INFORMATION TECHNOLOGIES

Kronos Workforce Timekeeper (LoboTime) Upgrade

LoboTime Background

- We are currently on LoboTime/Kronos Workforce Central (WFC) Timekeeper v7.0.10
- Newest version of WFC Timekeeper is v8.1.4
- Java and Flash will be deprecated soon
- Java applets were removed in WFC in v8.0.11
- Kronos began removing Flash widgets starting with v8.1.3
- The current version v8.1.4 contains no Java applets and almost no Flash widgets.

Reasons for Upgrade

- Kronos will no longer be providing feature releases or defect fixes after 12/31/19.
- No longer providing legislative updates after 3/31/2020.
- Support for version 7.0.10 will still be available, but the longer we have it the less support we will be to receive from Kronos.
- At the end of the 2020 Adobe will stop supporting Flash

Changes from v7.0.10 to v8.1.4

- Added functionalities
- Added tables
- Changes to the application infrastructure (Removal of Java & Flash)
- Similar, but improved UI

Benefits of v8.1.4

- Improved overtime approval for managers
- Streamlined accrual calculation
- Bulk delete moved pay code amounts
- Time-off correction enhancements
- Flextime support
- Quick actions
  - Approve multiple timecards, correct missed punches, etc.
- Much more benefits!

Upgrade Process

- Kronos will only provide a like for like upgrade
  - Upgrade process is free as part of hosting fees.
  - Additional functionalities/changes will cost money to implement
- We have a fairly standard interface
  - No flags on our interface
- Our servers will need to be updated.
- Our clocks will need to be updated as well.

LoboTime Upgrade Information

- We will be able to have the new version running in parallel with our current instance.
- Workforce Integration Manager will also be upgraded
  - Mainly UI changes
  - New tables added.
  - There should be no effect on our Banner integration
- Java applets were replaced with Flash/Java-free replacements in v8.0.11
- Kronos has a migration tool for converting Flash widgets to HTML versions
- Historical edits now called historical corrections
- Our HyperFind queries will also be moved over

Flash Widgets Not Migrated in v8.1.4

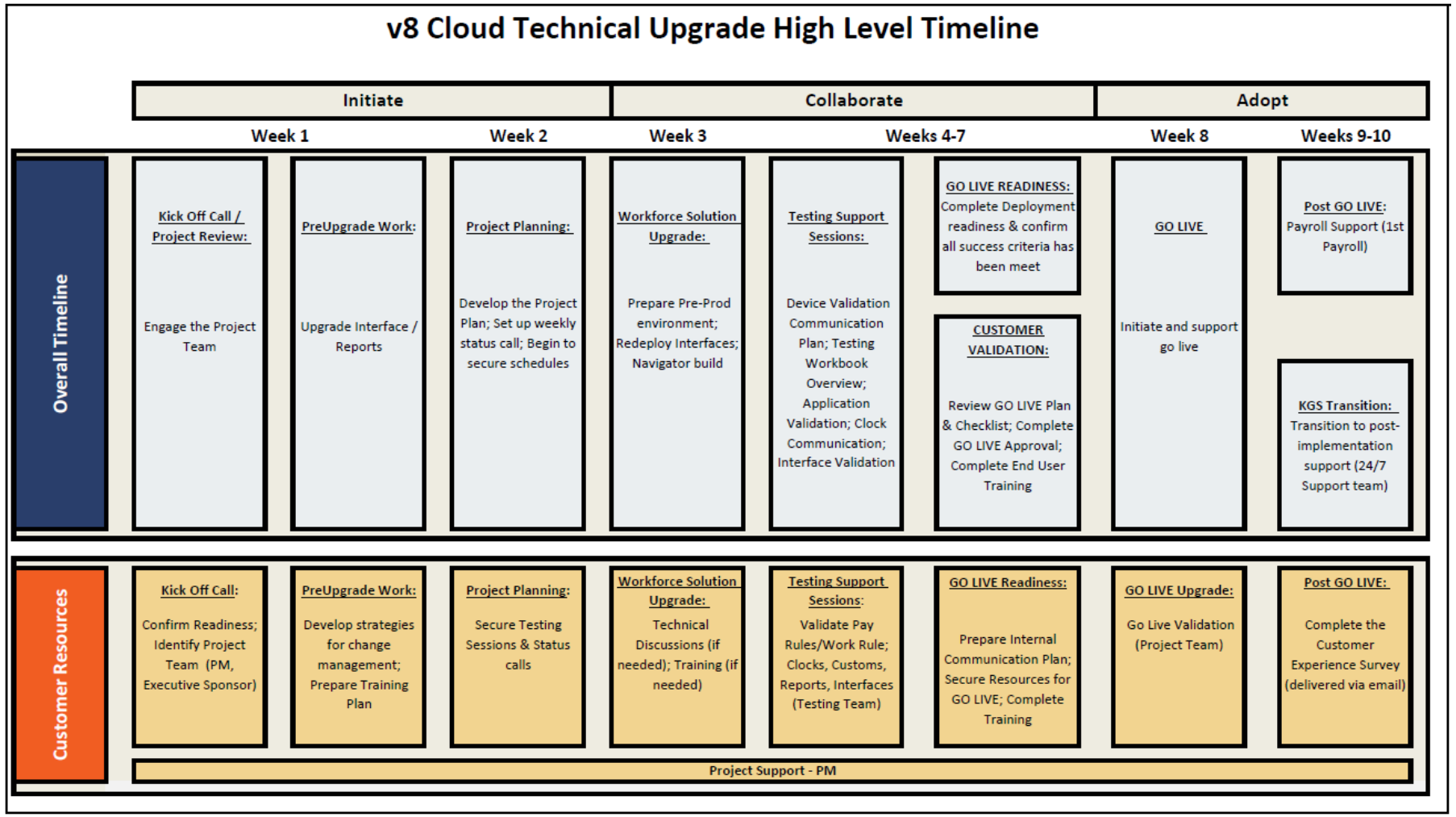
Flash widgets not migrated in 8.1.3

Current Flash Widget	Migration Guidance
Call List	Use Staffing Assistant in the Schedule planner
Accruals (base and employee)	Use the Accruals add-on
Flex Timecard (Employee Timecard)	Use the HTML Timecard
Metrics Widget	Use Metrics add-on in the Schedule Planner
Flex Scheduling widget	Use the HTML Schedule Planner
Weather Widget	Use the Single Link widget pointing to a weather site of your preference
Time-Off Widget	Use the HTML Request Manager
Task Management	To be determined. Exploring a partner solution
Leaderboards Widget	Will not be migrated
Staffing Widget	Support in HTML Navigator will come later in 2019
Process Manager Requests	Support in HTML Navigator will come later in 2019

