Terrence Odin - Director of Transformation and Technology

- The technology part of Terrance Odin's title is the HRIS function, which refers to all the software systems used to process the employees. The transformation part refers to the working of the HR office and HR policies.

- There are a number of systems that feed into managing employees and their life cycle at Carleton. The main system is the Banner system, used for employee records, payroll, and position control. The faculty system is not looked into by HR.

- There are many ancillary systems. Recruitment is done through Njoin. Banner reporting tool is FAST (financial system) which is used by many different sectors of Carleton including students. Hr has their own module of FAST for employees. The pension is run through seclon. Seclon also manages the funds for retired employees.

- There are other little systems to generate cheques and reports.

- Students' view for the Carleton system is similar to the employees' view, and what HRIS views in their version of the banner system view. Carleton Central is delivered by banner and hasn't been updated since 2006. The current employee access is the same as a student's view except with relevant employee tabs.

- The latest version of banner has a dedicated employee portal and will have a completely different look and feel from the current Carleton central. It's slowly in progress.

- Terrence works with the Banner system directly and other sections of HR work with the other ancillary systems.

- Banner identifies people in the system as a person regardless of their position in Carleton. An example would be an electrician hired externally would still be considered a person in banner.

- Students have many different definitions based on their status at Carleton and the HR side does not deal with that at all. The only thing that identifies an employee is a record of work. People in the system can have many different roles, and those roles dictate who has oversight over you. An example would be a student who works a position at Carleton.

- There are not many issues with Carleton central itself. Carleton central is basically a communication tool to display the information obtained from the banner system. Most of

what is viewed on Carleton central looks nothing like how the system is actually set up in the back. Most work is done on the back end.

- Demonstration of Banner - Saw the input system and how my own profile looks. Everything in the banner system is associated with form names, which are used to find information. Editing the information on the system updates the relevant connected websites.

- The banner system directly interacts with the database, the update times are in real - time.

- The banner system is robust and can handle many users.

- The duplication issue does occur 15 -20 times a year. Many people have access to general records and can create general records. Misinformation is the biggest reason for duplicate records, such as mistyped date of birth or names. There are many checks in the system to avoid these kinds of errors and training is given to those who will use the records in the future.

- Creating an id requires basic information. Depending on who is setting up your id they would require different information. Setting up someone in the system is manual, as the information intake requires authentication through myCarletonOne account which means the ID must already exist to be able to enter information in the system.

- NJoin does not interact with the banner system, and that is a downside. The downside of the system is that it is not able to communicate well with other ancillary systems. It's too expensive.

- Improvements to the banner system cost a few 1000$ to even update anything. The side systems connected to the banner systems need modernizing such as the Carleton central system. Biggest Improvement to the banner system would be the expandability. Any new feature that needs to be added, requires many meeting research, api's and new websites. Goes through a review system. If the government were to change any laws about pensions or CPP, the system would not have an easy way to show that change. The system will require very expensive changes and that will need to be maintained for a long time.

- Employee Id is the same as student id and generated by banner. It is also the banner id. Supplementary information sets up the emails and other access.

- Professors don't have access to the system. Registrars and admissions offices have access. The access is very limited and is given based on what is needed. HR does not have access to students' grades but has access to the general profile. Access is granted after a request is approved by the ITS.

- ITS can answer questions about the system's full accessibility.

- Benefits are handled through the banner system, but pension is handled through seclon. There is a 3rd party benefits company which is completely different from the banner system.

- Covid had a drastic impact on the system. The ability to take information from people was very limited and most employee files were stored physically. During covid the department had to come up with different ways to take information from employees. Recently finished a project to store all employee information electronically. The physical copies have just been sent off site to be digitized.