

# Commonwealth of Virginia Hiring Manager Training



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May 2010



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# Agenda

- \* Introductions
- \* ZeroChaos Company Overview
- \* Program Overview, Policies and Processes
- \* Contract Renewal Process
- \* Program Management Team
- \* Questions & Answers
- \* ZC Web Technology Demo





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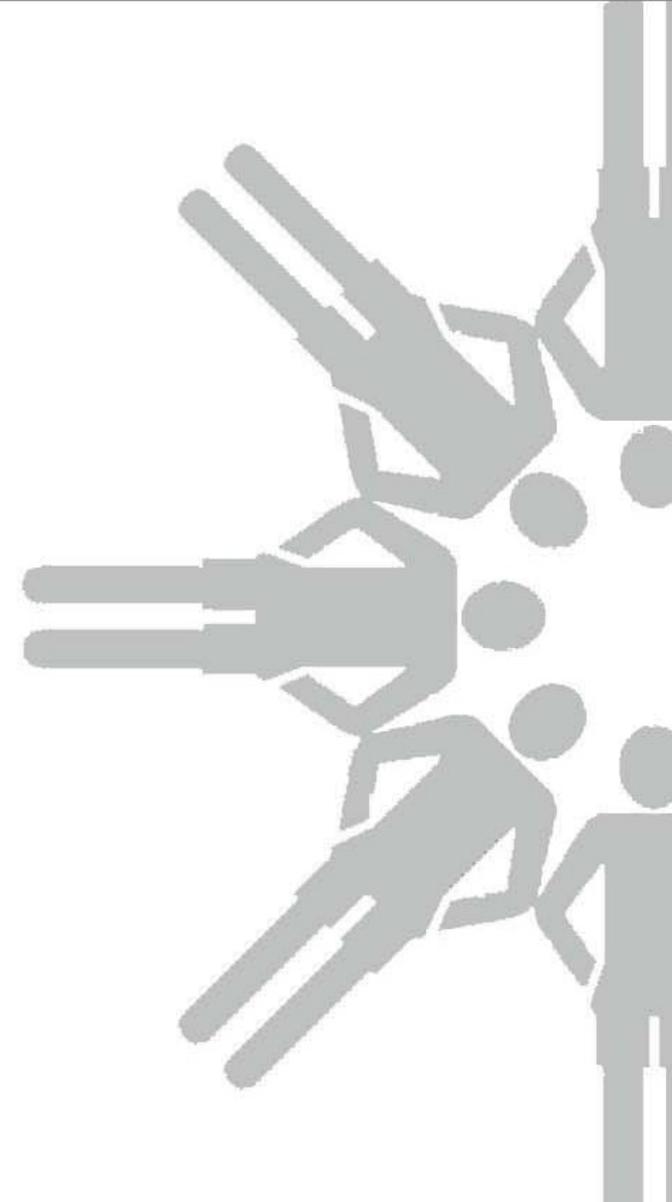
# Introductions

## VITA

- \* Hubert Harris, Supply Chain Management
- \* Charles Townes, Supply Chain Management

## ZeroChaos

- \* Bonnie Pettway, Program Director
- \* Helen Seigfried, Regional Director
- \* Jennifer Sargent, Director of Implementation





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# ZeroChaos Overview

## Geographic Coverage

- \* **Orlando, Florida (Headquarters)**
- \* **Service Centers:**

<b>New York</b>	<b>United Kingdom</b>	<b>Finland</b>	<b>Luxemburg</b>
<b>Dallas</b>	<b>Sweden</b>	<b>Germany</b>	<b>Belgium</b>
<b>Charlotte</b>	<b>Denmark</b>	<b>Austria</b>	<b>France</b>
<b>San Francisco</b>	<b>Norway</b>	<b>India</b>	<b>Netherlands</b>

## Clients

- \* **180 Clients;**
  - ✦ 85% of business is with Fortune 500
  - ✦ 50% with Fortune 100 companies
  - ✦ Over 15 Global Clients
- \* **Over 27,000 workers in 2009**
- \* **Over \$700 million in revenues in 2009**

