

OVERVIEW

People First is the State of Florida's self-service, secure, web-based application and enterprise-wide suite of human resource services.

The State of Florida contracts with **Convergys** to develop and maintain its human resource information system, as well as serve customers through two service centers.

The Department of Management Services People First Team acts as the contract manager for the system. Our mission is designing and supporting a user friendly, reliable, online human resource system and related services.

Statutory Authority

- 110.116 Personnel information system; payroll procedures
- 215.93 Florida Financial Management Information System
- 215.94 Designation, duties, and responsibilities of functional owners

Key Components of the System

- Attendance and Leave
- Benefits
- Data Warehouse (stores personnel data from the last 20+ years)
- Human Resource Management
- Organizational Management
- Payroll Administration
- Staffing (Hiring and Recruiting)

LEGACY SYSTEMS

People First Function	Replaced Systems
Staffing Administration	JobsDIRECT
Human Resource Administration & Payroll Administration	COPEs_HR COPEsView COPEsDIRECT TimeDIRECT
Training Administration	TrainingDIRECT
Benefits Administration	DSGI Systems

State of Florida Human Resource System and Services



CUSTOMERS

ORGANIZATIONS	SUB-GROUPS	SYSTEM USERS
State Agencies	33	131,480
Universities	11	44,155
Retirees		51,428
COBRA		1,919
Florida Board of Bar Examiners		41
Inland Navigation	2	9
Layoff		932
Legislative Staff/Legislature	3	1,882
Life Waiver for Non-Retiree		190
Miami-Dade Expressway		52
State Board of Administration		201
Surviving Spouse	2	3,806
Tri-Rail		109

Sources: People First Data Warehouse Pay Plan & OLO reports, DSGI Benefits Report; data as of 07/31/09

Total 236,204

People First Service Center: 1-866-663-4735
To view vacancies or log into People First, go to peoplefirst.myflorida.com.

DID YOU KNOW?

Per month, the two service centers

- Handle 39,368 calls
- Process \$356,329 in refunds
- Post 9,108 benefits premiums
- Process 500 manual timesheets

During Open Enrollment for plan year 2009, the service centers took 37,380 open enrollment calls. 49,516 participants made benefit changes online, and 13,095 called the service center or used paper forms, totaling 62,611 enrollments.

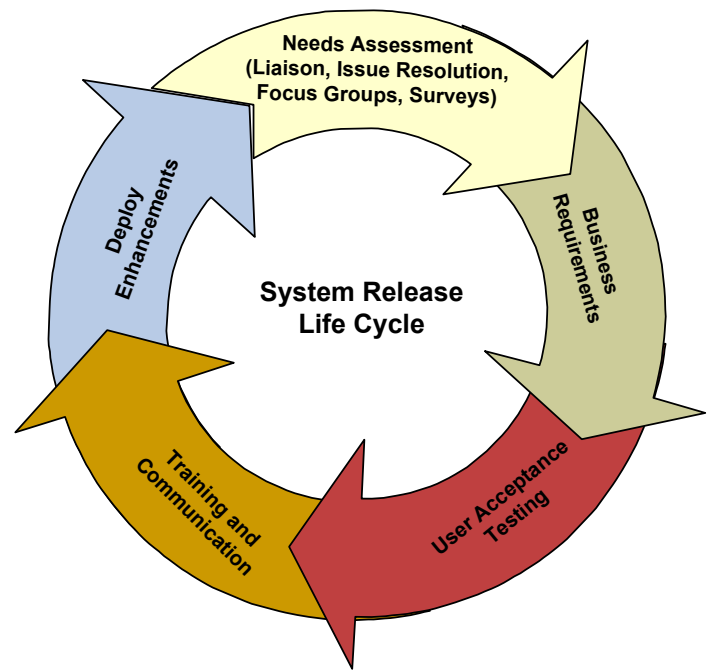
Hiring and Recruitment Center

	2003-2005	2006	2007	2008	2009	Total
Jobs Posted	32,313	18,402	17,619	14,572	7,713	90,619
Jobs Viewed	18,701,135	11,844,889	13,525,042	13,592,097	8,045,360	65,708,523
Job Submissions	1,701,097	849,585	1,113,872	1,282,423	812,462	5,759,439
New Applicant Accounts	564,280	230,488	220,435	250,628	155,464	1,421,295

DMS MAJOR RESPONSIBILITIES

The Department of Management Services is the functional owner of the human resource information system, People First, in accordance with s. 215.94(s), F.S. DMS' major responsibilities include:

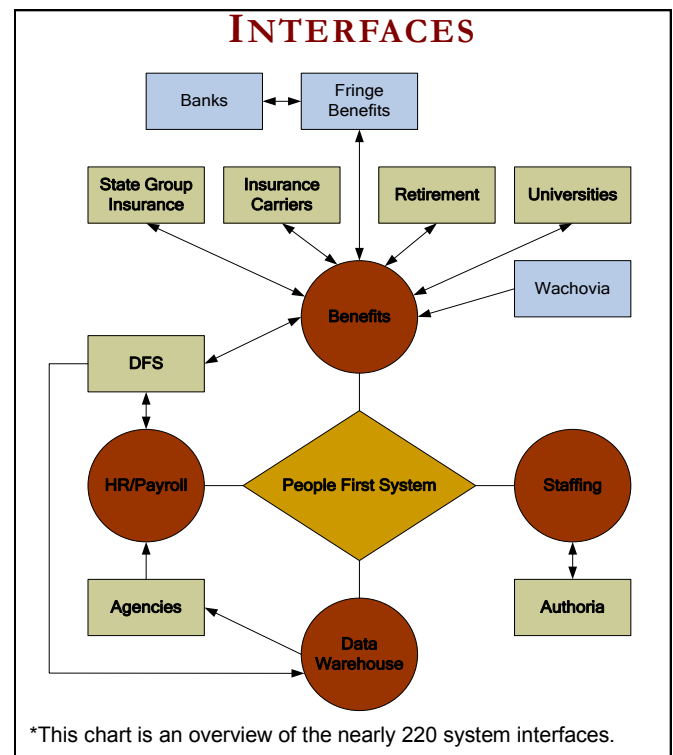
- **Strategic Planning:** Researches and plans for the successful transition to and development of the future web-based system and human resource services
- **Contract Management:** Ensures compliance with state and federal policies, procedures, statutes, and rules; ensures effective implementation and compliance of the contract, amendments, and performance metrics
- **Service Center Oversight:** Monitors service center performance to ensure accuracy of information provided, determine training or process improvement needs, investigate concerns and complaints and ensure excellent customer service
- **System and Data Warehouse Design:** Improves system performance and user satisfaction by developing requirements and implementing enhancements to the system
- **Customer Support, Issue Resolution, Communication and Training:** Provides support and issue resolution to customers; provides timely communication to all stakeholders; coordinates, develops, and facilitates training for user groups in a variety of mediums



SELF-SERVICE FUNCTIONALITY

Employees	Managers
<ul style="list-style-type: none"> • Complete timesheets • View leave balances • Establish and maintain direct deposit authorization • Maintain W-4/W-5 elections • Maintain miscellaneous payroll deductions • Enroll and elect benefits • View and update personal information 	<ul style="list-style-type: none"> • Process timesheets and leave request for their employees • Initiate personnel actions: hiring, promoting, and separating • Advertise job vacancies • Execute management reports • View their employees' personnel information

For more information, go to dms.myflorida.com/pf.



*This chart is an overview of the nearly 220 system interfaces.

TIMELINE

