

SPRING 2003



Ontario Tidbits

The IHRIM Ontario Chapter Newsletter



welcome...

...to **Ontario Tidbits**, the IHRIM Ontario Chapter's newsletter. It is a forum to share information about HR information management, systems issues, HR business issues, trends, and technology, and to learn from each other.

This newsletter will be published quarterly and each issue will feature articles and columns by our peers on topics that you will find interesting and informative. It will also include upcoming education sessions that promise to be helpful.

The Ontario Chapter has strived to provide its members with information and education that can be used to help HR professionals define and role out a strategy that is enabled by technology – this newsletter will try to have the same focus.

Have something to share? Want to submit material? Have any ideas on what you'd like to see? This is *your* newsletter, so please feel free to send your comments and/or submissions to me at ritadiroma@sierrasystems.com.

Enjoy this first issue!

Rita Di Roma

*Communications, IHRIM Ontario Chapter
Partner, Sierra Systems Group – Toronto, Ontario*



Spring is Here, Finally!

Message from the President

J. Allen Doran, CHRP

IHRIM Ontario Chapter President, Toronto, ON



Well I think its safe to say, "Spring is Finally Here", but cautiously, after such a long drawn out winter.

Welcome to our first IHRIM Ontario Newsletter, the first of many to come. This will be a virtual newsletter coming to all Ontario chapter members in your e-mail. We live and work in the largest IHRIM chapter in Canada and with so much going on, we thought this would be a great way to keep you up-to-date.

IHRIM provides its members with knowledge aimed at supporting the efforts of linking people management to organizational strategy while leveraging people information management technology. The new and much needed vision for Human Resources requires HR to think and act like a business. We need to deliver strategic information, lead the drive for knowledge management and the viewing of people as assets, and be the best at communications.

Your IHRIM Ontario chapter has been and will continue to work hard at delivering this – helping members and friends add value to their organizations. I am very proud to work with a dedicated group of professionals who are of course, all volunteers. We come from varied backgrounds and have a commitment to serving our chapter members. In addition to our board of directors, we have a loyal group of volunteers who help us deliver chapter events, identifying hot topics and recruiting great speakers.

Very soon we are going to issue a call for volunteers to serve for the next year or so, helping the IHRIM Ontario chapter with its activities. With such a large geographical area to serve, including the massive Greater Toronto Area (GTA), we tend to not meet a lot in person, achieving most of our planning and communications virtually, using the very tools we are encouraging other HR professionals to use. So do not be afraid of the time commitment involved, its not all that much and we are very flexible. Watch for the Call for Volunteers and the Annual General

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Meeting (AGM) where we actually do get together and meet for one of our few annual face-to-face meetings.

In keeping with our delivery of events in 2002/2003, we hope to have almost monthly meetings in the year to come, delivering quality programs and providing you an opportunity to network with other professionals in the field. Next year as well we would love to be able to deliver programs in other parts of Ontario, starting with the National Capital Region. So if you are from outside the GTA, do not be afraid to volunteer to serve, we can use your help and maybe you have some ideas for programs in your own area.

We normally do not deliver programs in July and August, but hopefully we will have an event each month for the remainder of the year. We already have fantastic events lined up for April, May and June.

I hope we see you at a Chapter meeting soon.

Al Doran

Sunshine behind the Fog On the current status of eHR in Mainland China

Frank Zuo, ASIMCO HR Systems Manager

Thomas Zheng, HRMS Analyst, UFSOFT

Edited by Al Doran, CHRP, Phenix Management Int'l, Inc.



Left to Right: Frank Zuo of Asimco, Beijing, China, Al Doran of PMI, Richmond Hill, Ontario and Thomas Zheng of UFSOFT, Beijing, China



Don't forget the IHRIM 2003 Spring Conference and Expo! It will take place at Caesars Palace, Las Vegas, Nevada from May 18-21, 2003.

The IHRIM Annual Spring Conference and Exposition, **HRMStrategies 2003: Changing the HR Landscape**, is the only conference designed by HR information management professionals for HR information management professionals.

For more information on the Spring Conference, please go to <http://www.ihrim.org/events/2003spring>.



During the last several years eHR and HRMS has made significant progress in Mainland China. There were very few people, which included HR professionals, who know the concept or even the name of eHR and HRMS five years ago. However, due to the increase in competition and the requirement of globalization, more and more enterprises and their management teams are looking seriously at enhancing HR services to attract and retain talents and they are doing this by means of eHR and HRMS. Today, eHR and HRMS has become a very popular topic in the HR world. The marketing opportunity has stimulated the eHR and HRMS software vendors; there are more than 100 "local" eHR and HRMS software vendors now, most evolving during the past few years.

Thomas Zheng with the support of ChinaHR.com and VanGuard, one of eHR vendors in Mainland China, conducted an "eHR in China Survey" in 2002 based on over 2005 samples including 1,775 actual implementations. According to the survey, most of the organizations that participated in the survey affirm that HR should be managed through computers, network and "intelligence". They are very aware that it is very important to change the HR management procedures and methods through technology. However, only 30% of survey participants have adopted eHR or HRMS.

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(Sunshine behind the Fog continued from Page 2...)

About 60% of the participants expressed that they will purchase an eHR or HRMS in 2 years.

