

2019 NASPEs AWARD

Eva N. Santos Communication Awards

Nominations from dues-paying states are considered for eligibility. Nominated leaders and programs should have a positive effect on the administration of state human resource programs. A state's central human resource department or line agency human resource operations may administer nominated programs.

Programs and projects must have been operational for at least six months and must be transferable to other states. Selection criteria are based on the questions asked on the award application. Included in this packet are the specific criteria for each award and their categories. Nominations are encouraged in all areas of human resource management administration.

Additionally, please provide the project initiative in one of the following formats:

- Web link
- Snapshot
- PDF

NOMINATION INFORMATION

Title of Nomination: HR Professional Portal

State: WA

Contact Person: Angie Hogenson

Contact's Title: HR Analytics & Initiatives Manager

Agency: Office of Financial Management

Mailing Address: PO Box 47500, Olympia, WA 98504

Telephone: 360-407-4111 Fax:

E-mail: Angie.Hogenson@ofm.wa.gov

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NOMINATOR INFORMATION

Nominator: Angie Hogenson Title: HR Analytics & Initiatives Manager

State: WA Agency: Office of Financial Management

Telephone: 360-407-4111 Fax:

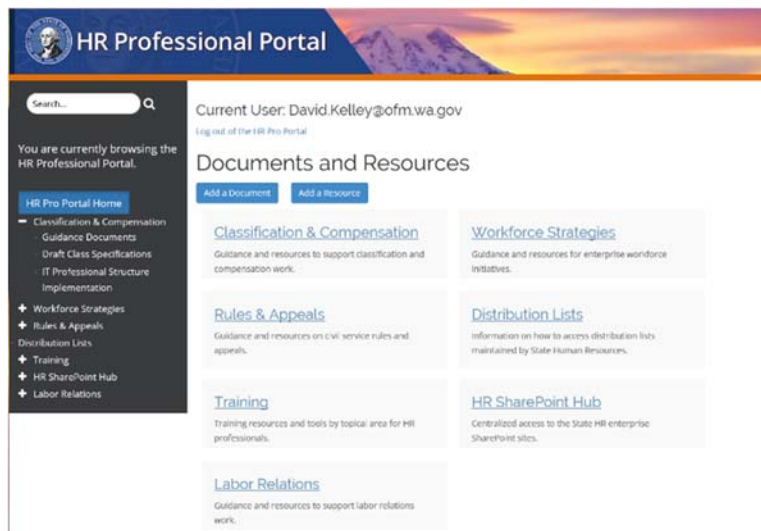
E-mail: Angie.Hogenson@ofm.wa.gov

DETAILS

1. Please provide a brief description of the submission.

This nomination is for the State of Washington's HR Professional Portal, a secured website that houses centralized guidance and resource materials for de-centralized agency and higher education institution human resource professionals. As the administrator, only State HR can post information to share with the state's HR community. This website requires an approved login to access any information or resources. Numerous State HR staff can post information to the site; however, user account approval is limited to three staff. Attached are screen shots of the site.

The HR Professional Portal (<https://hr.wa.gov/>) is built on the Drupal web platform. The website is built to ensure security, accessibility, functionality, organization, and search features so that the HR community can easily find current resources and information for managing the states workforce.



2. How long has the submission been inexistence?

The HR Professional Portal went live in October 2018.

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3. Why was this submission created?

Washington State has a federated HR and payroll architecture that allows for higher education institutions and agencies to have decentralized human resources authority. The Office of Financial Management - State Human Resources is responsible for enterprise HR policy and manages the statewide classification plan, compensation plan, diversity, HR analytics, labor relations, rules and appeals, workforce planning and performance. State HR provides leadership on enterprise initiatives that require significant change management.

The large number of agencies and higher education institutions, along with the geographical distribution of organizations across the state, is a challenge when there are enterprise changes to communicate and coordinate. It is often necessary to distribute human resource specific information across the enterprise to both general government and higher education organizations. There is no mechanism in place to consistently share information. E-mail has size limitations, distribution lists are notoriously hard to keep updated and the recipient may not pass the information on appropriately (out of office, no longer in position, etc.). SharePoint has accessibility limitations for users outside the state's firewall and not all organizations use the SharePoint application. Often information shared is not appropriate for posting to the public website.

