GlobalView®

Self Service Global Blueprint

[Updated for MyView UI]

RMIT

Global

Commercial in Confidence

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| --- | --- |
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##### Release Notice

This document applies to the ECC6 SAP R/3 version of the GlobalView® product solution. It is valid for ECC6-upgraded projects as well as new implementations done on the ECC6 template. It includes documentation of template enhancements from January 2011 and forward. Check the Document Attributes panel for reference to the ECC5 version.

##### Authorizations and Amendments History

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# Introduction

The purpose of this template is to document the requirements and information provided by and determined with RMIT for the implementation of the Self Service functionality.

The purpose of this template is to document the requirements and information provided by and determined with RMIT for the implementation of the Self Service functionality.

“Self Service” refers to Employee Self Service (ESS) only for RMIT .

”ADP Global Payroll” refers to the streamlined solution which offers limited functionality for ESS and/or MSS. ADP Global Payroll is specifically mentioned where there is relevant functionality offered. *There are no country-specific details for ADP Global Payroll.*

This document is the Global Blueprint. It, along with the accompanying Local Blueprint (GV00004478, an Excel document that covers country-specific variations) will detail the processes to be implemented as well as defining the gaps, if any, between current processes and the ADP Payroll. Those gaps will be clearly defined in the following sections and a development definition will be supplied where applicable.

There is a gap when:

* A legal requirement is not covered by the product
* The product solution does not cover the customer’s requirement
* The foreseen customer specific solution is in conflict with the “non-modifiable” part of the template

This blueprint is the basis for setup and testing of GlobalView® Self Service during realization. There are two parts to the Self Service Blueprint – **both of which require sign off**:

**The Global Self Service Blueprint.** This Word document provides the detailed specification for the **global** framework and decisions for GlobalView® Self Service.

**The Local Self Service Blueprint.** This Excel document provides the detailed specification for the **local (country-specific)** decisions. This is a single document which displays all countries side-by-side.

Outside the blueprint is a document called the GlobalView Self Service Blueprint Supplement. This document is not considered part of the requirements nor is it meant to show exactly what will be seen in the final, delivered Self Service solution. The document is meant only to illustrate the explanations in the Global and Local Blueprint documents.ADP GlobalView® reserves the right to modify the screens at any time and without notice.

Along with the Self Service Blueprints, the functional blueprints which detail the specific functional details of payroll are essential to the building of Self Service. ***Only functionality which has been implemented in the back-end system can be considered for implementation in Self Service.***

In case of a conflict between documents (this should be rare), the following “rules” will apply:

The configuration of the back-end system for the service areas (Payroll) defines the functionality that *may* be made available on Self Service. If a conflict between the Global XSS blueprint and the service blueprints occurs, *the functional decision (or configuration approach) documented in the service blueprint (*Payroll*) will prevail*.

The **Global Self Service Blueprint** (this Word document) prevails on **all** matters and decisions regarding decisions regarding what and how functionality will be presented to the end users, *as long as the service blueprint decisions are not compromised*.

Lastly, the **Local Self Service Blueprint** (the Excel document) will prevail for all decisions on how individual countries will be presented, *as long as the decisions they are consistent with the Global Self Service Blueprint and the service area blueprints.*

# Global Framework

The following decisions were made in the Global Template Document[[1]](#footnote-1). To facilitate the use of the Self Service blueprint, they are copied in this paragraph.

## Scope

Use the language from the scope which was agreed in the Global Template Document and to complete the tables below.

The table below summarizes the functionality that will be offered to each country via Self Service

| Country | Employee Self Service Functionality | Manager Self Service Functionality | Agreed Live Date |
| --- | --- | --- | --- |
| Australia (GV Service) | Payroll e-payslip & mypay | Insight Dashboard | TBA |
| Vietnam (GV Service) | Payroll e-payslip & mypay | Insight Dashboard | TBA |
| Spain **(ADP Global Payroll)** | Payroll e-payslip | Insight Dashboard | TBA |

Please see the **Global Scope Tab** of the **Local XSS Blueprint** for a complete list of the *specific* functionality which will be offered through Self Service for each country. This is based on the scope outlined above and is taken directly from the Global Template document.

The following table summarizes the functionality that will be offered to at least one country (country differences are included in the Local XSS Blueprint).

