

Attachment 3

Frequently Asked Questions about HR^{net}

1. What is HR^{net}?

HR^{net} is a suite of products to assist an agency in meeting its human resources needs. It contains three systems:

- HRIS^{net}
A personnel and payroll system
- LATS^{net}
A time and attendance system
- LMS^{net}
A training tracking and administration system

2. What does HRIS^{net} do and how would it benefit an agency?

- HRIS^{net} assists NYS government agencies with human resource (HR) activities. Designed for state agencies, HRIS^{net} automates the processing of standard HR and payment transactions. It allows NYS agencies and departments to manage the people and positions that make up their workforce in a stand-alone, comprehensive system. In addition to appointment and job-related transactions, HRIS^{net} allows agencies to track encumbrances, earmarks, Performance Evaluations, Probations, Labor Relations matters, manage Hiring Lists, and incorporate an in-house Request to Fill process.
- HRIS^{net} can be used to feed employee transactions to the Department of Civil Service (Data Capture) and the Office of the State Comptroller (Automated Interface), eliminating the need to enter transactions in multiple systems. HRIS^{net} also can feed payment data to OSC for overtime and other miscellaneous payments.
- HRIS^{net} provides more than 80 canned reports and agencies can purchase a separate *ad hoc* data dictionary to allow agencies to create their own reports to maximize the data.

3. What functions does LATS^{net} perform?

The LATS^{net} system automates and streamlines the entire Time and Attendance process by eliminating paper timesheets and enforcing leave and accrual rules. LATS^{net} tracks scheduled holidays, vacation, sick, personal, and miscellaneous leave usage and balances, as well as tracking overtime and other time-related payments. The system provides a Web-based, employee-entered timesheet as well as online supervisor approvals. LATS^{net} can also be configured to send payment information to the NYS Payroll system. Optional, add-on products are available to extend its capabilities.

These add-on products include:

- *TDS*
A time distribution system which requires (or allows) some or all employees to allocate time to customer-defined tasks. This information can be used to track costs or feed other systems to seek reimbursement from outside entities.
- *Scheduler*
A scheduling module which allows agencies to set up, manage, and assure proper coverage for all required shifts.
- *Clocks*
A time-clock system which allows employees to use electronic or Web-based time clocks to enter time-in/time-out data, with supervisor override as needed.

4. How could an agency use LMS^{net}?

- *Training Consumption*
LMS^{net} allows an agency to track all training by its employees, establish training plans for employees and track their progress, and keep track of all awards and certifications (including expiration dates).
- *Training Provision*
LMS^{net} allows an agency to plan training programs; allocate such resources as classrooms, instructors, even flip-chart pads (should that level of detail be desired); monitor registration; and handle waiting lists.
- *eLearning*
LMS^{net} supports eLearning by providing the ability to administer classes and training electronically.

5. What if an agency wants to upgrade from a base LMS^{net} license to a segmented license?

An agency desiring the additional features of the LMS^{net} segmented version application can upgrade from the base product license. In such event, the agency is required to purchase the segmented version license. However, to accommodate interested agencies, CMA will extend a full credit for the base LMSnet license fees previously paid. As a result, agencies will merely be required to pay the difference in the price of the two products.

6. What are the costs associated with an agency upgrading from the current LATSnet version to LATSnet version 8.0?

LATSnet version 8.0 was developed by CMA to better meet the needs of user agencies and to address the impending termination of the support of current legacy technology by Microsoft. While this new version will provide users with greater functionality and more features, there are no new license fees associated with the upgrade. The **only** cost that will be charged to existing enterprise customers that require CMA implementation services is a low one time implementation fee. For enterprise customers that choose to implement

without CMA's services, CMA will provide the customer an implementation document free of charge. Managed Services customers will not be charged a fee to upgrade from the current LATS version to LATS version 8.0.

7. Could an agency without a large IT staff, still use HR^{net}?

CMA offers a Managed Services program, in which CMA will host an agency's data in a secure computer environment, provide backup, install upgrades – and provide access to desktops in the agency, just as if the data center were in the same building as the agency.

8. What are the fees?

Three tiers of fees exist for HR^{net}:

- *Licensing*
This is a one-time fee to acquire rights to use each system. The exact amount will depend on the system(s) the agency selects, as well as the size of the agency.
- *Support*
Support is an option provided to help get the most out of HR^{net} while helping to save the customer money. There are three levels of support, ranging from basic to full coverage: Silver, Gold, and Platinum.
- *Managed Services*
The fees for Managed Services are based on the size of the agency.

9. How many environments will be supported by CMA's Enterprise License?

When a customer licenses a HR^{net} product, the customer receives an Enterprise License to install the system anywhere within the agency's enterprise. If support is purchased, CMA will support that product in one environment chosen by the customer. If the customer has installed the system in multiple computer environments and would prefer support in any of these additional environments, there are three (3) options to consider. First, the customer may purchase support for the additional installation(s). CMA charges a discounted fee for the additional environments, and will install releases or provide installation instructions and maintain the latest version of software for the customer. If the customer did not purchase support initially they then have the option to get current by paying for lapsed support, in accordance with the contract terms. The third option is for the customer to install the software in an environment of their choice by using its own IT staff. In such event, if a customer encounters problems or needs assistance, they can utilize CMA's Professional Services (see Appendix F) to resolve the issue on a case by case basis.

