



A more human resource.™

ADP's integrated, robust HCM solution

Judicial Council of California





Model number(s), specifications, or other description of the goods the Proposer proposes to supply to the JUDICIAL COUNCIL, including warranty information.

ADP shall use its ADP Workforce Now v12 for our HCM solution. ADP, or one of its Affiliates, will provide the proposed services in accordance with the terms of the agreement resulting from the award. ADP warrants that it will timely provide the services in a good, diligent, and professional manner in accordance with industry standards, utilizing personnel with a level of skill commensurate with the services to be performed.



Narrative describing how ADP intends to meet project requirements including implementation procedure/methodology, user training, migration services and ongoing maintenance & user support.

ADP's people, process, and technology are designed to deliver a timely and quality solution.

People

- An ADP project manager is accountable for your implementation so that the Judicial Council or the JBE can effectively participate while managing day-to-day business.
- All ADP project managers complete a thorough training curriculum inclusive of project management, best practices, and business acumen instruction.
- Highly-trained specialists with practical experience will align with the Judicial Council or JBE's project stakeholders to understand the organization, to discuss best practices, and to design, configure, and validate your solution based on unique requirements.

Process

ADP's structured implementation methodology is a step-by-step approach based on best practices gleaned from tens of thousands of implementations.

Highlights of each phase of the implementation include:

- *Introduction and startup:* presentation of project plan and customized training plan to all stakeholders.



- *Analysis*: guided interviews to understand your desired business rules and workflow requirements.
- *Configuration and data conversion*: proven process and tools to convert data quickly from a variety of sources including standalone files and non-ADP environments.
- *Validation*: solution delivery including new hire transactional testing, parallel payroll, and reporting/security review.
- *Production*: project team support for first processing and manager/employee self-service launch.
- *Post live processing*: confirmation of your satisfaction and introduction to your dedicated service team.

Technology

ADP's highly engineered implementation methodology is built on an easy to use yet highly innovative workflow tool, allowing for automation of traditionally labor intensive process steps including security setup, data extraction, and project plan maintenance.

ADP will collect and convert current employee data, typically in five business days or less, utilizing technology to help ensure a rapid and accurate data conversion.

IMPLEMENTATION METHODOLOGY

Introduction and Startup

- Kick-off meeting.
 - Training plan presentation.
 - Security administrator.
 - Identification and configuration.

Analysis

- Business needs interviews.
 - HR, benefits, payroll, time and attendance.
 - Data conversion assessment.
 - Tax and banking and general ledger analysis.

Configuration and Data Conversion

- Solution configuration.
 - Data extraction, conversion, data load.
 - Management reporting.



Validation

- Employee data, balances and security.
 - Core client training complete.
 - Confirm workflows (i.e., new hiring, time-off approvals).
 - Process test payroll.

Production

- ADP Workforce Now solution live.
 - First processing support.
 - Manager and employee self-service.
 - Launch support.

Post-live Processing

- Transition to dedicated service team.
 - Benefits carrier connections.
 - ADP “Beyond Basics” training.

MIGRATION

Employee master file data migration is handled programmatically based on source files provided by the Judicial Council or the JBE. During implementation, ADP will work with Judicial Council or JBE to develop a mapping routine from source systems to populate employee master file data and any year-to-date balances necessary for tax balancing.

A complete data analysis is performed to determine:

- Data components between systems (what is identical, complementary, similar, and dissimilar).
- Data components that require normalization (breaking up) or combination.
- Data components that require format changes.
- Non-existent data components (from Judicial Council of California or ADP).
- Any data anomalies, historical issues, etc.

ADP’s data conversion takes into account loading of the conversion source(s) into its system (conversion of more than one data source would extend the project timeline and result in additional fees). Dual maintenance on the legacy system and ADP system begins based on the project plan.

TRAINING

Training is an essential component of a successful implementation, and ADP is committed to providing clients with world-class instruction and virtual training. The Judicial Council or JBE will work with the implementation consultant to develop a training schedule during the initial stages of



implementation. This approach will ensure that the Judicial Council or JBE complete training at the appropriate time during implementation.

The Judicial Council or JBE project leader/Implementation specialist should ensure that all users understand the training needed and that all classes are attended as scheduled. Enrollment could be a maximum of two users per scheduled class/time. Additional users can be registered for solution training, without incurring any extra fees.

Following the training plan is the most effective way to learn the core functionality of ADP's solution. Virtual training is offered for many of the core courses as well as the additional special features (such as open enrollment) that are used at specific times of the year.

Learn@ADP: Learn@ADP is an online training tool that allows the Judicial Council or JBE to view training plans and schedules, enroll and launch training courses, and track course completion progress.

Client Training Plan: The ADP Workforce Now Solution Client Training Plan provides a detailed list of the courses that are offered to introduce the Judicial Council or JBE to the solution and help learn how to utilize the solution. The Client Training Plan provides course descriptions, duration, media type, prerequisites, implementation timing, and training by user role recommendations.

All core training must be completed by the time the Judicial Council or JBE finish implementation. The team will start with courses that will jump-start implementation process. These courses provide an overview of the solution and all setup tasks. It can be taken through the web-based and virtual classes from office.

The Judicial Council or JBE will also work with the implementation consultant to schedule instructor-led training at the training center closest to its location. Scheduling will occur during the initial phases of implementation to ensure travel arrangements can be made in advance.

SERVICE DELIVERY TEAM

The service delivery team is typically composed of the following members:

Service center consultant. ADP's consultants answer client inquiries and document them as cases into its CRM system, which allows it to assist clients most effectively by providing:

- *Accountability.* Since each client inquiry is logged into the CRM, no open cases are forgotten.
- *Statistical reporting by client.* Reports list and define case information and average resolution time, which keeps ADP management informed of the requirements of each account and how the open cases are being resolved effectively.
- *Knowledge management.* This database provides the consultant and the Judicial Council or JBE with a quick reference guide to assist in answering frequently asked product questions.



- *Online company profile.* All company-code payroll features are instantly displayed, which provides the consultant with accurate information that is critical to answering questions.
- *Online case history.* Client inquiries (cases) are documented and accessible to all ADP associates within the service center. The consultant can share the details of the inquiry with each department that assists with completing the request.
- *Previous case history.* Immediate access to all previous case history for a company code or contact is available. The consultant is aware of any ADP response to an inquiry.
- *Broadcast messages feature.* Brief client-specific messages can be input into the system to notify other consultants and service center departments of important client information.

Team leader. The team leader acts as the escalation point for minor issues (the service center manager is the escalation point for major issues). He or she also identifies trends in issues and works toward solutions that solve the root cause of the issues.

Service center manager. The service center manager is the client's advocate at ADP and is the voice of the Judicial Council or JBE in coordinating teams within ADP. He or she ensures that ADP is performing services according to the contract, monitors and reports performance measures, coordinates projects within the contract (or changes if additional services are required), and serves as the escalation point for any major issues.