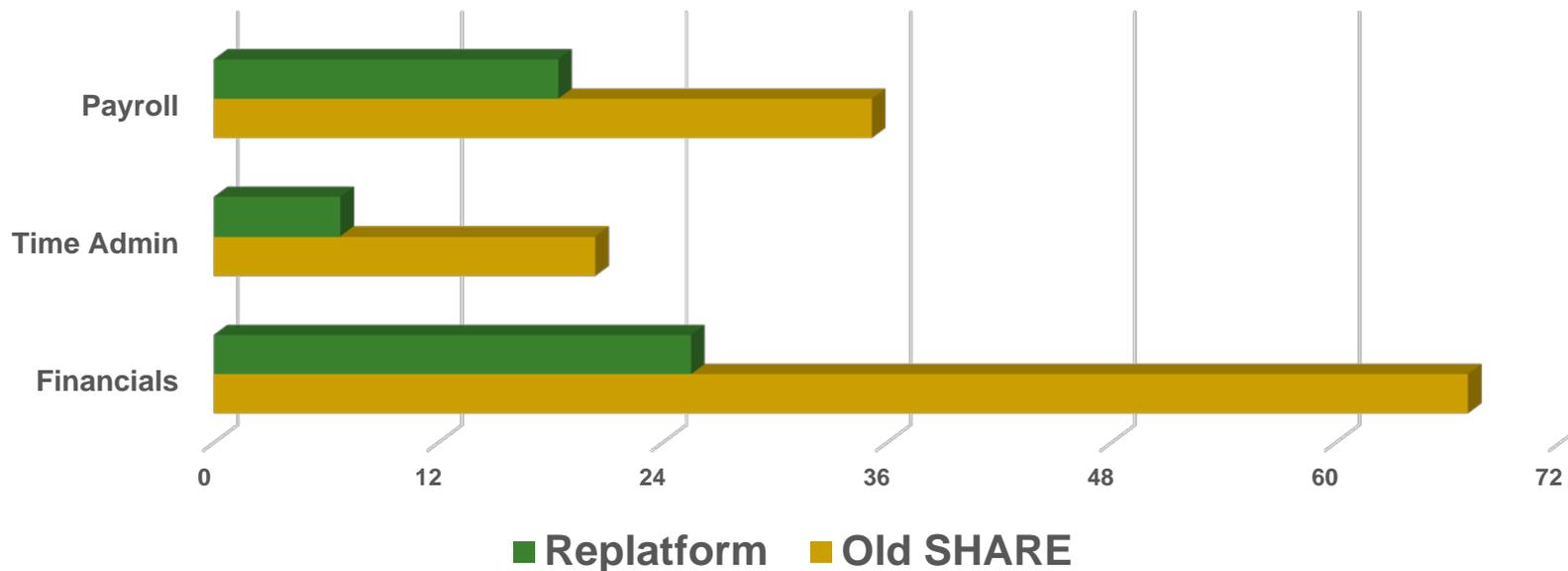
Technology

- SHARE system is stable, robust & reliable
- Sustained, documented performance improvements
- Operating load is well below infrastructure capabilities/limits

Replatform: What the Data Says



Total Processing Hours by Key Function



Overall Performance Improvement:

Payroll:	31%
Time Admin:	67%
Financials:	68%

Replatform: What Our Users Say



- “I am totally pleased. Every single process...is much, much faster.”
- “Things are so much quicker than they used to be, and I’m impatient!”
- “Overall, I’m elated”
- “SHARE is definitely zippier. Pages load faster than before.”

What's Next: Maturing



People

- Continue to deepen technical skills and expand functional knowledge
- Cross train team on key functions
- Additional focus on customer service

Process

- Refine our development processes: make upgrading “normal”
- Implement business process improvements in partnership with agencies

Technology

- Continue technical upgrades to foundational tools
- Implement improved reporting capabilities

What About the Upgrade?



- Detailed upgrade planning is underway
- Technology work to date is the “launch point” for upgrade
 - Completed database upgrade to Oracle 11g
 - Starting on PeopleTools 8.52
 - Both are prerequisites for upgrading SHARE
- Planned Process:
 - Define vendor selection criteria
 - Solicit project/budget estimates from vendors on current price agreement
 - Vet submissions internally and with Gartner research
 - Will use \$5M appropriation

Addendum: SHARE Information Center (www.share.state.nm.us)



A screenshot of the SHARE Information Center website. The page has a dark grey header with the SHARE logo on the left, a search bar, and navigation links for HOME, ABOUT, and WEBMASTER. The main content area is divided into three columns. The left column contains several menu categories: LOGIN (with HCM LOGIN and FINANCIALS LOGIN), SHARE ESSENTIALS (with HELP / SUPPORT - WHO TO CONTACT, SHARE MAILING LISTS, FORGOT YOUR PASSWORD?, TIME ENTRY BASICS, and WHAT IS SHARE?), TRAINING & EVENTS (with SHARE HCM USER MEETING and SHARE TRAINING), and MICROSOFT OFFICE HELP (with MS OFFICE REFERENCE GUIDES, MICROSOFT OFFICE TEMPLATES, and HOW TO CHANGE OR RESET YOUR E-MAIL PASSWORD). The middle column features a "NEWS/ANNOUNCEMENTS" section with a "WELCOME!" message, a paragraph about the site's purpose, a "NEWS ARCHIVE" link, and a "DID YOU KNOW?" section with a note about mobile optimization. The right column contains two "QUICK LINKS" sections: "HCM USER QUICK LINKS" (with SPO Resources, Employment and Recruiting, Central Payroll, Employee Benefits, PERA, and TIPS) and "FINANCIALS USER QUICK LINKS" (with DFA Financial Control Division (FCD), Purchasing, Legislation, Rules and Regulations, Audit Related, and Other Resources). At the bottom, there is a footer with "Home About Webmaster" links, a copyright notice for 2014, and the DoIT logo.