## GlobalView® Services

| Application Name | Details | In or Out of Scope | Comments & Explanations  *(Examples: An item is in scope but it is not desired by the client; it should be noted here. A change request will be needed to add such items at a later date.)* |
| --- | --- | --- | --- |
| Personal Information - Personal Data | Allow employee to view and/or update personal data (details in the Local XSS Blueprint) | Out |  |
| Personal Information - Emergency Contact | Allow employee to view and/or update address of an emergency contact (details in the Local XSS Blueprint) | Out |  |
| Personal Information - Bank Information | Allow employee to view and/or update bank information (details in the Local XSS Blueprint) | Out | Not available for GDMS |
| Personal Information - Address | Allow employee to view and/or update address (details in the Local XSS Blueprint) | Out |  |
| Personal Information - Family Information | Allow employee to view and/or update family member/dependent information (details in the Local XSS Blueprint) | Out |  |
| Personal Information –  Employee picture & contact details |  | Out |  |
| Personal Information –  Recurring Payments/Deductions |  | Out | Not available for GDMS |
| Personal Information –  Additional Payments |  | Out | Not available for GDMS |
| Personal Information –  Education |  | Out | Not available for GDMS |
| Personal Information –  Other/Previous Employers |  | Out | Not available for GDMS |
| Personal Information - Personal ID | Allow employee to view and/or update Personal IDs (details in the Local XSS Blueprint). It is available for the following countries only:  China  Hong Kong  India  Thailand  Malaysia  Singapore  Taiwan | Out |  |
| Personal Information – Alternative name | Allow employee to view and/or update Personal Alternative name (details in the Local XSS Blueprint). It is available for the following countries only:  China  Hong Kong  Indonesia  Malaysia  Singapore  Taiwan  Thailand | Out |  |
| Personal Information – Previous employment Tax | Allow employee in India to display his Previous Employment Tax | Out |  |
| Personal Information – Housing | Allow employee in India to view and/or update Housing details | Out |  |
| Personal Information – Income from Other sources | Allow employee in India to view and/or update his income from other sources | Out |  |
| Personal Information – Other Statutory Deductions | Allow employee in India to view and/or update his Other Statutory Deductions | Out |  |
| Personal Information – Nominations | Allow employee in India to view and/or update his Nominations | Out |  |
| Personal Information - Office & Communication Data | Allow employee to view and update his own office and contact data | Out |  |
| Absence/Attendance | Allow employee to request absences and attendances and view his balances (formerly known as Leave Request) | Out | Not available for GDMS |
| Timesheet | Allow employee to record his time (formerly known as Record Working Times) | Out |  |
| Time Statement | Allow employees to display their own time statements | Out |  |
| Clock Corrections | Allow employee to make corrections to clock entries (assumes entry was done at a clock terminal and uploaded to GlobalView®). Requires Time Level 4 | Out | Not available for GDMS |
| Release Working Time | Allow employee to release (submit) his recorded time to his manager for approval | Out |  |
| MyPay | Allow employee access to view his current or historical payslips. It also displays relevant pay data (charts/comparison tools) | In | ‘Light’ version available for GDMS (no charts and buckets) |
| Income Tax Declaration –  MyClaims  MyFlexibleBenefits  MyInvestments | Allow Employee in India to view and/or create his Income Tax Declaration | Out | Not available for GDMS |
| Delegations | Allows a manager to delegate managerial rights to a direct report or another manager. | Out |  |
| My Team Calendar | Allow employee to view the working calendar for his team | Out |  |
| My Staff Calendar | Allows a manager to display the calendar of sent & approved absences, attendances and substitution of Work pattern of his/her subordinate teams in a monthly view  Manager can also approve absences & attendances from this application | Out |  |
| MTS Absence (IT2001) | Allow managers to update absence data for their employees without an approval process | Out | Not available for GDMS |
| MTS Attendance (IT2002) | Allow managers to update attendance data for their employees without an approval process | Out | Not available for GDMS |
| MTS Substitution (IT2003) | Allow managers to update substitutions data for their employees without an approval process | Out | Not available for GDMS |
| MTS Availability (IT2004) | Allow managers to update availabilities data for their employees without an approval process | Out | Not available for GDMS |
| MTS Remuneration (IT2010) | Allow managers to update remuneration data for their employees without an approval process | Out | Not available for GDMS |
| MTS Clock Corrections (IT2011) | Allow managers to update clock corrections data for their employees with or without an approval process | Out | Not available for GDMS |
| MTS Time Transfer (IT2012) | Allow managers to update time transfers data for their employees without an approval process | Out | Not available for GDMS |
| EmployeeSearch | Allow searches for employees in implemented countries | Out | It is required if client wants to use admin functions like Payslip viewer |
| Mass Approvals – Absence/Attendance | Allow manager to approve or reject multiple leave requests at once | Out |  |
| Mass Approvals - Timesheet | Allow manager to approve or reject multiple submitted working time entries at once | Out |  |
| Mass Approvals - Clock Corrections | Allow manager to approve or reject multiple clock corrections at once | Out |  |
| Mass Approvals – Training | Allow manager to approve or reject multiple training-related requests at once | Out |  |
| Inbox | Allow user to approve/reject any workflow pending for approval | Out |  |
| Manager Reports | Allows a manager to see listings of information related to his direct reports or all subordinated organizations | Out |  |
| My Forms –  Tax Forms | Allow employee to view and print those tax statements and forms related to payroll that are legally required in her/his country (this implementation is country dependent) | Out |  |
| My Forms –  My Reports | End users can display reports and download the data in spreadsheets/|Excel format in ESS. – reports to be defined at country level | Out |  |
| Insight Dashboard | ADP GlobalView Insight Dashboard is a self-service ad-hoc reporting solution for business users to analyze payroll data, create dashboards and reports. Data is gathered for GlobalView and Streamline countries and is consolidated into a single repository.Used by managers to get different types of reports | In |  |
| Go Mobile | Provides employees several portal functionalities via an ‘app’, to be used on mobile devices | Out |  |
| Global Document Management Solution (GDMS) | Provides client HR personnel an end-to-end tool to generate documents using HR and Payroll data | Out |  |
| Set Security Questions | Allow employee to answer some challenge questions that will be required for using Self Password Reset application | Out |  |
| Password Administration | Allows the user reset other user’s password *(password administrators ONLY)* | Out |  |
| Home Page Administration | Allows the user configuring the home page (Tile configuration, FAQ’s, MyLinks, Corporate News, etc.) | Out |  |
| In-Page Messaging | Allows the user creating and maintaining application texts and their translations (Informational messages and help texts) | Out |  |
| Admin Payslip Viewer | Allows the user to display exactly the same payslip view as the employee assigned to the admin (support purposes) | Out | Not available for GDMS |
| SSL Self Service | Offering SSL generation and loading on the ESS portal, it also enables the client to generate their own SSL templates | Out |  |
| Service | CRM access for users who have the appropriate access. This is only available to clients who integrate the user IDs for CRM and Self Service and COS clients where employees can submit directly tickets to ADP support.  *Access to this application is based on user ID. Therefore, Self Service and CRM user IDs should match, so that both are offered in the same session.* | Out |  |
| Help and Support | Provide a listing of FAQs to provide additional information to complete other, related tasks | Out |  |
| My Calendar | Allow employee to display his own approved and requested absences and, attendances of work pattern | Out |  |
| myLinks | Provide a listing of links to sites outside GlobalView to complete other, related tasks | Out |  |
| Top Tasks | Provides users with a listing of quick links to MyView tabs |  |  |
| ADP Privacy Statement | Displayed for all users and describes the use of data, privacy measures, and “usage agreement” – this is standard language that is required for GlobalView® and cannot be changed.  *Displayed for all GlobalView clients regardless of services offered. This is required.* | Yes |  |
| Password Reset | Allows EE to change password | Out |  |
| Self Password Reset | Link in logon screen to allow employee to reset own password by answering Security Questions, or reset via email, or SMS | Out |  |
| Employee Photo |  | In (Default) |  |
| Change Language | Allows user to set a pre-defined language (if browser language default should not be used) | In |  |
| Workday (WD) |  | In | For details refer to the HR Blueprint |
| SuccessFactors (SFSF) |  | Out | For details refer to the HR Blueprint |