CMA is only required to support one environment, unless optional support is purchased for the additional environment(s). However, it is understood that when a problem is found in an additional unsupported environment and is the result of the CMA product then CMA will address solving the product problem. If there is a bug CMA will fix it. When the problem is the result of a

user and in an additional unsupported environment CMA does not have to support that environment and is entitled to fees and will provide the customer with a price quote in accordance with support options.

10. When does support start?

Once the software, including upgrades or new releases, is installed in a test environment, and training is complete, CMA offers a 30-day window to test and accept the application and provides intensive Customer Service to ensure that the original business requirements were met. Once the system is accepted, the annual support period begins. CMA provides this 30-day window combined with intensive Customer Service to ensure customer satisfaction *before* the annual support period begins.

11. Can you provide more information about the three levels of support?

CMA has a strong tradition of providing exceptional support for its HR^{net} products. We recognize that the administration of Human Resources actions for NYS employees is governed by an extensive and frequently complicated set of laws, rules, policies and guidelines. Any software application that attempts to interpret and manage these rules must be, by definition, complex. Given this, CMA has long realized that professionals in the Personnel, Payroll, Time Management, Training and related offices that use our products need a high level of support to use the HR^{net} products effectively and efficiently. Please see Appendix G for a detailed description regarding Silver, Gold and Platinum Support. The three tiers of support are as follows:

- *Silver Support:* Provides the base level of support required by the New York State contract. Intended for customers with a HR, payroll, time and attendance training staff knowledgeable in both the application(s) and state process and who receive a high level of support from their IT department. Software bugs and defects will be fixed under Silver Support, but other additional assistance provided by CMA will be charged to the customer. Silver support is recommended only if you have adequate staff and IT support.

- *Gold Support:* Provides HRnet customers with expanded coverage which includes additional and desirable services, over and above Silver Support. These services can help HR professionals to better understand and utilize the extensive features of the various HRnet products, and are grouped together at a discount to the customer. Gold Support is recommended for most customers.

- *Platinum Support:* Goes even further in providing customers with access to information and help they may need. Platinum Support is recommended for new customers, or those who lack crucial resources in HR, payroll, time and attendance training staff, knowledgeable in both applications and state process.

12. Why purchase Gold or Platinum Support?

Support is an option and is offered in cost effective packages, which are priced considerably lower than if the support features were purchased individually. Silver support is the base level of support which is required by the New York State contract. Gold and Platinum support offer features above and beyond those of Silver, for a more effective HR^{net} experience. Gold offers discounts on HR^{net} training, discounts on Professional Services, individual support from a dedicated customer support representative, as well as 2 hours of installation services for any software update. Gold packages these features in a bundle and offers them at a substantial discount versus purchasing any of these features individually. Platinum offers ways to get even more out of your HR^{net} products. The most notable benefit is the ability to work with members of the CMA Product Group to discuss ways to maximize the performance of the HR^{net} products, as well as three hours of consultation with a CMA Product Manager. Silver Support ensures your software will be protected as required by the NYS contract, but Gold and Platinum Support offer features to get the most out of your HR^{net} experience. While Gold costs 5% more than the cost of Silver support, it is still considerably less expensive than purchasing these services individually. The same case can be applied to Platinum Support. Platinum costs 9% more than Silver for the best level of support. The features offered by Platinum Support would cost substantially more when purchased individually.

13. Is there any limit to Reporting Defects?

No, any defect should be reported to CMA; CMA is responsible for correcting the defect in a subsequent software release. In the case of product installations in multiple environments, CMA will correct the defect for each installation of a product, regardless of whether the application is in a supported environment or not. Defects can be reported to CMA by website at <http://footprints.cma.com>, email, accessing the CMA Help Desk software directly, or by calling either 1-888-432-9225 or 783-9007, then selecting option 3. The CMA Help Desk HR^{net} support hours are Monday – Friday, 8:00am to 6:00pm. Support beyond normal business hours can be purchased at specified rates.

14. What are some examples of the types of issues or problems that would be considered covered under Gold Support?

One example: a customer contacts CMA with a problem that may be a software defect. CMA researches the problem. If it is determined that the problem is not a software defect, but resulted from a mistake the customer made while using the product; the time to research and correct the problem would be chargeable and not covered under the customers' Gold Support. If the problem results in extensive work CMA will work with the customer at this point to determine options. The customer can utilize CMA's Professional Services at a discount (see Appendix F) to resolve the issue. Another example: A customer informs CMA that it needs assistance using a product.

If this use was covered in training and the User Manual, the customer will be charged for the additional assistance and again would be covered under Gold Support or under discounted Professional Services.

15. I purchased some additional modules with HR^{net} product and want Gold Support; do I have to purchase additional support for the modules?

There is a base support fee associated with the purchase of additional modules. However, once purchased, the level of support provided for the additional modules will be based upon the support level chosen for the base product. (ie: If you are a Gold support customer for LATS and purchase an additional LATS module and the base support for this newly acquired module, you will receive the Gold level of support for this module at no additional cost).

16. What other assistance or support is available?

CMA also can supply on-site assistance, if needed (See Appendix G). CMA can also make custom modifications or enhancements to your product. See your Product Manager for details.

17. Are there any user groups for HR^{net}?

All three products have user groups that meet periodically to share information and suggest system changes. CMA actively participates in these groups.

18. Where can more information about the HR^{net} product suite be found?

Additional information can be obtained from the CMA website at www.cma.com or by calling 518-783-9003.

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