The Value of Workforce Management Solutions
PeopleSoft Enterprise HCM

Presenter’s Name
Presenter’s Title
The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decision. The development, release, and timing of any features or functionality described for Oracle’s products remains at the sole discretion of Oracle.
Agenda – Workforce Management (WFM)

• WFM Definition and Business Challenges
• Business Value
• How Oracle Delivers
• Key Themes for the Future
• Customer Success
**WFM defined:**
As it has evolved, workforce management includes functions for time and attendance, absence management, labor budgeting, forecasting, scheduling, adherence, and increasingly, task management.

Source: “Workforce Management Gets Strategic Reassignment”, AMR Research, Christa Degnan Manning, Robert Garf, August 2007
The Components of Workforce Management

Workforce Management
- Labor Budgeting
- Forecasting Labor Demand
- Scheduling
- Absence Management
- Time and Attendance
- Availability
- Task Management
- Workforce Analytics

Core HRMS & Talent
- Payroll & Benefits
- Employee Performance Measurement
- Incentive Management
- Talent Acquisition & Recruiting
- Workforce Development

Integrated with
Human Resource Areas Considered Most Important to Integrate with WFM

Source: “Workforce Management Gets Strategic Reassignment”, AMR Research, Christa Degnan Manning, Robert Garf, August 2007
The Workforce Management Business Problem

- High employee turnover
- Inability to predict and plan future workforce needs
- Inconsistent operations, practices, and systems across different locations or business lines
- Compliance regulations constantly changing
- Pressure to increase productivity, reduce labor costs, and still provide superior service levels
Forecasting Labor Budget is a Balancing Act

Labor Budget too high creates wasted cost
Labor Budget too low puts service at risk

The ideal level of Labor Budgeting

Volume

Overstaffing  Understaffing  Balanced

Budget  Customers

ORACLE
Solving the Business Problem

- Deploy workforce strategically to get the right person in the right job at the right time
- Monitor the workforce in real time
- Identify and monitor key workforce absence trends that impact productivity
- Analyze root causes of labor issues to improve workforce planning, talent acquisition, and learning management strategies
- Balance customer service, productivity, employee retention and engagement, cost reduction, and increased revenue objectives
An Integrated, Single Vendor Solution is Best

Employee Acceptance is Vital to WFM Adoption

- The adoption and integration of WFM in the business must be seamless
- Usability and the scope of software modules and software functionality were cited as the top criteria by a wide margin for choosing WFM providers
- Organizations also plan to deploy all modules within WFM from a single vendor simultaneously by more than a two-to-one margin.
- Single vendor aids in training and adoption purposes as the fewer user interfaces and less navigation, the better

Source: “Workforce Management Gets Strategic Reassignment”, AMR Research, Christa Degnan Manning, Robert Garf, August 2007
“Companies with high numbers of nonexempt employees interested in getting the most out of their strategic HCM systems should consider WFM suites. They should look to those vendors that have broad functionality within WFM as well as clear ideas of how they fit in with the rest of HCM and ERP relatively quickly (and easily).”

“Workforce Management Gets Strategic Reassignment”, AMR Research, Christa Degnan Manning, Robert Garf, August 2007
Agenda – Workforce Management (WFM)

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Value of Global Workforce Management

**Enabled Capability**
- Flexible role based user interfaces for time reporting
- Integration with 3rd party time capture devices
- Monitor actual time worked to planned and manage schedule changes
- Global flexible rules based solution for calculating absence accruals, eligibility, and gross pay

**Customer Value**
- Ensure accuracy, monitor productivity in time reporting and labor demand planning
- Enable integration to collect time and labor data from multiple sources/solutions
- Ensure adherence to schedules to mitigate understaffing/lost productivity
- Ability to adhere to all legislative, union, corporate labor laws and calculation of gross pay
## Business Benefits of Workforce Management
### Labor Forecasting and Scheduling