## ADP Global Payroll Services

| GlobalView® Select Name | Details | In or Out of Scope | Comments & Explanations  *(Examples: An item is in scope but it is not desired by the client; it should be noted here. A change request will be needed to add such items at a later date.)* |
| --- | --- | --- | --- |
| Personal Information - Personal Data | Allow employee to view and/or update personal data (standard for all ADP Global Payroll countries) | Out |  |
| Personal Information - Bank Information | Allow employee to view and/or update bank information (standard for all ADP Global Payroll countries) | Out |  |
| Personal Information – Emergency Contact | Allow employee to view and/or update address of emergency contact (standard for all ADP Global Payroll countries) | Out |  |
| Personal Information - Addresses | Allow employee to view and/or update address (standard for all ADP Global Payroll countries) | Out |  |
| Family Member/Dependents | Allow employee to view and/or update family member/dependent information (standard for all ADP Global Payroll countries) | Out |  |
| Office & Communication Data | Allow employee to view and update his own office and contact data | Out |  |
| Timesheet | Allow employee to record his absence and attendance data | Out |  |
| Release Working Time | Allow employee to release (submit) his absence and attendance data to his manager for approval | Out |  |
| E-Payslip | Allow employee access to view his payslips | In |  |
| Delegation | Allows a manager to delegate managerial rights to a direct report or another manager with approval required. | Out |  |
| My Team Calendar | Allow employee to view the working calendar for his team | Out |  |
| My Staff Calendar | Allows a manager to display the calendar of sent & approved absences, attendances and substitution of Work pattern of his/her subordinate teams in a monthly view  Manager can also approve absences & attendances from this application | Out |  |
| EmployeeSearch | Allow searches for employees in implemented countries | Out |  |
| Mass Approvals - Timesheet | Allow manager to approve or reject multiple submitted working time entries at once | Out |  |
| Inbox | Allow user to approve/reject any workflow pending for approval | Out |  |
| Reporting | Allows a manager to see listings of information related to his direct reports or all subordinated organizations | Out |  |
|  |  |  |  |
| Home Page Administration | Allows the user configuring the home page (Tile configuration, FAQ’s, MyLinks, Corporate News, etc.) | Out |  |
| In-page Messaging | Allows the user creating and maintaining application texts and their translations (Informational messages and help texts) | Out |  |
| Insight Dashboard | ADP GlobalView Insight Dashboard is a self-service ad-hoc reporting solution for business users to analyze payroll data, create dashboards and reports. Data is gathered for GlobalView and Streamline countries and is consolidated into a single repository. Used by managers to get different types of reports | Out |  |
| Streamline/Global Payroll Administration | This web tool designed for Payroll Practitioners gives the possibility to manage the GLUE Workbench (as it relates to the Universal Human Resources Adaptor (UHRA) interface type), as well as the UHRA Extractor Selection screen via the myView portal |  |  |

## Impact of Back End System Location

Personal information, depending on the record type, can be maintained as of the current date or for a specified future date. Current date, if selected by the employee, is based upon the local time of the back-end system (Paris, CET) and not the local time of the employee.

