Quest International Users Group

OAUG Forum

Session #105490:
The Power of OBIEE, the Beauty of the PeopleSoft Interaction Hub



COLLABORATE 13
TECHNOLOGY AND APPLICATIONS FORUM
FOR THE ORACLE COMMUNITY

Session Description

Come see a demonstration of how **Dell** and **IntraSee** joined together to implement a beautiful HR Gateway (the **My HR Portal**) which leverages the simplicity of the PeopleSoft Interaction Hub (*formerly known as PeopleSoft Enterprise Portal*) with the power of your data warehouse. With IntraSee's help, Dell was able to provide their employees an intuitive and friendly Web 2.0 experience which leveraged their OBIEE Data Warehouse.

- Objective 1: *Learn how to easily surface HR information from multiple applications in a single, user-friendly view for your users*
- Objective 2: *Learn how to present only relevant information to a diverse global audience based on their job or location*
- Objective 3: *Learn about how this model helped simplify transitions during future mergers and acquisitions*

Session Agenda

- Introductions
- About IntraSee
- About Dell
- Dell's Legacy HR Technology Landscape
- Dell's PeopleSoft Journey
- Data Integration with OBIEE
- IntraSee & Dell's Partnership
- Dell's PeopleSoft Interaction Hub (My HR)
- My HR Launch
- Demo

Introductions

- **Andy Valenzuela, Executive Director HR Technology & Services**
  - Began with Dell as an intern July 1995.
  - Currently oversees a global organization of ~200 - HR Technology, Talent Services, Global Payroll, and Business Intelligence team members.
- **Kris Ingle, Director of Dell's Global HR Technology Team**
  - 14 years with Dell
  - PeopleSoft and HR Web portfolio owner.
- **Jay Markunas, Project Program Manager**
  - 5 years with Dell
  - ~20 years of HR systems experience in various positions as practitioner, vendor, and consultant.
- **Daron Zwink, Senior Vice President, IntraSee**
  - Responsible for IntraSee's product division and helps oversee consulting organization.
  - PeopleSoft/Oracle Alumni, one of IntraSee's founding members, over 10 years of IntraSee/PeopleSoft experience.

IntraSee

DELL

About IntraSee

- IntraSee Builds Portals, Self-Service, Mobile Sites and more
- World-Class Enterprise 2.0 Product & Consulting Company
- Bringing Superior User Experience to PeopleSoft Applications
- Higher Education and Global Commercial Clients
- Showcased by Oracle and a Preferred Oracle Partner

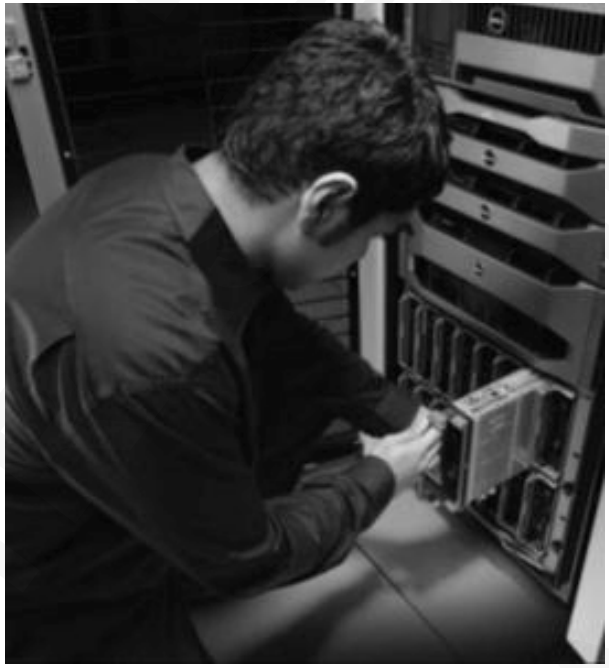


Dell's transformation



Supply-Chain Leader

Revolutionizing how IT products were developed, produced, delivered, serviced and recycled



Hardware Leader

Re-defining the next generation of affordable personal and enterprise hardware solutions



End-to-End Solutions Pioneer

Delivering rich, customized relationships, solutions and social experiences that distinguish us from other companies

Dell worldwide leadership

4 of 5
Top search engines worldwide powered by Dell

4
Largest retailers worldwide powered by Dell

95%
U.S. Federal agencies served by Dell

3 of 4
Top social media websites powered by Dell

4 of 5
Top cloud computing providers powered by Dell

100%
All U.S. state governments served by Dell

12 of 15
Most trafficked websites worldwide powered by Dell

100%
All G20 governments served by Dell

400,000
K-12 classrooms worldwide operate with Dell

A need for change



Dell's HR Technology Landscape

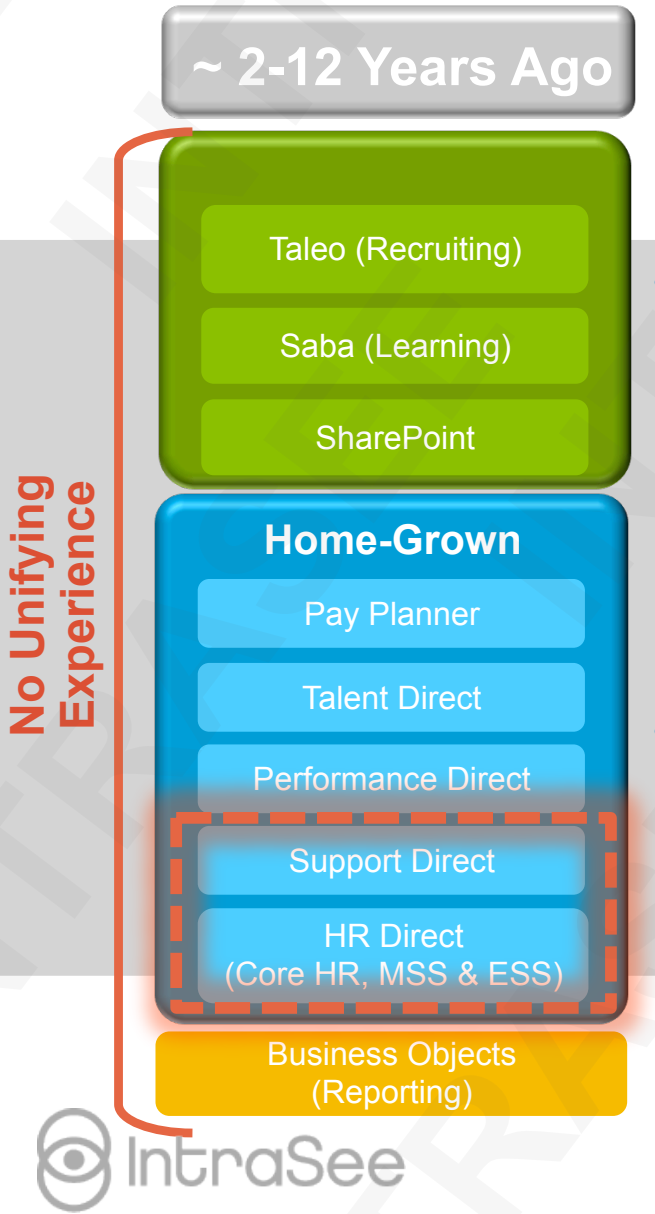


IntraSee

DELL

HRT Portfolio: Where we started

In 2000 Dell began building a custom in-house HR system. "HR Direct" would be the platform that would evolve over the next 12 years to define our core HR system as well as the in house architecture for many of our HR Point Solutions.

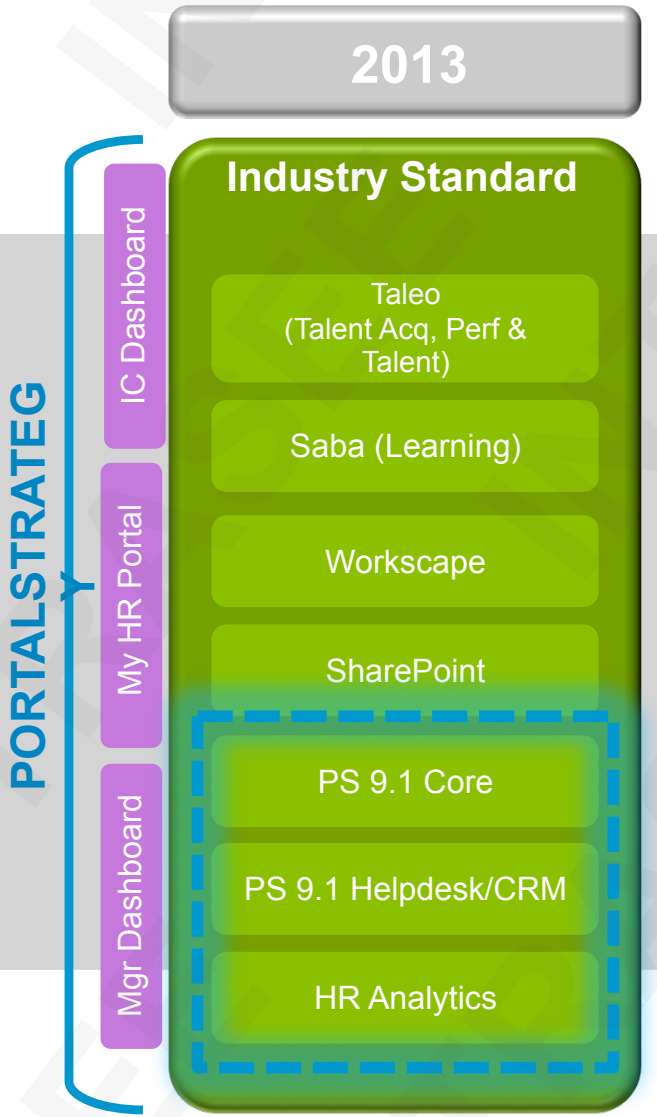


- **HR Direct**
  - Heavily customized and evolved from more than 12 years of business changes.
  - Full global ESS/MSS functionality with 30 self service transactions for Team Members and Leaders. **(Over 300k transactions annually)**
  - Functionality and processes were evolved prior to Dell's aggressive M&A approach.
  - Comprehensive data views customized for team members/leaders/HR professionals.
- **HR Support Direct**
  - Tracked HR support tickets.
  - No integrated self-help / search / knowledgebase.
  - Dell created various **HR "Point Solutions"** off of the *Direct Architecture* for Pay Planning, Performance/Talent Management, etc.