Examples of information shared:

- Drafts for feedback: class specifications, forms, etc.
- Templates (letters, policies, spreadsheets) for enterprise changes
- Human resource business process guidance, tools & tips
- Human resource core training materials & tools

The implementation of the state's new classification and compensation plan for the information technology workforce is the most recent example. Affecting 5,000+ employees statewide, State HR was challenged to share draft information, resources, training and guidance with the HR community. A resource was needed that would not require user organizations to install and maintain software, would be easily accessible but limited to approved users, intuitive to users, and easily and efficiently managed by State HR without requiring continual IT staff technical intervention.

The portal currently has 703 approved users. Access to the portal is limited to state:

- HR professional staff
- Labor relations staff
- Attorney General Labor & Personnel Division Attorneys

The use of the HR Professional Portal has been a game changer for the implementation of the IT Professional Structure. The ability to post and quickly get out information to the practitioner's that need it is critical to meeting deadlines and successfully implementing this workforce change.

4. How does this submission support the goals and objectives of your agenda/department?

This submission directly supports OFM's vision: "Better information. Better decisions. Better government. Better Washington." By providing timely information and resource materials for our HR community, it allows for more collaboration, consistent application and ultimately better management of the state's workforce.

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5. Have you been able to measure the effectiveness of this submission? If so, how?

We have been able to measure our success in a couple of ways:

1) **Website Analytics**

This HR Professional Portal is not intended to be a high traffic site. However, we do want to know if the HR community is using it to review and acquire information. Since go-live, the site has had 24,688 page views (10/29/18 – 4/21/19). Knowing that we only have 703 approved users in 79 agencies and higher education institutions who can access this site; we can conclude that it is in use by the community.

2) **Customer Feedback**

One feature of the portal is State HR has numerous forums for sharing information such as community distribution lists, community of practice meetings and groups, SharePoint sites and the public website. The portal serves as a central point of information on how to access all the community communication forums.

The HR community has been extremely receptive of the tool. The main themes we have heard:

- Large agencies with HR staff in multiple locations across the state appreciate having a resource they can all access which saves time and helps them coordinate internal communications better.
- Small agencies/institutions have expressed that having this resource makes them feel included. It recognizes their need to have accessibility to information and that they are part of the larger community. The HR staff in small agencies wear many hats and are not always full time HR but manage other functions in the organization. They have expressed they often feel like after thoughts when it comes to major HR initiatives.

3) **Workload Reduction**

- State HR staff who post information to the portal have reported a significant decrease in requests to re-send information.
- The ability to update the source information in one location reduces the need to re-send information multiple times and increases version control.

ATTACHMENT

Access to site:

WASHINGTON STATE
HR.wa.gov

Forms Reports and Publications

Search...

- Careers.wa.gov
- Compensation and Job Classes
- Employee Assistance (EAP)
- Employee Self Service (ESS)
- HRMS Support Hub
- Recruitment
- Rules
- Small Agency HR Services
- Training
- Workforce Data and Planning
- Workforce Diversity, Equity and Inclusion

HR Professionals:

- Appeals
- Competencies
- Director's Reviews
- HR Directives
- HR Professional Portal**
- Human Resources Information System (HRIS) Stability
- Labor Relations
- Job Classes and Salaries
- Meetings
- Research and Best Practices
- Washington Workforce Analytics Project

Payroll Professionals:

- HR and Payroll Agency Contact List
- HRMS Support
 - HRMS Data Definitions
 - Payroll Calendars
 - Payroll Cutoff Errors
 - Year End Activities
- Personnel/Payroll Association

Managers and Supervisors:

- Collective Bargaining
- Employee Performance Management
- Leadership Development

State Employees:

- Benefits, Pay and Leave
- Classified Jobs and Salaries
- Collective Bargaining Agreements
- Earnings Statements
- Reviews and Appeals

News and Announcements

2018 State Employee Engagement Survey results
This message from Governor Jay Inslee was sent out to all state employees on April 9, 2019: Dear Fellow

WASHINGTON STATE
HR.wa.gov

Forms Reports and Publications

Search...