Note that this rule regarding effective date only applies to data maintenance. The timing of information being displayed such as the online pay statement is based upon employee’s time zone.

## Globalization vs. Localization

GlobalView® Self Service is governed by a set of global processes. This means the way the data is maintained and manipulated is global and standard within a company. The localization could be applied on a lower level (at country level) in terms of:

* Access level to specific application (read or read-write access)[[2]](#footnote-2);
* Specific data to be maintained per country[[3]](#footnote-3); and
* Translation to local language.

Details as to these country specifics are specified in the Local Self Service Blueprint.

### Access Level to Applications

It is possible to limit access to specific applications by country. For example, one country may require address information to be presented in “display only” mode; another country may require address information to be presented in “read-write” mode (so information can be updated online); and a third country may require the address information not be displayed at all.

It is possible to offer one mode to one country and another mode to another.

In all instances, the mode selected for a screen should be applied to all fields (subtypes) which appear on that screen. For example, on the bank details screen is offered in read-write mode, then ALL fields presented on the address screen should be offered in read-write mode. All of the details regarding both the functionality offered and the features associated with that functionality are documented – by country – in the Local XSS Blueprint.

### Specific Data to be maintained per Country

This section does not apply to ADP Global Payroll (Spain)

As explained previously, even though the processes are global on Self Service, it is possible to some extent to define per country the data elements which employees and managers will be allowed to view and maintain.

The ability to define the data which can be modified is driven primarily by what is relevant to a particular country. For example, portions of address such as province, region, county, and state are relevant to different countries. Only the portions of data which are relevant to a country should be displayed and/or made available for editing.

It is NOT recommended (nor possible, in most cases) to make some data elements within a type of data (such as address) display only and others available for display and editing.

If a mode is selected for one application (update or display mode), it is then the same mode for all subtypes within the application.

### Translations and Log On Languages

The browser language setting of the user is what drives the language which displays when the user logs on to Self Service. Using this approach means the user does not need to take any action to “choose” his logon language. It is possible to bypass this if required, but it is not recommended. More detail is below.

Although not recommended, the alternative methods to setting language for a user are:

* Assigning language based on employee grouping (such as country, payroll area, and so on); or
* Allowing the employee access to the “Settings - Change Language” option on Self Service so he can choose his display language.

**Assigning the language is not recommended** because it means the user cannot choose to change the display language for Self Service. For example, if language is assigned based on country, everyone in the country will be forced to access Self Service in that language. For example, an employee in Germany may prefer to access Self Service in French, but because he works in Germany, his language is set to German and he cannot change it. Moreover, assigning the language is only supported by Webdynpro applications, not ITS.

**Allowing the employee to use the Settings - Change language option to choose his display language is also not recommended** because it can be confusing to the user how to change the language between the default language (typically his browser language) and his preferred language. This can be overcome with communication or training. Use of the Change language option**is** recommended for those clients who “force” the language setting of the browser of their employees. Using the Change language option allows these users to bypass the browser setting.

It should be noted that regardless of approach, the payslip is displayed in the language assigned to the country in which the person works. For example, the default payslip language in Germany is German. Even if the user accesses Self Service in French, English or any other language, his payslip will still display in German. This is because in most countries, there is a legal requirement to display the payslip in an official language of the country.

For RMIT the language will be determined by browser language setting.

Not all possible choices of browser language setting are available via Self Service. When the user’s language is not available (or when a specific piece of functionality is not available in the user’s language) the default display language is English.

Self Service for RMIT will be available in the following languages:

| Language | Default language for these countries\* |
| --- | --- |
| Chinese (simplified) | China |
| Chinese (traditional) | Taiwan |
| Czech | Czech Republic |
| Danish | Denmark, Germany |
| Dutch | Netherlands, Belgium |
| English | Australia, Canada, New Zealand, UK, USA, Ireland, Malaysia, India, Vietnam, Singapore, Indonesia, Hong Kong |
| Finnish | Finland, Sweden, Norway, Russia |
| French | France, Belgium, Canada, Switzerland |
| German | Germany, Austria, Czech Republic, Denmark, Italy, Switzerland |
| Hungarian | Hungary |
| Italian | Italy, Slovenia, Switzerland |
| Japanese | Japan |
| Korean | South Korea |
| Norwegian (Bokmal) | Norway |
| Polish | Poland |
| Portuguese | Brazil, Portugal |
| Romanian, Rumanian, Moldovan | Romania |
| Russian | Russia |
| Spanish (Castilian) | Spain, Argentina, Mexico |
| Slovak | Slovakia |
| Swedish | Sweden |
| Thai | Thailand |
| Vietnamese | Vietnam |

\* Note: Valid values for some fields (subtypes) may be stored in their “native” language and not available for translation. These will always display in the language in which they are stored, regardless of the user’s language. Also, in limited situations, there may be functionality delivered only in the default language of English. In some cases, translations can be done, and should be requested.