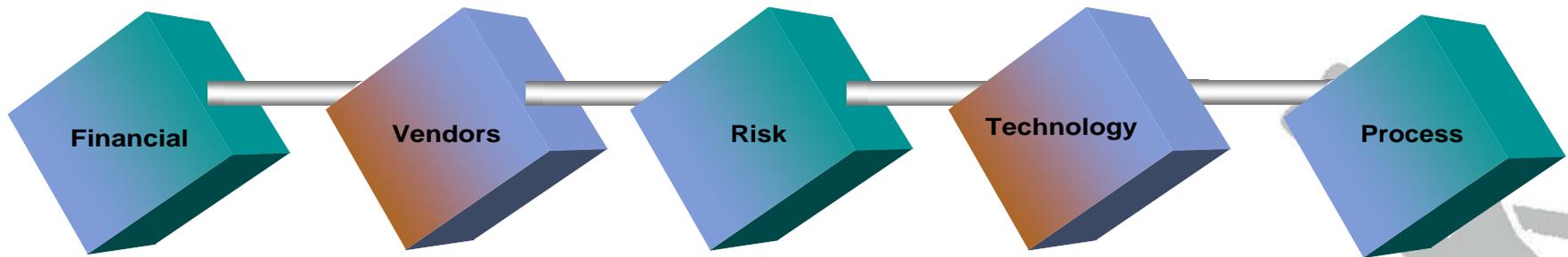
## Notables

- \* **SAS 70 Type II certified**
- \* **Inc 500 Fastest growing company (# 3 in HR services)**
- \* **Top 10 Workforce Outsourcing Provider**
- \* **2008 E&Y Entrepreneur of the Year Winner**
- \* **NMSDC *Corporate Plus* Member**
- \* **Dept of Defense Top Secret Clearance**



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# MSP Program Overview



- ▶ Rate card standardization
- ▶ Aggressive discounting
- ▶ Vendor invoice validation /consolidation
- ▶ Custom ERP interfaces
- ▶ Transition to reverse billing

- ▶ Contract administration
- ▶ Contract enforcement
- ▶ Compliance monitoring
- ▶ Service quality tracking
- ▶ Diversity spending

- ▶ Worker classifications
- ▶ Co-employment risk
- ▶ Insurance coverage
- ▶ Workers' compensation

- ▶ Technology administration
- ▶ User IDs, passwords
- ▶ Business rules
- ▶ Organization units/ cost centers
- ▶ Approval authorities
- ▶ On-going user training/ support

- ▶ Proper classifications
- ▶ Order distribution / status tracking
- ▶ Candidate screening
- ▶ Resume submittal / interviews
- ▶ Facilities administration
- ▶ On-boarding / orientation
- ▶ Performance evaluations



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# Program Policies and Processes





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# Tenure Policy

## Tenure Policy

- \* This policy goes into effect July 1, 2010 for incumbent & new workers. The tenure clock will reset to zero on this date for incumbent workers
- \* Original term of an assignment is up to 12 months
- \* After 12 months, an extension for an additional 6 months may be requested from the CIO
- \* After 18 months, an additional 6 months may be requested and must be approved by the Secretary of Technology
- \* Any extension beyond 24 months requires Chief of Staff approval
- \* Maximum tenure is 30 months with no extensions

## Break in Service

- \* Hiatus after 12 consecutive months is 30 days
- \* Hiatus after 18 consecutive months is 60 days
- \* Hiatus after 24 consecutive months is 100 days

## Statement of Work

- \* The tenure policy does not apply to workers on deliverable based projects



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# Additional Policies

## Requisition Approval Policy

- \* The current Agency approval workflows in eVA will be utilized
- \* The approval process has been streamlined to remove extraneous COV approvers
- \* The approval process will take place when the final candidate is selected via ZC Web

