



WELCOME BACK!

In this edition of the Ceridian Communicator, we will highlight the online Recruitment and Hiring function of the Ceridian Human Resource Information System (HRIS). Dr. Karen R. Jackson, Director, Human Resources will share some thoughts on the benefits of online Recruitment and Hiring. In addition, the News In-Brief section contains detailed steps for you to reset your Ceridian password if you forgot it.

Thanks for your continued support and participation in the Ceridian HRIS!

*- Rob Henken, Director
Department of Administrative Services*

News In-Brief

1. Update on Parallel Testing

- May 6 - May 19, 2007 (pay period 11)--this is the first major parallel test period of the Ceridian system and requires all County employees to enter time in both Ceridian (online or via time clocks) and Genesys (paper timesheets).
- While the parallel test of both the Ceridian and Genesys systems is continuing, a problem was identified in data that was being converted from Genesys to Ceridian. The problem is being corrected, but this will likely push back the official start date of the Ceridian system. We are notifying you of this issue to highlight the fact that in a conversion of this magnitude, problems will occur from time to time and some of you will see data errors during the test period. We are going through the process of testing the new system before it goes live so we can identify the problems and correct them. A new project schedule is being developed that we will share with you in the coming weeks.

2. Forget Your Ceridian Password?

- Effective immediately, the Milwaukee County ID Management team will be resetting passwords for employees who have forgotten their password to the Ceridian Time and Attendance (CTA) system.
- In order to verify that callers are who they say they are, you will need to provide your Ceridian number before we can reset your CTA password. We know that providing your Ceridian number for the password reset may be an inconvenience for you, but we take securing your personal information contained within the Ceridian system very seriously. Therefore, we are taking this extra step to be sure all callers are who they say they are. Please see your payroll clerk if you do not know your Ceridian number. Your Ceridian number should not be shared with anyone or posted anywhere in your office. It should be treated as carefully as your network password.
- **How Do I Contact the ID Management Team to Reset My Password?**
Call 278-7819 and select OPTION 1. As we begin, we will be available to reset your CTA password during the hours of 6 AM to 5 PM, Monday through Friday.
- **What Can I Expect When I Call?**
When you call to reset your password:
1) You will be asked for your name and will be asked to verify your phone number as your ticket is opened; 2) You will be asked for your Ceridian number and to verify your identity; 3) The ID Management team will reset the password and will stay on the line until you sign in successfully; 4) If there is a problem, you will be given a ticket number and the ticket will be sent to the Ceridian support team for further action; 5) If the password was reset successfully, the ticket will be closed.



A Note on Recruitment and Hiring

Dr. Karen R. Jackson, Director, Human Resources

Have you ever applied for jobs only to find that you had to complete a separate application for each position? Perhaps you don't have access to a computer and are unable download an application, or it's the deadline for your application and you are not able to get to the drop off location on time.

It may be hard to believe, but many recruitment and hiring challenges may quickly come to an end with the emergence of the new online recruitment and hiring module, called Ceridian Recruiting Solutions (CRS). We know that many employees and applicants do not have direct access to a computer. That will no longer be an obstacle as kiosks are being set up at various sites around the County. So, anyone can apply for County jobs from these sites or from their own PC.

After CRS is implemented, the entire application process will be transformed from paper processing to a fully automated system. It will no longer be necessary to visit the DHR office to apply or to update your personal information. Using a self-service model, you can enter your information into the system with accuracy and confidentiality. Can you imagine that?

We believe the CRS system will greatly improve the application process by increasing the accuracy of information recorded and reducing the time and energy it takes to apply. We anticipate that CRS will also shorten the time from application to hire. We ask that you be patient while these changes are under construction. It may seem that such an implementation is a long way off, but it is not; it is almost upon us. Until then, we are confident that the implementation of the recruiting module will be worth the wait.

We can't wait to serve you better!

Feature Issue: Recruitment and Hiring

In the March 2007 issue of *Governing Magazine*, the cover article "Courting Talent" explores the challenges for state and local governments in recruiting public employees. According to the article, "One way to broaden the pool of applicants is to move the most important part of the process to the Internet." In addition, the article states "There's little question that the electronic talent hunt is an important part of the future in government hiring, for states and local jurisdictions alike."

- The new Ceridian Recruiting Solutions (CRS) system will provide a more streamlined and accessible process for APPLICANTS. All applications will be available online. Once an applicant creates a profile, he or she can reuse the saved information to apply for other positions within the County. Kiosks will be available in various locations throughout Milwaukee County for those without access to a PC.
- The new CRS system will provide a more efficient recruitment and hiring process for MANAGERS. Departments and DAS-Human Resources will be able to post jobs, review applications and communicate progress electronically. In addition, the system will have the ability to post jobs automatically to common online systems such as Monster and Career Builder. Finally, once hired, an employee's information will automatically transfer from the recruitment module to the human resource and payroll modules. These capabilities will allow departments to efficiently and effectively cast a wide net to recruit and hire the best talent available. The Ceridian recruitment and hiring functions are expected to be operational by this summer.

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Questions/Comments:
[ceridiancommunicator
@milwcnty.com](mailto:ceridiancommunicator@milwcnty.com)