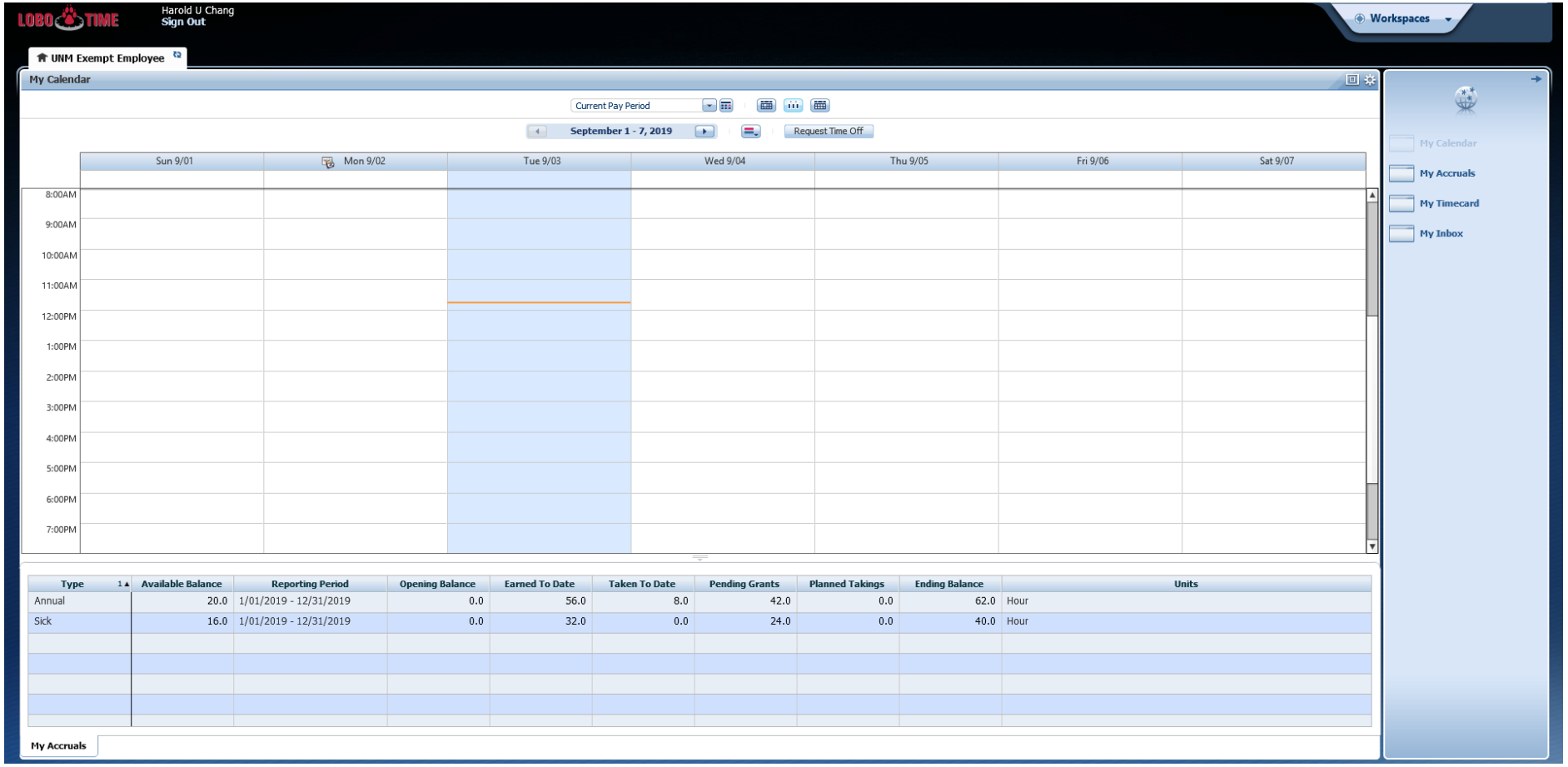
Timeframe

- Usually takes about 3 months to implement project
  - Longest project took 14 weeks.
- Kronos will work with us on the timeline of the project
  - We have say on days and times of project
- Upgrade will only require about 2 hours of workload
  - 4-6 hours during testing.
- Kronos has a backlog until February 2020
  - Could potential get longer

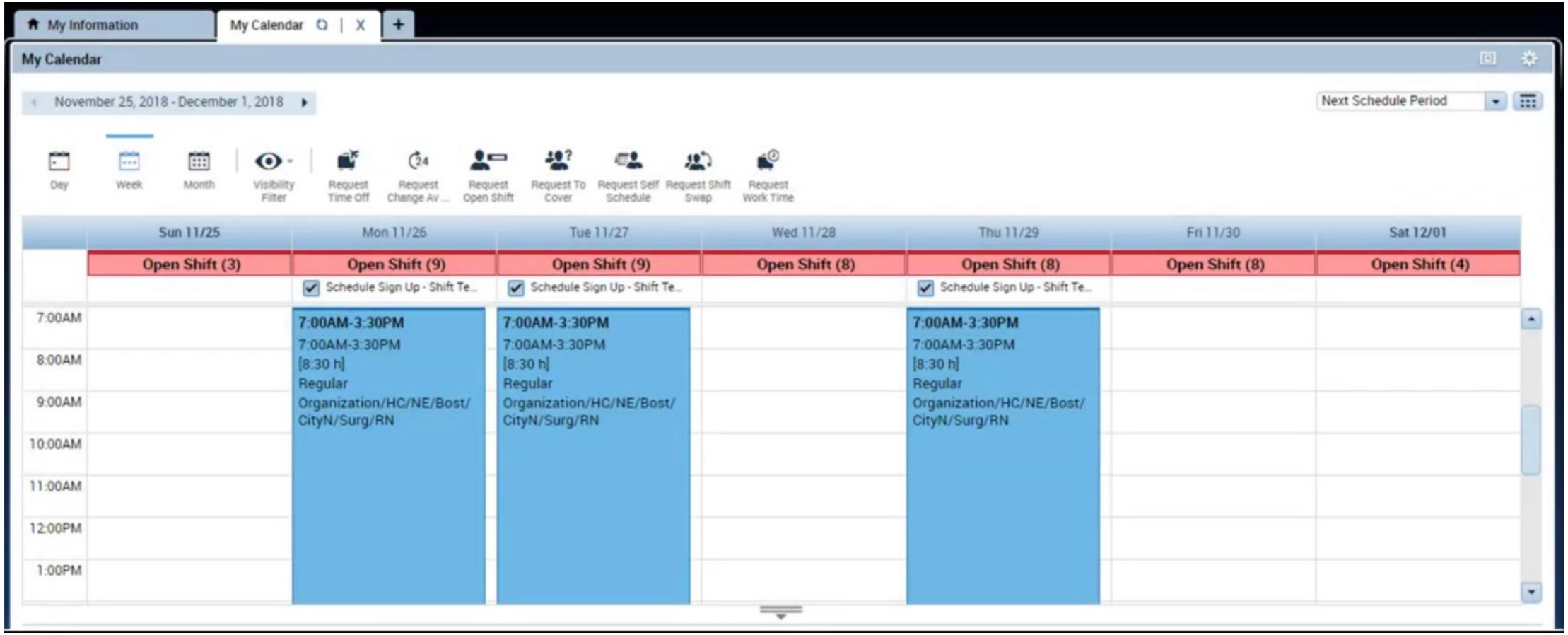
Timeframe


v8 Cloud Technical Upgrade High Level Timeline
Initiate
Collaborate
Adopt
Week 1
Week 2
Week 3
Weeks 4-7
Week 8
Weeks 9-10
Overall Timeline
Kick Off Call / Project Review:
Engage the Project Team
PreUpgrade Work:
Upgrade Interface / Reports
Project Planning:
Develop the Project Plan; Set up weekly status call; Begin to secure schedules
Workforce Solution Upgrade:
Prepare Pre-Prod environment; Redeploy Interfaces; Navigator build
Testing Support Sessions:
Device Validation Communication Plan; Testing Workbook Overview; Application Validation; Clock Communication; Interface Validation
GO LIVE READINESS:
Complete Deployment readiness & confirm all success criteria has been meet
CUSTOMER VALIDATION:
Review GO LIVE Plan & Checklist; Complete GO LIVE Approval; Complete End User Training
GO LIVE
Initiate and support go live
Post GO LIVE:
Payroll Support (1st Payroll)
KGS Transition:
Transition to post-implementation support (24/7 Support team)
Customer Resources
Kick Off Call:
Confirm Readiness; Identify Project Team (PM, Executive Sponsor)
PreUpgrade Work:
Develop strategies for change management; Prepare Training Plan
Project Planning:
Secure Testing Sessions & Status calls
Workforce Solution Upgrade:
Technical Discussions (if needed); Training (if needed)
Testing Support Sessions:
Validate Pay Rules/Work Rule; Clocks, Customs, Reports, Interfaces (Testing Team)
GO LIVE Readiness:
Prepare Internal Communication Plan; Secure Resources for GO LIVE; Complete Training
GO LIVE Upgrade:
Go Live Validation (Project Team)
Post GO LIVE:
Complete the Customer Experience Survey (delivered via email)
Project Support - PM