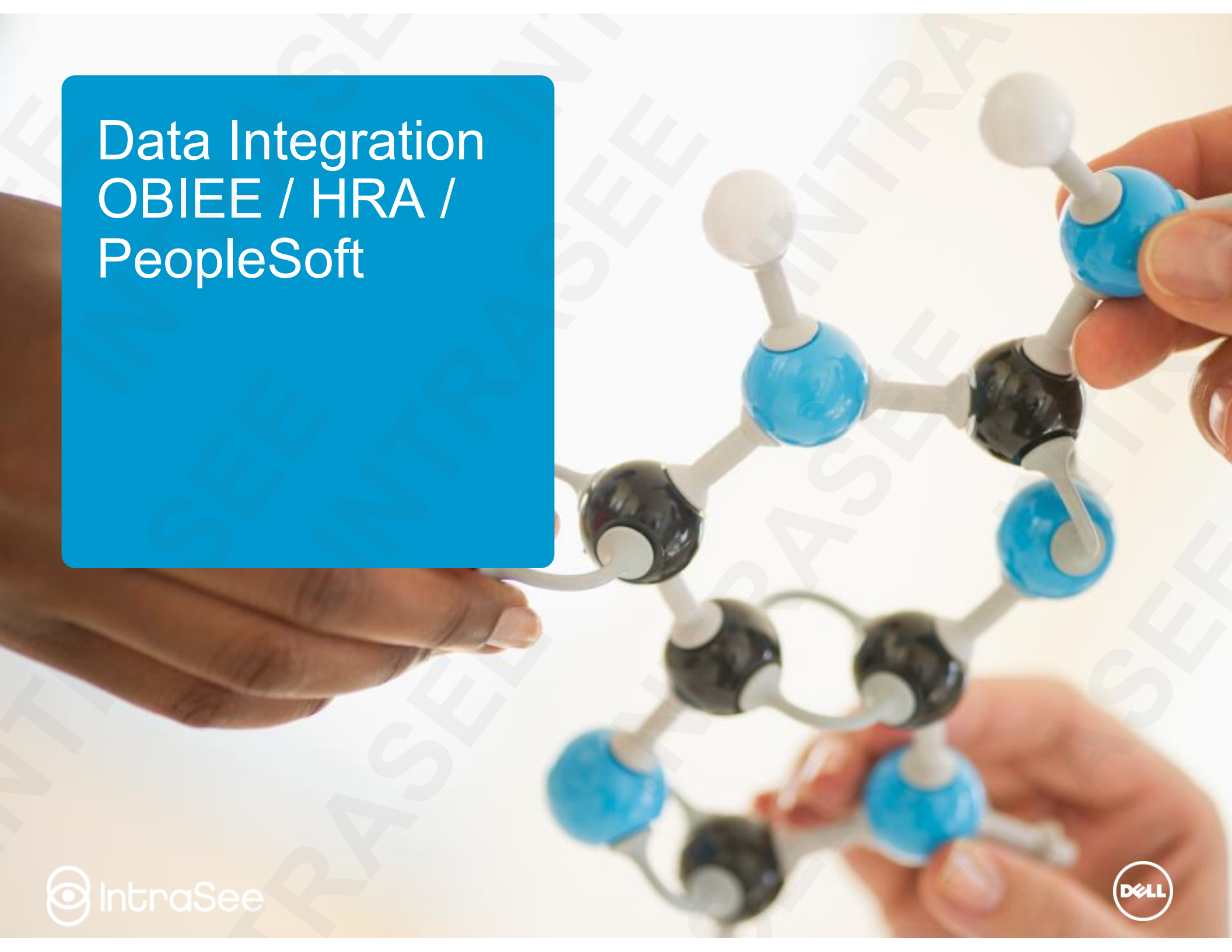
HRT Portfolio: Transformation

In 2009, we started a multi-year effort to evolve our HR Technology portfolio from home-grown applications to industry-standard applications to allow more flexibility in supporting Dell's evolving business model and increased M&A activity.

- In 2010 Leadership's desire was to move to industry-standard HRIS which would handle M&A activity more efficiently.
  - Dell has over 20 acquisitions since 2001.
  - Part of the project was to integrate all M&A impacted team members into a single HRIS.
  - Concurrently Dell was implementing new **pay planning**, **performance**, and **recruiting** systems in order to begin the process of moving to standardized technologies!
- The decision was to make an aggressive move to a single **PeopleSoft-**based platform as our HRIS around the globe…….



Data Integration OBIEE / HRA / PeopleSoft



IntraSee

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Why OBIEE?

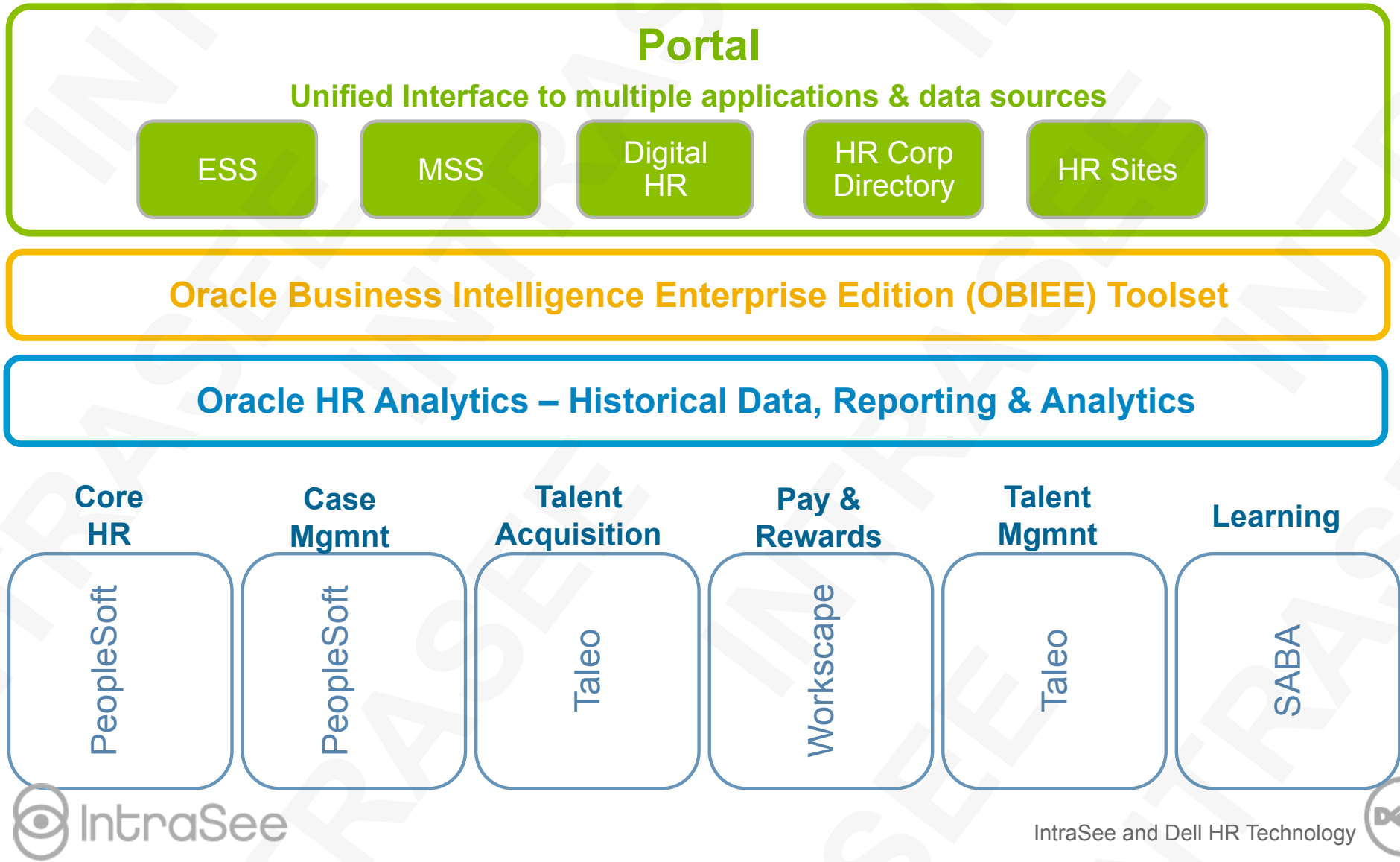
Leveraging OBIEE to retrieve data from PeopleSoft and HR Analytics which contains the historical data, data from disparate systems, and accommodates new data from M&A activities .

STRATEGY

- Simplification of portfolio. Leverage established connections between OBIEE and other applications for a single connection between OBIEE & Portal.
- Unifying the experience – Data now served up from multiple applications in a single experience
- Improve speed of M&A integration by pushing M&A data to OBIEE versus the timely effort of mapping to PeopleSoft
- Use OBIEE toolset to surface PeopleSoft 9.1, History pre PS 9.1, M&A data, and incremental application data.
- Leverage OBIEE to integrate Dell's Federal Business non-restricted information.

