



WHAT'S NEW

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HR DECENTRALIZATION AND THE ROLE OF THE SPOC'S

Traditionally, the Los Angeles Community College District's personnel functions were very centralized and emphasized transaction processing. Out of necessity, college employees had to spend considerable time contacting numerous employees in the district office payroll and personnel departments when assistance was needed. In the last few years an effort has been underway to transform human resource services and decentralize numerous functions to the colleges. A new milestone in this effort will be reached on January 1, 2005 when the new human resource, payroll, and benefits systems are implemented. This issue of "What's New" explains the roles of campus and district staff in this decentralization effort.

Redefining and Balancing Functions

Decentralizing personnel functions does not mean just moving existing business operations out to the campus and performing tasks as they have always been handled. Functions will be restructured in two ways. The District Office/Campus distribution of the work will change. The kind of work will evolve from an emphasis on transactions to an emphasis on service. . . Some functions may no longer be needed or may be transformed into information processing tasks performed by modern computer software. The role of District staff will be one of support to maintain system and infrastructure needs. Accountability and responsibility for outcomes will be shared between college and district staff.

Project MAESTRO is an example of an evolving decentralized function and the new organizational concepts underway. Project MAESTRO's new business procedures and concepts are designed with college participation at every step of the process.

When the new system "rolls-out" in January 2005 the district and college staff rolls will begin to change. Project Maestro staff will have a limited role in the ultimate activation and explanation of the system. The Project MAESTRO and district office functional staff will primarily interact with college-based specialist employees: the SPOCs, personnel/payroll staff, and the administrative staff in Academic Affairs, Administration, and Student Services who participate in employment processes. In turn all college employees can look to their own campus based personnel for assistance..

The New Approach: College-Based HR

The new system recognizes that on a college campus, employees interact primarily with college-based staff. The employment/pay/benefits process illustrates this concept. It can become confusing and time-consuming for an employee to find the correct person to talk to when they have a question or problem with an employment issue. To address this challenge, the District created a special role on each campus, the "Single Point of Contact" or SPOC to provide quick resolution of late and error pay issues for all

employees at each campus. The SPOC's were very successful in meeting the past challenge. A new challenge waits.

The SPOC's and Super User Pivotal Roles

In the new system, the SPOC will become one of two SAP Super Users and is the primary resource designated to manage organizational tasks needed to ensure the system operates properly, the necessary positions are in place when employees are hired, electronic approval process routing is correct, and to all these tasks are timely. The Super Users will also be the primary resources to teach employees how they can use the new employee self-service system (ESS) and to teach administrative personnel how to use manager self-service (MSS).

The Super Users are the primary resources for all employees to contact if they want to know about the system or have a suggestion to convey to the District. The Super Users are not "techie" but the critical internal business specialists focused on developing the College-based HR system. If you want to talk to somebody about the new system, you are encouraged to contact your college Super Users.

Location	SPOC / Super User	Super User
City	Lenore Saunders	Judy Keropian
East	Norman Cheung	Theresa Ramirez
Harbor	Nestor Tan	Miguel Quintero
Mission	Ronn Gluck	Eric Rettke
Pierce	Mofe Doyle	Victoria Romero
Southwest	Lorraine Bell	Vivian Alonzo
Trade-Tech	Claudia Mata	Olivia Sanchez
Valley	Tom Aduwo	Yasmin Aviles
West.	Hansel Tsai	Cheryl Doerfler
District	Carlos Covarrubias	Joan Steever



ADDITIONAL RESOURCES: To view document, click on title.
<http://albacore.laccd.edu/hr/>

Project MAESTRO is about change. "What's New" and other Project MAESTRO communications are sent primarily through email. Until all employees have computer access, hard copy will also be posted on the LACCD Bulletin Boards at each location.

To send a comment email: MAESTROeditor@laccd.edu