## Salary Increase Policy

- \* Rate increases are not allowed due to budget constraints
- \* If a salary increase is required due to job change or modification then a new requisition must be entered and approved

## Expense Reimbursement Policy

- \* DOA guidelines must be followed
- \* Expense submission and approval will be completed in ZC Web if expenses are authorized



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# Additional Policies

## Independent Contractor Policy

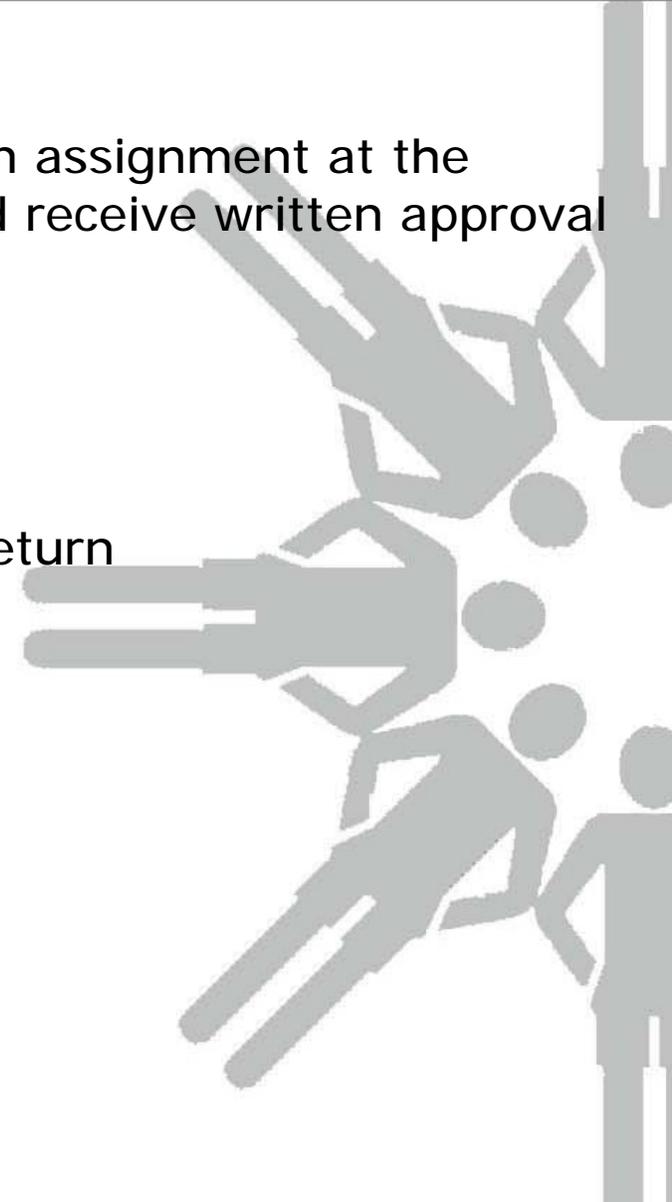
- \* Any supplier utilizing an independent contractor for an assignment at the Commonwealth of Virginia must notify ZeroChaos and receive written approval prior to the start of the assignment

## Re-Hire of Former FTE Policy

- \* A minimum of 30 days break in service is required
- \* ZC will verify with DHRM if the worker is eligible for return