PeopleSoft Data Integration

The PeopleSoft Information Hub (Portal) encompasses self-service, helpdesk, and HR Analytics reports. The Portal reads current and historical data through the OBIEE toolset.



IntraSee & Dell's Partnership



IntraSee

DELL

About IntraSee

At IntraSee our goal is to cure the ills of complex enterprise software (ERP) implementations. Organizations spend millions on powerful software, but often end up infuriating the very people who use those systems--the very users who's buy-in and support are critical for success. If the users don't like or are frustrated by the new software, you can bet your investment is at risk.

IntraSee's Approach

- IntraSee's approach is seemingly simple, but often forgotten: At every step, consider the user.
- Partner with our clients to understand their needs and together, create a strategy to specifically solve the needs of the business

IntraSee's Products

- IntraSee has created a large suite of bolt-on products which can be installed within an organization's PeopleSoft Environment to solve common business problems

- No customizations to PeopleSoft required!

Popular Products

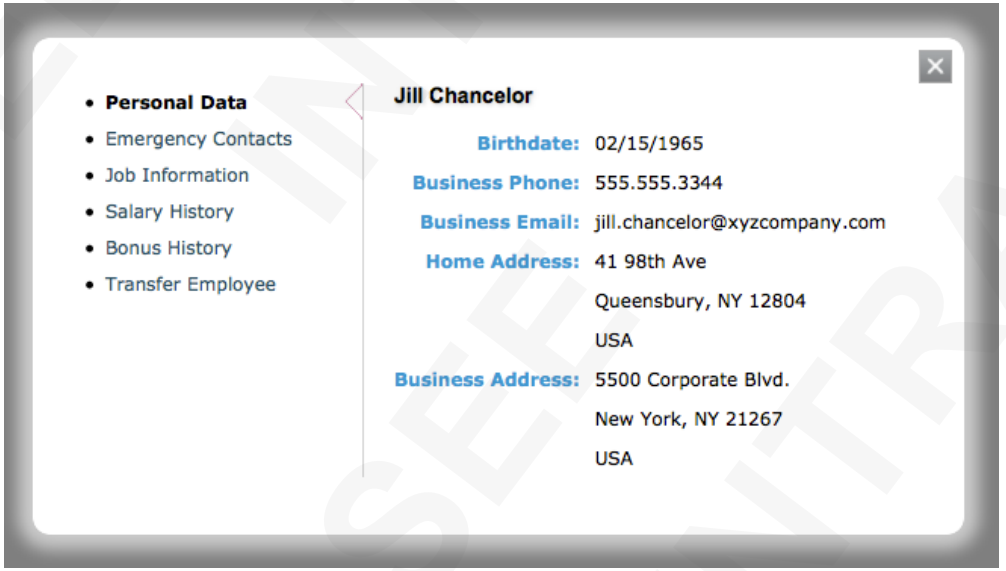
- Web 2.0 Essentials
  - Multi-Pagelet, Rotating News, Advanced Calendar Displays
- Advanced Checklist Framework
  - Easily create checklists to help organize and track lists of tasks
    - Example: Onboarding Tasks
- Assembly Wizard / Information Architecture Organizer
  - Allows Business Users to easily create and manage "Pages" within the Interaction Hub
- Data Source Plug-in
  - Consolidate and display information from many applications, all within a single interface
- Employee Self Service
  - Allows Employees to interact with PeopleSoft Self Service transactions seamlessly
- Manager Self Service
  - Allows Managers to easily view information about each of their direct reports

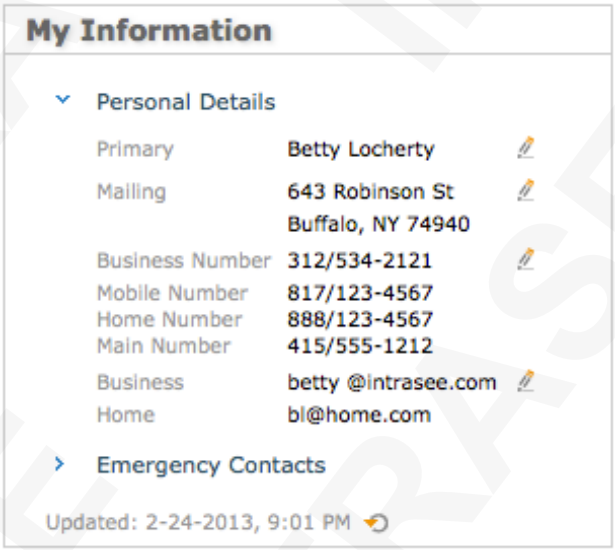
IntraSee's Data Source Plugin

- IntraSee created the **Data Source Plugin** product as a bolt-on for PeopleSoft Applications to easily surface a variety of data using XML and XSLT

- **No PeopleCode** required

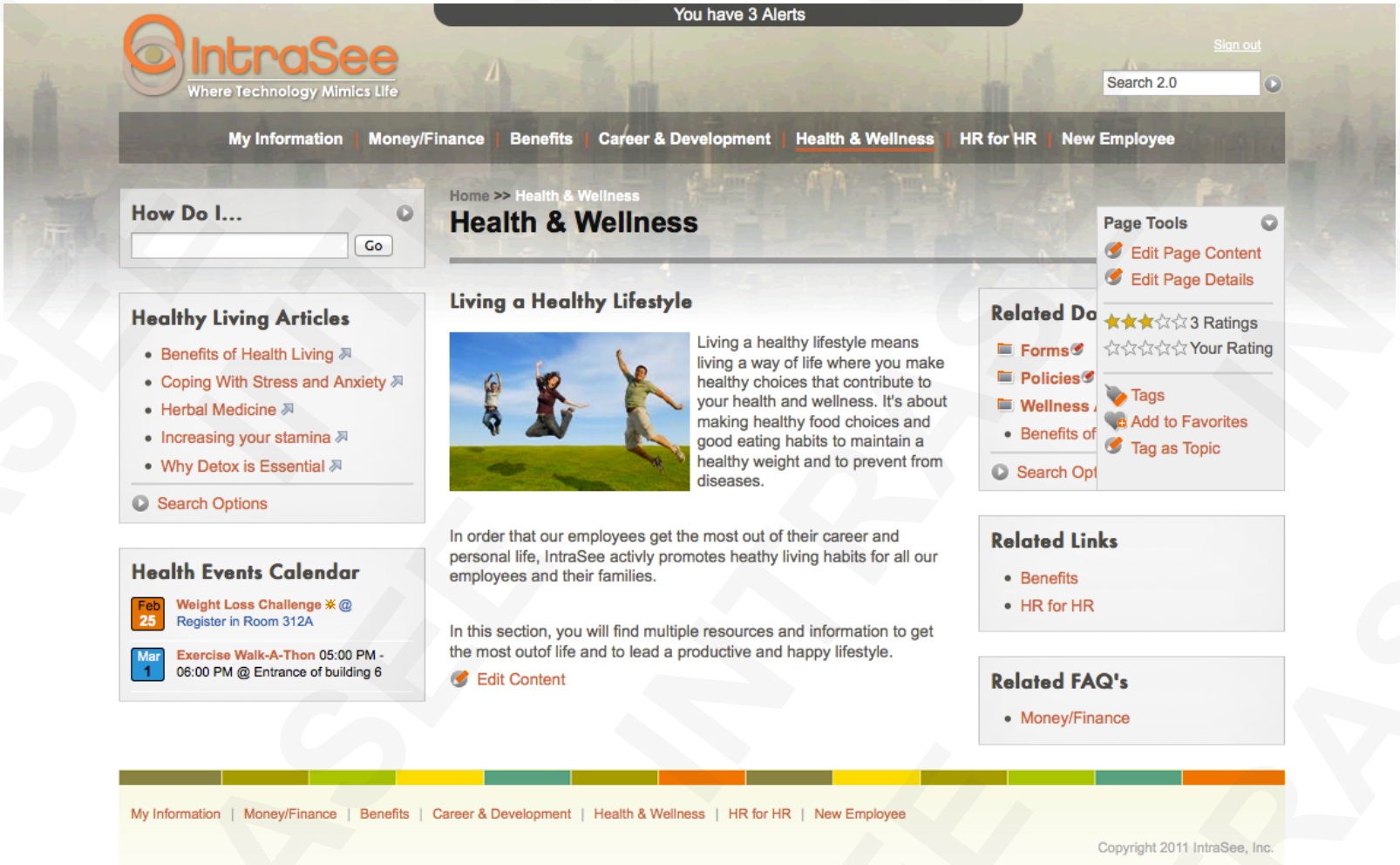
- Leverages configurable **Connectors** to retrieve data from both PeopleSoft and non-PeopleSoft data sources
  - Example Connectors:
    - PeopleSoft SQL
    - PeopleSoft Query
    - PeopleSoft Application Package
    - OBIEE (via Web Services)