<table>
<thead>
<tr>
<th>Benefit Area</th>
<th>Measurable Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense/Operating Savings</td>
<td>• Reduce labor costs and/or overtime pay by minimizing overstaffing</td>
</tr>
<tr>
<td></td>
<td>• Staffing efficiently</td>
</tr>
<tr>
<td>Improved Productivity/Labor Savings</td>
<td>• Improve manager productivity by reducing time spent scheduling</td>
</tr>
<tr>
<td></td>
<td>• Improve employee productivity with the right person for the job</td>
</tr>
<tr>
<td>Revenue/Service/Other Improvements</td>
<td>• Improve customer service which in turn can increase revenue</td>
</tr>
<tr>
<td></td>
<td>• Improve compliance with local, national, international labor laws</td>
</tr>
</tbody>
</table>

Source: Internal Oracle Experience
Example: What’s The Potential Business Benefit?
The Business Effect of Optimized Scheduling in Retail

• Hypothetically, a 40 lane supermarket – Open 24 hours - 500 staff
• How many checkouts should be open at any time of the day, for each day of the week?
• Is it a different number this week than last?
• Which of my 500 staff should be on those checkouts during peak and slow periods?
• How can I best use my staff to cover a varying workload and manage the effects of absence?

In a 200 outlet chain, open 24 hours, 6 days a week - a reduction of just 1 lane would save $15M
## Business Benefits of Workforce Management
### Time & Attendance and Absence Management

<table>
<thead>
<tr>
<th>Benefit Area</th>
<th>Measurable Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense/Operating Savings</td>
<td>• Reduce payroll errors through automated time tracking</td>
</tr>
<tr>
<td>Improved Productivity/Labor Savings</td>
<td>• Improve manager productivity by reducing time spent manually processing timesheets</td>
</tr>
<tr>
<td></td>
<td>• Improve employee productivity by reducing absenteeism</td>
</tr>
<tr>
<td>Revenue/Service/Other Improvements</td>
<td>• An increase in productivity can lead to increased revenue</td>
</tr>
<tr>
<td></td>
<td>• Improve compliance with union rules and policies</td>
</tr>
</tbody>
</table>

Source: Internal Oracle Experience
## Business Benefits of Workforce Management

### Employee/Manager Self-Service

<table>
<thead>
<tr>
<th>Benefit Area</th>
<th>Measurable Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expense/Operating Savings</td>
<td>• Reduce risk/cost of data entry errors by allowing employees to enter data and removing need to key data multiple times</td>
</tr>
<tr>
<td>Improved Productivity/Labor Savings</td>
<td>• Improve employee/manager productivity through automation</td>
</tr>
<tr>
<td></td>
<td>• Improve productivity for HR staff by reducing data entry</td>
</tr>
<tr>
<td>Revenue/Service/Other Improvements</td>
<td>• Improve employee &amp; manager satisfaction</td>
</tr>
</tbody>
</table>

Source: Internal Oracle Experience
According to industry experts at the American Payroll Association, automating Time and Attendance processes saves an estimated $1,000.00 per employee per year. These savings are the result of a reduction in the cost of processing payroll, reduction in human error during recording time, elimination of unauthorized overtime and a reduction in the time spent on employees’ information requests.

Source: “Trends in Time and Attendance” presented at the 22nd Annual Congress of the American Payroll Association, Apr. 27, 2004
The Value of Absence Management

- Approximately 15 percent of an organization's payroll is dedicated to the direct costs associated with paying absent employees.**
- The annual cost of unscheduled absences is an average of $422 per employee.**

That’s an annual cost of $31M+ for a company like Oracle (74,000 employees)

The Increasing Value of Scheduling Workers

Demographics Making Scheduling Increasingly Important

“Scheduling as a task is becoming increasingly important. In the coming years, the number of baby-boomers retiring from the work force will exceed the number of new workforce entrants, resulting in a significant worker shortage. As a result, businesses will be competing for the best workers among a shrinking workforce. Additionally, as the number of workers on a given payroll decreases, overtime expenditures will increase. Effective scheduling can be a way to minimize costs related to expensive payrolls.”

** Excerpt from Nucleus Research Report – A Closer Look at the ROI from Scheduling, February 2008**
Agenda – Workforce Management (WFM)

• WFM Definition and Business Challenges
• Business Value
• How Oracle Delivers
• Key Themes for the Future
• Customer Success
Forecast, Deploy, Track and Manage Your Labor

Workforce Management

- Track work standards
- Forecast labor and workload demand
- Define and assign schedules to meet business objectives
- Capture time worked, absences and other labor data
- Track adherence to schedules and productivity
- Adhere to labor laws and pay rules
- Send payable time to payroll
- Send labor costs to other applications
Oracle Workforce Management

Enables you to…

1. **Meet Strategic Objectives** by tying deployment and utilization of your workforce to organizational goals and business demand

2. **Simplify Administration** through automated time capture, employee and manager self service, and absence management

3. **Reduce Labor Costs & Improve Productivity** by efficiently and effectively scheduling, monitoring, and managing your workforce
Meet Strategic Objectives

With Oracle Workforce Scheduling

• Forecast labor demand based on corporate budgets, operational targets, and historical trends
• Managers can easily monitor, edit, and influence forecasts
• Convert forecasts into an activity-based workload with the simple push of a button
• Optimally assign resources to the workload based on organizational needs while minimizing overstaffing and understaffing
• Provide the best possible customer experience, satisfy and retain top employees, maximize productivity, minimize costs

With Oracle Business Intelligence and Workforce Analytics

• Track key performance indications like average hourly rate, number of x per labor hour, % of overtime, etc. to increase productivity
• Analyze historical absence trends and impact to productivity to correct
• Analyze overstaffing and understaffing situations
• Improve corporate talent management strategy
Simplify Administration

With Time and Labor

• Reduce if not eliminate data entry mistakes by using self-service time reporting or integrating to time clock devices for automated time capture
• Automate calculation of labor and complex pay rules
• Easily handle legislative requirements like multi-tax jurisdiction

With Absence Management

• Automate the tracking and monitoring of absences to allow line managers to react to impacts on productivity in near real time
• Automate calculation of absence accruals, eligibility, and pay based on rules
Reduce Labor Costs & Improve Productivity

With Oracle Workforce Scheduling
• Reduce the administrative costs of manually trying to schedule employees
• Reduce overstaffing costs by utilizing your employees to the best of their ability and availability and aligning them to the demand of your business
• by monitoring workers’ adherence to schedules in near real time

With Time and Labor
• Monitor time worked and productivity in near real time to take corrective action
• Assign schedules and track adherence in near real time to take corrective action
• Leverage self service scheduling features for managers to easily swap schedules and find replacements

With Absence Management
• Reduce the impact of loss of productivity due to unplanned absences
Oracle

Workforce Scheduling
Oracle Workforce Scheduling

Oracle Workforce Scheduling (OWS) provides:

• A powerful and flexible business model
  • Complete employee and business models
  • Easily configured with OWS Designer
  • Dynamically adjusted when organization changes

• A highly interactive and simple user interface
  • User-friendly guide throughout the scheduling process
  • User alerts to inconsistent data and scheduling problems
  • Dynamic display of workload coverage

• True optimization
  • Highly advanced mathematics produce near optimum schedules
  • Incorporates a wide range of personnel and business rules
  • Architected for enterprise scale and control
Oracle Workforce Scheduling Overview

Generate Optimized Schedule
Work times, break times, activities

Workload

Business Rules

Personnel

Review & Edit

Post
OWS - A Balanced Approach

Benefits

• Strikes just the right balance in meeting customer service, payroll budget and employee preference goals

• Produces the best possible schedule from a very easy-to-use system

• Includes KPI tracking and Alerts to enable everyone in the organization to see how better schedules have improved sales and reduced costs

This solution will still be generating ROI years after implementation - because your managers will still be using it.
5 Steps to Optimized Schedules

Forecast
- Business drivers forecasted from historical data
- Bottom-up Manager edits

Demand
- Activity workload calculated with precise bottom-up rules
- Automatic Top-down adjustment to budget

