KRONOS v.7: TRAINING PLANS

In a recent survey to the UCSB Systems Communication Network, respondents listed the need for **robust and timely training** as one of the top "lessons learned" from recent enterprise systems implementations on our campus. Here are some of the activities we are working on for the Kronos v.7 training program:

**Manuals & Job Aids**
- All of our existing Kronos v.6.3 manuals are being updated with v.7 content and more specific instructions for academic and research departments.
- Cheat sheets/process maps are being created for each type of employee so that everyone has clear and concise instructions when needed.

**Documentation**
We are preparing a body of documentation for timekeepers that includes a definition of each pay rule and accrual profile, as well as instructions on reconciling accruals, switching appointments, and handling dual appointments.

**Orientation**
Shifting from paper timecards to electronic timekeeping is quite straightforward for the vast majority of employees. However, managers who approve their employees’ time/vacation/sick leave and timekeepers will have a bigger adjustment to make as they spend less time on manual calculations and more time ensuring that timecards are filled out and approved on time. Our orientation sessions are being designed to help all employees make a smooth transition to Kronos.

**Pre-launch materials**
Prior to deploying Kronos in academic and research departments, a number of materials are being prepared to assist departments with the transition:
- A reporting structure template will help departments document their reporting structures so that Kronos administrators can configure them in the system.
- A data collection template will consolidate the departmental and employee information needed to set up Kronos.
- A requirements handout will list the browsers and settings required to use Kronos.
- A new UCSB Timekeepers Directory will make it easier for timekeepers to coordinate with other departments with whom they share employees.
- A customer support plan is being developed for the deployment.

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**From the Project Manager**

We’re happy to welcome David Lippold to the Kronos project team as our new Kronos Customer Support/Quality Assurance Analyst. David comes to the PMO from the Financial Aid Office in Student Affairs, where he worked as a financial assistant and also served as the Kronos timekeeper and content expert. David will be assisting Kronos Business Systems Analyst Anne Weger with Kronos support, documentation and the development of training materials. He will also be a vital member of the team helping departments get rolled on to Kronos v.7.

– Ann Dundon, Kronos Project Manager

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