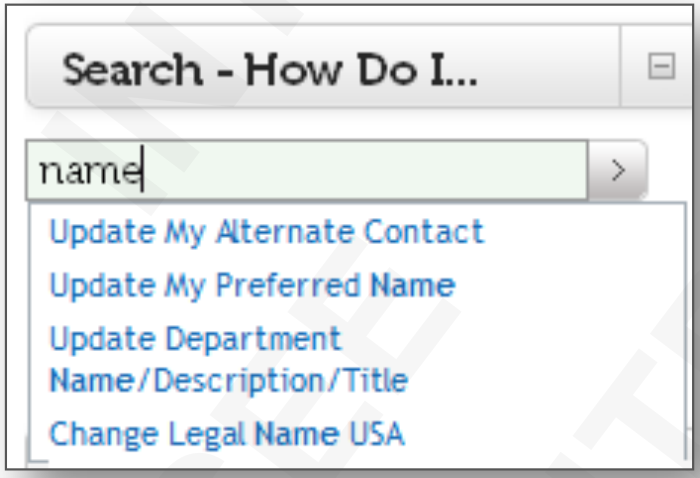
IntraSee's Assembly Wizard

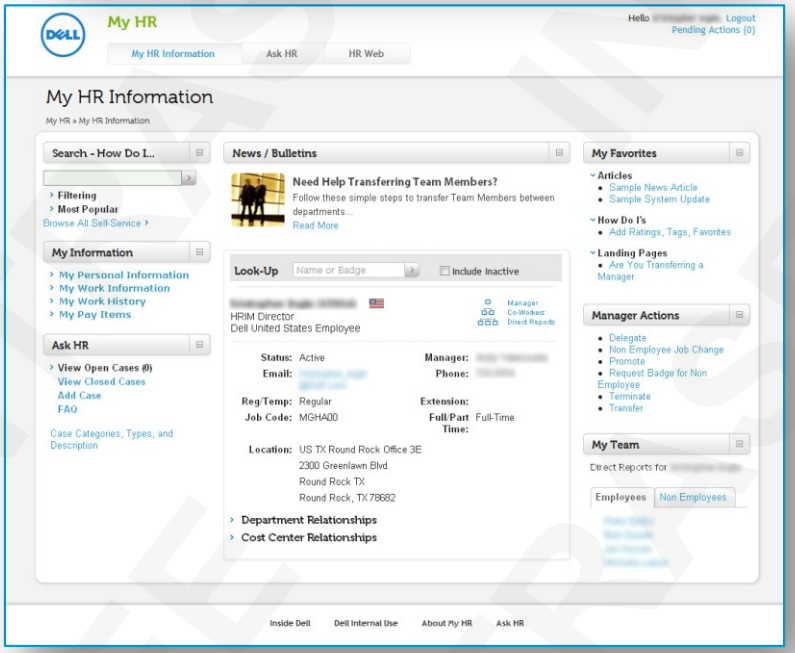
– IntraSee's Assembly Wizard allows organizations to create and manage mash-ups ("pages") online



How Do I? – Search / Level Zero Support

- **How Do I? - Search** is a "Google-type" search from the Portal which allows the user to enter in an question.
- Intended to be **Level Zero support** to reduce helpdesk ticket volume.
- Results filtered by country and security role.
- Returns results from "solutions" in the PeopleSoft CRM knowledgebase





Dell's PeopleSoft Interaction Hub (aka Portal)



Portal Scope: Parity Plus



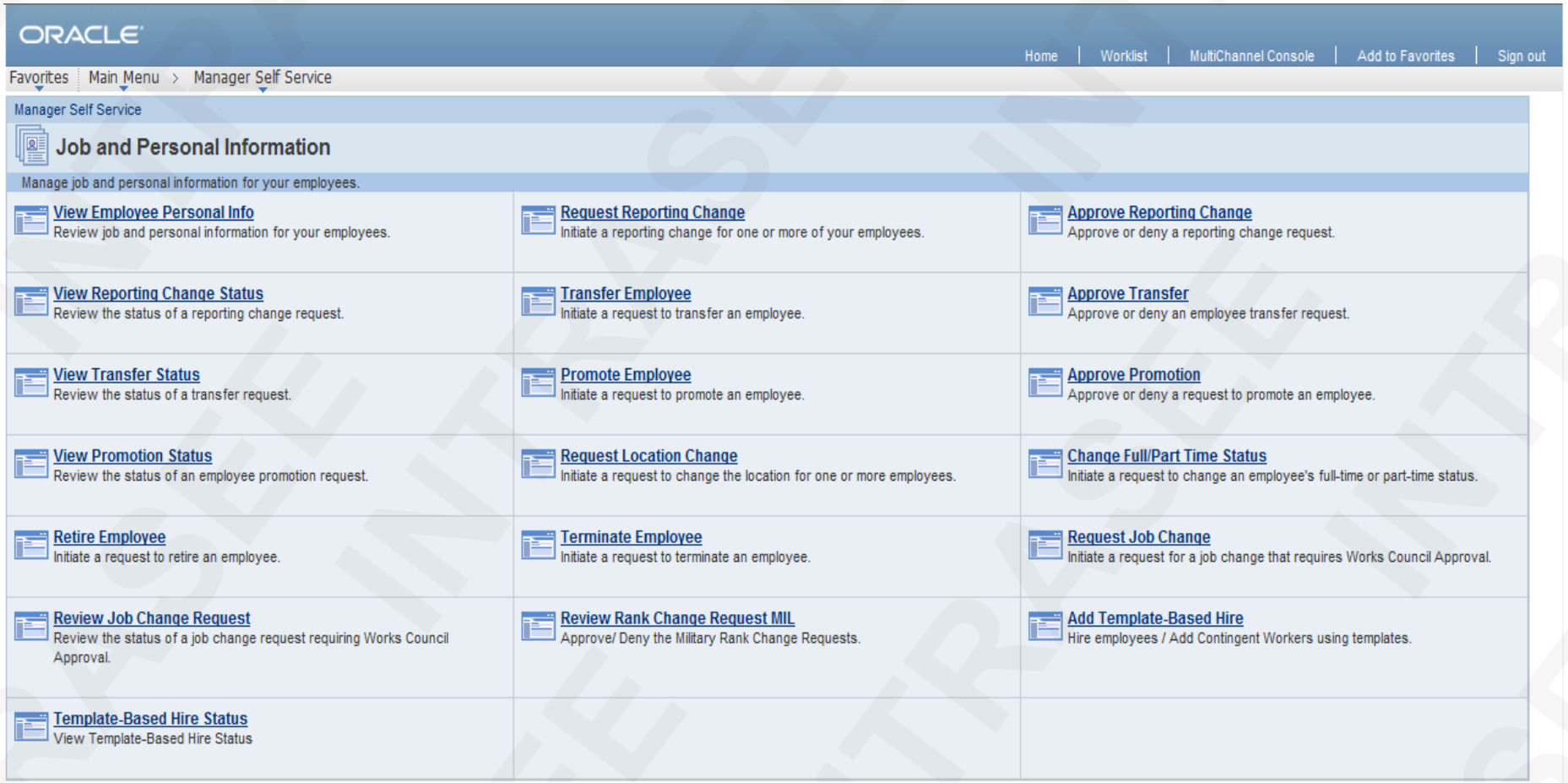
- HR Knowledgebase
- Announcements, News, System Updates
- Content Rating/Tagging
- Enable Related Content
- CRM Worklists
- CRM Surveys
- FAQ's from SharePoint

Parity

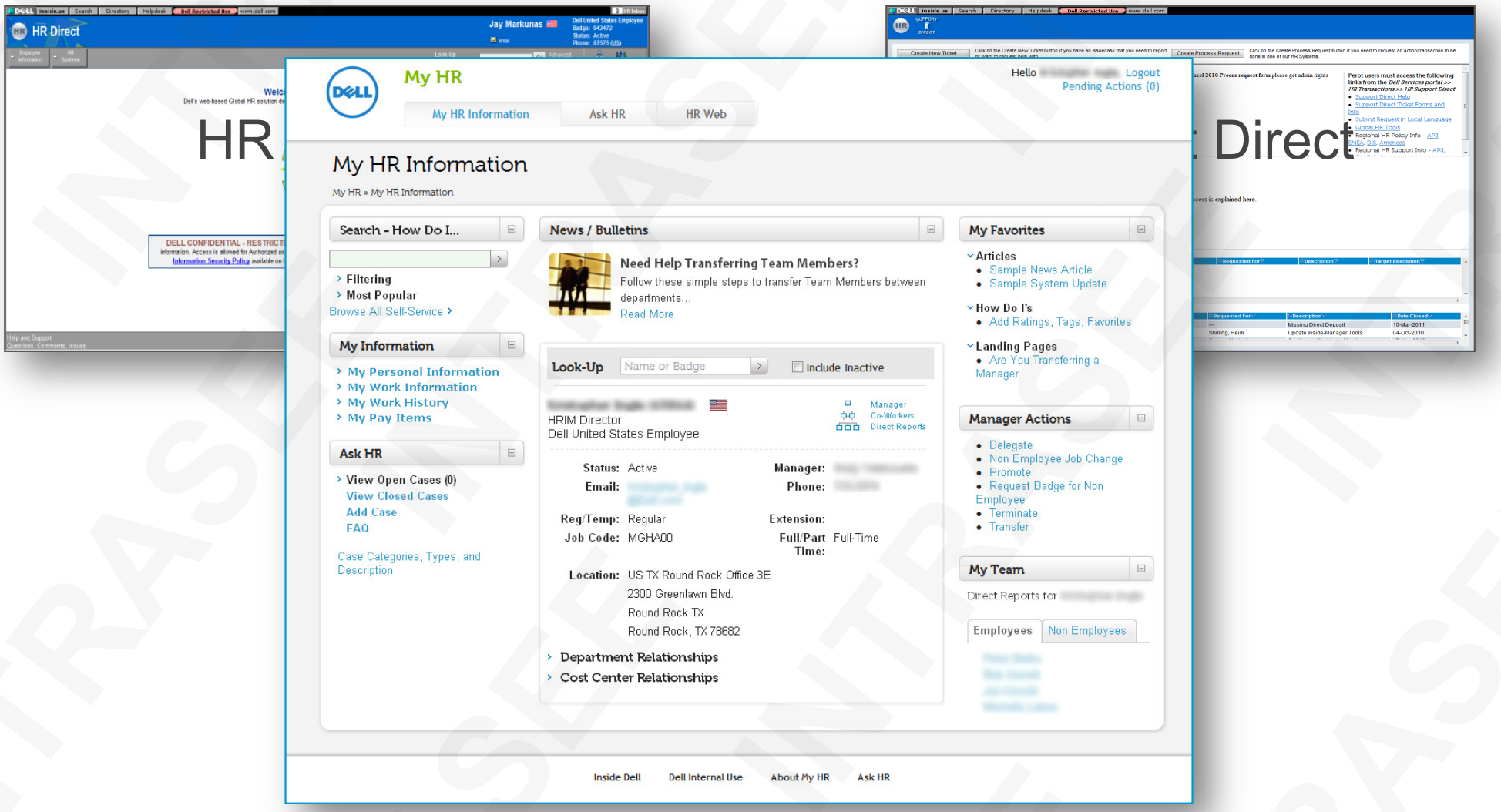


- Employee Work Profile/Lookup
- Current Employee Information
- Historical Employee Information
- Twenty-Seven ESS/MSS Transactions
- HR Help Desk Submit Ticket
- HR Help Desk Open/Closed Tickets

PeopleSoft's Out of Box Experience



PeopleSoft Enterprise Portal



Consolidated PeopleSoft Portal Experience

My HR Launch

- On **March 31, 2012**, we turned on PeopleSoft for *back office* use only to monitor processes and stability.
- In **April 23, 2012**, we turned on the **My HR Portal** in one big bang around the world.
- We deployed the team around the world –*China, India, Bratislava, Ireland, Panama* , *US - Plano, US - Round Rock*– to be “on the ground“ as their sites came online.
- Monitored web traffic as announcements went out to make sure system was stable.



