State of Delaware

Onboarding

Request for Information

Request No. GSS19840-ONBOARD

February 1, 2019
Revised: February 27, 2019

- Deadline to Respond -
April 5, 2019
Time (Local Time)

Addendum #1: Revises RFI to respond to questions asked during the first Q&A period.

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Date: February 1, 2019

REQUEST for INFORMATION NO. GSS19840-ONBOARD

This Request for Information (RFI) will **not** result in award of a competitively bid contract.

The State of Delaware, Government Support Services, is seeking market information on options ranging from recruitment to onboarding and off-boarding.. The information gathered may or may not lead to the issuance of a Request for Proposals.

Responses to this Request for Information will remain confidential until such time as a determination is made on whether the State will move forward with a Request for Proposal. If a decision is made to move forward with a Request for Proposal, the responses to this Request for Information will remain confidential until the completion of the Request for Proposal process.

All responses to this Request for Information shall be submitted in a sealed envelope **clearly displaying the request for information number and vendor name** by April 5, 2019 at 3:00 PM (Local Time).

Responses must be mailed to:

> **State of Delaware**
> **Government Support Services**
> **GSS19840-ONBOARD**
> **100 Enterprise Place, Suite 4**
> **Dover, DE 19904-8202**

Please review and follow the information and instructions contained in this Request For Information (RFI). Should you need additional information, please contact Courtney McCarty at courtney.mccarty@state.de.us.

I. INTRODUCTION

A. RFI DESIGNATED CONTACT

All requests, questions, or other communications about this RFI shall be made in writing to the State of Delaware. Address all communications to the person listed below; communications made to other State of Delaware personnel or attempting to ask questions by phone or in person will not be allowed or recognized as valid. Vendors should rely only on written statements issued by the RFI designated contact.

> **Courtney McCarty**
> **State of Delaware**
> **Government Support Services**
> **100 Enterprise Place, Suite 4**
> **Dover, DE 19904-8202**
> **or**
> **courtney.mccarty@state.de.us**

To ensure that written requests are received and answered in a timely manner, electronic mail (e-mail) correspondence is acceptable, but other forms of delivery, such as postal and courier services can also be used.

B. CONTACT WITH STATE EMPLOYEE

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact regarding this RFI is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their response from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business.

C. RFI OBLIGATION

The RFI is a request for information only. There will be no contract awarded as a result of this RFI. Nothing in the materials vendors provide, further referred to as Vendor Information Packages (VIP) as a response to this RFI nor the State's remarks or responses to the VIP's of any individual vendor, will be considered binding for a future contract.

D. KEY RFI DATES/MILESTONES

The following dates and milestones apply to this RFI. Vendors are advised that these dates and milestones are not absolute and may change due to unplanned events during the RFI advertisement. The State reserves the right to add another Q&A period, shorten the period of time associated with the secondary Q&A period, and/or adjust the proposal deadline, as required. Key RFI dates and milestones will be updated, at a minimum, at time of first Q&A Addendum posting. Vendors are responsible for ensuring they have reviewed the website for the most current information.

Activity	Due Date
RFI Availability to Vendors	Friday, February 1, 2019
Written Questions Due No Later Than (NLT)	4:30pm Local Time, February 12, 2019
Written Answers Due/Posted to Website NLT	March 1, 2019
Follow-up Questions Due NLT	4:30pm Local Time, March 8, 2019
Follow-up Answers Due/Posted to Website NLT	March 15, 2019
RFI Response Due NLT	3:00pm Local Time, April 5, 2019
Public Proposal Opening	3:00pm Local Time, April 5, 2019
Proposal Evaluation/Presentations	As Required

Addendum #1: No updates to Key RFI dates/milestones.

E. RFI QUESTION AND ANSWER PROCESS

The State of Delaware will allow written requests for clarification of the RFI and its attachments to be submitted twice per the schedule outlined above. All initial RFI questions shall be received no later than dates and times shown above. All questions received during the time frames will be consolidated into a single set of responses and posted on the State's website at www.bids.delaware.gov by the dates shown. Vendor names will be removed from questions in the responses released. Questions should be submitted in the following format. Deviations from this format will not be accepted.

Section number

Paragraph number

Page number

Text of passage being questioned

All questions may be submitted by email to: courtney.mccarty@state.de.us

Or, questions may be submitted by mail to the RFI designated contact address identified above, but must be received by the "no later than" RFI questions deadline specified.