Login or Create an Account

Who can access this site

This is not a public site.

Access to this site is for state agency and higher education institution human resource professionals.

How to access the site

State agency and higher education institution human resource professionals can use their Active Directory credentials or create a Secure Access Washington (SAW) account to request access. Once access is granted, users can log in to the HR Pro Portal site.

If you need to request access,

[Create an account](#)

If you have already been granted access to the page,

[Login now](#)

Need assistance

If you need additional assistance, please email classandcomp@ofm.wa.gov

HR User View

The screenshot shows the HR Professional Portal interface for a user. At the top, there is a header with the state seal and the text "HR Professional Portal". Below the header, a search bar is visible. The main content area displays the current user as "David.Kelley@ofm.wa.gov" and provides a "Log out of the HR Pro Portal" link. The primary section is titled "Documents and Resources" and includes two buttons: "Add a Document" and "Add a Resource". A grid of six resource cards is shown, each with a title and a brief description: "Classification & Compensation", "Workforce Strategies", "Rules & Appeals", "Distribution Lists", "Training", and "HR SharePoint Hub". A left-hand navigation menu is present, listing various categories with expand/collapse icons.

HR Professional Portal

Search...

You are currently browsing the HR Professional Portal.

HR Pro Portal Home

- Classification & Compensation
 - Guidance Documents
 - Draft Class Specifications
 - IT Professional Structure Implementation
- + Workforce Strategies
- + Rules & Appeals
- Distribution Lists
- + Training
- + HR SharePoint Hub
- + Labor Relations

Current User: David.Kelley@ofm.wa.gov

Log out of the HR Pro Portal

Documents and Resources

[Add a Document](#) [Add a Resource](#)

- [Classification & Compensation](#)
Guidance and resources to support classification and compensation work.
- [Workforce Strategies](#)
Guidance and resources for enterprise workforce initiatives.
- [Rules & Appeals](#)
Guidance and resources on civil service rules and appeals.
- [Distribution Lists](#)
Information on how to access distribution lists maintained by State Human Resources.
- [Training](#)
Training resources and tools by topical area for HR professionals.
- [HR SharePoint Hub](#)
Centralized access to the State HR enterprise SharePoint sites.
- [Labor Relations](#)
Guidance and resources to support labor relations work.

State HR Administrator View

The screenshot shows the HR Professional Portal interface for an administrator. The header is identical to the user view. The search bar is present. The main content area displays the current user as "Angie.Hogenson@OFM.WA.GOV" and provides a "Log out of the HR Pro Portal" link. Below this, there is an "HR Pro Portal Admin menu" with a list of administrative actions: "Documents and Resources (home)", "New User Requests", "Approved Portal Users", "Blocked Users", "Guide for managing users", "Hard Expired Date", "Export CSV of users", and "Log out". The "Documents and Resources" section is also visible, including "Add a Document" and "Add a Resource" buttons. A left-hand navigation menu is present, listing various categories with expand/collapse icons. At the top of the main content area, there are "View", "Edit", and "Track" buttons.

HR Professional Portal

Search...

You are currently browsing the HR Professional Portal.

HR Pro Portal Home

- + Classification & Compensation
- + Workforce Strategies
- + Rules & Appeals
- Distribution Lists
- + Training
- + HR SharePoint Hub
- + Labor Relations

