

**C768, Task 1**

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### Table of Contents

A. Internal Communication Artifact .....	3
B. Fact Sheet Artifact.....	4
C. Writing Process Analysis for Each Artifact .....	1
D. Audience Analysis for Each Artifact .....	2
E. Sources.....	3

**A. Internal Communication Artifact**

# Memo

**To:** COO // Jacob Smithfield  
**From:** Richard Menz  
**Date:** 07/02/2020  
**Re:** New human capital management solution

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**Dear Mr. Smithfield:**

This is Richard Menz help desk services administrator. Director of IT, Dean Stevens suggested I reach out to you on an ongoing productivity issue facing the human resources department.

The human resources department has faced many lost in productivity, because of the old human capital management solutions; ADP, Influx, and HCM Solutions not being in sync. A human capital management solution is the tools they use to perform the day to day functions of the HR department. This includes payroll, benefits administration, attendance tracking, scheduling, and payroll administration. The term sync refers to all the programs and applications having update to date information and communicate with each other.

The best solution to this dilemma is to update our solution to Ultimate Software's UltiPro. UltiPro can resolve the issue by having a one stop solution for all HR functions. This will help the company in its mission to be the biggest total solution provider in the southeastern United States. UltiPro is a more robust system that can grow as we do. This solution came about by observing the impact it has already had on our clients Shirts Inc and Keto Food Inc serviced by our help desk team.

To be able to implement this solution we will need a joint effort with our dev ops and training teams. The cost to implement this solution from a rough estimate would be \$500,000. This includes software license, equipment, training, and resource hours to complete the project. The yearly cost following will be \$150,000 a year. The company's current human capital management solution cost the company roughly \$500,000 yearly. By next year's end we will have a more robust, productive, and less expensive human capital management solution system. I would like to hold a meeting with you to discuss this further.

Sincerely,

*Richard Menz*

Richard Menz

Help Desk Services Administrator

## B. Fact Sheet Artifact

### UltiPro

#### What is UltiPro?



UltiPro is an all in one application to complete all your HR functions. This includes payroll, benefits administration, attendance tracking, scheduling, and payroll administration.

#### Why should we change?



As part of our business goals we strive to provide excellent service to all our customers. To meet these goals we need to keep innovating our workflow to keep on top of our game. As we expand it has become clear our old human resource system cannot keep up with the task.

### Migration Phases

Phase 1:  
Training

Phase 2:  
ADP Migration

Phase 3:  
InFlux  
Migration

Phase 4: HCM  
Solutions  
Migration

Phase 5: Three  
Month  
Cohabitation

### Summary of Migration Phases

**Phase 1:** We will have 3 groups of training. Speak with your supervisor to see which wave of training you will part of. Our service desk team will be working with you, side by side, answering any questions you may have after migration.

**Phase 2:** Deployment team will migrate ADP data into the new UltiPro System. Ask supervisor for specific date.

**Phase 3:** Deployment team will migrate Influx data into the new UltiPro System. Ask supervisor for specific date.

**Phase 4:** Deployment team will migrate HCM Solutions data into the new UltiPro System. Ask supervisor for specific date.

**Phase 5:** Legacy Systems (ADP, Influx, and HCM Solutions) will be up for 3 months after migration. If you find any information missing in the new UltiPro system let your supervisors know.

**Important:** After migration updates made to legacy systems will not be saved. Legacy system access is present in case information was not migrated over. If this happens inform supervisor.

## C. Writing Process Analysis for Each Artifact

### Overview of Audiences

All information in these artifacts will be shared with either executive leadership of the organization, service desk team, deployment team, or HR team. Executive leadership comprises of key stakeholders including all chief officers and upper management. This includes any functional managers that are part of the service desk and deployment departments. They should be updated of any complications, milestones, and necessary changes. The CIO will be the project sponsor and will provide final sign off for all milestone completions. The cross functional teams will be implementing and provide feedback for the completion of the UltiPro system migration. This team will comprise of members of the following three groups: service desk, deployment, and human resources. Their feedback and knowledge will be mandatory to the successful execution and management of the new human resource management system UltiPro. A wide range of audiences was included so, I could show the many people that make up an organization.