Questions not submitted electronically shall be accompanied by a CD and all questions shall be formatted in Microsoft Word.

II. SCOPE OF WORK

A. PURPOSE / BACKGROUND

The purpose of this RFI is to provide the State of Delaware with information regarding vendor interest and capabilities providing options ranging from recruitment to onboarding and off-boarding. Solution. The State of Delaware invites vendors to submit their capabilities and interests relative to this Request for Information (RFI). The State of Delaware may reference this material as indicative of industry capabilities and in the event the State of Delaware issues a Request for Proposal (RFP), the State may use this material to facilitate the development of the RFP or the establishment of standards and policies.

In July, 2017 the Department of Human Resources (DHR) was established as a cabinet-level agency to drive the strategic direction of human resources for the State. The State currently maintains over 1,500 class specifications, and hires approximately 3,000 employees annually.

Q: What are the specific qualifications needed to be considered? Is there preference given to Delaware vendors?

A: The RFI is a request for information only. There will be no contract awarded as a result of this RFI.

B. DEFINITIONS

Pre-Boarding: The steps taken to prepare for an employee's first day, including gathering critical information to drive workflow for onboarding checklists, forms, and other requirements. Pre-boarding starts with the Welcome letter and ends when the employee information is gathered to create an employee ID.

On-Boarding: Strategic process of engaging a new employee and providing valuable information and training about the organization (State) and benefits of being a State employee. Onboarding begins when the employee ID is created. Centralized onboarding ends when all steps identified in the centralized onboarding process are completed.

Off-Boarding: The steps taken when an employee leaves State employment such as collection of ID badge, keys, removal of network and email access, completion of retirement forms, as applicable.

Current State Employees: Individuals that work for the State of Delaware and receive a state paycheck.

Rehire: Employee that previously worked for the State, left state employment and returned.

Transfer: Employee that changes positions in the State either moving from one State agency to another or moving from a casual/seasonal position to another position in the State.

Promotion: An employee that moves to a higher paygrade.

C. SCOPE SIZE ESTIMATES

\# of Employees: 37,078
\# of Applications: 70,000*

Onboarding: 3,050*
> # of New Hires: 700
> # Rehires: 250
> # Transfers: 1,000
> # Promotions: 1,100

Off-Boards: 1,300*
> # Separations (resignations and terminations): 850
> # Retirements: 450

The above numbers currently do not represent, DOE (including Schools and Higher Education), DSP, Delaware National Guard, Delaware State Housing Authority, and some of the courts (Superior and Supreme). Depending on the solution selected there is potential that any of these Organizations may elect to participate.

D. PROCESS FLOW – See page 15

E. OVERVIEW OF NEEDS
The State is looking for a solution that could be implemented that handles all steps in the process or identifies options for handling all of the steps in the process.
Q: Does the state have a preference for a Cloud based or Hosted solution?
A: Per State policy (https://dti.delaware.gov/pdfs/pp/ApplicationSourcingPolicy.pdf), the State does have a preference for Cloud based solutions.

F. PROJECT REQUIREMENTS
The project requirements include, but may not be limited to:
1. Integrate with existing HR systems to reduce and eliminate duplicate data entry;
2. Provide completion status and tracking for all onboarding functions;
3. Provide pre-boarding, onboarding, and off-boarding capabilities;
4. Utilize I-9 e-verify and electronic W-4 filing;
5. Enable fillable forms and document storage;
6. Provide analytics and dashboards viewable by human resources (HR) staff and supervisors;
7. Provide build in audit trails for all system activities;
   Q: What are the specific audit requirements for compliance? Who conducts the audits?
   A: The State is looking for a robust Security administration process to ensure that administering application access and modifying access is authorized and tracked by audit trail. The Security audit process should be configurable to support compliance with the policies (e.g., use of passwords, access controls, etc.). Audit trails should allow management to monitor the environment for potential unauthorized activity as well as audit transactions in the system such as approvals/verifications with timestamps.
8. Provide the ability to exchange data with the State's ServiceNow deployment;
9. Customizable workflow with the ability to clone templates.

G. EXISTING SYSTEMS BACKGROUND AND FUNCTION
1. PeopleSoft PHRST
PHRST is the State's system of record. The system houses budget position data (i.e.; standard hours, salary administration plans, job codes, job titles, FLSA, FTE's, pay grades) and currently interfaces nightly with Delaware Employment Link (DEL) using a fixed file format (exhibit 1 attached).