## Log On Procedure

There are two ways for a user to access Self Service: simple URL sign on using user ID and password or single sign on (SSO).

Customers may offer both options (simple URL and SSO). In these cases it is recommended to offer just one option per country. For example, country A will have SSO, but Country B will not. It is not recommended to offer both options in a single country as it can be confusing to users.

Also, if SSO is selected, the same protocol details must be used globally *per customer.* In other words, Countries A, B, and C, all need to use the same protocol and assertions details.

**RMIT** will use single sign on (SSO) only.

This approach will be applied globally to all users in all countries.

### Single Sign On

With single sign on (SSO), users will access Self Service by clicking on a link which can be found onWorkday portal directly to the payslip page. This will not be available for students in SAMS that do not have a WD ID.

With SSO, users are authenticated when they log into the site where the link to Self Service is found, so when they click on this link, their security credentials are automatically accepted by Self Service. There is no additional log in required.

GlobalView® allows clients to connect to GlobalView® via SAML2.0. The method or platform used to send this protocol to GlobalView® is not restricted in any way.

For clients who do not currently have an SSO solution in-house, Ping (or another appliance or provider) can be set up on the client side to facilitate an SSO connection to GlobalView. *However, this is done directly between the client and Ping (or other vendor). This is not part of the implementation of SSO with GlobalView.* For clients who already have an SSO solution, such an implementation is not needed.

Additional information and documentation on this topic is available separate from this blueprint. The GlobalView Competency Center will collect additional requirements and will coordinate implementation activities for SSO.

**RMIT** will use SAML 2.0.

**Note:** If access is via single sign on only, users may only access the GlobalView site through the intranet and cannot access the site through an outside internet browser. If simple URL access and SSO access are both needed, this can be done. In this case, it will be necessary to create and communicate the user ID and passwords to ALL users in addition to communicating the location of the SSO link to Self Service.

## Browser Settings and Kiosks (Shared PCs)

Please see Appendix A for the details of supported browsers.

The use of machines where users are not required to log on at the operating system level (kiosks, shared PCs and laptops, etc) is not supported by GlobalView without the use of third party applications which are specifically designed to manage such environments.

These third party applications significantly reduce the risk of using kiosks to host Self Service for users as they ensure sessions are properly closed between users. *This risk exists for clients whether they use simple URL access or SSO.*

Clients who will employ shared use machines (kiosks, shared PCs, shared laptops, etc) accept the inherent risk of running any web application in these environments and accept the responsibility for applying third party (non-GlobalView) technology to manage these risks appropriately.

ADP does not accept or assume any responsibility or liability resulting in data exposure or a security breach which may result from a client’s use of these unsupported technologies. Client’s choosing to utilize the Self Service feature in a shared PC or kiosk environment, do so at their own risk.

RMIT will not use kiosk, shared PC. The XSS Local Blueprint contains additional information about how to configure kiosks locally.

## Idle Time Out

Idle Time Out (ITO) is set by default to 20 min. However, it is configurable at client level. It consists of the session being closed after a number of minutes of inactivity.

Please note that there’s no way to have control on user activity when using non Revolution native applications (ITS, webdynpro, or CRM applications).

The rules followed by ITO are the following:

1. User activity is detected by mouse move, or key press event. If detected, idle time is cleared.
2. The timer is stopped when there’re any popup alive. Continue the timer when all the popups are closed. That means user will not be automatically logged out when doing things in a popup opened by RevUI.
3. When the ITO is reached, a dialog box saying “You will be logged out in 1 minute. Click on OK to stay in portal.” is shown. By clicking on OK, idle time will be cleared and user can continue working in RevUI.

**RMIT** wants to change the Idle Time Out from 20 minutes to <<nn>> minutes.

## Global Layout

GlobalView® Self Service is built on a template design. Navigation (how the pages and links assist the user in moving through the site) and most text cannot be changed. Home page admin function allows a client to adjust colour schemes and add inpage texts. The administrators need to be defined in the Local XSS Blueprint Excel document which accompanies this blueprint.

## User Load Program

### Global Process

The user load program (ULP) has three main functions:

* To create, update, and delete ESS user IDs and generate passwords (if SSO is used, these are not sent, but they are always created);
* To assign roles to each user to grant access to the appropriate applications (ESS, MSS, country-specific items, etc);
* To send out (via email) user IDs and passwords (clients with both SSO and non-SSO users can configure the ULP only to send email to non-SSO users).

In addition, the ULP can create or delete an indicator to allow or disallow specific populations to view paper payslips. This is addressed in additional detail in the PayStatement section of this document.

For managers, the employees to which they have access is determined by the MLT or OM (described in the sections above), and these are updated outside the ULP process.

The ULP is run as a background job on a regular basis, typically daily, weekly, or even monthly, based on the activity level of the client. Normally, it is linked to the completion of the loading of the G2 interface.

Employees who have their employment relationship ended (“terminated employees”) could continue their portal access up to 90 calendar days after termination. This user policy is in line with our security and legal policies. In combination with SSO this extension will be subject to discussion with the XSS lead consultant.

