



Time and Attendance System

VA Time and Attendance System Update

April 23, 2015

National Partnership Council

VA



**U.S. Department
of Veterans Affairs**



1. Purpose and Objectives
2. VATAS Overview
3. VATAS Engagement, Communications and Training Strategies
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Purpose and Objectives

Purpose

This briefing will provide a status update related to the deployment of VATAS including the current, comprehensive approaches to the following:

- System Enhancements
- Communications/ Engagement
- Training

Objectives

To inform the National Partnership Council of the status of and challenges facing the VATAS project, adequately speak to the project team's current and planned activities as VATAS is deployed to the remaining Administrations in VA and address the Council's questions regarding VATAS.

What is VATAS?

VATAS is a web-based time system that will replace outdated technology and centralize and standardize time and attendance data to support effective, accurate pay for all VA employees



VATAS Overview: The Case for Change

Why VA Time and Attendance System (VATAS)?

- VATAS allows for greater **responsiveness in implementing and accommodating system/policy changes that pose significant liability to VA**
- Through integrated data, VA can **increase transparency of information sharing**, enabling the Department to extract critical HR data and provide more meaningful information to VA leadership to **drive business decisions**

ETA's DOS-Based System

VA TIME & ATTENDANCE SYSTEM
REQUEST FOR LEAVE

██████████ XXX-XX-██████████

From Date: ██████████ Time: ██████████

To Date: Time: ██████████

AL Annual Leave	AA Authorized Absence	CB Family Care
SL Sick Leave	ML Military Leave	AD Adoption
WP Without Pay	RL Restored Annual Leave	DL Donor Leave
CU Comp Time/Credit Hrs	NL Non-Pay Annual Leave	

Type of Leave: Number of Hours: _____

Remarks:

COMMAND: Press <PF1>H for help **Insert**



VATAS' Web-Based System

WEBTA™ Employee Supervisor Inbox [3] Settings Help Log Out

Supervisor Main Menu

Employees	Schedule
Employee Leave Requests	Employee Schedules - List View
Employee Premium Pay Requests	Employee Schedules - Grid View
Certify All	Schedule Requests
Select Employees	Tours Of Duty

Reports

Reports

My Saved and Scheduled Reports

Continuation of Pay(COP)

COP Recipients

Part Time Physicians

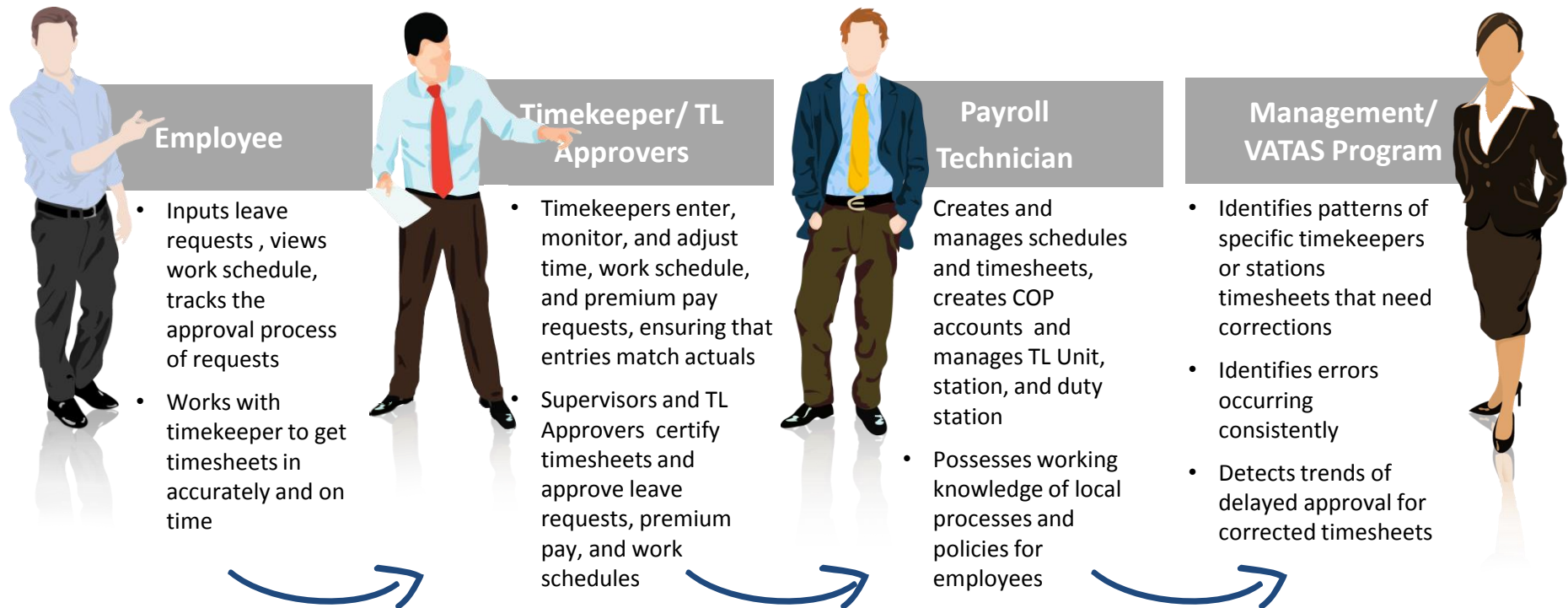
Memos of Service Level Expectations



VATAS Overview: System Roles

VATAS users fall into four primary categories: employees, timekeepers, supervisors/ TL approvers, and payroll technicians but the system also provides insight valuable to VA management and the larger Department.

VATAS System Roles and Interactions





VATAS Overview: Project and System Update

During the previous VATAS deployment, several system performance issues occurred which inhibited adoption of VATAS. **These risks have been addressed by the VATAS implementation team in the following ways:**

Project

- Gathered expert team of cross-functional subject matter experts to support system enhancements and deployments.
- Adopted an **integrated approach to employee engagement; improved communications** and provided **robust training** for a seamless user transition.
- Recommended **coordination between HRSMART and VATAS** implementations.

System

Based on feedback and input from previous deployments, long-term users and internal audits, the system has been modified to:

- **Increase functionality** and user satisfaction through successive builds;
- **Address System 508 compliance** after audit revealed deficiencies (in progress);

Results

- The Project Team continues to validate **newly identified requirements and test enhancements to increase functionality** and user-friendly menus and tasks.
- **26 enhancements are scheduled for April release** based on user requests.
- Have **successfully deployed to both DMC and VACO.**



VATAS Overview: Deployment Schedule

The new VA Time and Accounting System will be deployed to all of VA in phased rollouts throughout 2015 and 2016.

VACO

March 23, 2015

Pre-Deployment Training: 2/23-3/20/15

Go-Live Support: 3/23-4/3/15

Post-Deployment Training: 4/6-4/17/15

VBA

April - October, 2015

Eastern Go-Live: 4/19/15

Southern Go-Live: 6/14/15

Central Go-Live: 7/26/15

Western Go-Live: 10/18/15

All deployments will have pre, during, and post-deployment support/training

VHA Amarillo VAMC *

August 2015

VHA Pilot will be conducted at this facility to better prepare us for the VHA rollout. Dates will be finalized once P1 requirements are scheduled for implementation

VHA *

Sept 2015 - Dec 2016

Deployments will occur one - three VISNs at a time. All deployments will have pre, during, and post-deployment support/training

* Schedules have not been finalized.



VATAS Engagement, Communication, and Training Strategies



Engagement Strategy

Before resuming deployments, the VATAS project team developed a Change Management Strategy to engage with stakeholders at all levels, listen to their feedback, make adjustments, and prepare them as best as possible prior to go-live.

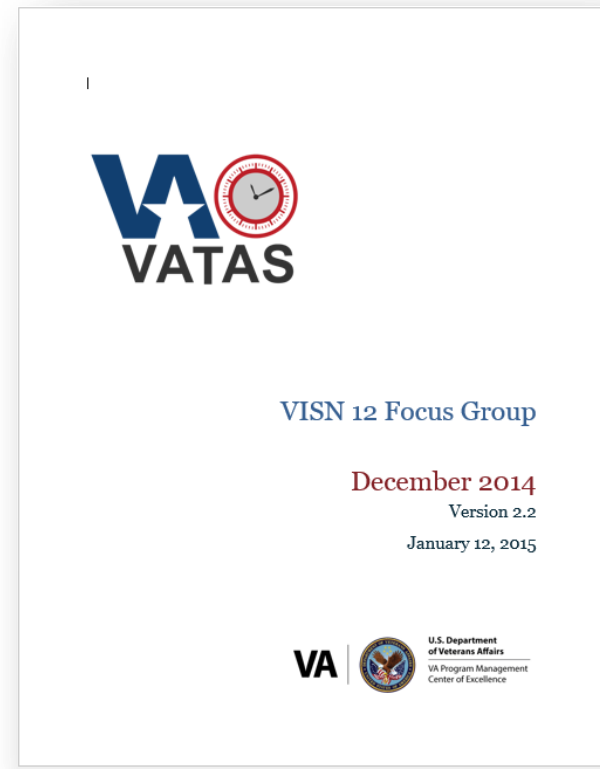




To gain a greater understanding of the issues and understanding, the VATAS project team visited VISN 12 and conducted several role-based focus groups to gather information for review and analysis.

Key findings included:

- Lack of communication on the reason for change
- Employees can not cancel their approved leave in the system until a supervisor reverts it to pending
- Employees dislike having to annotate their lunch hour when submitting a leave request
- Extend log-off time beyond 5 minutes
- Additional support materials are needed

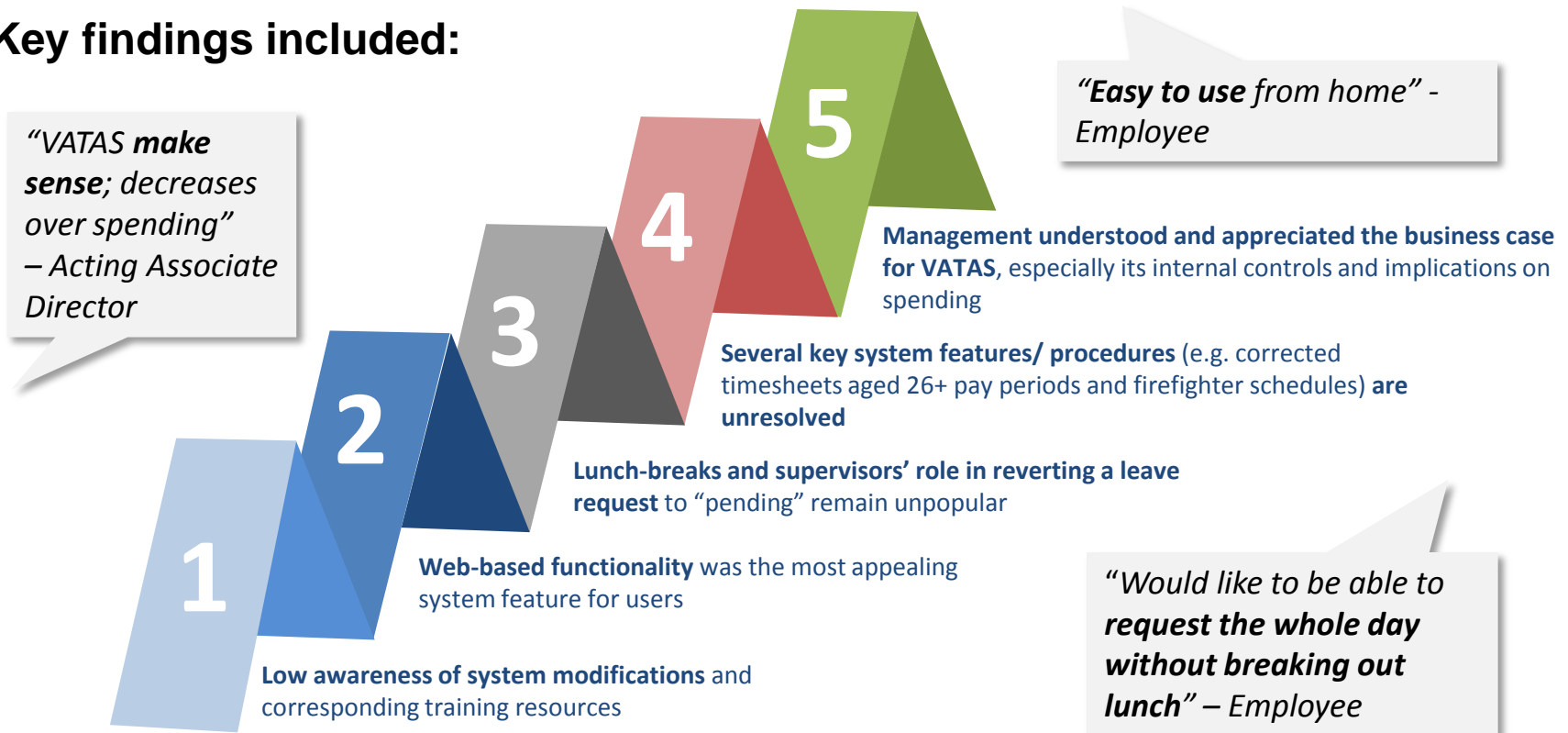




Engagement Spotlight: VISN 1 Focus Groups

Members of the VATAS project team visited VISN 1 to meet with local leadership and conduct nine focus groups in preparation for further VHA deployments. Groups were divided by payroll/ timekeepers, supervisors/TL approvers, employees, and nurses.

Key findings included:





Communications Strategy

Based on feedback from the previous deployment, a more robust, engaging communications package has been developed and is being deployed. The following channels have been developed to inform and engage each of VATAS' key audiences:

Communication Toolkits (Deployment-Specific)

- VATAS Poster
- Benefits 1-pager
- Training 1-pager
- ETA to VATAS Change Impact Overview
- Elevator Speech
- VATAS Commercial
- Frequently Asked Questions
- Rollout Announcement
- Pre Go-Live Email
- Manager's Playbook
- Password Notification Email
- Training Evaluation Email
- Post Go-Live Email
- Leadership Memos

Coming to VACO 3/23/15!

VATAS

VA's new Time and Attendance System (VATAS) is a flexible, automated system designed to provide you with accurate and efficient pay and is accessible 24/7 from any internet-capable device.

To learn more, check out the VATAS SharePoint Portal Search "VATAS" in your VA Intranet Search Bar.

What is VATAS?

Supporting effective, accurate pay for all VA Employees

VATAS is VA's new time and attendance system. VATAS will replace outdated technology and centralize and standardize time and attendance data, enabling VA's transformation into a high-performing 21st century organization.

Implementing VATAS will provide us with:

- A more streamlined, intuitive system. VATAS reflects time and leave data using calendars, automation of complex calculations, and clear

VATAS Training

Supporting effective, accurate pay for all VA Employees

Training Overview
All employees will receive training prior to the deployment of the new VA Time and Attendance System (VATAS) in their region.

The VATAS Training Curriculum is role-based and will be offered through a variety of delivery channels:

- Employees will learn how to request leave in VATAS. They will also learn how to use VATAS to track the status of their requests or other payroll information. (Offered via web-based training.)
- Supervisors/TLs/Aggregators will learn how to review and approve or deny employee leave and premium pay requests in VATAS. They will also learn how to view employee information and understand how to gain visibility into the status of employee requests. (Offered via Live Meeting and Face-to-Face.)
- Timekeepers receive extended training where they learn how to manage schedules and timekeepers in VATAS, track the status of employee requests, and run reports. (Offered via Face-to-Face.)
- Payroll Techs receive extensive training so they fully understand the VATAS payroll process and how to perform all the system functions of their role in VATAS such as assigning tours of duty, assigning TL rates, and adjusting leave balances. (Offered via Face-to-Face.)

Other training support tools include: role-based quick reference guides, training materials, recorded training guidance videos, and FAQs.

VA Time and Attendance System (VATAS) Frequently Asked Questions

Version 1.0
Updated 12/6/2015

VA Time and Attendance System (VATAS) is Coming to Your Station!

[Publish Date]

Dear VA Employee:

The Veterans Affairs Time and Attendance System (VATAS) is coming to your station on February 9, 2015. VATAS is a web-based, centralized and standardized system offering 24/7 accessibility with an intuitive user interface. It will provide a streamlined time and attendance process using 21st century automation. VATAS reflects time and leave data using calendars and intuitive navigation.

A link to log in and enter your time, leave, and premium pay requests will be provided before roll-out. In addition, training will be conducted in-person February 4th through February 6th. The following informational guides are attached for you to review prior to training:

- A full deployment schedule for VATAS outlining key dates;
- An overview describing VATAS benefits;
- An overview of the VATAS training approach; and
- A VATAS poster.

Information regarding training registration will be made available soon.

We believe VATAS will serve you better, so you can better serve our Veterans. For more information, please visit the [VATAS Support Portal](#) where you will find a list of Frequently Asked Questions (FAQs) and more material regarding the system, interface, and navigation. If you have additional questions, please email the VATAS project team at VATASQuestions@va.gov.

Thank you,
The VATAS Project Team

VATAS: Supporting effective, accurate pay for all VA Employees
To learn more about VATAS, visit the [VATAS Intranet Portal](#).



Communications Spotlight: SharePoint Site

The VATAS SharePoint portal, a one-stop-shop for all VATAS information, was launched in January 2015 as a part of the VATAS team's improved communications strategy.