### Writing Processes Analysis for Previously Described Artifacts

- **Planning of Artifact One** involved analyzing the reader's needs, purposes, and writing situations. These elements are what aids with gathering information and organizing the data to fix a communication environment that will meet with the needs of required stakeholders. I made this memo to show that not all stakeholders will have the technical know-how to understand the process of migrating to a new application I designed the document to fit their needs and what benefits can arise from this change instead of focusing on technical language. I thought it was important that I included a that a member of upper management request I reach out. This seemed to be the best approach to get approval from my audience.
- **Planning of Artifact Two** started after I decided the reason of the fact sheet. I knew that this document would be addressing three sub-departments and needed to set a baseline of knowledge for the systems. I wanted the document to provide an outline of the steps we are going to complete for the migration. This required me to make the document as transparent as possible. The fact sheet was also designed to inform and/or instructor all teams involved.
- **Drafting of Artifacts** was the phase where I could update the documents made in the planning phase to meet my reader's needs. The drafting phase was one of the most important steps because some information was missing for the executive and HR teams. This required me to provide more information in less space to show the benefit and cost savings for the company.
- **Revision and Editing of Artifact One** is focused on content and organization. I had to reduce the content to fit the standard one-page memo. This memo also had to provide enough information that was relevant to the reader. This document had to be organized in a way to make the decision easy for the reader.
- **Revision and Editing of Artifact Two** had different goals then the first artifact. This document focused on language and graphic aids. I reduced the scope of my fact sheet to make it easier to define the requirements of the deployment, HR, and service desk teams. I included a graphic aid to show a top-level view of the migration phases but not to take place over the valued information. I thought this was important because not all users needed to know the behind the scenes requirements to implement a new human capital management system.

## D. Audience Analysis for Each Artifact

### Artifact One: Email to Executives

Artifact one addresses the first audience which was primarily address to COO, Mr. Smithfield, and his executive team. Mr. Smithfield is educated in business and finance and has worked in multitude of business priorly but never in IT. Thus, his knowledge of IT is limited. This audience is positive and passionately about the ability for growth of their organization. They will respond well to any initiatives to support growth of the company.

- **Subject knowledge** - His technical knowledge is not strong, and he does not have much understanding of the systems HR uses. My document was primarily made for him. To outline what a human capital management system was and why an upgrade was needed. I kept the technical details to a minimum to not complicate the understanding.
- **Position in the organization** – The COO is the second most superior position in the organization, and he reviews any proposal that may require action. The document is made to fit his understanding and persuade him to start a meeting to get a decision made. The persuasion of the reader is a must.
- **Personal attitudes** – I know the executive team is motivated to change and expand. I kept a positive feeling to appeal to their drive and motivate them to act.
- **Reading styles** – Based on my goal for this document to persuade the readers to act I wrote the document with the intent the reader will review the entire document. I wanted to give the COO a clear reason for the change, and help the reader understand why it was a positive change.
- **Types of readers** – The primary reader is the COO and the secondary readers are the executives. Because Mr. Smithfield is the one that fields all these decisions, I wrote the document to fit his understanding of technology and requested a meeting so I can convince the CEO to implement this change.

### Artifact Two: Fact Sheet for Functional Managers and Peers

Artifact two is a fact sheet that is designed for the entire IT department who is involved with the operation and the HR team. This document was made to show collaboration from the functional mangers to fit all of audience two.

- **Subject knowledge** - Given the board scope of IT functions that are involved with the application migration process I created the document to address the migration process. This made the individuals who use the human capital management software every day to understand the requirements of them and who to reach for issues they may have.
- **Position in the organization** – The functional managers are the ones that hold the authority. Yet, the document addressed to HR so that members of the team can use the document as a reference for communication inside the department.
- **Personal attitudes** – This fact sheet was written to fit the preferences of all parties involved. There is good information for each individual and I kept out as much emotion from this objective document
- **Reading styles** - This fact sheet is written to infer that the readers are secondary readers. The reason for this document is to give them a breakdown of the change happening and what is needed from them.
- **Types of readers** - The document was designed to have the reader look at specific sections for certain information. The left-hand side is general information on UltiPro and why for the change. While the rest of the document was to inform them of the phases, who implementing them, and to whom to reach out to.

**E. Sources**

None