Check
- Validates employee data
- Alert the user to inconsistent data

Schedule
- Automatically build the schedule / Allow Manual Adjustments
- Three Alert levels for schedule / data

Post
- Post the schedule to T&L and provide performance indicators

Simple to use
Minimum compulsory user actions
Show progress for a given week
‘My Issues’ feature
## Schedule Display

### Team Daily Schedule

<table>
<thead>
<tr>
<th>Employee</th>
<th>01</th>
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<td>Parkinson Patricia</td>
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<td>Michaels Douglas</td>
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</tbody>
</table>

### Individual Schedule

- **Select an activity:** Cashier

### Demand Coverage

- Detailed Demand
- Under Staffing
- Over Staffing

### Total Daily

- Mon 04/06

---

**ORACLE**
PeopleSoft Enterprise
Time and Labor
# PeopleSoft Enterprise Time and Labor

## Pressures/drivers

- Need for efficient capturing, reporting, and access of time in various forms
- Need for flexible processing/approval of time
- Need for adhering to various labor rules by region, union, or corporate governance
- Need for accurate distribution of time
Robust Central Time Solution

- Powerful rules-based engine
- Delivered Rules Templates
- Task reporting & project costing
- Central repository for all the time related data
- Roles based user experience
- Global architecture
The Time and Labor Process

- Scheduled Time
- Reported Time
- Time Administration (Business, union, & legislative rules)
- Exceptions
- Payable Time
- Distribution

- Payroll
- Projects
- Performance Measurement
Time Clock Device Interface Partners

- Kaba Benzing
- Kronos
- TimeLink
- Talx
Time Administration:  
The Ultimate Business Rules Engine

• Objectives
  • Meet ALL rule requirements
  • Must be configurable, flexible and robust

• Concepts
  • Use provided templates for common rules
  • Use SQL Object tool set to create unique rules steps

Haven’t met a rule yet that we can’t handle!
Scheduling

- Streamlined setup and maintenance
  -Building blocks now optional
  -Open architecture allows easy integration with 3rd party products
  -Support for 24-hour schedules and rotating rosters

- Self-service capabilities
  -Update, swap, or copy schedules, and find replacements
  -Graphical representation of coverage
  -Creation / assignment of ad hoc schedules
  -Employee monthly view
Scheduling Preferences

Betty Locherty
KU0007

Contact Preference
How would you like to be contacted for schedule updates?
- Telephone: Phone Number: 555/123-4567
- Email: Email Address: (None on file)

Schedule Preferences
Willing to work a compressed work week? Yes
For each day of the week, enter the Shift or Start/End Times you prefer to work:

Monday
- Shift: KUELPShF1
- Willing to work overtime? No
- Start Time: 8:00AM
- End Time: 6:00PM

Tuesday
- Shift: KUELPShF1
- Willing to work overtime? Yes
- Start Time: 8:30AM
- End Time: 6:30PM

How to Contact
- Telephone
- Email

Compressed Work Week

Shift / Double Shift

Start/End Times

Overtime
### Employees For Betty Lochery

<table>
<thead>
<tr>
<th>Select</th>
<th>Name</th>
<th>Job Title</th>
<th>Daily Schedule Details</th>
<th>8am</th>
<th>9am</th>
<th>10am</th>
<th>11am</th>
<th>12pm</th>
<th>1pm</th>
<th>2pm</th>
<th>3pm</th>
<th>4pm</th>
<th>5pm</th>
<th>6pm</th>
<th>Total Hours</th>
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<tbody>
<tr>
<td></td>
<td>Cheryl Lang</td>
<td>Foreman</td>
<td>8 Hours K08HRS 8:00 AM-5:00 PM</td>
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<td></td>
<td>Cindy Maquire</td>
<td>Clerk-II</td>
<td>8 Hours K08HRS 8:00 AM-5:00 PM</td>
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<td></td>
<td>Helen Grimes</td>
<td>Clerk-Shipping</td>
<td>9 Hours KASHIFTPM 2:00 PM-10:30 PM</td>
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</tr>
</tbody>
</table>