IntraSee


My HR Demo
IntraSee
DELL

Austin: Wed 8:56am · Sao Paulo: Wed 12:56pm · London: Wed 2:56pm · Bangalore: Wed 8:26pm · Singapore: Wed 10:56pm · Tokyo: Wed 11:56pm world clocks

Inside Dell

Help a Customer | Security/Emergency | IT Service Desk | Dell.com

Search

Inside Dell Home | You and Dell | Manager Tools | Tools For The Job | Departments | About Dell | Around Campus | News & Forums

Top Stories



Celebrating our top technology innovators

Eight team members have been recognized as some of the most innovative technologists at Dell. Find out who and why.



Celebrating our top technology innovators



Changing the world, one idea at a time



You're not getting older, you're getting better!



Greetings from the Consumer Electronics Show

Regional News | HR News

- Dellisms: "Impactful" (Jan. 14)
- Your personal brand in social media - a follow-up (Jan. 10)
- Dell and Quest 90-day progress: ahead-of-plan bookings, inclusion at Dell World (Jan. 4)
- Dell in pictures: Hurricane Sandy - No match for Dell PowerEdge servers (Dec. 21)

Read More... Rss Feed

Dell Press Releases 1 of 5

22 Jan 2013

Dell Unveils Global BYOD Survey Results: Embrace BYOD or Be Left Behind

Read More... Rss Feed

You And Dell



Personal Information

Manager Tools



Manager Homepage

Tools For The Job



IT Service Desk

You And Dell



Personal Information



Benefits



Career Resource Center

Popular Links

- Dell's Purpose & Strategy
- Benefits (Health Insurance) Enroll / Make Changes
- Check Stub / Pay Check
- Take a Course (My Learning)
- Connected Workplace
- Talent Acquisition (Jobs & Referrals)

View All >

Manager Tools



Manager Homepage



My HR



Ethics & Compliance

Popular Links

- Compensation Planning for Leaders
- Leadership Suite
- My Staff (My HR)
- Requisitions (View/Create)
- Timesheets (Kronos)
- My Development and Performance