### Required Infotype 0105 (Communication)

The role of IT0105 (communication) is critical for Self Service processes and workflows. Within this infotype, there are several subtypes which perform critical functions and so they must be populated correctly. These are:

| Subtype | Role |
| --- | --- |
| 0001 | *This is populated by the ULP.*  *This is used by the ULP as the location for storing the portal user. It is populated by the ULP.* |
| 0010 | *This is populated by* RMIT *via G2, SSL, or direct data input.*  This is used to store the corporate email address to be used in workflow email notifications from employee to manager and manager to employee. |
| MAIL | *This is populated by* RMIT *via G2, SSL, or direct data input.*  If a user does not have a corporate email address, a email distribution list should be assigned and stored in subtype MAIL. This is the distribution list to which the user credentials should be sent. The Local XSS Blueprint documents the dummy value to be used for each country.  MAIL is used to send user credentials. In this case, a distribution list should be defined.[[4]](#footnote-4)  The Local XSS Blueprint covers which value is to be used for dummy email for each country. |
| ESSU/ECUS | *This field is populated by* RMIT *via G2, SSL, or direct data input unless it should be left blank (see below).*  This is left blank unless the portal user ID is something other than corporate email address prefix (IT0105, subtype 0010) or PERNR or previous personnel number (IT0032).  Subtype ESSU is used for clients without SuccessFactors in scope. Clients with SuccessFactors in scope will use subtype ECUS instead.  Note: Email prefix can be used as unique identifier only if the customer has one, unique mail domain, in other words, each user has his own unique email address prefix (the address before the “@” sign.) |

For clients who also have My Tickets, it is required to use the same value in ESSU/ECUS for Self Service as for CRM. Although it is usually possible to map the values and translate between the two services (Self Service and CRM ), it is very difficult and time consuming to do so. By using the same ESSU value, the user can simply log in to Self Service and also see a tab for My Tickets.

RMIT will use Workday ID stored in infotype 0709 as for portal user ID.

Email generated during workflow processes are sent by a generic “sender”. RMIT must specify which “sender” e-mail address to be used (help desk, payroll admin team address, and so on). This is the “From” the user will see when he views an email sent from Self Service. If a sender is not identified, by default, the email address will be [do.not.reply@gvservice.adp.com](mailto:do.not.reply@gvservice.adp.com).

The domain must be domain validated by ADP servers. It cannot be “customer.com”, for example.

The sender email addresses to be used can be found in the Local XSS Blueprint Excel document.

**Please note**, using fixed passwords or personal information (like birthday) to set the initial password of the Portal user, is not a recommended option, although available. GlobalView strongly recommends **not using** any of those options. ADP does not accept or assume any responsibility or liability resulting in data exposure or a security breach which may result from a client’s use of these non-recommended options. Client’s choosing to utilize fixed passwords for Portal users do so at their own risk.

**Please note**, two separate e-mails should be always used to send the Portal User ID and the Password. The two items should never be sent in the same notification e-mail, due to security reasons.

# Employee Self Service (ESS) functionalities

## MyPay

### MyPay

This functionality allows the user to display his Payslip and relevant pay data and run comparisons. **There are several configuration options which impact how and when the statements can be visible via Self Service.** These are configurable at usual employee groupings (Company Code, Personnel Area/Subarea, Payroll Area, and so on); therefore, many of these options have requirements defined in the Local XSS blueprint:

* **Visibility some number of days before or after pay date:** Payslip will be made available a specific number of days before or after pay date (default is on pay date). *Defined in Local XSS Blueprint.*
* **Last Payroll Result Only:** For RMIT, all Payslips will be visible. *Defined in Local XSS Blueprint.*
* **Black Out Window During Payroll Runs:** For RMIT, black out windows <<will; will not>> be used during payroll runs to prevent users from viewing their Payslips during this time. *Defined in Local XSS Blueprint.*
* **Off-Cycle Payroll Run Display:** For RMIT, <<all cycles; only on-cycle; all on-cycle plus some off-cycle payroll runs (details for which ones can be found in the payroll blueprint document)>> will be displayed via Self Service. *Defined in Local XSS Blueprint.*
* **Enable Multi-Country Online PaySlip & My Forms Reports :** For **RMIT**, <<only payslip in the country; all Payslips>> will be visible.

The company logo can be displayed in the online payslip, and the logos can be configured at country and company code level. The following guidelines have to be followed:

* **File format:** Bitmap (the file extension s fhould be .bmp)
* **Background:** White, and it has to be saved as “256 Colour Bitmap”
* **File size, resolution, length:** No strict rules applied

It is possible to select some populations to have their payslip available on Self Service while others will have theirs printed. This is controlled using the indicator ‘Employee use only ESS’ stored in IT0655 for each person.

If the indicator ‘Employee use only ESS’ is present and the indicator in the selection screen of backend printing program is checked, the payslip will not be printed. The employee will be able to see his payslip in Self Service.

If the indicator ‘Employee use only ESS’ is not present, the payslip will be printed if this is part of the ADP agree service. If the dynamic service is used, then the employee will not be able to see his payslip  in Self Service, if the dynamic service is not used, then nothing will happen, the employee will be able to see his payslip in Self Service. For RMIT, IT0655 will not be used to designate users who should receive a paper payslip.