View Edit Track

Current User: Angie.Hogenson@OFM.WA.GOV

Log out of the HR Pro Portal

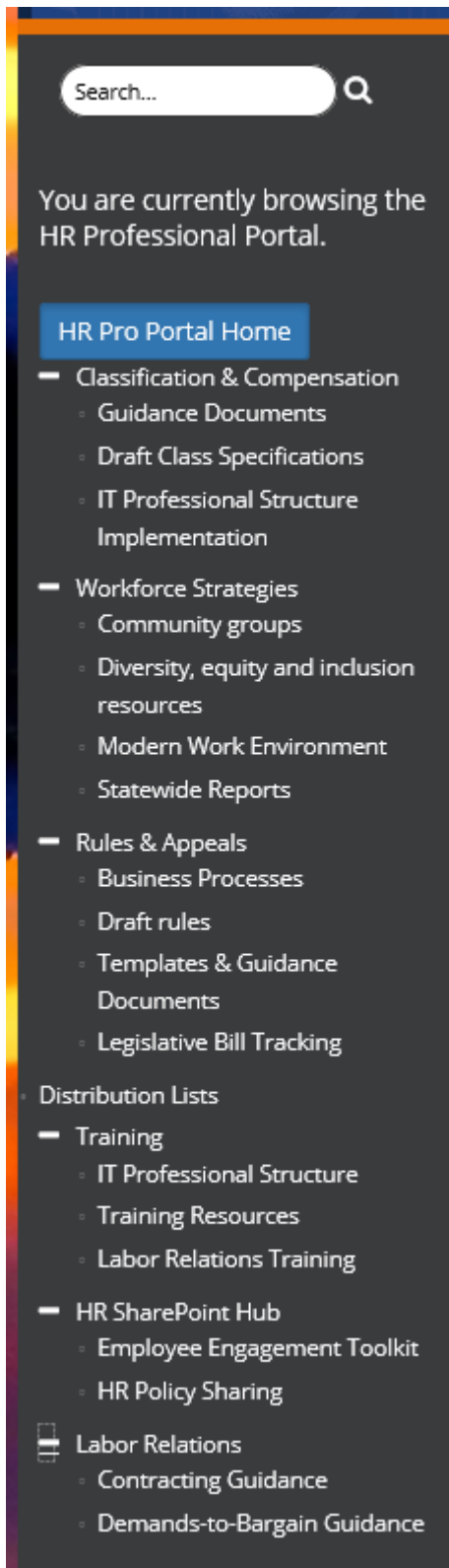
HR Pro Portal Admin menu

- Documents and Resources (home)
- [New User Requests](#)
- [Approved Portal Users](#)
- [Blocked Users](#)
- [Guide for managing users](#)
- [Hard Expired Date](#)
- [Export CSV of users](#)
- [Log out](#)

Documents and Resources

[Add a Document](#) [Add a Resource](#)

Expanding Navigation:



The image shows a vertical navigation menu for the HR Professional Portal. At the top is a search bar with the placeholder text "Search..." and a magnifying glass icon. Below the search bar, a message reads "You are currently browsing the HR Professional Portal." A blue button labeled "HR Pro Portal Home" is positioned above a list of menu items. Each item is preceded by a minus sign icon, indicating it is a dropdown menu. The items are: "Classification & Compensation" (with sub-items: "Guidance Documents", "Draft Class Specifications", "IT Professional Structure Implementation"), "Workforce Strategies" (with sub-items: "Community groups", "Diversity, equity and inclusion resources", "Modern Work Environment", "Statewide Reports"), "Rules & Appeals" (with sub-items: "Business Processes", "Draft rules", "Templates & Guidance Documents", "Legislative Bill Tracking"), "Distribution Lists", "Training" (with sub-items: "IT Professional Structure", "Training Resources", "Labor Relations Training"), "HR SharePoint Hub" (with sub-items: "Employee Engagement Toolkit", "HR Policy Sharing"), and "Labor Relations" (with sub-items: "Contracting Guidance", "Demands-to-Bargain Guidance"). The menu is set against a dark grey background with a colorful vertical gradient bar on the left side.

Search...

You are currently browsing the HR Professional Portal.