View All >

Tools For The Job



IT Service Desk



Help a Customer

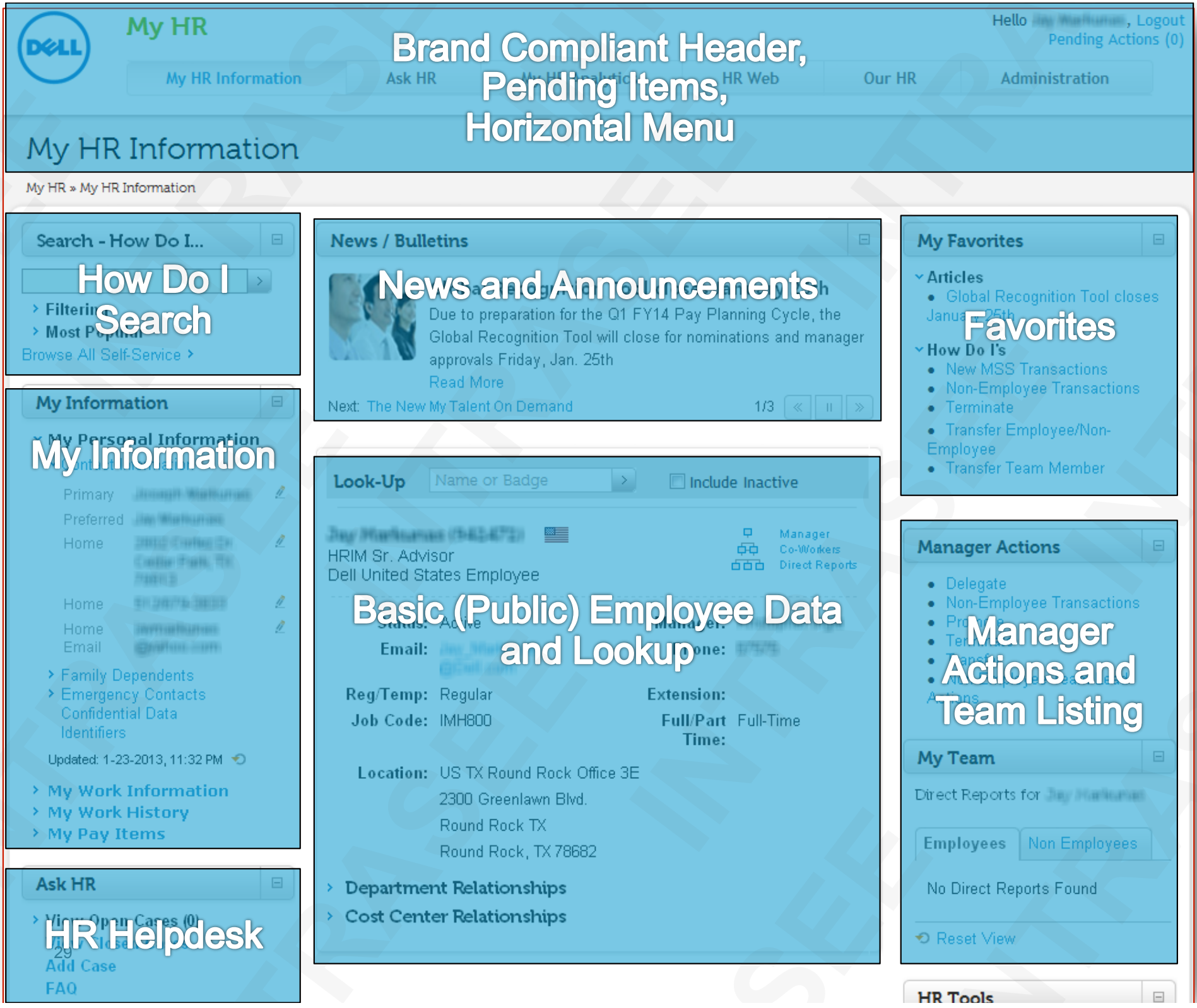


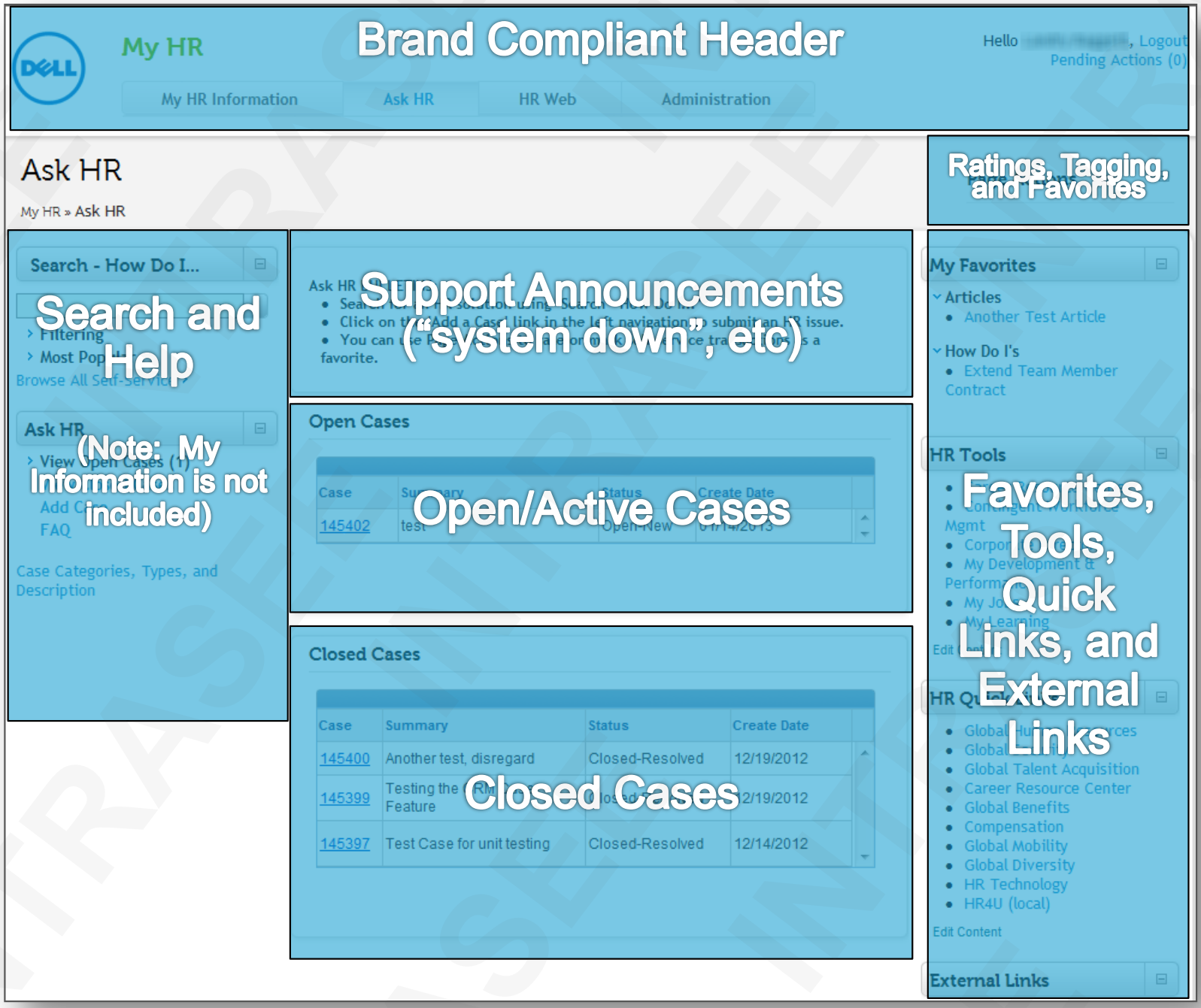
Brand Resource Center

Popular Links

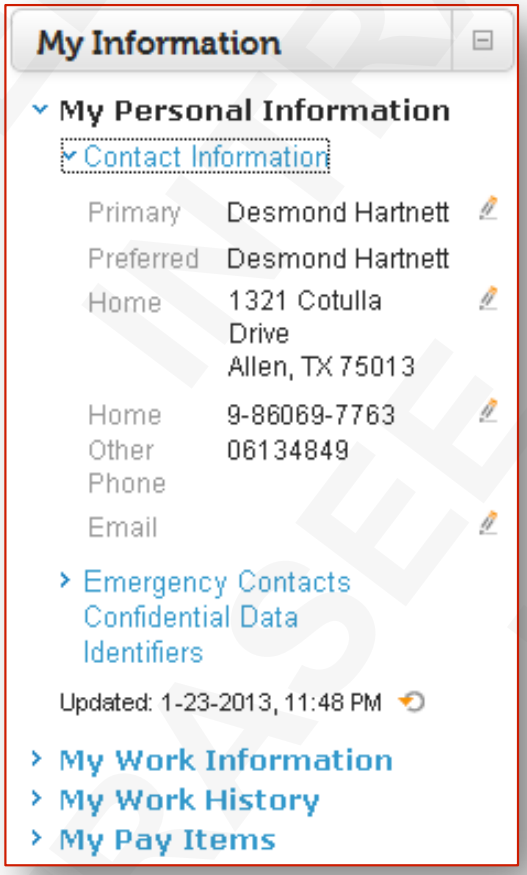
- Concur Travel & Expense for Dell Employees
- Salesforce/Chatter Login
- Ethics & Compliance
- My HR (Find Employee Information)
- My Development and Performance
- P-Card Policy & Procedures / Global Method of Procurement Matrix

View All >


My HR
Hello , Logout
Pending Actions (0)
My HR Information
Ask HR
HR Web
Our HR
Administration
Brand Compliant Header, Pending Items, Horizontal Menu
My HR Information
My HR » My HR Information
Search - How Do I...
How Do I Search
Browse All Self-Service
News / Bulletins
News and Announcements
Due to preparation for the Q1 FY14 Pay Planning Cycle, the Global Recognition Tool will close for nominations and manager approvals Friday, Jan. 25th
Read More
Next: The New My Talent On Demand
1/3
My Favorites
Articles
Global Recognition Tool closes
How Do I's
New MSS Transactions
Non-Employee Transactions
Terminate
Transfer Employee/Non-Employee
Transfer Team Member
Favorites
My Information
My Information
Primary
Preferred
Home
Home
Home
Email
Family Dependents
Emergency Contacts
Confidential Data
Identifiers
Updated: 1-23-2013, 11:32 PM
My Work Information
My Work History
My Pay Items
Look-Up
Name or Badge
Include Inactive
HRIM Sr. Advisor
Dell United States Employee
Manager
Co-Workers
Direct Reports
Email:
Reg/Temp: Regular
Extension:
Job Code: IMH800
Full/Part Time: Full-Time
Location: US TX Round Rock Office 3E
2300 Greenlawn Blvd.
Round Rock TX
Round Rock, TX 78682
Department Relationships
Cost Center Relationships
Basic (Public) Employee Data and Lookup
Manager Actions
Delegate
Non-Employee Transactions
Manager Actions and Team Listing
My Team
Direct Reports for
Employees
Non Employees
No Direct Reports Found
Reset View
Ask HR
HR Helpdesk
Add Case
FAQ
HR Tools


Brand Compliant Header
My HR
My HR Information
Ask HR
HR Web
Administration
Hello , Logout
Pending Actions (0)
Ask HR
My HR » Ask HR
Ratings, Tagging, and Favorites
Search - How Do I...
Search and Help
Browse All Self-Service
Ask HR
(Note: My Information is not included)
Case Categories, Types, and Description
Support Announcements ("system down", etc)
Open Cases
Case
Summary
Status
Create Date
145402
Open-New
Open/Active Cases
Closed Cases
Case
Summary
Status
Create Date
145400
Another test, disregard
Closed-Resolved
12/19/2012
145399
Testing the
Feature
12/19/2012
145397
Test Case for unit testing
Closed-Resolved
12/14/2012
Closed Cases
My Favorites
Articles
Another Test Article
How Do I's
Extend Team Member Contract
HR Tools
Favorites, Tools, Quick Links, and External Links
Edit Content
Global Talent Acquisition
Career Resource Center
Global Benefits
Compensation
Global Mobility
Global Diversity
HR Technology
HR4U (local)
Edit Content
External Links

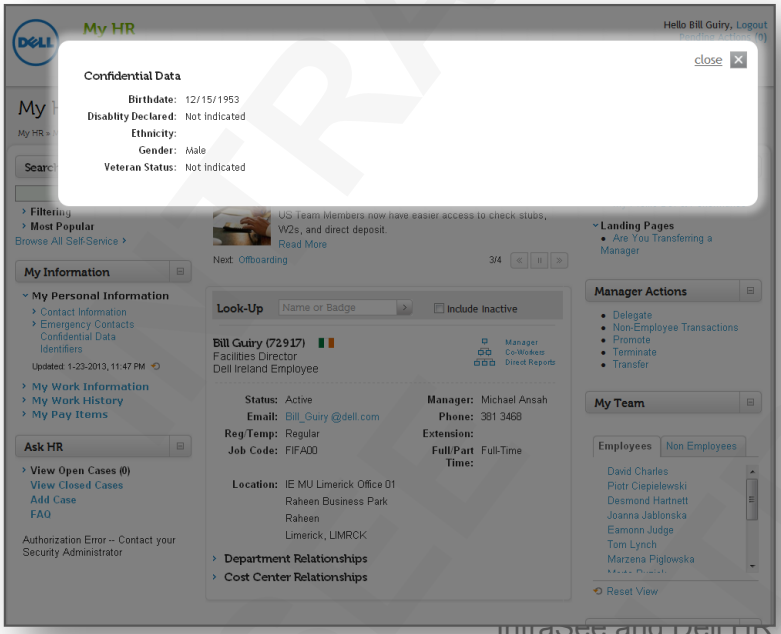
My Information



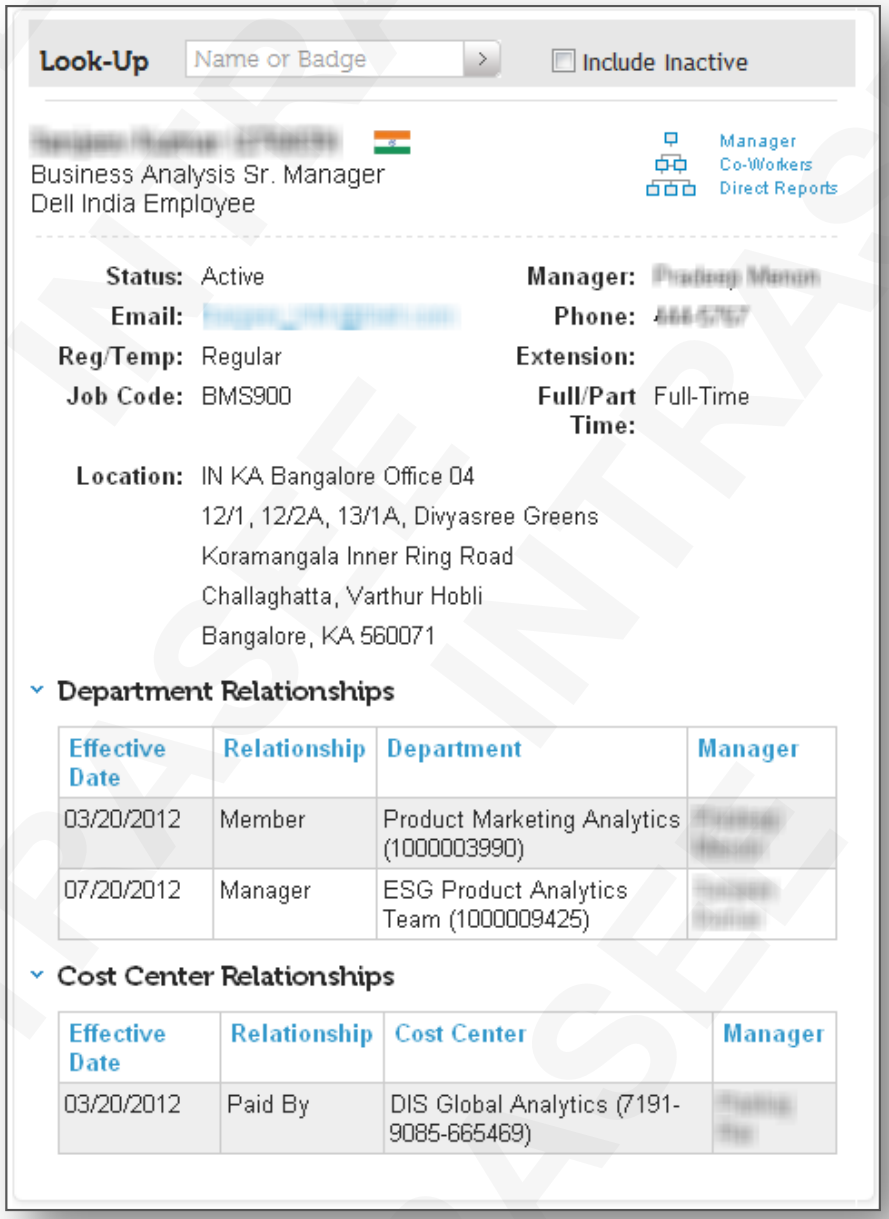
- My Information is the employee's contact and personal information, and employee can edit their data with the pencil icon or by using *How Do I? - Search*.