Past payslips produced by GlobalView® can be displayed using the “Previous statement” function. Note these pay statements are not historical and will contain updated information if any is available (personal information, quotas, and so on).

There’s a program that can be used by Payroll administrators to send notification e-mails to employees to notify that the new payslip is available. The program will be run by the responsible payroll organization (the ADP MS team for MS or COS clients or the client payroll administrator in the case of PS clients.) The program is run for the whole payroll and a series of configuration and master data elements will then make the decision about whether a notification is sent to the EE.

**Note:** The payslip cannot include “supplemental” data which is not produced by GlobalView. For example, if time quotas are not administered on GlobalView, they cannot be included on the payslip. This is true *even if the quota information is passed to GlobalView by the client.* This is not allowed because it is not possible to show historical quota data on the payslip, only current, and this will cause significant confusion to users.

Payslips (and all of the information contained in them) which are not generated by GlobalView cannot be displayed via Self Service.

If these non-GlobalView payslips are made available electronically on a system which can be linked from Self Service, then a link can be added to Self Service for the purpose of viewing payslips.

The Payslip is displayed as a PDF file via Adobe Reader. All Adobe functions such as Print and Save are fully supported for current versions of Adobe.

To see an example of the Payslip, go to PPT slides.

GlobalView is not an archiving system. Consequently, it could happen that some past printed payslips generated at a current date differs from the one that was produced for the past month on this past date. It is recommended that the user saves or prints the payslip accessible via Self Service each current month.

## Workday Integration

*This application is available for* ADP Global Payroll *countries.*

Workday Integration allows client using the Workday HR and Talent Management suite along with the ADP GlobalView and GlobalView® Select countries to exchange relevant payroll data. It consists of three components:

Inbound to ADP: payroll interface common output file from Workday with client’s HR data

Data Transformation Layer: Data mapping from Workday HR to GlobalView or, for GlobalView clients integrating with Streamline through GDMS, to Streamline payroll

Outbound from ADP: payroll interface common input file to feed Workday reporting

RMIT will use Workday Integration.

## Service Portal

This tab will only appear for users that have access to ADP CRM Support system. It can be enabled for all employees for clients using COS service. For other clients, this tab only shows for users that are assigned to a CRM user that matches the ESS portal user.

# Manager Self Service (MSS) functionalities

## Insight Dashboard

The GlobalView Insight Dashboard is the front-end User Interface built on the LogiXML Business Intelligence platform. The application offers the user a set of dashboards based on the backend data.The client will define Dashboard administrators and executive users and provide them to ADP in the local XSS BP so that ADP can enable their access . Such users are defined at employee number level.

Dashboard administrators are the client super users who have access to perform all of the necessary configuration steps in the backend, whereas Executive users are the ones having access to theInsight Dashboard Reporting applications in Portal. The scope of what an Executive can see is defined by the Dashboard administrator - ie region, country or team level (where manager link table is in use).

**Process:** Employee logs on to Self Service and goes to “MyTeam” 🡪 “Insight Dashboard”. User is then taken to the application where the Dashboard can be displayed.

To get additional information on Insight Dashboard functionality please check the Insight Dashboard documentation.

To see an example of Executive Dashboard, see PPT slides.

# Accessibility

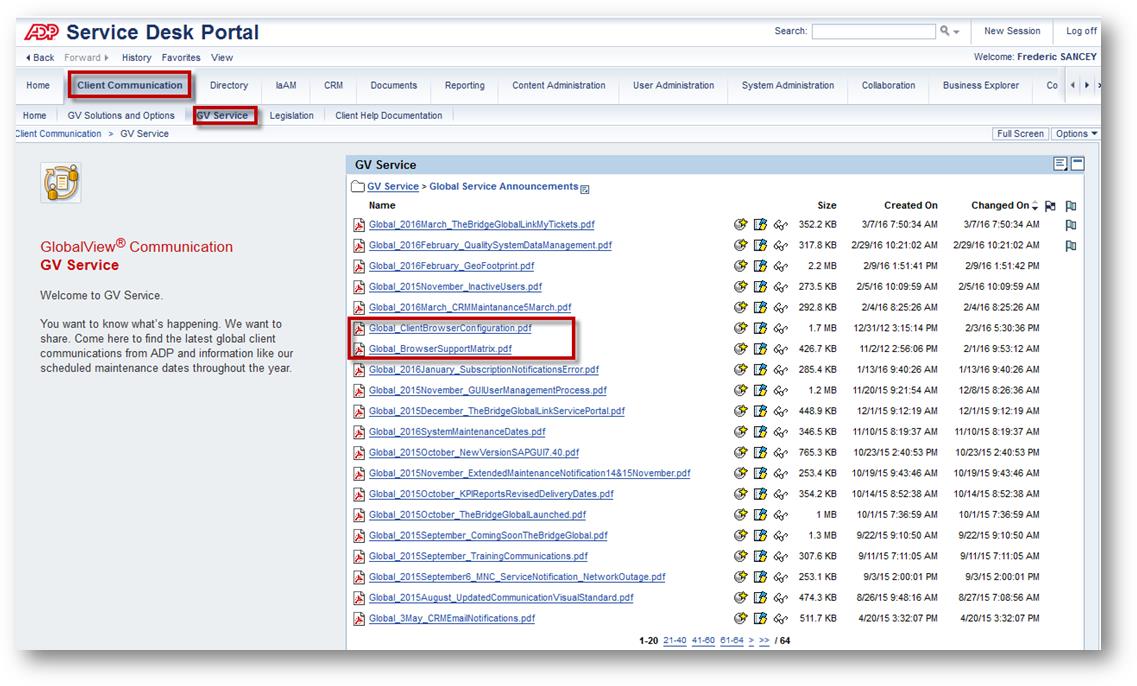
MyView portal supports Accessibility via AudioEye® service. By default, accessibility is disabled. This functionality can be enabled at client level or for specific employees at individual level.