VATAS SharePoint Portal Overview

- Includes VATAS overview information
- Provides links to promotional material
- Describes VATAS rollout process
- Includes deployment and training calendar with links and signup

Statistics

- 1,400 hits per day
- 250 new users per day
- 43,000 views since launch

Access the SharePoint portal at:


[https://vaww.portal.fsc.va.gov/FOS/PSSD/CVATASOPS2/VATAS Support/](https://vaww.portal.fsc.va.gov/FOS/PSSD/CVATASOPS2/VATAS%20Support/)





VATAS deployment training curriculum has been enhanced to include role-based course offerings, performance support tools, and an increased cadre of experienced instructors.

- **Changed approach to training curriculum** to include instructor-led and virtual instructor-led courseware for each system role scheduled around go-live dates (pre, during, and post go-live)
- **Created robust performance support tools;** some are provided at the time of instruction and others are available anytime, from anywhere, on the VATAS SharePoint Portal. Support tools include:
 - Role-based training guides;
 - Quick reference guides (job aids); and
 - Quick Hit Videos (just-in-time-training tutorials)
- **Created post-course evaluation survey** to measure learner satisfaction and course effectiveness; actionable evaluation results will help improve future instances of training
- **Improved registration approach** leverages VA's TMS and local TMS resources



Employee Lanyard Guide

This guide is intended to be a quick reference for common VATAS tasks; store it with your ID cards.

Visit the VATAS SharePoint Portal
Access job aids, tutorials, and updates:
<https://vaww.portal.fsc.va.gov/FOS/PSSD/CVATASOPS2/VATAS%20Support>
HINT: Add this link to your web favorites.

Logging-in

1. Visit: <https://vatas.va.gov/webta/login>
2. Enter your User ID and Password

HINT: Search for "VATAS" in Google.

Checking your leave balance

1. From the employee main menu, select **Leave Balances**.
2. Select **Pay Period** from the Balances for Pay Period list; select **GO**.
3. Find the leave type you want to see (ex, Annual Leave) and review balance.

HINT: Leave balance shown reflects approved leave requests; may differ from actual balance.



Training Spotlight: VACO Results

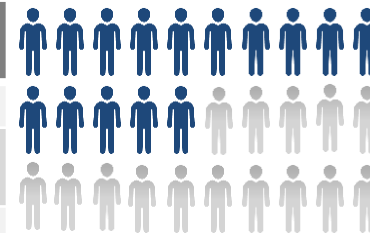
VACO training reached 7,000+ persons with an **average training evaluation response of 4.85** on a scale of 1 to 6 (6 being the highest).

VATAS Training Results Overview

Total Employees Trained

Training Course	# Trained	% Reached	Variance from Target
Employee	5,756	89%	-11%
Supervisor/ TL Approver	1,207	90%	-10%
Timekeeper	781	95%	-5%

Training Evaluations



47%
Completed an evaluation

Training Feedback

“The availability of **training documents/files are effective** in addition to the live trainings.”

“Excellent and **knowledgeable instructor**; very patient and thorough while teaching and in question and answer time.”

“The training was presented very well and my questions were answered. **I have recommended this training to others in my department.**”



Training Spotlight: VBA Eastern Results

VBA Eastern Training Figures by User Role



Facility Completion Rates

Philadelphia 57%	Cleveland 57%	Pittsburgh 56%	Manchester 71%
Boston 58%	Detroit 55%	Baltimore 73%	Hartford 60%
Buffalo 60%	Indianapolis 58%	New York 54%	Providence 55%
	Newark 64%	Wilmington 78%	



Training Spotlight: VBA Eastern Results

Training Feedback

“We feel very well prepared for VATAS go-live.”
- VBA Eastern P2P Liaison

“The trainers did an excellent job at our facility. They accommodated changes on the fly that we really appreciated.”
- VBA Eastern P2P Liaison

“Training was great. Thank you!”
- VBA Eastern P2P Liaison

VBA Eastern Training Feedback vs. VACO Lessons Learned

- **Improve Training Logistics:** very little disruption and technical issues; improvements made a large difference in overall satisfaction
- **Promote Post-Deployment Support:** promoted pre-deployment training and post-deployment training support opportunities early, increasing awareness and use of resources
- **Leverage Local Resources:** VBA Eastern P2P Liaisons took ownership role in deployment, increasing success and local TMS administrators reduced burden on FSC



Our next steps...

Continued Stakeholder Engagement

- Continue providing Go-Live support to VBA Eastern staff
- Distribute post-deployment assessment and analyze results
- Engage with the VBA leadership and workforce through strategic communications
- Mobilize remaining VBA Peer to Peer networks

Finalize and Execute Deployment Schedule

- Continue discussions with VHA to finalize deployment schedule and refine training strategy
- Release information to stakeholders
- Engage with VHA leadership and key stakeholders



Question and Answer