- Confidential Data and Identifiers are not editable by the user. The data is view only, and opens in a "lightbox".



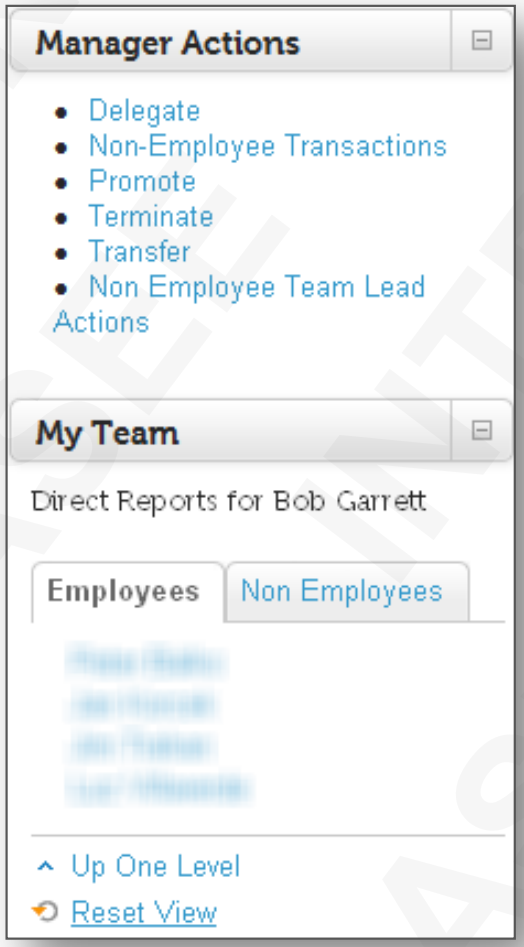
Lookup



- Lookup any active or inactive team member, leader, or non-employee resource.
- Familiar functionality from HR Direct.
- Portal/OBIEE connection allows the user to see *anyone* in the company.
- Manager, Co-Worker, Direct Reports navigation tree customization added for parity.

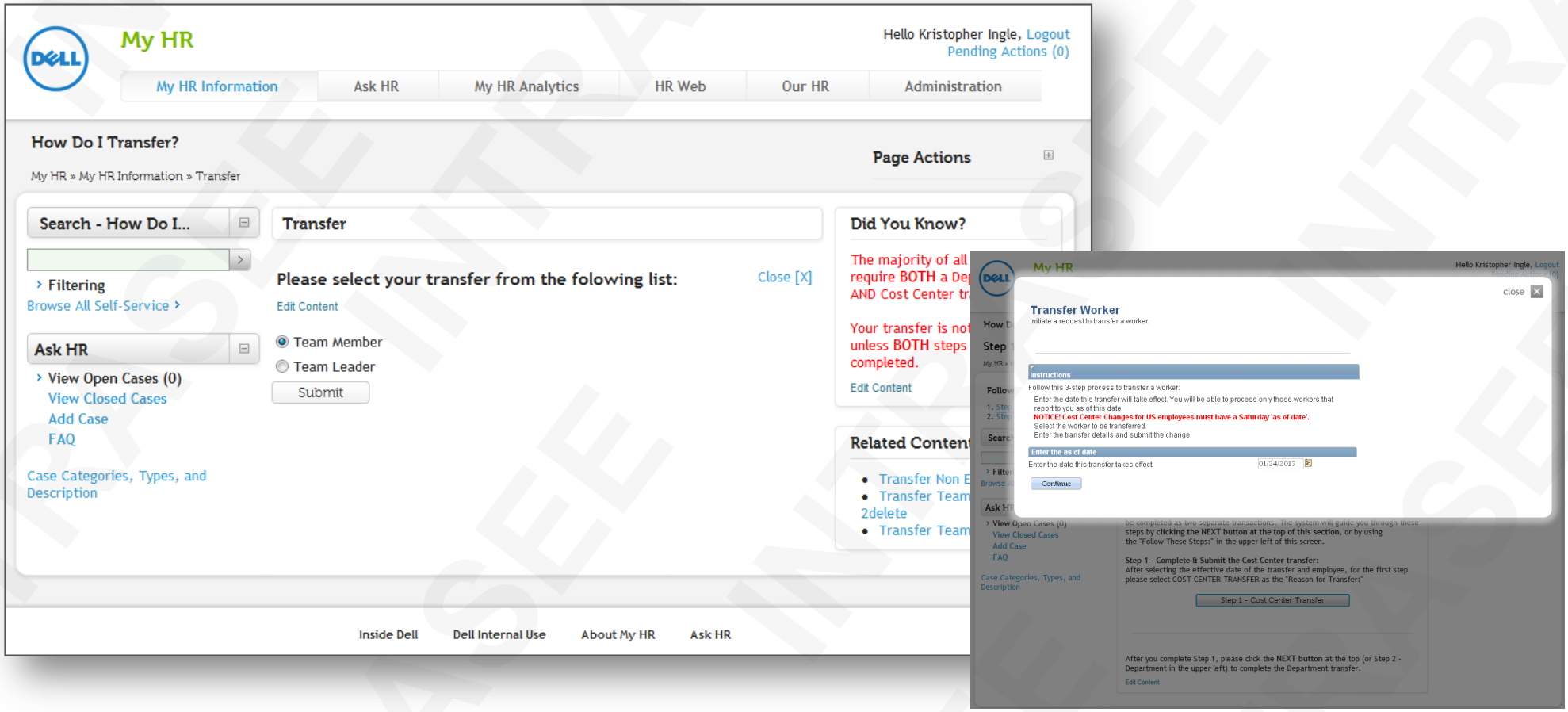
Manager Actions (MSS)

- Managers were accustomed to selecting their worker, then selecting the action.
- In PeopleSoft Managers need to pick the action, then pick the worker.

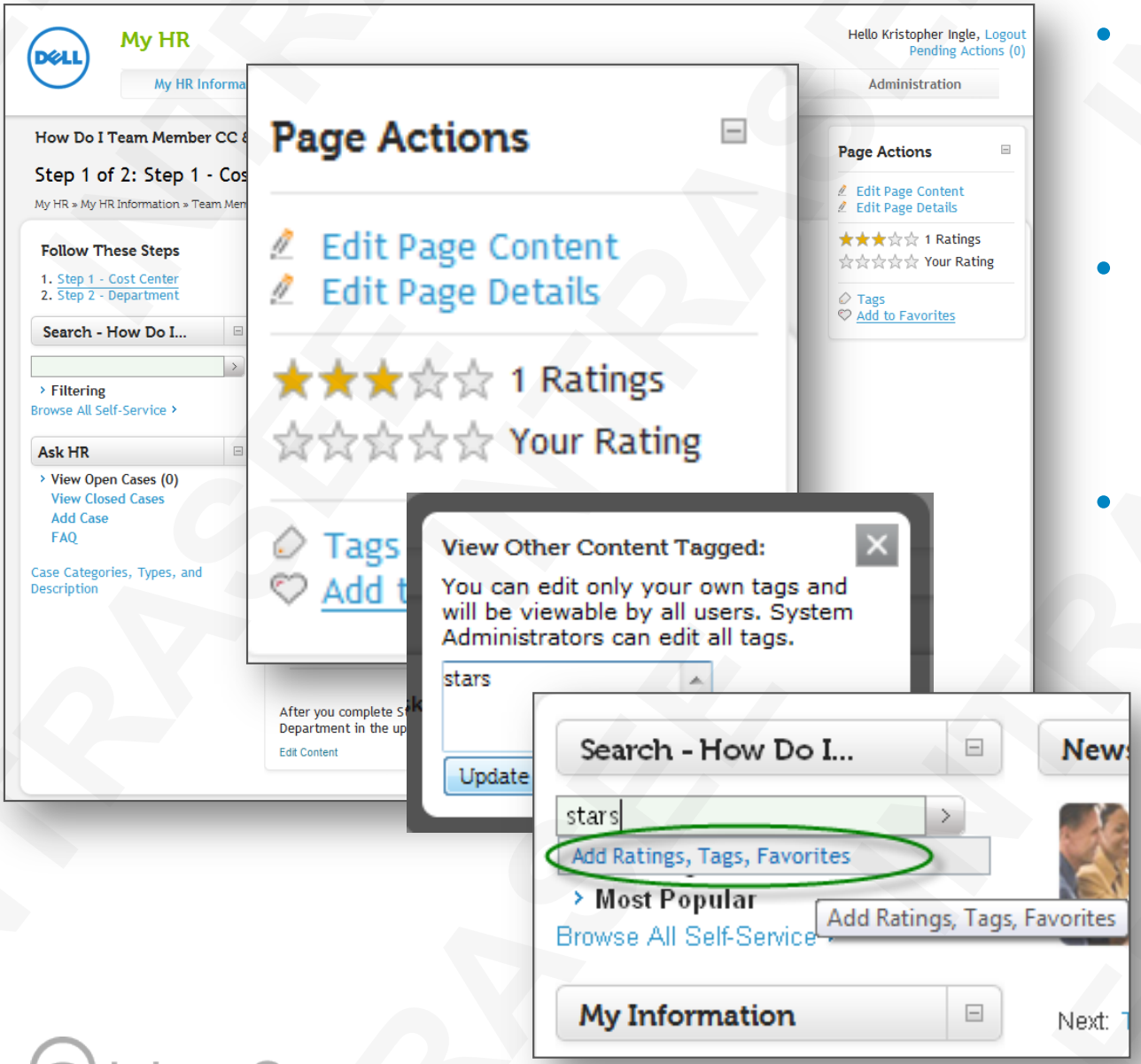


How Do I? -- Decision Engine

- Some MSS transactions are complex and involve the user answering a series of questions in order to route them to the correct location, system, or web page.