2. **Delaware Employment Link (DEL)**

   DEL serves as a database for position classification information and provides the ability to make public on our website the alphabetical class specification listings, occupational groupings and career ladder information. The nightly interface maintains the integrity of the information by auto populating the data from ERP system into DEL requisitions, job postings etc. With the class specifications being housed in the recruitment system, when updates are made to the class specifications, these auto populate the postings to maintain the most up to date and accurate information.

   DEL is also a database for screening and ranking questions, exam questions, standardized posting language, job postings, applications, notices, eligibility lists, and referral lists. DHR establishes and maintains the job requirements, screening and ranking of Training and Experience (T & E) devices and the associated scoring schemes for each classification. For those classes using a T & E for ranking, applicants respond to questions for that classification on a supplemental questionnaire. The system screens for meeting job requirements and ranks applicants based on score. Agencies do a quality control review to evaluate the applications and supplemental questionnaires to ensure the applicants meet the job requirements and are ranked appropriately. Applications for classes without a T & E ranking device in the system are evaluated and scored manually and the score is added to the applicant record manually in the system.

   Currently DHR reviews agency position fulfillment requisitions and posts all job vacancies for merit system vacancies on the DHR website http://www.delawarestatejobs.com. All State merit system agencies recruit, evaluate applications and issue referral lists. Referral lists are generated from the eligibility list. If there are 30 or less qualified applicants, all qualified applicants are placed on the referral list in alphabetical order. If there are more than 30 qualified applicants on the eligibility list, the referral list contains the top 30 qualified candidates plus ties based on scores from the rating of training and experience or a written exam. Specials rules allow transfers, demotions, reinstatements and Selective Placement Candidates and casual/seasonal employees to be additional names on the referral list. A password protected referral list is then sent to the hiring manager and the hiring manager conducts the interview process. Once the candidate accepts employment, the hired candidate is then entered into the DEL system and the Statewide Payroll and Human Resource System (PeopleSoft HCM v9.2). All related communications with applicants (using standardized notices); applicant tracking and reporting is done by the recruiting agency using the DEL system.

3. **Delaware Learning Center (DLC)**

   DLC is an enterprise-wide Learning Management System (LMS) implemented to centralize the management, delivery, and tracking of online and classroom-based training for statewide and agency training development initiatives.

   In addition to the training provided to employees, State agencies also provide training to over 20,000 external learners, annually, including healthcare professionals, firefighters, police, other first responders, contractors, and families of individuals receiving services from the state. The training provided by the state to external learners is primarily to meet federal and state mandates and to assist key stakeholders in obtaining mandatory training required to keep current in their positions.

The system allows for all learners access online course catalogs, and access to training through a learner-focused, self-service system that enables learners and managers to search, enroll, request and launch any type of learning activity. The system also enables supervisors, managers, and human resource staff to access to their employees' training records to link to performance and career development plans.

4. **IT Onboarding**

"ServiceNow" is an enterprise-wide work order solution, implemented to track and manage IT requests and calls into business oriented service desks. In addition to processing IT onboarding tasks; which was implemented in November 2018, the system automates over 75 processes including security request, printer requests, mailbox requests, etc. Through the solution over 69,000 IT requests were logged during 2018 and over 23,000 non-IT service desks requests were logged in 2018.

Q: Are the 75 processes the systems that require access points? If not, what are the total number of systems?

A: Not all 75 processes automated through ServiceNow require interface; however, all systems listed in this section would need to have interfaces to the proposed solution.

H. REQUESTED INFORMATION

1. Would your solution allow for implementation that handles all steps in the process or that implementation to handle some of the process?
2. Given the scope size estimates explain your scalability. What is your current maximum # served capacity?
3. Technical
    a. Describe how your solution would interface with the State's existing PeopleSoft Enterprise Resource Planning (ERP) system: Oracle PeopleSoft version 9.2 HCM modules that has state employee, system of record, job data, the State's recruitment system, "Delaware Employment Link (DEL)" (JobApps or the successor), the State's Learning Management System, "Delaware Learning Center" (Cornerstone OnDemand or the successor), and the State's IT Onboarding System (Service Now or the successor). Or alternatively, how your proposal would receive information from Oracle PeopleSoft version 9.2 and complete the process?

    Q: Please describe the capabilities of the PHRST, DEL and DLC system to perform push and pull operations to REST API endpoints and from external systems via REST API methods. At what points of the process flow will each of the systems be involved?