### Legend
- Approved Training
- Planned Absence
- Holiday
- Multiple Shifts
- Crossover Shift
- Scheduled OFF Day
- Replaced Employee

**ORACLE**
Time Reporting

- Superior usability
- Greater reporting efficiency
- Visibility to key information
- Flexible configuration options
Timesheet – Elapsed Reporter

Betty Lochery

Job Title: Director-Finance

EmplID: KU0007

Empl Rcd Nbr: 0

View By: Week

Date: 10/11/2004

Reported Hours: 47.00 Hours

Scheduled Hours: 32.00 Hours


<table>
<thead>
<tr>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
<th>Total</th>
<th>Time Reporting Code</th>
<th>Type</th>
<th>Taskgroup</th>
<th>Country</th>
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<tbody>
<tr>
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<td>2.00</td>
<td>KUOV7 - Overtime</td>
<td>Hours</td>
<td>KUTSKGRP1</td>
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<td>9.00</td>
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<td>46.00</td>
<td>KUREG - Regular</td>
<td>Hours</td>
<td>KUTSKGRP1</td>
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</table>

Save for Later | Submit | Apply Rules

Reported Time Status - click to view
Reported Hours Summary - click to view
Balances - click to view
## Timesheet - Elapsed Reporter (all expanded)

### From Monday 10/11/2004 to Sunday 10/17/2004

<table>
<thead>
<tr>
<th>Date</th>
<th>Status</th>
<th>Total</th>
<th>Time Reporting Code</th>
<th>Comments</th>
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### Category: Hours Summary - click to hide

<table>
<thead>
<tr>
<th>Category</th>
<th>Mon 10/11</th>
<th>Tue 10/12</th>
<th>Wed 10/13</th>
<th>Thu 10/14</th>
<th>Fri 10/15</th>
<th>Sat 10/16</th>
<th>Sun 10/17</th>
<th>Total</th>
</tr>
</thead>
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<tr>
<td>Regular Hours</td>
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<td>9.00</td>
<td>9.00</td>
<td>9.00</td>
<td>9.00</td>
<td>9.00</td>
<td>9.00</td>
<td>45.00</td>
</tr>
<tr>
<td>Total Reported</td>
<td>9.00</td>
<td>9.00</td>
<td>9.00</td>
<td>11.00</td>
<td>9.00</td>
<td></td>
<td></td>
<td>49.00</td>
</tr>
<tr>
<td>Total Scheduled</td>
<td>8.00</td>
<td>8.00</td>
<td>8.00</td>
<td>8.00</td>
<td></td>
<td></td>
<td></td>
<td>32.00</td>
</tr>
<tr>
<td>Schedule Deviation</td>
<td>1.00</td>
<td>1.00</td>
<td>1.00</td>
<td>3.00</td>
<td>9.00</td>
<td></td>
<td></td>
<td>15.00</td>
</tr>
</tbody>
</table>

### Plan Type: End balance as of 10/11/2004

<table>
<thead>
<tr>
<th>Plan Type</th>
<th>End balance as of 10/11/2004</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sick</td>
<td>72,000</td>
</tr>
<tr>
<td>Vacation</td>
<td>176,000</td>
</tr>
<tr>
<td>Day</td>
<td>Date</td>
</tr>
<tr>
<td>-----</td>
<td>--------</td>
</tr>
<tr>
<td>Mon</td>
<td>10/11</td>
</tr>
<tr>
<td>Tue</td>
<td>10/12</td>
</tr>
<tr>
<td>Wed</td>
<td>10/13</td>
</tr>
<tr>
<td>Thu</td>
<td>10/14</td>
</tr>
<tr>
<td>Fri</td>
<td>10/15</td>
</tr>
<tr>
<td>Sat</td>
<td>10/16</td>
</tr>
<tr>
<td>Sun</td>
<td>10/17</td>
</tr>
</tbody>
</table>
Web Clock

Enter Punch

Betty Locherty
Employee ID: KU0007
Job Title: Director-Finance
Employee Record Number: 0

Enter a Punch Type and any relevant task information. When finished, click the Enter Punch button.