Page Actions (Favorites, Tagging & Rating)



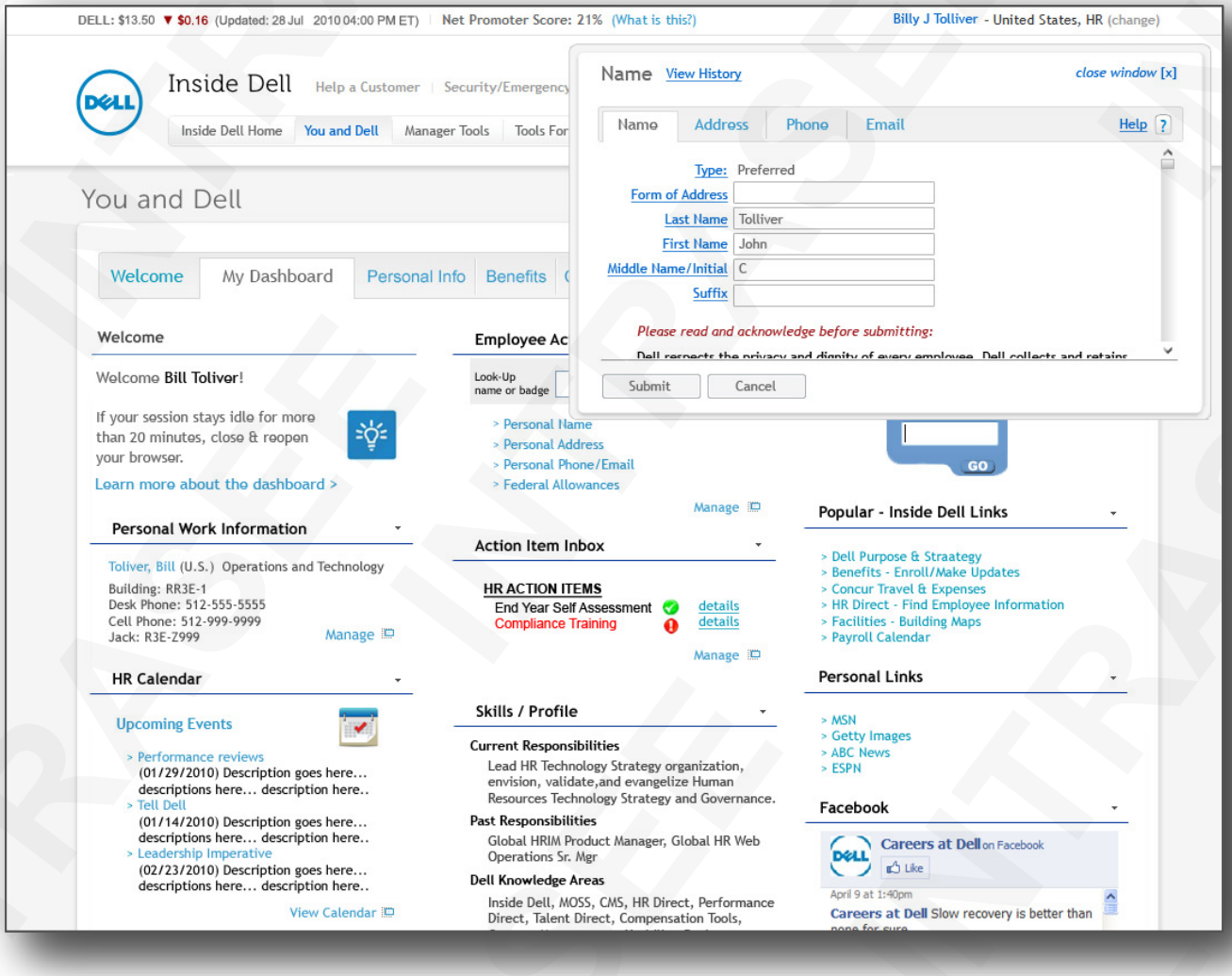
- **Favorites** allow the user to save frequently visited links or news items.
- **Rating** allows users to rate content by clicking on 1-5 stars.
- **Tagging** allows all users to tag a *How Do I?* with familiar keywords.

HR / Manager VIEW

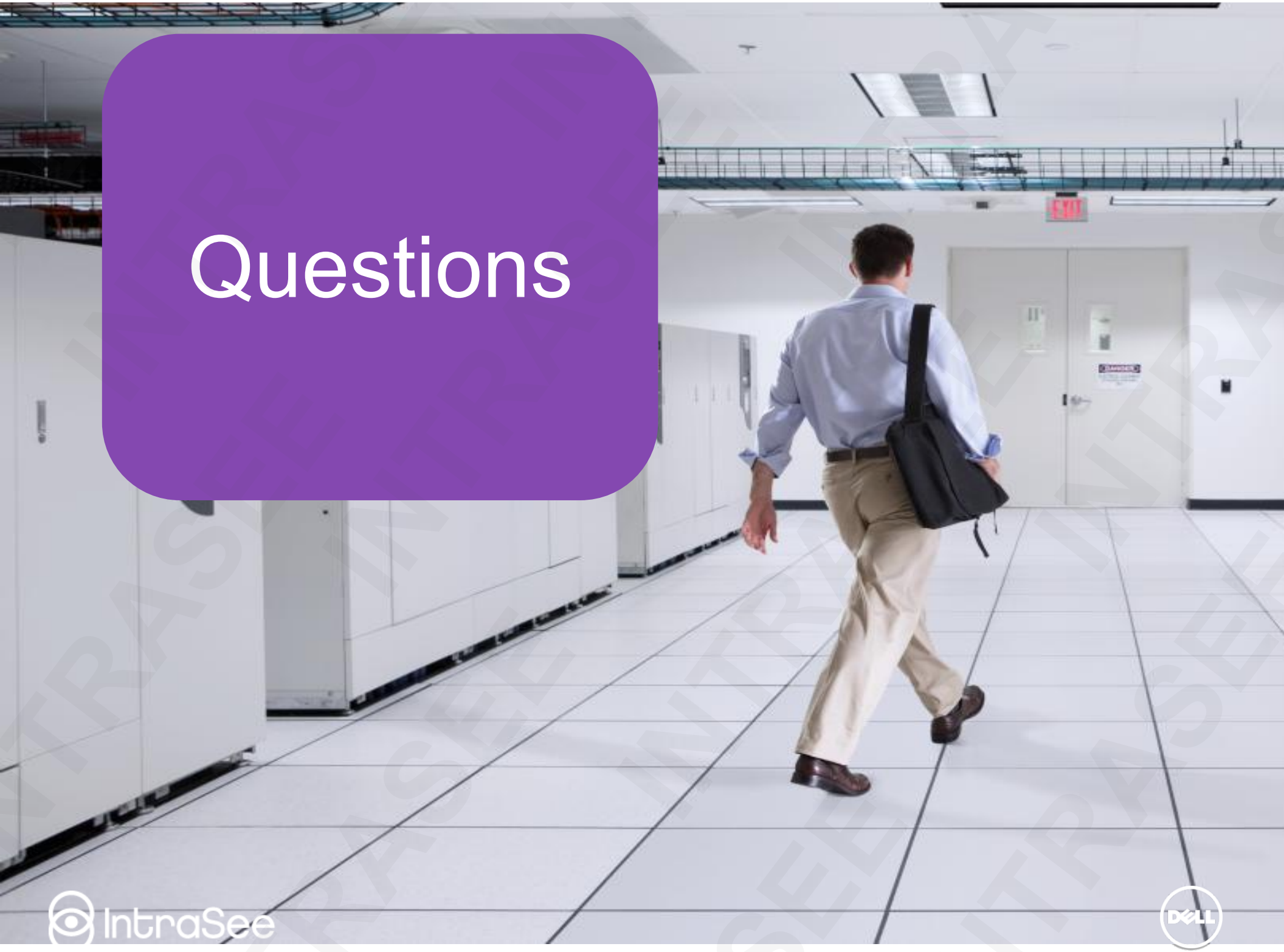
- Managers may see additional data on their employees and non-employees with the Manager View.
- Certain members of HR may see additional data on team members and non-employees with the HR View.



Integration with Inside.Dell/Digital HR



- Surface some of the “light” self-service transactions to InsideDell
- User does not know or care s/he is interacting with PeopleSoft.


Questions
EXIT
IntraSee
DELL



The power to do more