## Worker Evaluation Policy

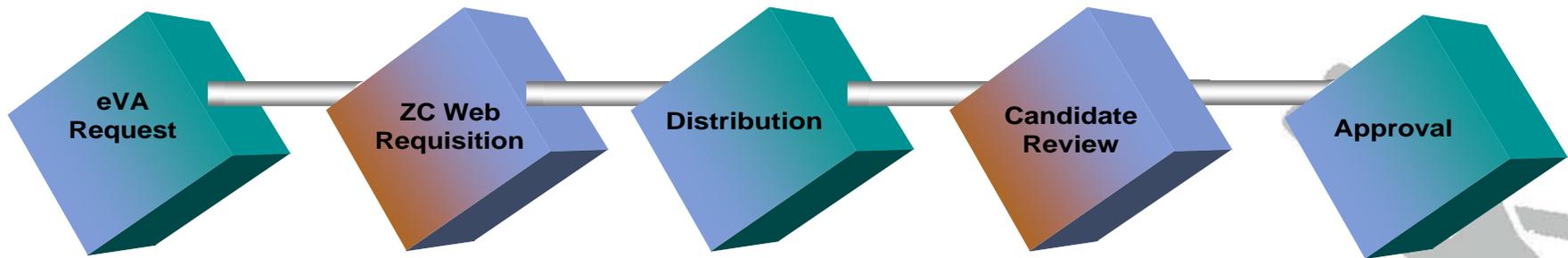
- \* Evaluations will be distributed on a quarterly basis





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# Staff Augmentation Requisition, Selection & Approval Processes



- ▶ Log into eVA
- ▶ Enter ZeroChaos in Keywords
- ▶ Buy from Supplier
- ▶ System punches out to ZC Web

- ▶ Complete requisition details in ZC Web
- ▶ Enter all required fields
- ▶ Select Hiring Manager, Role should be Approving Manager
- ▶ Submit Requisition

- ▶ Click on the Distribution Tab
- ▶ Click on post to Vendors
- ▶ Click on Post to eVA on the next tab
- ▶ The system punches back to eVA and saves the line item

- ▶ The hiring managers will receive candidates outside of the system
- ▶ Conducts interviews, etc
- ▶ Final candidate is selected; Procurement Officer is contacted
- ▶ Log back into eVA, edit line item
- ▶ System punches out to ZC Web
- ▶ Final candidate hired; approval amount sent to eVA

- ▶ Submit for approval in eVA
- ▶ Approval process is completed
- ▶ ZC team is notified of approval
- ▶ On Boarding begins



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# Requisition Process

## Requisition Submission

- \* All new requisitions will be created by a Procurement Officer or IT Hiring Manager in eVA and completed in ZC Web
- \* Multiple job titles are not allowed on the same requisition

## Named Resource (exception)

- \* A Named Resource is a candidate or Supplier pre-identified by the IT Hiring Manager for the position at the Commonwealth of Virginia Agency
- \* The person entering the requisition must populate the “named resource” field in the ZC Web requisition with the worker and supplier name
- \* The requisition for the named resource will be distributed by the ZC team to the appropriate supplier



# Requisition Process (cont'd)

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## Supplier Distribution

- \* New requisitions, excluding named resources, will be submitted to all suppliers

## Candidate Review & Selection

- \* The ZC PMO office will screen all supplier candidates for alignment with the requirements requested by the Hiring Manager prior to submission
- \* Hiring Managers will receive candidate information via email from the ZC PMO team
- \* The Hiring Manager can request interviews and provide candidate feedback to the ZC team via phone or email. Interview requests will be entered into ZC Web by the PMO team for tracking purposes
- \* The ZC PMO will schedule, coordinate and confirm interviews with the Hiring Manager and Supplier
- \* The final candidate will be selected by the Hiring Manager and communicated to the ZC PMO team via phone or email. The ZC team will work with the original requisition requestor to hire the candidate through the eVA / ZC Web process