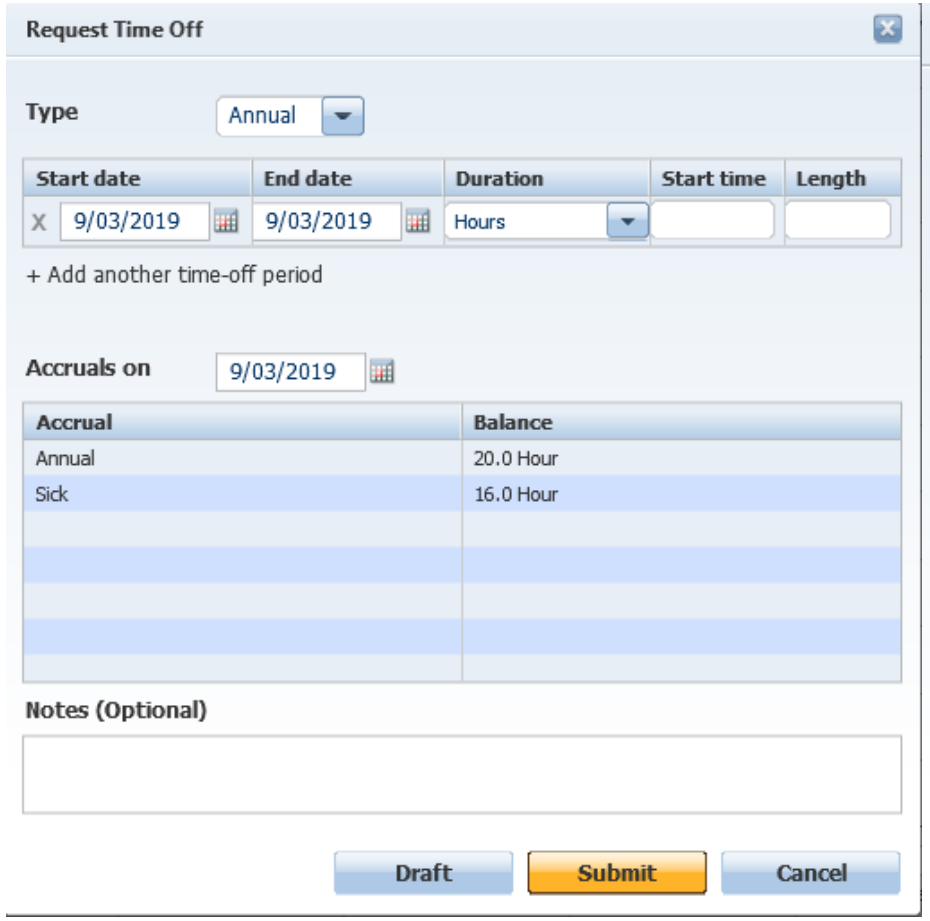
Current LoboTime – My Calendar

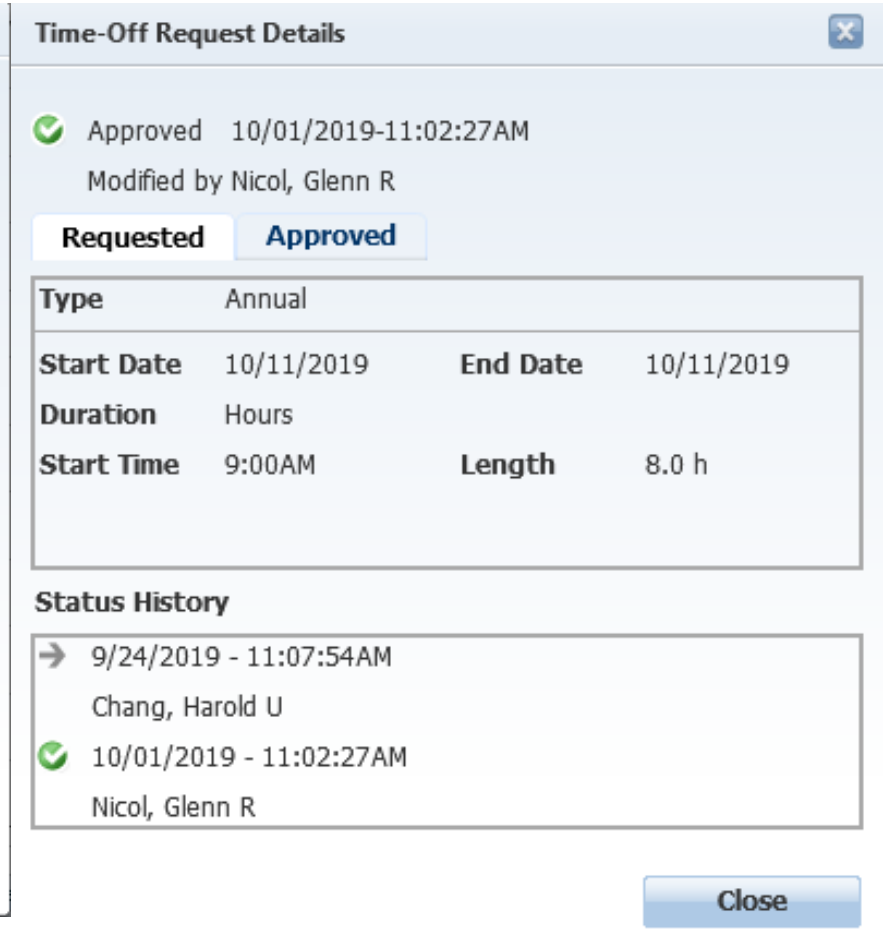


New LoboTime – My Calendar

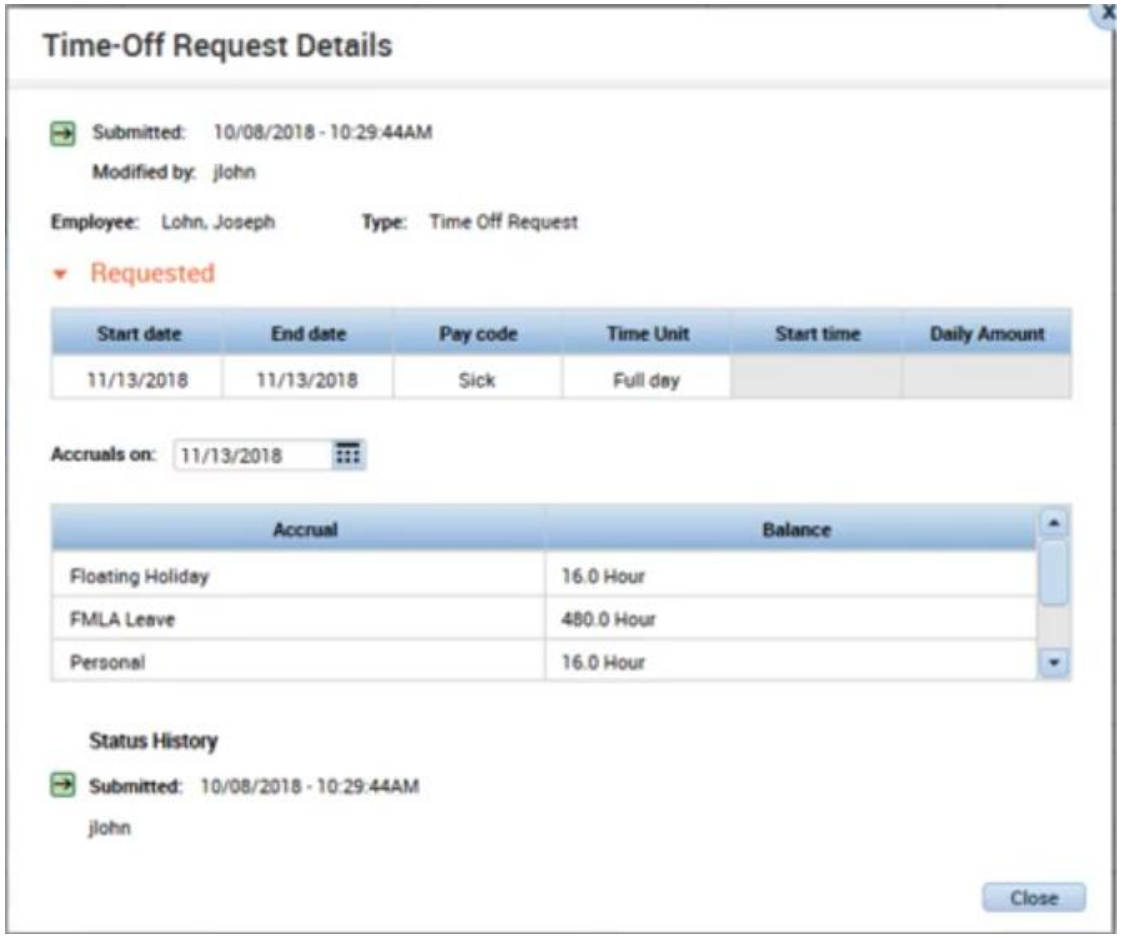


Current LoboTime – Time Off Details

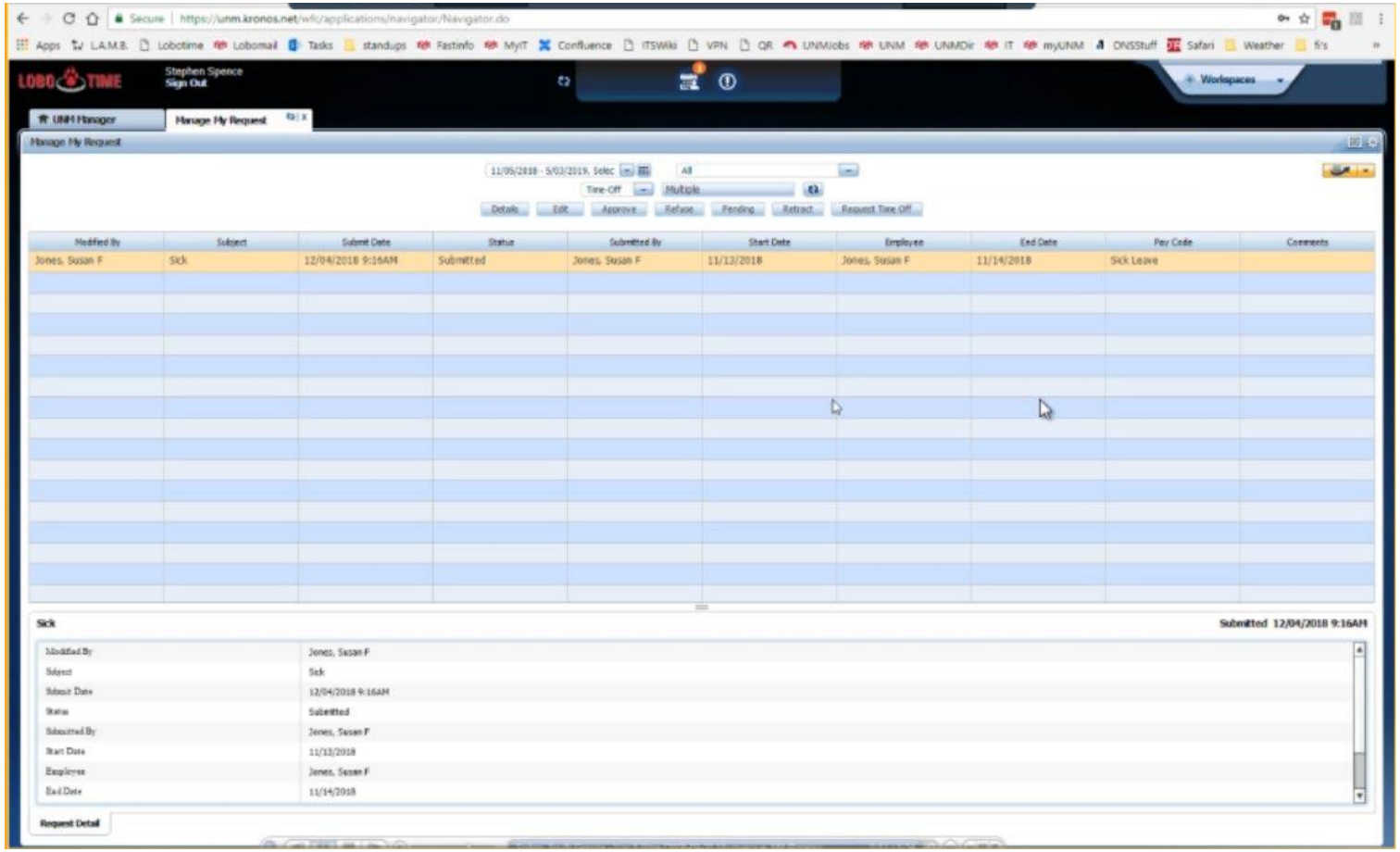




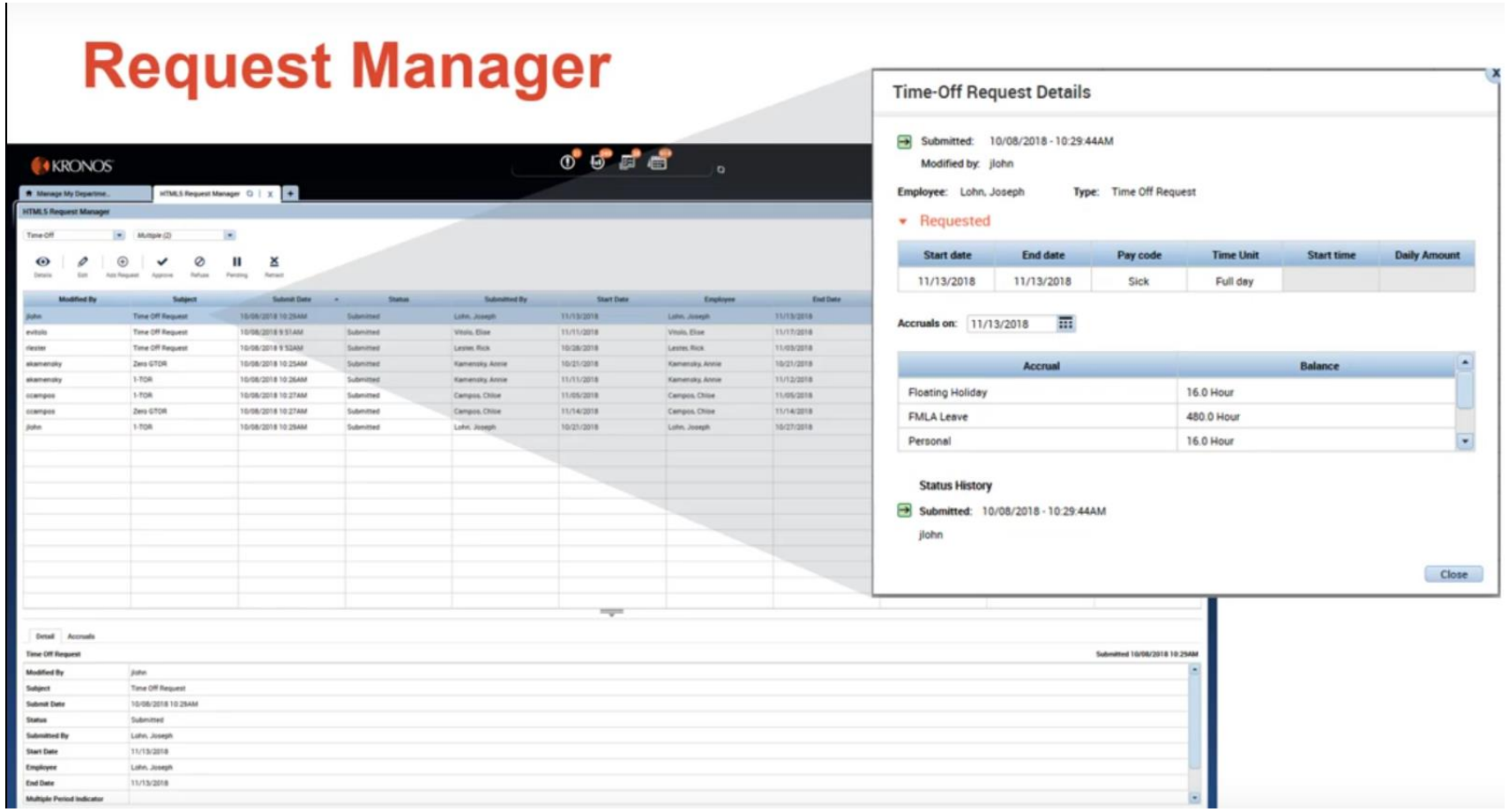
New LoboTime – Time Off Details