More and more people are becoming aware that eHR and HRMS could improve the management of human resources related information and procedures through integrated, centralized, standardized databases vs. the many current separate, incompatible data bases which are scattered and available in many different electronic formats - word, excel, FoxPro and other databases - or in printed documents. The management of HR and Compensation and Benefits (C&B) related information will be shifted from personnel dependent into computer system dependent.

All the information could be available to authorized personnel and could be shared by the management team, as well as line managers, after successfully implementing the system. It also could reduce the risk of a company's operation, which is a particular problem in a developing country. Employee self service (ESS) and manager self service (MSS) could not only reduce the HR staff's burden of data input, but also increase the information accuracy and timeliness. Also, some of the users have re-constructed their policies, procedures and information flow to follow systems' requirements. As examples, Swire Beverages formalized its HR and payroll systems over 9 sites and have set up their on line analysis model with the support of HRMS. ASIMCO, a leading components company in China, has started to set up their financial, engineering, sales and marketing talent pools and information sharing over many sites gathered from more than 10 thousand employees - which will be used by the whole group. Also, they are engaged in setting up succession plans by means of the HRMS support, which they hope, will reduce their risk and influence how they manage staff increases and decreases.

eHR and HRMS are currently under the spotlight and have a bright future. However, the road has not exactly been smooth up to now. The major problems we face in eHR and HRMS are:

1. Little knowledge on eHR and HRMS projects in top management:

The implementation process is treated as an IT project, or a joint project of IT and HR - this may be caused by the project team and project manager not getting effective support from top management. As a company-wide project, all departments must be involved in the implementation process, and some changes and

adjustments need to be made as well. It is very difficult for the project managers to control the project and deal with related issues.

2. Making existing manual systems computerized:

Purchasing and Implementing an eHR and HRMS system is not just computerizing the existing manual system. Instead it should formalize and reconstruct HR and payroll related policies, procedures and jobs. However, many of the users have not realized the importance of this and the process has failed. Although the HR department is labelled as a "change agent", it does not always want to change itself first.

3. Lack of professional eHR and HRMS specialists:

eHR and HRMS is still a very new field in Mainland China. The successful project manager and related project team should have strong knowledge and experience with HR, payroll, project management and IT, as well as government law and regulations. Currently, this is the bottleneck of eHR and HRMS projects in Mainland China. As a new position, there are only a few experienced eHR managers in Mainland China. Also, eHR and HRMS are not like CAD, ERP, etc. - "traditional" IT systems to which lots of people have the experience in the market.

4. The mess of eHR and HRMS vendors:

According to the survey we mentioned above, there are eHR and HRMS vendors with more than 10% market share. Many of vendors have fewer than 100 customers and the quality and stability of these vendors are serious issues.

5. HR professionals are often IT techno phobic:

HR professionals are not familiar with IT systems and do not want to know more about what they can do for them. Some HR managers do not even know how to use the eHR and HRMS after the implementation. They are still paper focused and ask their staff or IT to create and print reports from the system. Because of this, quite often a company cannot make full use of the new system they have just invested in.

6. Some new methods, such as ASP services, e-learning, call center and employee (and manager) self service have to be accepted by more and more HR professionals before their companies can fully benefit from the advantages they provide. These eventually will be the hot topics. But they have not been widely adopted up to now. The reasons are many but include cost, as well as policies and procedures that have been in place a long time. Privacy is also expected to become a major issue as well.

Al Doran, CHRP is President of Phenix Management Int'l, a Toronto, Ont. management consulting firm specializing in HRMS issues. He is co-author of the HRMS book published by Carswell, "Human Resource Management

Systems: A Practical Approach". Al is also the editor of the IHRIM Press book, "E-Work Architect: How HR Leads the Way Using the Internet". Al is a past-president of the International Association of Human Resources Information Management (IHRIM) and serves on the international board of IHRIM, as well as the Canadian Council of HR Associations (CCHRA). He may be reached at: aldoran@pmiHRM.com and his home page is <http://www.pmihrm.com/>



Al Doran, March 21, Beijing, China, Shangri-la Hotel

On March 21, 2003, Al Doran was the keynote speaker at the e-HR forum sponsored by UFSOFT in Beijing, China. UFSOFT are a leading ERP provider in China and have just released their e-HR Version 1.0. Check out some presentation pictures at <http://www.ufsoft.com.cn/subject/20030311/>

Upcoming Chapter Education Sessions

May 14th, 2003

Toronto Hilton, Toronto Ontario

HR Intranets: What are over 300 Canadian Companies doing and what does the future hold?

Presented by: **Diane McElroy**, Senior Vice President, Aon Consulting

June 19th, 2002

Toronto Hilton, Toronto Ontario

You've Implemented an HRMS- Now What? Maximizing Your Existing HRMS

Presented by: **Rita Di Roma**, Director of PeopleSoft Consulting Services, Sierra Systems Group

For more information on these programs, please go to the IHRIM Ontario Chapter web site at <http://www.ihrim.org/chapters/ontario>. To register please contact Renee Levine at 416-494-5860 or email her at rlvine@baseconsulting.ca.

Professional Development Seminars

April 24-25, 2003

SAP, 4120 Yonge St., Ste. 600, Toronto, ON Canada

Measuring the Effectiveness of the HR Function.

Course Instructor: **John Johnston**, Managing Director, Human Resource Management Solutions

For more information on this session and to register, please see http://www.ihrim.org/events/HRMetrics/0403_ontario.asp

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The executive committee always appreciates your feedback and ideas as to how to better serve you. Please contact us if you have any questions or Suggestions.