[HR Pro Portal Home](#)

- Classification & Compensation
 - Guidance Documents
 - Draft Class Specifications
 - IT Professional Structure Implementation
- Workforce Strategies
 - Community groups
 - Diversity, equity and inclusion resources
 - Modern Work Environment
 - Statewide Reports
- Rules & Appeals
 - Business Processes
 - Draft rules
 - Templates & Guidance Documents
 - Legislative Bill Tracking
- Distribution Lists
- Training
 - IT Professional Structure
 - Training Resources
 - Labor Relations Training
- HR SharePoint Hub
 - Employee Engagement Toolkit
 - HR Policy Sharing
- ☰ Labor Relations
 - Contracting Guidance
 - Demands-to-Bargain Guidance

Page View with Documents & Resources

IT Professional Structure Implementation

[Add a Document](#)[Add a Resource](#)

Documents

Search list (doc title or file name)

Sort by

Order

Sort title

Asc

Apply

Document Title	Document Description	
+ Communicating ITPS October 2018	Communication recommendations on sharing preliminary results with staff.	edit
+ Interim Allocating Guidelines - IT Positions	Guide intended to assist HR staff in allocating IT positions using IT PD with current classifications.	edit
+ Interim IT PD Evaluation Process - Flow Chart	Flow chart of interim statewide evaluation process	edit
+ IT Class Comparison	Resource document provided to assist HR staff during the transition period between now and implementation.	edit
+ IT Fact Sheet - October 2018	Information on status of proposed IT Professional Structure as of October 2018	edit
+ IT PD Review Request Procedure	Procedure for submitting IT PD's for re-evaluation or administrative review	edit
+ IT Salary Range Assignment 10/2018	Salary range assignments for IT Professional Structure as of October 2018	edit
+ ITPS Class Codes and Titles	List of new ITPS class codes and titles	edit
+ ITPS Employee Salary Conversion Spreadsheet	This spreadsheet can be used by agencies to aid in employees' placements into the new ITPS salary schedule.	edit
+ ITPS Employee Salary Conversion Spreadsheet - Instructions	Instructions on the use of the ITPS Employee Salary Conversion Spreadsheet.	edit
+ ITPS Employee Salary Placement Process Flowcharts	Process flowcharts for ITPS employee salary conversion placements to include next increase dates and employee salary placement.	edit
+ ITPS Salary Schedule as of July 1, 2019	ITPS Salary Schedule as of July 1, 2019	edit
+ Manager Tactics - OCM	Change management tactics for managers.	edit

Resources

Resource link	Resource Description	
+ IT Position Evaluation Tool	Link to access IT Position Evaluation Tool (IT PET). Must be a licensed user to access the tool.	edit
+ IT Professional Structure Web Pages	OFM-State HR IT Professional Structure website	edit

Posting Documents:

Create Documents

Title

Show row weights

Category *

* - Select a value -

Add another item

Document

Add a new file *

Browse...

Files must be less than 100 MB.

Allowed file types: txt pdf doc docx ppt pptx xls xlsx.

Hard Expiration Date

(Optional) Date at which this document (these documents) will expire and no longer show in HR Pro Portal Documents & Resources

Month Day Year

Month Day Year

Upload

Create Documents

Title

Show row weights

Category *

* - Select a value -

- Classification & Compensation
- Workforce Strategies
- Rules & Appeals
- Distribution Lists
- Training
- HR SharePoint Hub
- Labor Relations

Add another item

Browse...

Files must be less than 100 MB.

Allowed file types: txt pdf doc docx ppt pptx xls xlsx.

Hard Expiration Date

(Optional) Date at which this document (these documents) will expire and no longer show in HR Pro Portal Documents & Resources

Month Day Year

Month Day Year

Upload

Log out

Create Documents

Title

Show row weights

Category *

* Classification & Compensation - Select a value -

Add another item

- Guidance Documents
- Draft Class Specifications
- IT Professional Structure Implementation

Document

Add a new file *

Browse...

Files must be less than 100 MB.

Allowed file types: txt pdf doc docx ppt pptx xls xlsx.

Hard Expiration Date

(Optional) Date at which this document (these documents) will expire and no longer show in HR Pro Portal Documents & Resources

Month Day Year

Month Day Year

Upload

Posting Resources:

Create Resources

Title *

Link

Link type *

- url
- email

Category
* - None -

Add another item

Description

Add

Show row weights

• Log out

Create Resources

Title *

Link

Link type *

- url
- email

Category
* - None -

Add

Desc

Add

- None -
- Classification & Compensation
- Workforce Strategies
- Rules & Appeals
- Distribution Lists
- Training
- HR SharePoint Hub
- Labor Relations

Show row weights