

# Remote Worker

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# Implementation of Remote Worker at Clackamas County

Today you will learn a bit about the effort, challenges, successes and outcomes of the Remote Worker implementation at Clackamas County, Oregon.

If you're planning on implementing Remote Worker, we hope what we share will help ensure you have a smooth implementation.



# Overview

- About Clackamas County
- The HCM Landscape
- Why Remote Worker?
- Project Timeline
- Challenges
- Successes
- Demo
- Questions

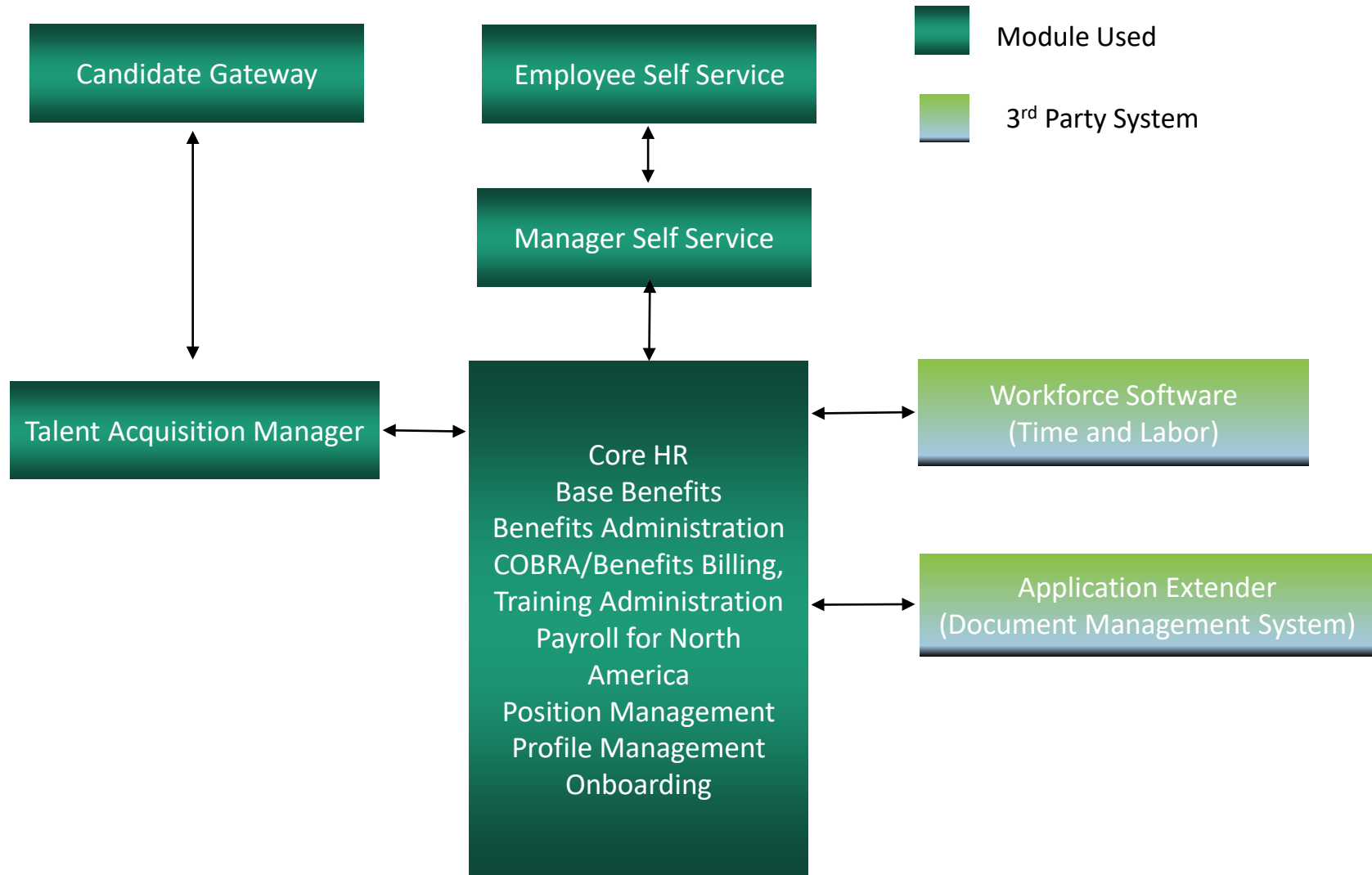


# Clackamas County, Oregon



- One of the four counties that make up the Portland, Oregon, metropolitan area.
- Local county government
- Governed by a five-member commission
- 2021 population estimate 422,537
- One major Mountain
  - 11,235-foot Mt. Hood

