SHARP/SMART Upgrade – Q&A
Skype Training Conference 03/19/19

The following questions were received during or shortly following the SHARP/SMART Upgrade Skype Conference on 3/19/19 and supplement the training document which can be located at:

SMART*Web* Homepage: https://smartweb.ks.gov/

SHARP Fluid Training Page: https://www.admin.ks.gov/offices/personnel-services/sharp/fluid-9-2-training

GENERAL Upgrade Q&A:

Q1: How will user security/accessibility be determined? If we find on Tuesday the 2nd that we don't have access to a portion of the system that we should, who do we contact?

> **A1:** All users will have the same security roles they currently have today. However, if a user finds that they are no longer able to access a certain page following go-live, please take the following action:
>
> **SMART** - Log a ManageEngine service desk ticket specifying the user and the pages that are no longer accessible
>
> **SHARP** – Send an e-mail to sharp@ks.gov specifying the user and the pages that are no longer accessible

Q2: What browser or system will we need to assure we have?

> **A2:** Browser Compatibility Documents have been updated to reflect the latest information from Oracle regarding what browsers work best with PeopleSoft. A link to the updated document is available on the SMART and SHARP login pages.

SMART Upgrade Q&A (slides 3-29):

Q1: Will our 'favorite' (saved) queries be retained (slide 27)?

> **A1:** Yes, this has been tested & saved queries will be retained. Any saved searches on inquiry/search pages are also retained.

Q2: Will INF06 interfaces from individual agencies need to be tested?

> **A2:** The INF06 process has been tested as a part of the upgrade. It does not need to be tested for individual agencies. The mainframe/FTP process is not changing.

Q3: Will the SMART upgrade address the issue of slow load times in the "Approve Transaction" Travel & expenses module? It currently takes quite some time to load.

> **A3:** Excessive slowness on this page was not seen during testing, but please log a Service Desk ticket if this is noticed after go-live. Also, with each new upgrade, the system is moved on to new, faster servers, which can improve performance.

Q4: Where will an employee go to enter travel and expense?

> **A4:** An employee will click on the Expense Reports Tile on the Expenses Homepage to access the pages related to expense report processing. Users are encouraged to review the guides for each Homepage which specifies the tiles on each homepage and the pages that are behind each tile. These guides are available for each of the new homepages in SMART at
> https://smartweb.ks.gov/training/fluid-training

SHARP Upgrade Q&A (slides 30-87):

Q1: Will statewide SHARP reflect the new Fluid look?
> **A1:** Yes, all modules in SHARP and Employee Self-Service will have new Fluid navigation.

Q2: My agency has time-keepers, do they need to go through this webinar?
> **A2:** SHARP users are not required to retake SHARP Computer Based Training modules (CBTs) but we encourage you to review all of the revised training materials to familiarize yourself with the changes. SHARP Fluid 9.2 Training and Desk Aides are being added to the SHARP website as they are completed and can be found at:
> https://www.admin.ks.gov/offices/personnel-services/sharp/fluid-9-2-training

Q3: Will we have the ability to run reports for turnover rates for both classified and unclassified positions?
> **A3:** The turnover reports available in SHARP are the same as you have available today in the Workforce Administration module.

Q4: Are you sending emails to employees explanatory ESS changing on 4/2/19 (slides 53-56)?
> **A4:** The Department of Administration will not be sending emails directly to employees. Agency Human Resource contacts were sent an email which requested that each agency Distribute copy of 'Exciting changes are coming to Employee Self Service on April 2, 2019!' flyer to all employees. Document can be found at: https://www.admin.ks.gov/docs/default-source/ops/fluid92/ess-fluid-announcement.pdf?sfvrsn=70d98cc7_2

Q5: Data Masking (slides 62-63): If we have a report that runs in CoreFTP that has one of those fields, will all the information show up on the report or will it be masked as well?
> **A5:** No, data masking will only apply to on-line screens within the SHARP system and Employee Self Service.

Q6: Recruiting/Careers (slides 72-82) - We have a few applicants who come in and complete a paper application. Will we still be able to receive paper applications?
> **A6:** Yes, a paper version of the employment application will be available for those applicants that do not have access to a computer.

Q7: Recruiting/Careers (slides 72-82) - We also at times have a few applicants that do not have an e-mail address. Will we also not be allowed to have them apply for a position?
> **A7:** Recruiters can accept a paper version of the application for those applicants that do not have access to a computer.

Q8: Recruiting/Careers (slides 72-82) – If an employee updates their data in recruiting/applicant data (i.e. address change) does it update in SHARP/HR side?
> **A8:** Information entered by the applicant as part of the registration process updates the Applicant Data pages in the Recruiting module of SHARP. It does not update employee personal data located in Workforce Administration.

Q9: Recruiting/Careers (slides 72-82) – Will there be a link for applicants to go in and complete their tax certificate?
> **A9:** Links to Tax Clearance process information will remain as links on the http://jobs.ks.gov website.

SHARP Upgrade Q&A (cont.):

Q10: Recruiting/Careers (slides 72-82) – Historically, one could save your application to use for applying to other jobs. Those that have current State of KS applications will need to complete new application?

A10: Initially all applicants will need to register and complete the employment application found in the Careers portal. However, subsequent applications submitted in the Careers portal will retain the information previously entered by the applicant.

Q11: Recruiting/Careers (slides 72-82) – Will we still be able to print applications received?

A11: Yes, individuals with access to the SHARP Recruiting module will be able to generate a pdf of employment application materials which can be printed.

Q12: Recruiting/Careers (slides 72-82) Careers: Will we as an agency have the ability to run a report that shows how many times our positions have been viewed?

A12: The ability to capture this information for a specific agency is not currently available however, we will look into the possibility of providing this in the future.