



R11 USPSD Implementation / Staff Augmentation for Automatic Data Processing (ADP), Roseland, NJ

Customer Profile

ADP pays 1-in-6 private sector workers in the U.S. ADP handles employer-related functions that require extensive processing, record keeping, technology and up-to-date best practices.

- Payroll
- Human Resources
- 401(k) Retirement Services
- Expense Management
- Professional Employer Organization (PEO)
- Time and labor Management
- Tax & Compliance Management

ADP is global. It is the single source for employee administration in 26 countries around the world.

Problem Statement

- Implementing R11 version of USPSD as per the requirement.
- To troubleshoot the problems in the R 11 setup done before my engagement (both in POC and Production)
- Data migration – Mass Loading of Network Engg, Brokerage, Open System and Mainframe contacts with location, site and group, Access and contact type information.
- Various web client Interface modification as per ADP customer's requirement.
- Creating Advanced Workflow
- Creating custom tables and fields and the corresponding web modifications

Technology Used

- USPSD R 11.02
- MS Windows 2003 Server
- MS SQL Server 2000 SP4
- MS IIS 5.0 / Tomcat
- Dashboard and Reports

Rolta Solution

After completing a Requirements Analysis with the client, the Rolta consultant completed each task successfully after thorough testing. The task solution conforms to CA best practices. Major tasks performed during the project include:

- Implementation of USPSD R11.02 and migration of data from the existing POC after the data was cleaned as it had lot of duplicates. Made POC and production in sync.
- Created action macros to auto assign the workflow tasks based on the value of the custom field in Department.
- Created 5 multiple notification macros and events for SLA.
- Mass contact loads for 4 different departments (groups) with various site, location and group information. Also, mass loading of Configuration Items via pdm_load.
- Created an advanced workflow process for ADP as per the requirement. The workflow will get triggered based on the data in various fields of change order and send auto email notification, as and when required.
- Converted default Request type (Employee interface) to Incident.
- Created custom schema (tables and fields) and its corresponding Web form modification as per the client's requirement (HTMPL and JavaScript customization) and new scoreboard items.

Benefits of the Solution

- Implementation, data migration, task automation, schema and web interface customization done as per the requirement.

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