# THE HCM LANDSCAPE 9.2 (PT 8.58.11)



# THE HCM LANDSCAPE 9.2 (PT 8.58.11)

- 1999 - 2005                      Implemented v.7.5, 8.3, 8.8
- 2005                                Implemented Careers
- 2008                                Implemented 9.0
- 2010                                Launched Employee Self Service (ESS)
- 2012                                Implemented 9.1
- 2014                                Implemented 9.2
- 2015 - 2019                      Launched Fluid for ESS, moved all users to Fluid, Fluid Careers & Onboarding, Fluid Benefits
- 2019                                Launched Manager Self-Service (MSS)
- **2022**                                **Implemented Remote Worker & Health & Safety (COVID)**



# Why Remote Worker

- New Telework Policy
- Reporting
- Workflow
- Saves time
- The alternative was “terribly manual”



# Project Timeline

11/15/21	Setup/testing phase with a go live planned for 1/1.
1/1/22	Effective Date of Telework Policy
1/1/22	Fielding questions, updating intranet, communication, developing process
2/16/22	Go Live – postponed due to business process
4/4/22	Required all employees working remotely to have an agreement in ESS

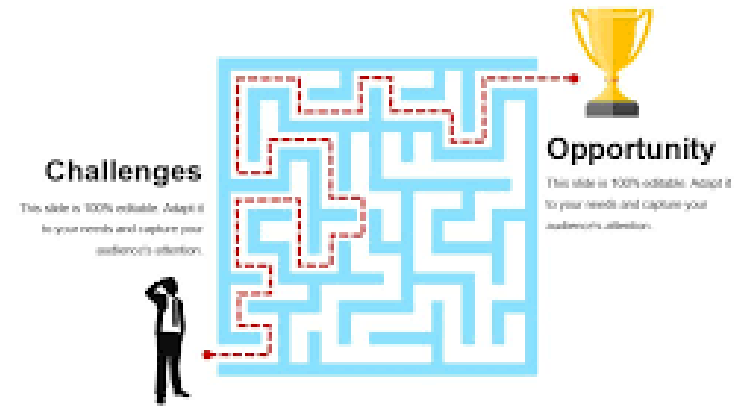




# Challenges



Opportunities And Challenges Solving Maze Puzzle



# Challenges - Testing



- Customizations
- Questionnaire Framework
- Limitations on approval email customization

# Challenges - Go Live

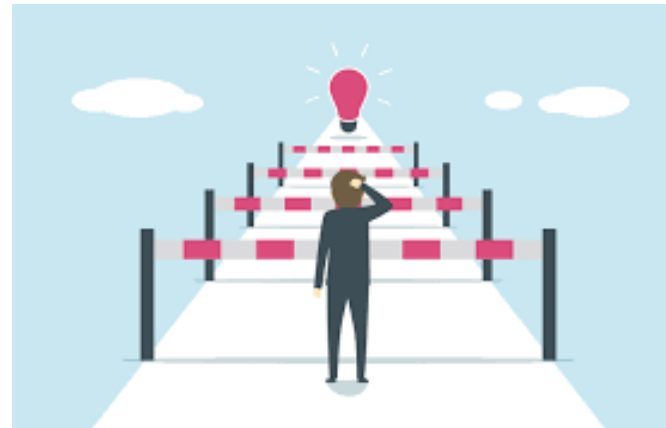


AWE – Approval Workflow Engine

- Workflow approval
- New Manager
- Managers with ESS and PS HR
- Approved request and corrections needed

# Challenges - Go Live

- Disappearing & reappearing tile
- End date
- Employees receiving approval emails in personal email
- Retro effective date
- Pending Requests



# Successes

- Close to 800 employees have submitted a request
- Simple PS Queries provide quick audit reports for County leadership
- Ability to have data on workforce





# Demo



# Questions