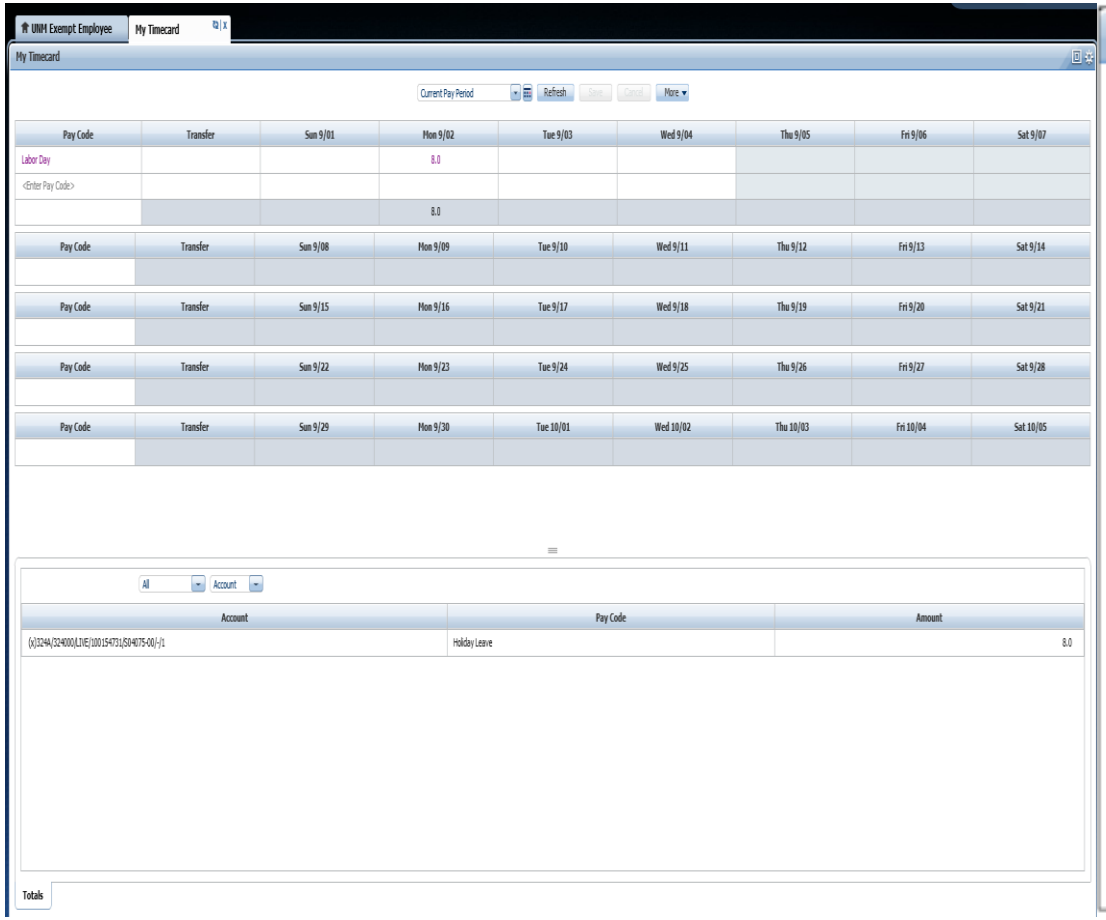
Current LoboTime – Manage My Requests

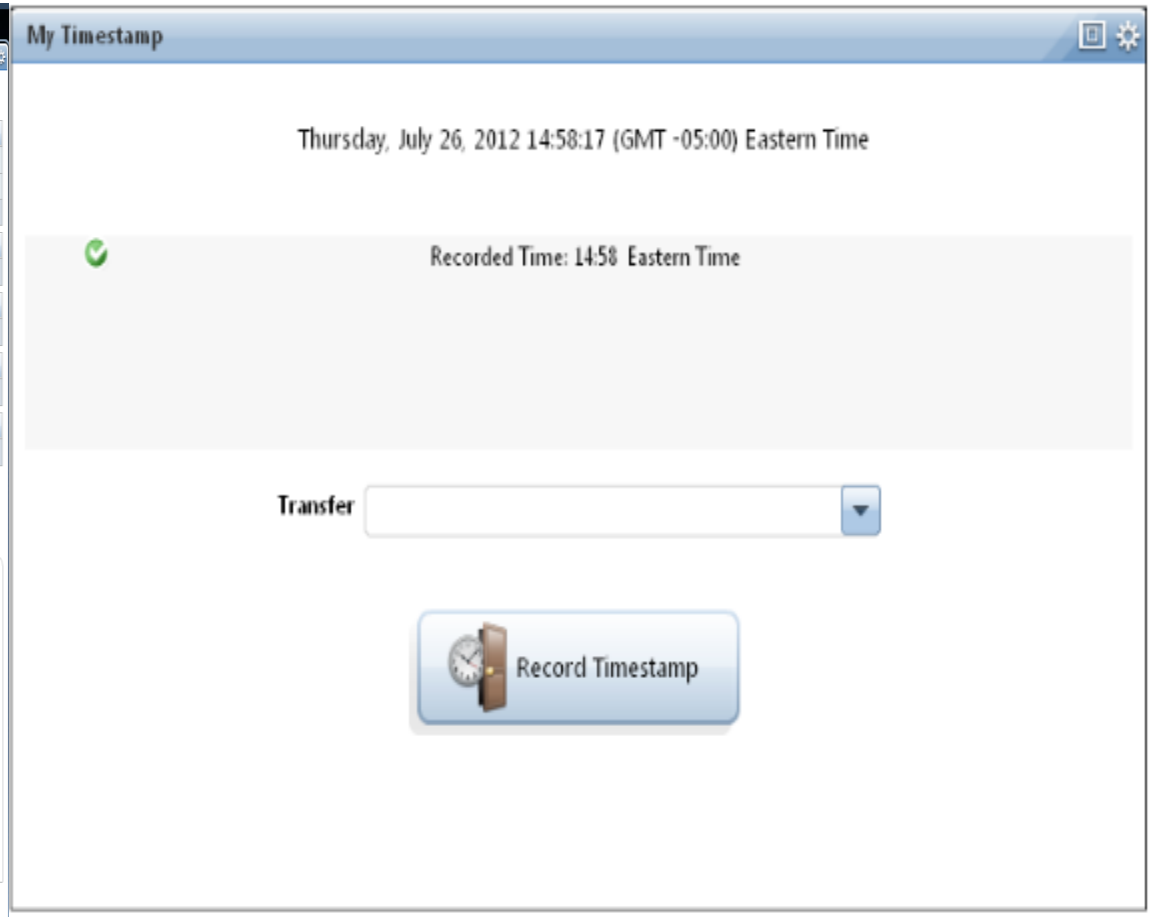


New LoboTime – Request Manager

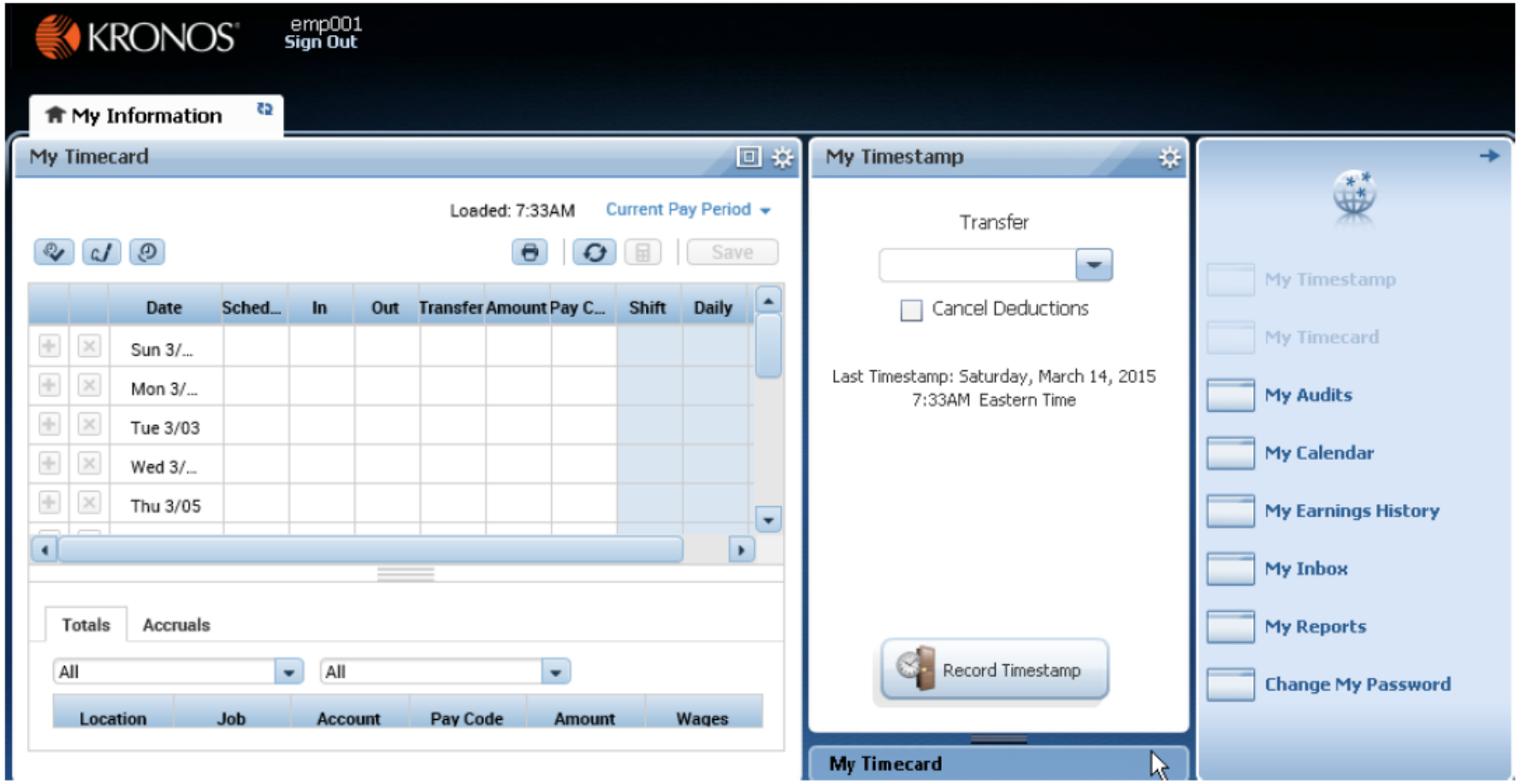


Current LoboTime – Timecard/Timestamp

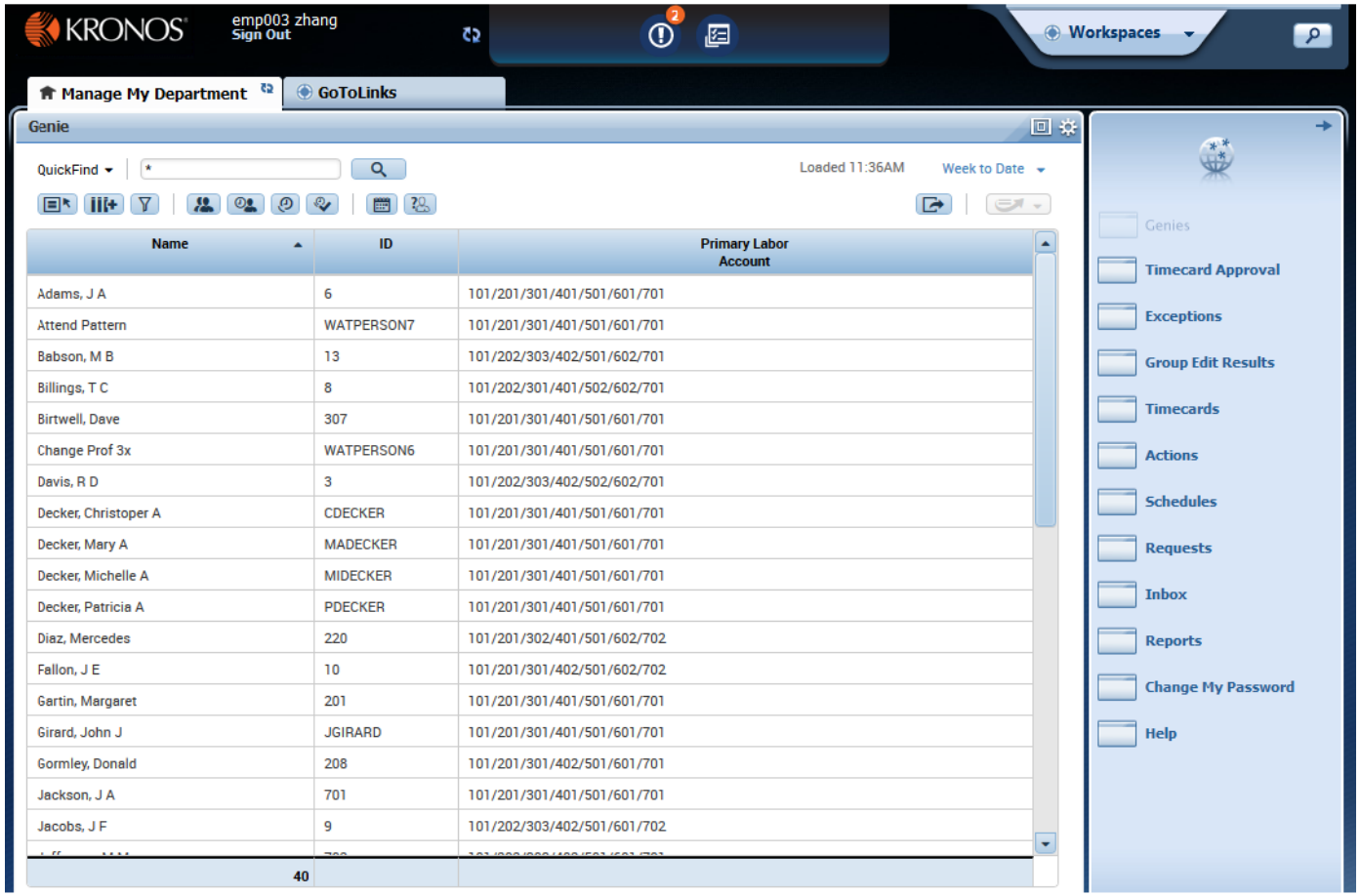




New LoboTime – Timecard/Timestamp