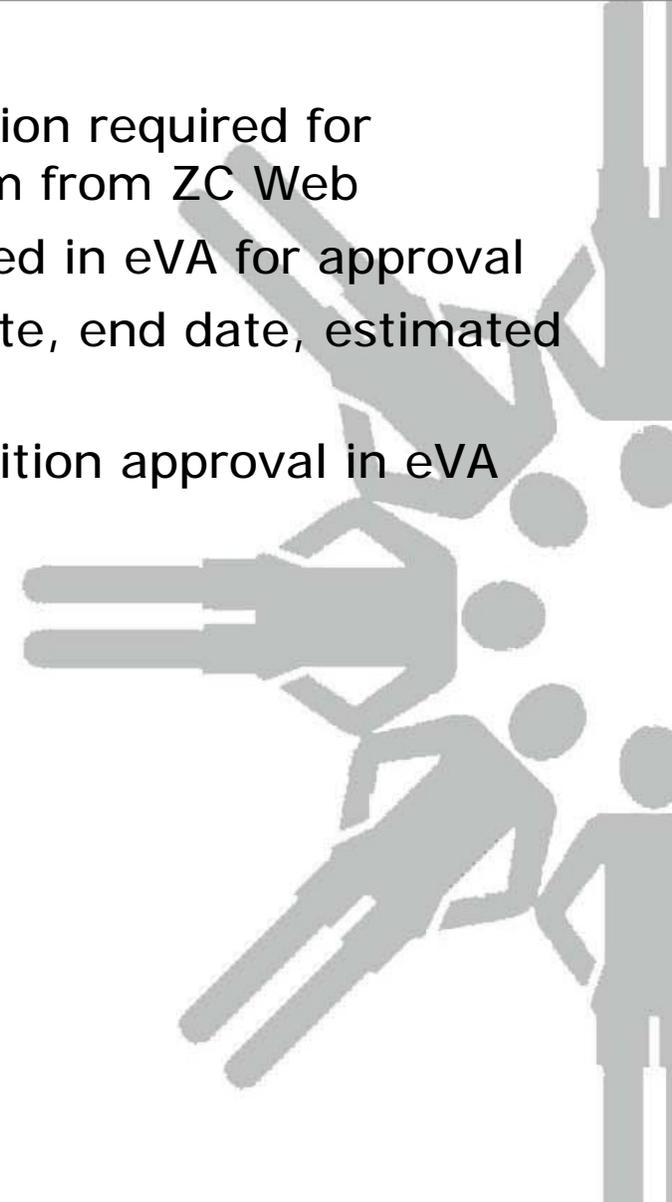


# Requisition Process (cont'd)

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## Requisition Approval

- \* When the final candidate is selected, the information required for requisition approval will be sent to the eVA system from ZC Web
- \* The estimated cost for the requisition will be routed in eVA for approval
- \* The approval amount is calculated by the start date, end date, estimated hours per week and candidate bill rate
- \* The ZC team will receive notification of the requisition approval in eVA upon completion





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# Requisition Pre-Screening Selections

**The requestor will communicate the pre-screening requirements via ZC Web; all that apply to the specific job requisition should be checked**

- \* No Background Check
- \* Full Background Check
  - 10 Year National County Criminal
  - Sex Offender check
  - SSN Verification
  - Education Verification
  - 5 Year Employment Verification
  - Fingerprinting
- \* Name Search
- \* Tax Record Check
- \* Credit Check
- \* Drug Screen





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# On-Boarding Process

**Upon approval of the final candidate, the ZC PMO will communicate all pre-assignment requirements with the supplier and ensure they are completed**

- \* Background investigation requirements
- \* Building and network access paperwork
- \* Agency specific policies & documents will continue to be handled by the Agency

**All new hires will complete a New Hire Orientation meeting; the orientation will include the following information**

- \* Policies and procedures related to contingent workers
- \* Time and expense entry instructions in ZC Web
- \* COV specific details – additional policies and procedures

**The ZC PMO team will communicate the start date and time to the Hiring Manager via email or phone**



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# Time Entry and Approval Process

## Time Entry

- \* Workers will submit time in ZC Web on a weekly basis for the prior week
- \* The time entry deadline is 9:00 AM on Monday or the following business day during a holiday week

## Time Approval

- \* The hiring manager will receive a system generated email notification from ZC Web when a timesheet is pending approval
- \* The email will include a link to take the manager directly to ZC Web to log in and approve the timesheet; this will be the only time a manager will log in directly to ZC Web
- \* The deadline for time approval is 5:00 PM on Monday or the following business day during a holiday week

The worker will receive an email notification when the timesheet is approved or rejected. If rejected, the worker will be required to log into ZC Web again to revise and resubmit the timesheet for approval.



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# Expense Submission and Approval Process

## Expense Submission

- \* Workers will submit expenses in ZC Web within 30 days of the date the expense was incurred. All receipts should be electronically attached to the expense report in ZC Web

## Expense Approval

- \* The hiring manager will receive a system generated email notification from ZC Web when an expense report is pending approval
- \* The email will include a link to take the manager directly to ZC Web to log in and approve the timesheet
- \* Expenses should be approved upon receipt

The worker will receive an email notification when the expense report is approved or rejected. If rejected, the worker will be required to log into ZC Web again to revise and resubmit the expense report for approval.

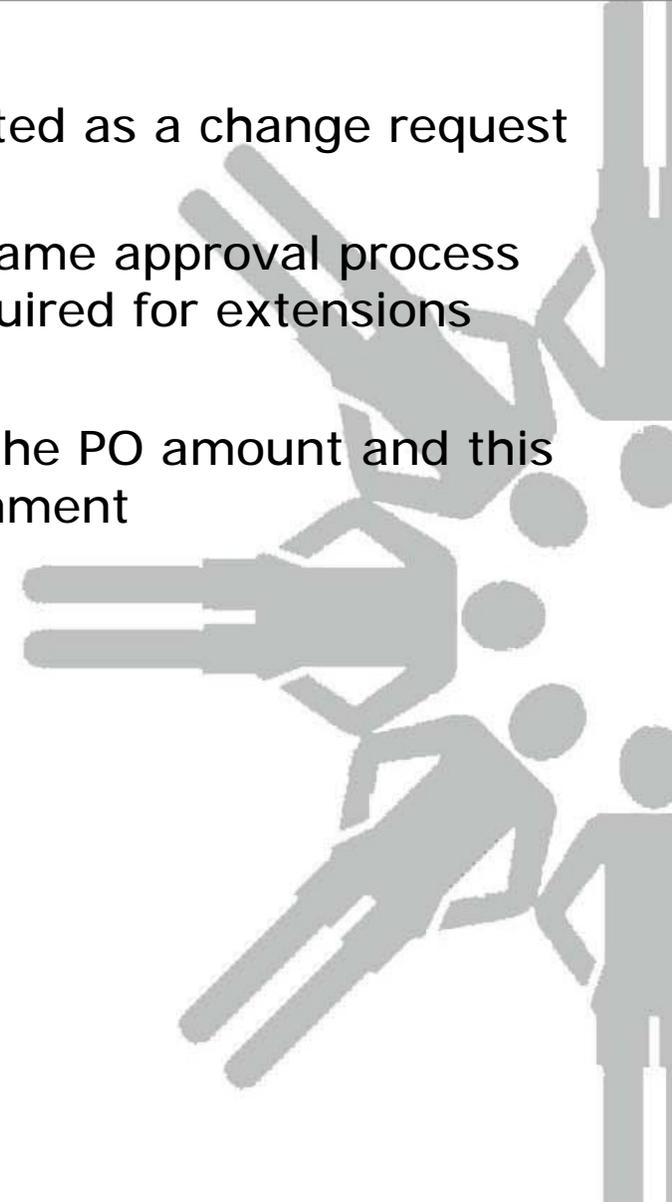


# Assignment / Purchase Order Extensions

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## Extension Request

- \* All requests for assignment extensions must be created as a change request to the original requisition in eVA
- \* The request will be routed for approval in eVA; the same approval process that took place for the original requisition will be required for extensions
- \* The full PO amount must be approved
- \* The ZC PMO team will be notified of the increase to the PO amount and this information will be captured in ZC Web on the assignment





# Off-Boarding & End of Assignment Processes

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- \* Hiring Managers will contact the ZC PMO if they wish to terminate or communicate the completion of a Staff Augmentation assignment
- \* ZC PMO will facilitate notification of the end of assignment to the supplier and worker
- \* The ZC PMO will conduct an Exit Interview with each worker upon completion of their assignment
- \* ZC will collect all necessary off-boarding documentation and supply to the appropriate persons



