USER INTERVIEW NOTES

PREPARED FOR TALENT REWARDS TEAM BY PETER BIRLEM

PAULA

SYSTEM ADMINISTRATOR | 'ANDIE' AKA JACK, JUDY, JILL

Both Paula & Angie have a good laugh about the overly-complicated "Expression Builder" and "Calculated Fields" both separately think of calling this feature "Role Builder".

Other times they have two people for support, basically IT guys, help can take up to a day for them to get back, whole process takes two days or never gets resolved, if it does, it takes 4 or 5 days.

Paula says a job-task she often has to do, involves building forms, making site-audits to see who's using what features, we could offer this feature through user-admin, that harnesses Universal Analytics to create sets of custom tracking analytics, would have to be intuitive enough for a laymen System-Admin to use, with no training.

Paula has a VOIP line, supplied to her by work which she talks on through her computer. No mobile. Was given the option but said no thanks, lending more credence to Angie's philosophy on accessability 1st, not mobile. Nobody in these roles ever use mobile devices to do their actual jobs, only for social-based items and messaging. They want tactile, secure platforms that won't lose their work or compromise their data.

Angie begins by discussing the weather and moves quickly into talking about Cathy's role at Logitech and has her give a brief recap of her past experience. This prompts her to give double the info b/c she includes her role as Global Rewards Manager at Visa, so we get scaled feedback based off of the smaller Logitech and the larger VIsa and how scaling affects her process and planning. Cathy has been @ Logitech for a few months but has had a number of roles as Global Head of Rewards (Visa for 6, generally as an HR pro for 20 years total).

Discusses # of employees serviced by her role, establishes the company is global, doesn't count workers assembling tech as "managed by her, or part of the rewards programs they create and maintain. She manages 5 people directly and her team is a total of 7 people.

Angie asks [What is your current comp program, market data process for data relevant to her role]

One time did planning before financial results were known, so they had to guess. Then the numbers came in, they ended up being either far higher or lower than the guess. Another time had to change stock pool after more data came it.

Skills and Experience is not actively tracked but they do put people in a manually tracked quadrant, based off of an assessment. No other data. The outlyers, or over-perfoming

ANDREW

GLOBAL TALENT REWARDS MANAGER | 'VIVIAN'

Andrew manages day-to-day compensation programs, world-wide, as well as wellness programs. They operate in 131 different countries.

They use success factor as tool. Share info with others via Success Factors, shows performance and elements of comps and get a total-cash fixture. Broken up by geography they are located in (viewable in local currency or US currency or whatever currency they want).

Usually buys Surveys ad hoc as they need them.

Matt is an HR Manager and Team Leader, working for Blue Cross / Blue Shield with 4 million members and has been at the company for 5 years and works with leaders in the company with HR-based tasks (write objectives, manages merit and incentive plans)

Is a leader/manager as well as an "HR guy" and a typical workday involves both management and HR.   Always varies, involves 1-on-1 sessions with employees and also works with clients as well. Tactical 1-off's (change this person's call center), lots of meetings, manages 5 on leader side and has 2 execs and a 12 directors on the HR side.

Uses current TRSS tool to handle perfomance evaluation period. Software is helpful to help everyone complete personal self-assessments as well as writing evaluations for the team. Then after, comes merit planning. Rest of the time between April and October, barely uses it.

Most leaders don't document 1-on-1's, Matt says the reason is probably b/c "a lot of times, once they've put in objectives, it doesn't get opened again until Evaluation time. Not used simply because it's not opened, out of site, not part of the evaluation process, there is NO PROCESS FOR THE 1-on1's SO PEOPLE DON'T THINK TO USE IT OR KNOW HOW IT WOULD FIT INTO THE BIGGER PICTURE. He doesn't even know what's in there and doesn't use it. If it had predictive capabilities, it may be more useful, or if it integrated with other tools like word, outlook etc.

Features of TRSS Matt uses the most:

My Career > Performance >

Goals & Objectives | My Reviews

My People > People >

Report List

Gets Learning Curriculum and Learning Resource Libraries mixed up and confused. A lot of the other stuff he almost never uses, the task list he seems to hate w/an absurd # of tasks. It should only be allowed to hold a certain number, then they should be back-logged.

CHARLES
GROUP MANAGER | 'GINA'

Charles is a manager with a background in training, focusing on technology training. He was a training manager his before current position. Started Dec. 2000 and has been there 14 years.

He leads the benefits team and handles everything except retirement.

Manages 5 areas of HR: 1-Health & Wellness, 2-Employee Communication, 3-Events, 4-Recruitment, 5-Diversity
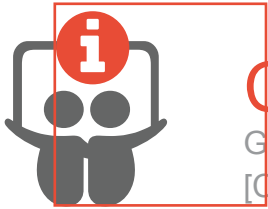
Concentrates on higher-level HR strategies, from a global department and company standpoint. Employee engagement survey, year-end process etc.

Day-to-day, manges the team managers, they manage their teams beneath them. Always running some imporvement in each group.

Small teams, often just him and one other person. Lots of project work.

Is involved heavily with generating compensation plans and performance reviews. They do a mid-year checkin in July, all else is done more formally, doing assessments in December, mngrs write their performance reviews at the end of Dec. then they figure out money/bonuses in early January and payout to employees in late January.

Uses Success Factors as well, uses routing map & few other features.

Currently do all charts and reports manually, created in -house and non-automated.

Identify flight risks etc. by way of a calibration meeting for assessments, non-aautomated and risk usually due to "More $"

In Success Factors people can enter a bio and do their self-assessments here (no conference tracking, no education rewards, training is tracked throught their LMS)

Use SAP for payroll and Success Factors for talent assessment and use Cloud Pay for international payroll system (have to manually enter people by System Admin, also in charge of filing)

They use Benefit Focus as benefits system (3rd party)

No applications are mobily accessible, currently. Success Factors does have a mobel product but they don't use it.

He uses an iPhone 6+ and is very proud of it. Uses it to check emails, calanders, contacts, messaging, mostly email though.   It's mostly a PC based company. 1/2 and 1/2 are using laptops, most are using laptops. Matt has an iphone, uses a laptop, no desktop and an ipad. Uses ipad and phone generally for calendar and social-based tasks. "ipad is nice, check email, calendar messaging and brings ipad home for lite work, for "real work" at home, he uses his desktop.

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ATTITUDE / EXPECATIONS:

KEY TASKS:

END GOALS:

EXPERIENCE GOALS:

MOTIVATION:

ERLINE

COMPENSATION MANAGER | 'VIVIAN'

Erline has been a compensation manager for over 9 years. FIrst six years exec comp, last 3 years executive comp. Total of 20 years experience in comp planning.
 They have local, health, technology actuarial science (Secialty surveys). Maybe one or two they
She is managing a team of comp analysts and consultants, team of 4.

ATTITUDE / EXPECATIONS: Is very confident in tech-abilities, finds learning new tecnologies to be exciting and beneficial. Gets bored with

KEY TASKS: Surveys, Looking online, Googling Topic, Research Compliance of Comp Programs, Research best practices in administering compensation, Make reccommen- dations to leaders for approval.

END GOALS:

EXPERIENCE GOALS:

MOTIVATION: