

BPM

Zero-Touch Deployment HR and IT Working Together

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Panel



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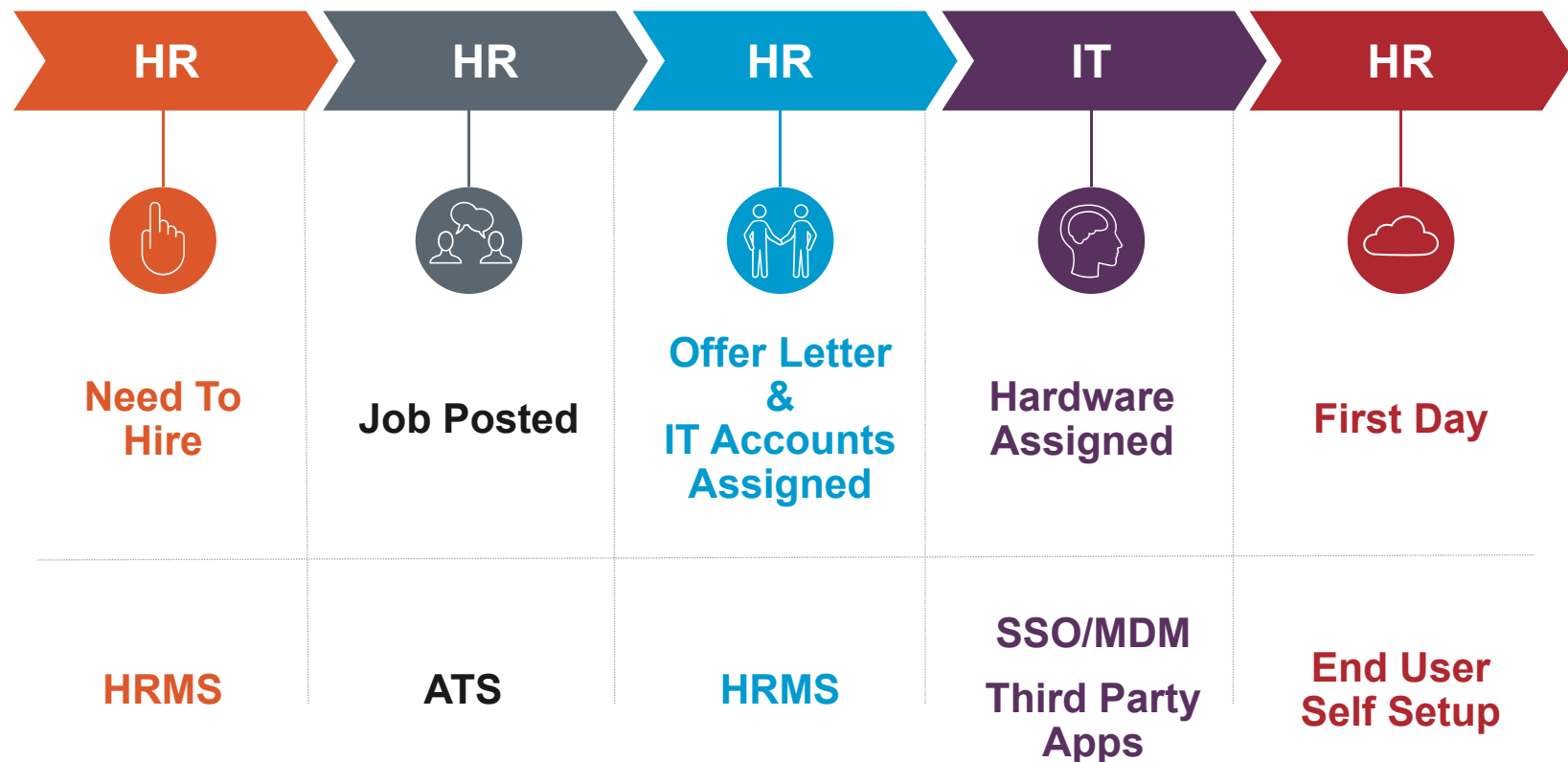
Zero-Touch Deployment

What is Zero-Touch Deployment?

Zero Touch Deployment empowers HR to control the process of moving an employee throughout the life cycle of employment through the Human Resource Management Systems (HRMS) (a process that historically lies with IT).



Zero-Touch Deployment



HRMS

Why Do You Need a HRMS?

Improve your HR department functionality, support processes, practices and strategy to enable employee success!

- Fully integrate payroll, HR and benefits information
- Support self service and employee data updates
- Streamline and standardize policies/practices
- Enable centralized data and accurate reporting
- Avoid manual processes, they are antiquated, burdensome and unnecessary

Human Resource Management System (HRMS) - Source of all Data

- What components or modules to you really need?
 - Key components
 - Payroll
 - Time & Attendance
 - Benefits Administration
 - Leave Management
 - HR Demographics
 - Performance Management
 - Compensation
 - Employee Engagement/Surveys
 - API Integration or Separate Software
 - Applicant Tracking System – Talent Management/Recruiting
 - Performance Management
 - Learning Management System



HRMS Data Integrity

Where is your Single Source of Truth?

- I.T. Department
- Applicant Tracking System (ATS)
- Department Manager's Files
- What *should* be your Single Source of Truth?
 - All employee information starts with Human Resources and within your HRMS
 - Information or data comes from different sources to create the "Electronic Employee File" or Employee Record in your HRMS
- How important is data integrity to your organization?
 - Consistent, accurate data drives everything
 - Pay
 - Benefits
 - Email
 - Vacation
 - Leaves
 - Logging in to your Network
 - Using other programs and external software



HRMS Integrity



Step 1 – Analyze and review data in your HRMS

- Is your organization capturing appropriate data?
- Many fields in your HRMS may not be required but do serve a useful purpose
- Identify the missing and conflicting data, then normalize it
- Streamline your HRMS (i.e. workflows, approvals, integrations)

Step 2 – Identify your internal resources & support

- Audit your data
- Free forms vs drop down fields
- Ensure your Organization Chart and your HRMS are consistent
 - Manager role up
 - Departments
 - Teams
 - Create groups in your HRMS to pass on to other systems
 - Your data drives many systems and processes from security systems setup to email and distributions lists

HRMS Integrity

- Advantages to accurate, normalized data
 - Builds trust and support in your organization
 - Allows you to accurately analyze your workforce
 - Employment costs
 - Benefits costs
 - Track hires, promotions, separations
 - Identify turnover and potential problems before they happen
 - Identify cost-savings and workforce efficiencies
 - Become a proactive not reactive organization



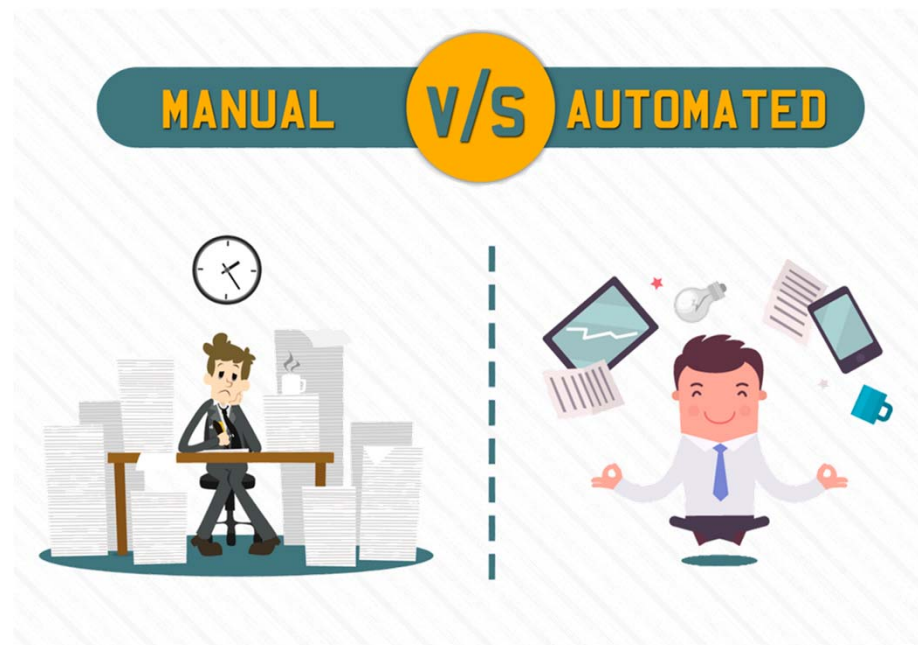
HRMS to IT

Beyond the HRMS

- Once HR has organized/normalized employee data, IT will push that data from system to system
 - Name, Email, Job Title, Department, Team, Manager, Location
- IT's job is to take the Single Source of Truth and empower that information
 - Security Group, Distribution Groups, Application Assignment
- Example
 - Jane Smith, jsmith@contoso.com, Web Producer, Marketing, Website, Jane Doe, San Francisco
 - Distribution and Security Group that Jane Smith belongs to
 - Organization, Marketing, Website, San Francisco
 - Application delivered by groups to Jane Smith
 - Organization = G-Suite, Slack, Zoom
 - Marketing Department = Salesforce, Marketo
 - Website Team = Adobe Creative Cloud, Optimizely, Tray IO

Manual vs. Automated

- Have a Single Source of Truth for employee Identity
- Reduce multiple entry points
- Ensure consistent employee information and accuracy across all systems
- Updates in real time by your HR team



What's Needed for Zero-Touch Deployment Success!

- HRMS with Open API
 - Most HRMS have native connectors to either you're on premise Active Directory or your Identity Management Provider
 - If not, consider third party tools to build custom SCIM integration from your HRMS to your key IT system
- Identity Management system
 - SAML
 - Security Assertion Markup Language
 - SCIM
 - System for Cross-domain Identity Management
- Mobile Device Management
 - Apple Business Manager
 - Microsoft Autopilot



Current Environment's We Run Into

- Active Directory (Legacy)
 - Physical Servers located in each of your offices
 - Need to join computer to Domain both Windows and Apple
 - Physically install local software or use SCCM to push
 - User Images to automate some of the setup but once Images is built it is outdated
 - IT needs to setup user and keep information up to date from information coming from HR
 - IT needs to setup users to cloud application
 - Typically take 2 to 4 hours for IT to setup a new user
- Standalone machines (Startup)
 - Employee is handed new machine or formatted machine to setup
 - No security policy being pushed, user has full control over there computer
 - IT needs to setup user in cloud application
 - Typically there is no IT and users take a few weeks to get access to all applications

MDM

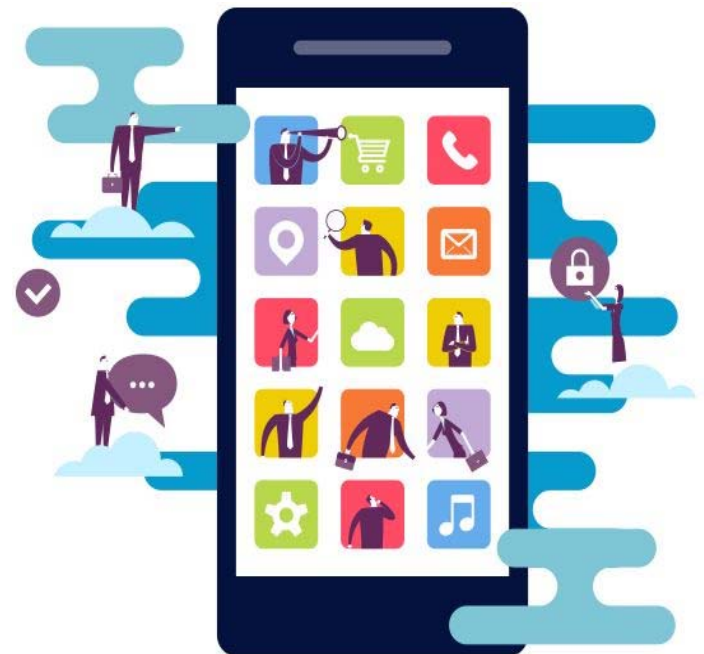
Mobile Device Management

- Software that allows you to manage your mobile devices outside of your office
- Are you an Apple shop or a Microsoft shop?
- Turn into an operating agnostic environment
 - Give you employees the option to use either Mac or Windows
 - What is important is that they are comfortable and efficient with their device
- Apple ensure you enroll in Device Enrolment Program (DEP)
 - Enable your DEP to push all your devices to your Mobile Device Management (MDM)
- Microsoft Autopilot allows you to have a Zero-Touch Deployment with Windows 10
 - Customize your out of box experience for your company owned computers for self setup by your employees



What You Need To Do With Your MDM?

- Set Security Policy
 - Password complexity
 - Time out settings
 - Lock machine
 - Wipe hard drive
- Encrypt your Hard Drives
 - Encrypt Drive and Escrow key to MDM
- Push Security Software
 - Anti Viruses
 - VPN software
- Push Other Software
 - Any other local software you might need
 - MS Office
 - Adobe
 - Specialty software



Final Thoughts

Preferred setup while running Zero Touch Deployment

- Connects your company's technology system's together
- Promotes collaboration between teams and employees
- Breeds consistency in employee data
- Empowers the HR Team to own employee data
- Reduces IT and HR requests



Having a clean and smooth onboarding process gives your new hires confidence and excitement that they have made the right choice!

Q & A – We are here to help



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Thank You!