Punch Type: [In]
Time Zone: PST Pacific Time, Tijuana

Time Reporting Elements

Day: Wednesday
Taskgroup: KOMBASIC
Task Profile ID: KOMBAS1
Country: USA United States
State: CA California
Locality: SAN FRANCISCO ER TAX
Comments:

Billable Indicator: 0
Additional Features

- Approvals for Reported Time and Payable Time
- Manager search options and filters
- Manager/employee notifications
- Employee access to their exceptions
- Attendance actions
Oracle Business Intelligence
HR Analytics – Compensation and Time

Average Annual Compensation by Geography

Overtime Expense Analysis

<table>
<thead>
<tr>
<th>Employee Location Region</th>
<th>Average Variable Compensation</th>
<th>Average Base Compensation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central</td>
<td>124000</td>
<td>185000</td>
</tr>
<tr>
<td>Mountain</td>
<td>21676</td>
<td>400270</td>
</tr>
<tr>
<td>Southeast</td>
<td>15700</td>
<td>72000</td>
</tr>
<tr>
<td>UK</td>
<td>109000</td>
<td>188000</td>
</tr>
<tr>
<td>West</td>
<td>78000</td>
<td>300000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>EEO Job Category</th>
<th>Active Headcount</th>
<th>Average Base Compensation</th>
<th>Overtime Compensation</th>
<th>Overtime Expense Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Laborers</td>
<td>4,270</td>
<td>$104,230</td>
<td>28200</td>
<td>105.0%</td>
</tr>
<tr>
<td>Technicians</td>
<td>10</td>
<td>$256,040</td>
<td>10100</td>
<td>39.7%</td>
</tr>
<tr>
<td>Craft Workers</td>
<td>4,028</td>
<td>$35,000</td>
<td>10000</td>
<td>28.6%</td>
</tr>
<tr>
<td>Operations</td>
<td>4,023</td>
<td>$150,000</td>
<td>12300</td>
<td>20.4%</td>
</tr>
<tr>
<td>Office and Clerical</td>
<td>420</td>
<td>$75,000</td>
<td>0</td>
<td>0.0%</td>
</tr>
</tbody>
</table>
PeopleSoft Enterprise Absence Management
### PeopleSoft Enterprise Absence Management

#### Pressures/drivers

- Need to comply with complex legislative requirements for sickness, occupational disability and company policies
- Need to help management understand impact of absences
- Need to assist planning and cost control
- Need ability to monitor absence trends and enable corrective action
- Need accurate calculation of compensation rates during periods of absence from scheduled work
Absence Management – Definition and Process

- Entitlement Definition
- Entitlement Process
- Accumulator Balances
  - T&L, Payroll, and/or Payroll I/F
- Take Definition
- Absence Request
- Absence Event Entry
- Take Process
- Integration
- Work Schedules and Holiday Table
Absence Entitlement

- Main component of balance accrual
- Defines what employees are “entitled” to whether it’s accrued or granted
- Define type of entitlement
  - By frequency
  - Per absence
- Define entitlement amount
  - Using a constant, variable, formula,…
- Define accruing balance period (calendar year, fiscal year or other time frame)
- Define rules for the balance at the end of the period
  - Lost, paid, forward,…
Absence Take

- Element used to record an absence
- Associate one or more entitlements for cascading leave
- Define eligibility period
- Define method for paid/unpaid time
- Associate one or more earnings/deductions to forward to payroll
- Define negative balance rule when balance is zero
Self Service

Employee transactions
- Request an Absence
- View Absence Request History, balances and status
- Forecast absences and balances

Manager transactions
- Perform all employee self-service functions on behalf of direct reports
- Approve, deny or send a request back for changes
- Forecast absences and balances

Setup
- Configuration by Country or by Take
- Configurable labels via HR Text Catalog to accommodate regional differences without customization
Absence Management - Self Service