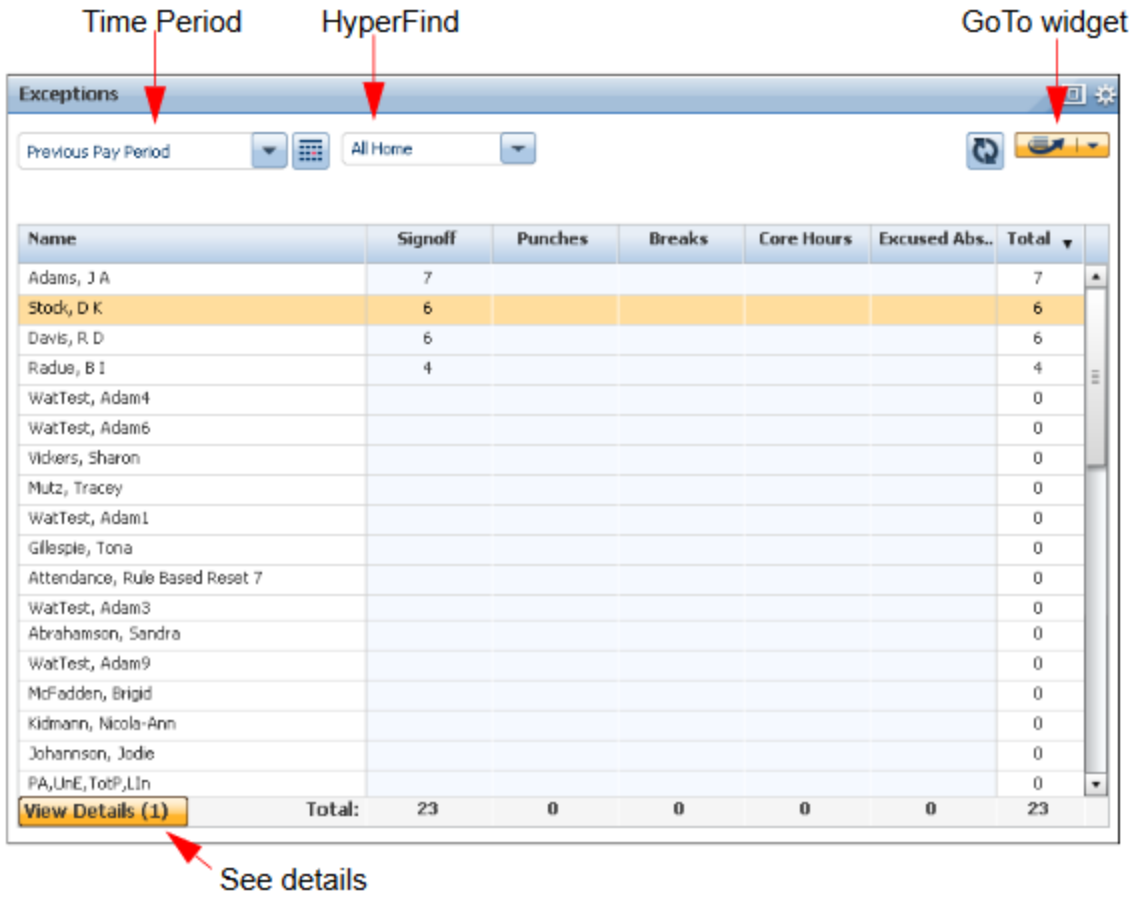


New LoboTime Interface - Managers



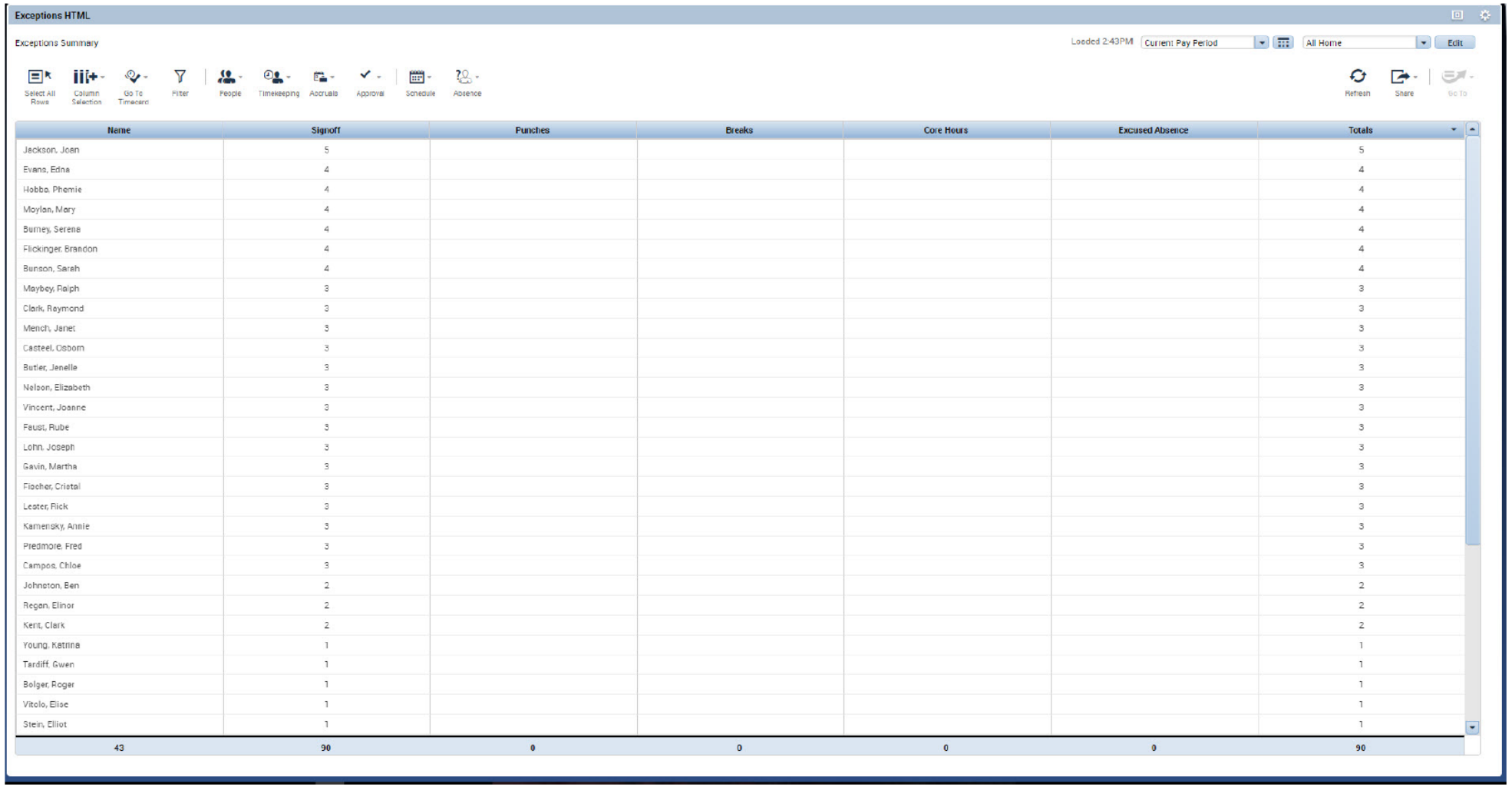
Current LoboTime Navigator - Exceptions

Summary View



INFORMATION TECHNOLOGIES

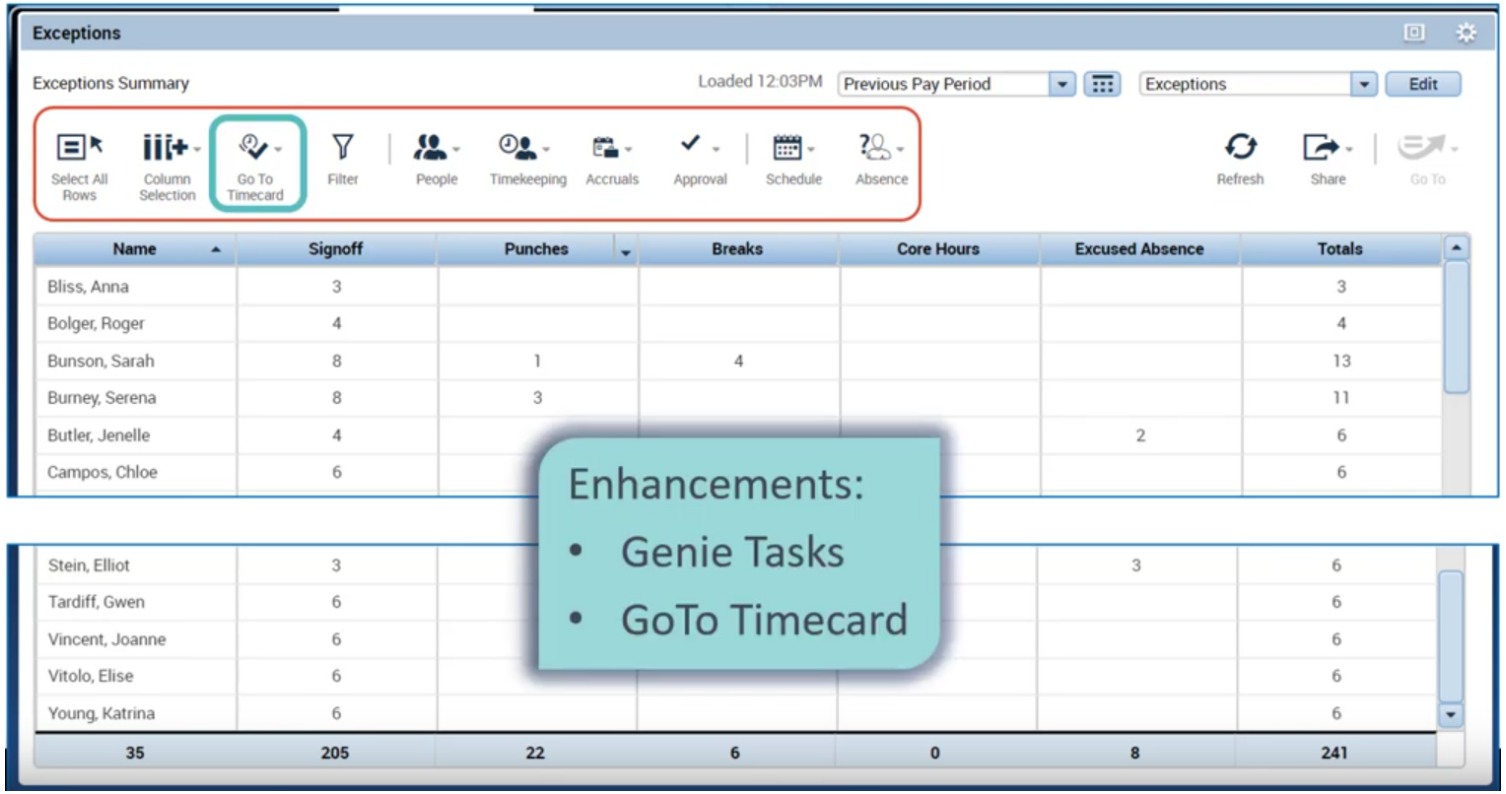
Latest LoboTime Navigator - Exceptions



Name	Signoff	Punches	Breeks	Core Hours	Excused Absence	Totals
Jackson, Joan	5					5
Evans, Edna	4					4
Hobbs, Phemie	4					4
Moylan, Mary	4					4
Burney, Serena	4					4
Flickinger, Brandon	4					4
Bunson, Sarah	4					4
Maybey, Ralph	3					3
Clark, Raymond	3					3
Mench, Janet	3					3
Casteel, Osborn	3					3
Butler, Jenelle	3					3
Nelson, Elizabeth	3					3
Vincent, Joanne	3					3
Faust, Rube	3					3
Lohn, Joseph	3					3
Gavin, Martha	3					3
Fischer, Cristal	3					3
Lester, Rick	3					3
Kamensky, Annie	3					3
Predmore, Fred	3					3
Campos, Chloe	3					3
Johnston, Ben	2					2
Regan, Elinor	2					2
Kent, Clark	2					2
Young, Katrina	1					1
Tardiff, Gwen	1					1
Bolger, Roger	1					1
Vitolo, Elise	1					1
Stein, Elliot	1					1
43	90	0	0	0	0	90