RMITwill use this accessibility tool.

# Appendices

## Appendix A: Internet Browser Support, Configuration & Settings

Additional information concerning browser configuration, settings, and troubleshooting is available through the ADP Service Desk Portal.



### Web

Please note that the following browser settings must be applied for all Self Service users:

1. **Cookies must be enabled.** Without this, you cannot log on to Self Service.
2. **Pop-ups must be allowed.** This will allow data to appear in a new window at certain points in the site, rather than forcing the user to navigate away from a page.
3. **Javascript must be enabled.** This will allow a new window to be opened for the pop-up.
4. **GlobalView domain must be added to the trusted sites**. If not, users will not be allowed to view the site at all.

To improve the portal performance we recommend the following settings:

1. Browser cache = ON. This allows static content (such as icons, layout, plain text, etc) to be stored locally. All personal data is fed dynamically and is never stored in local memory. By allowing static content to be stored locally, the time it takes a page to load (after it is first accessed by the user) is greatly reduced.
2. Use HTTP 1.1 and Use HTTP1.1 through proxy connections = YES. This allows network traffic to be handled more efficiently and assists with caching.

### Excel

Users must have Microsoft Excel on their machine to view reports delivered in Excel format.

Excel 2000 or higher is supported for use with GlobalView®Self Service.

### Adobe

Adobe®Reader®6.0 and higher is recommended for use with GlobalView®Self Service.

Adobe 7.0 and higher may store previously viewed PDF images in the temporary internet files folder. To prevent these images from being stored locally, users must ensure their local instance of Adobe is set to not use page cache.

Users must also ensure their Internet Explorer settings are made to not save encrypted pages to disk.

## Appendix C: Country-Specific Items

*This section does not apply to* ADP Global Payroll *countries.*

No country-specific items for RMIT.

# Gaps

There is a gap when:

* A legal requirement is not covered by the product
* The product solution does not cover the customer’s requirement
* The foreseen customer specific solution is in conflict with the “non-modifiable” part of the template

| Nº | Issue/Gap | Description | Suggested Options/Solutions | Target date of resolution |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |

# Blueprint Approval

The combination of the Global Self Service Blueprint (this Word-based document) and its companion document, the Local Self Service Blueprint (the Excel-based document) serve as the formal requirements which are the basis for building Self Service for RMIT.

Approval of the content and any amendments is required by both RMIT and ADP GlobalView®. **All changes are tracked in the next section of this document.**

Global & Local Blueprint Document (Name and Version)

RMIT Global Self Service Blueprint-v0.1.doc

RMIT Local Self Service Blueprint-v0.1.xls

**Release date:**

**Review date:**

## Amendments in this release:

Description of amendments, including problems resolved. Note changes made in EACH blueprint document, Global and Local.

|  |  |  |  |
| --- | --- | --- | --- |
| **RMIT** **Approval & Authorization:** | (Signature) | (Printed Name) | (Date) |
| **ADP GlobalView®Implementation Approval & Authorization:** | (Signature) | (Printed Name) | (Date) |

# Change Requests

This section is for the tracking of all changes to the Self Service Blueprint made *after* the initial implementation for the first country.

| Date Change Approved | Change Request Identifier *(number, etc)* | Short Description of Change | Blueprint Section(s) Changed  *(Global & Local)* | Updates made to Global XSS Blueprint  *(Yes, No, Not Applicable)* | Updates made to Local XSS Blueprint  *(Yes, No, Not Applicable)* |
| --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |

1. Details of the Global Template Document (GTD) can be found in RMITs cRoom. [↑](#footnote-ref-1)
2. Does not apply for ADP Global Payroll. Access level is universal in each application – variations are not permitted. [↑](#footnote-ref-2)
3. Does not apply for ADP Global Payroll. All countries utilize the same data. [↑](#footnote-ref-3)
4. **Note**: for clients using plain URL, having employees with no corporate email address and using workflow process, it is necessary to maintain both subtype MAIL and subtype 0010. The subtype MAIL will be filled in with a customer distribution list where the employee’s credentials will be sent. The subtype 0010 will be filled in by a dummy address <<[DUMMYEMAIL@customer.com](mailto:DUMMYEMAIL@customer.com)>> for the email notification sent by Workflow. [↑](#footnote-ref-4)