**Request Absence**

George Forman  
Analyst - Business

**Absence Request**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start Date</td>
<td>04/22/2004</td>
<td>(example: 12/31/2004)</td>
</tr>
<tr>
<td>End Date</td>
<td></td>
<td>View Calendar</td>
</tr>
<tr>
<td>Absence Type</td>
<td>All</td>
<td></td>
</tr>
<tr>
<td>Absence Name</td>
<td>Paid Time Off</td>
<td></td>
</tr>
<tr>
<td>Reason</td>
<td>Vacation</td>
<td></td>
</tr>
<tr>
<td>Partial Days</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

**Current Balance**: 6 Days²²

**Additional Information**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Earliest Return Date</td>
<td>01/05/2004</td>
</tr>
<tr>
<td>Travel Destination</td>
<td>Miami, FL</td>
</tr>
<tr>
<td>Emergency Contact</td>
<td>Marc Tyson</td>
</tr>
<tr>
<td>Emergency Phone Number</td>
<td>925-694-2222</td>
</tr>
</tbody>
</table>

**Comments**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requestor Comments</td>
<td></td>
</tr>
</tbody>
</table>

²² Required Fields

Configurable data
Agenda – Workforce Management (WFM)

• WFM Definition and Business Challenges
• Business Value
• How Oracle Delivers
• Key Themes for the Future
• Customer Success
PeopleSoft HCM 9.1
Release Themes – Planned General Available targeted for Calendar 2009

Flexibility

Intelligent
Business Execution

Organizational
Effectiveness
PeopleSoft HCM 9.1
Time & Labor Improvements

- Integration with Oracle Workforce Scheduling
- Adoption of PeopleSoft’s Robust Approval Framework for Approvals and Delegations
- Provide Time Reporting Codes to Enhance Mass Time Reporting
- Import/Export Rules via an Online Tool
- Greater Synchronization and Integration Between HCM and Financials with Full Project ChartField Integrations

Improve Workforce Productivity
Increase User Satisfaction
PeopleSoft HCM 9.1
Absence Management Enhancements

- Absence Management Integration with Oracle Workforce Scheduling
- Administer the Start and End Time in:
  - Absence Event Entry*
  - Absence Employee and Manager Self Service*
- Extended Leave Framework (e.g. support FMLA)
- PDF and Document Attachments
- Leave Donations
  *Using Oracle Workforce Scheduling

Reduce Administrative Overhead Associated with Managing Absences
PeopleSoft HCM 9.1
Integration to Oracle Workforce Scheduling

Time & Labor
• Send Employees’ Schedule Preferences and Reported Time
• Receive Employees’ Optimized Schedule

Absence Management
• Enable Absence Start and End Time Entry
• Share Absence Information

Bi-Directional and Near Real-Time Integration
Reduces Employee Downtime & Scheduling Conflicts
PeopleSoft HCM 9.1
Leveraging Web 2.0

Comprehensive Integrated Policies and Practices
Profiles Recruiting Performance Learning Development Compensation
Develop Continuously Identify Opportunities Connect Performance

Unified Context Aware User Experience
Wikis Blogs Forums Chats Documents Content Collaborative Space
Maximize Productivity Eliminate Context Shifts Connect People

Improved Productivity
PeopleSoft Enterprise T&L and Absence Future Considerations

- Pre-configured FMLA rules
- Pre-configured integration with Oracle Workforce Scheduling
- Enhanced assisted scheduling
- Schedule bidding
- Schedule trading
- Vacation bidding
- Expand mobile functionality (features & technology)
- Leverage Fusion Web 2.0 technologies
- Leverage Fusion intelligence
Agenda – Workforce Management (WFM)

• WFM Definition and Business Challenges
• Business Value
• How Oracle Delivers
• Key Themes for the Future
• Customer Success
Sample of PeopleSoft Enterprise WFM Customers
What WFM Customers are Saying

“Oracle’s PeopleSoft applications are fundamental to maximizing our operational effectiveness.”
Carrie Medders, HR Project Manager and Manager, Training & Support, San José State University

“The flexibility of Oracle’s PeopleSoft human resources solution provided the tools we need to handle a multitude of unique employment requirements.”
Mark Taylor, Assistant Division Chief for Management Systems, U.S. Census Bureau