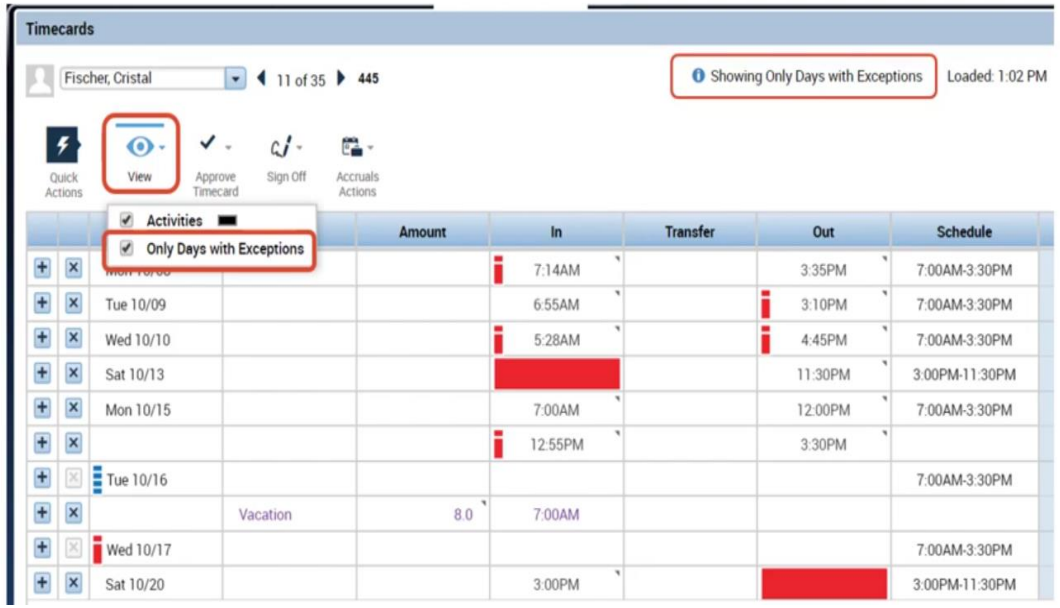
Latest LoboTime Navigator - Exceptions

Exceptions Widget – Summary View

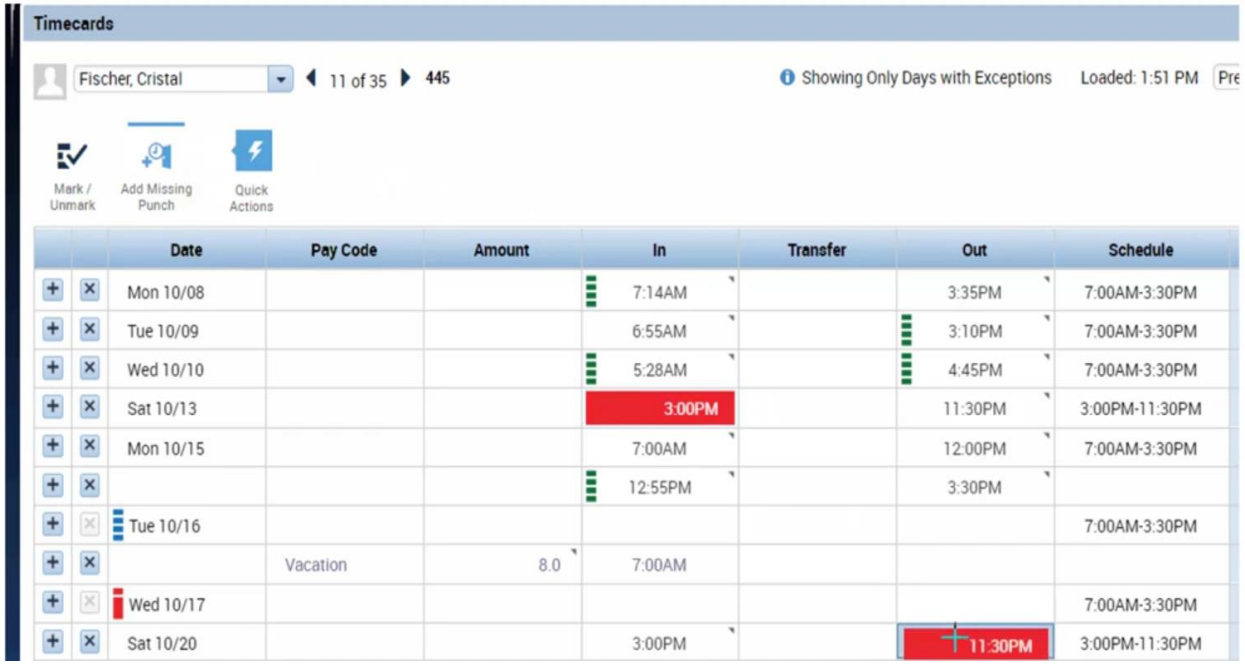


Latest LoboTime Navigator - Exceptions

Detailed View of Exceptions – Timecard



Timecard Quick Actions



Questions?

Links to Resources

- HTML Navigator Webinar YouTube video: https://www.youtube.com/watch?v=WGe8kdY8BOQ
- SharePoint Link with Documentation: https://unmm.sharepoint.com/:f:/t/it/apps/erpgov/ops/EmQpnKU9pJVBvWnWJzniz3oBQzVpCX5c18dicynExw6q3Q?e=cdCLT4

INFORMATION TECHNOLOGIES

Kronos Workforce Timekeeper (LoboTime) Support

Integration overview and common problems

Step 1

HR makes ANY MAJOR CHANGE to an employee's job record: Employee is hired, promoted, moves to a new org, is terminated, etc.

Step 2

a) Employee and these changes appear in the "Personality Import" file to be transferred to Kronos.

b) Twice daily that file is transferred and the employee is granted a LoboTime license and is able to log into LoboTime.

If the employee isn't able to log in at all, go no further! Contact HR to confirm their job record is correct and then use the process above to submit a ticket to IT.

Integration overview and common problems

Step 3

a) If the employee is also a Supervisor, they must then submit a BAR.

b) When their BAR is approved, a different set of data is placed in the Personality Import file to be transferred to Kronos.

NOTE: If Steps 1 and 2 were not successful, Step 3 will not be either!

NOTE 2: If an employee's job or org changes, Banner Roles (BARs) are typically revoked.

LoboTime Support Model

https://lobotimeinfo.unm.edu/how-to-request-help.html

LoboTime Support Model

- ONLY LT agents *__should__* submit tickets to IT (anyone can, but they should know that the support model indicates contacting their Agent first)
- ONLY submit a ticket to IT **after** you've contacted HR or Payroll first—where appropriate.
- ONLY submit a ticket to IT in the template format we've provided.

Submitting a ticket to IT

1. https://help.unm.edu
2. Login (top right corner)
3. Report an Issue
4. Computer or Laptop
5. Complete form as follows:
   a) Symptom Level 1: *Issues with application or UNM website*
   b) Symptom Level 2: *LoboTime*
   c) Symptom Level 3: *Issues with data*
6. Scroll down to Incident Description and include the following:
   a) Type: *Please task to Apps – Support*
   b) Explain the situation including the affected employee/manager
   c) Include the employees and manager's BANNER ID'S and NETID'S
   d) Note any org discrepancies between the employee/manager
   e) Determine *when* a change was made to an employee/manager employee record (i.e. BAR roles submitted, employee terminated/hired/changed orgs)
   f) This is critical in order for IT to determine time-frame of when feed occurred which enables IT to see the error message from Kronos
7. Click Submit