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# Statement of Work Procurement

- \* **The maximum value for SOWs under the ZeroChaos program is \$2M**
- \* **Specialty Areas for SOW work includes:**
  - Application Development
  - Business Continuity Planning
  - Business Intelligence
  - Business Process Reengineering
  - Enterprise Architecture
  - Enterprise Content Management
  - Back Office Solutions
  - Geographical Info Systems
  - Information Security
  - IT Infrastructure
  - IT Strategic Planning
  - Project Management
  - Public Safety Communications
  - Radio Engineering Services





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# SOW Sourcing Process

## Statement of Requirements

- \* All new SORs will be created by a Procurement Officer or IT Hiring Manager in eVA and submitted in ZC Web
- \* The SOR document can be attached in the system and will be distributed to the suppliers for review

## Distribution to Suppliers

- \* The ZC PMO team will distribute the SOR to the suppliers vetted for the specialty area

## Supplier Proposals & Award

- \* Suppliers will submit proposals via ZC Web; attachments will be included to communicate all milestones and deliverable information
- \* Proposals will be forwarded to the COV requestor for review and award
- \* Final award amount will be distributed to eVA for approval



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# Statement of Work vs. Staff Augmentation

<b>Staff Augmentation</b>	<b>Statement of Work</b>
Requisition	Statement of Requirements
Candidate Submittal	Supplier Proposal
Assignment	Statement of Work – Deliverable-based Project
Resource	Supplier
Monthly Invoice	Milestone / Deliverable Invoice



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# Reporting

Hiring Managers will have access to comprehensive, real-time reports on their activity in ZC Web

## Reports include:

- \* Open requisitions and requisition status
- \* Assignments and Headcount
- \* Time and Expense Detail
- \* Invoice Details
- \* Performance Metrics





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# Contract Renewal Process ZeroChaos Transition / Start Up

## The renewal for contracts with current contingent workers will be as follows:

- \* The renewal process will begin on June 1, 2010
- \* All contracts that will be renewed for July 1, 2010 must be created in eVA, completed in ZC Web and approved in eVA
- \* One worker per requisition should be entered
- \* The worker's name and current supplier's name should be documented in the "named resource" field. ZeroChaos will then distribute the requisition to the named supplier for order fulfillment
- \* The ZC PMO team will enter the new ZC program bill rate for the named worker; this amount will be used in the approval process
- \* Background investigations will be grandfathered if the worker remains with the same supplier
- \* New badges may be created and distributed to show ZeroChaos as the supplier name
- \* All contract renewals must be created and approved in eVA by June 30, 2010



# Program Management Team

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## Bonnie Pettway, Program Director

- \* Office: (407) 233-5403
- \* Email: [bpettway@zerochaos.com](mailto:bpettway@zerochaos.com)

## Alton Coleman, Resource Manager

- \* Email: [acoleman@zerochaos.com](mailto:acoleman@zerochaos.com)

## Helen Seigfried, Regional Director

- \* Office: (818) 967-9284
- \* Email: [hseigfried@zerochaos.com](mailto:hseigfried@zerochaos.com)

## IT Temporary Resources

- \* Email: [ITTemporaryResources@vita.virginia.gov](mailto:ITTemporaryResources@vita.virginia.gov)





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# Next Steps

## ZC Web

- \* Hiring Managers and eVA users will receive their username & password for ZC Web by May 27<sup>th</sup>
- \* The Hiring Manager ZC Web User Guide will also be distributed on May 28<sup>th</sup>
- \* WebEx training sessions will be scheduled for the week of May 31<sup>st</sup> to include anyone who was not available this week

## Program Launch

- \* June 1, 2010 – all IT Hiring Managers will have access to ZC Web to enter new and renewal requisitions & SOWs
- \* July 1, 2010 – time entry and approval will begin in ZC Web



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# Questions & Answers





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# ZC Web Technology Demo