    A: PHRST PeopleSoft application provides the capability to use delivered web services for licensed modules as well as develop REST API to support custom requirements. The technology supports use of services from Interactive service repository as well as build of custom messaging as REST services. The involvement of the DLC is currently after the employee ID is created in PHRST; however, this could change based on the capabilities and recommendation of the vendor's solution. More information on the API capabilities related to the DLC (Cornerstone OnDemand) are found at
    https://www.programmableweb.com/api/cornerstone-demand-web-services.
    JobAps, the State's recruitment system uses SOAP-based web-service related to new hires. Information such as hire status (hired), name, ID, Department, Job Class, Hire Date, etc. can be sent to the API.

    b. Do you have a mandatory layout requirement for data exchange? Is it configurable?

c. Describe data extraction from the State's recruitment solution, importing existing data into the proposed solution and the approach to maintaining the integrity/accuracy of the data, and web page development and maintenance. Or alternatively how your solution would perform the function if not leveraging the third party vendor.
Q: Does the state have technical resources (internal or external) who manage each of the systems the onboarding platform would need to integrate with?
A: Yes

d. Describe your upload times and batch processes?

e. The State uses a bi-weekly pay process. Does your offering have critical dates in order to process candidates? What degree of flexibility does your system provide when payroll processing times adjust due to holidays or bank closures?
Q: It's unclear as to how payroll processing times would impact the onboarding solution as they are being managed by PeopleSoft HCM. Can the state provide clarification as to how the payroll processing timeline would impact the onboarding platform?
A: The timing between when an employee record is activated with respect to the payroll schedule and benefit processing timeframe is important. Does the software application have daily cutoff times for when employees can enter data? Can this timeframe be synched with PHRST system? Overall question involves understanding how the onboarding application compiles data so that it can be loaded into PHRST in a timely manner based on PHRST nightly job schedules.

f. Are you an Oracle Platinum Partner? Have you worked with any other Government entities with an Oracle solution?
Q: Can you explain the relevance of this question as it relates to Oracle? Is this specific to PHRST? /Other?
A: Oracle PartnerNetwork members must achieve any combination of five qualifying specializations, Oracle Exastack Optimized applications or Oracle Validated Integrations or five Oracle Exastack Ready or Oracle Exastack Optimized designations with at least one being Optimized. Another relevance of being an Oracle platinum partner is the experience of integrating onboarding solution with ERP applications like PeopleSoft. A proven track record of integrating Onboarding with ERP/PeopleSoft HCM application will ease implementation and maintenance process, therefore increasing the stability and reliability of application for users. For other Oracle Partner Levels and Benefits see:
https://www.oracle.com/partners/en/partner-with-oracle/get-started/levels-benefits/platinum/index.html

g. Describe approach for returning data to the State at the end of engagement.

h. What commercial off-the-shelf (COTS) solutions or application program interfaces (APIs) would you consider using to deliver the functionality? Please provide a full description of these systems including any links to publicly available information.

i. Where were the COTS or API solutions successfully deployed in the past? Please provide a description of such deployments to include, but not be limited to, the amount of customization and/or enhancements that were required for the deployment and the overall timeline for the deployment.

j. Describe the risks you see in the technology delivery and how you and DHR could mitigate those risks.

k. DHR would plan to structure payments for the technology solution on a deliverables basis. What deliverable milestones would you suggest for the payment over the course of implementation? Include any suggestions on specific performance indicators that could be a basis for payment milestones.

l. In addition to delivering the technology solution, DHR intends to contract for support and maintenance of the solution. Describe how you would approach supporting and maintaining the solution. What role in supporting and maintaining the solution would you have as the vendor and what role would DHR have?

m. How does your solution handle employee transfers?

Q: Please provide specifics on what the implications within the system would be for employee transfers? i.e. Would a new state agency specific onboarding workflow need to be initiated?

A: An employee that moves from a temporary position, such as a Casual/Seasonal position, to a State employee position would need to have a different onboarding workflow because Benefits are only offered to State employees. From PHRST system perspective, there would be no change. The employee record will be transferred in PHRST. Using the example of a Casual Seasonal moving to full time, how would the onboarding system know that this emplid exists? PHRST will not allow another emplid for an existing employee. As it relates to the interface to ServiceNow for IT onboarding, this interface would need to address employee transfers that might be specific to a state agency.

Q: How and from which system would our platform receive notice of the employee transfer?

A: The receipt of transfer data will be dependent upon the proposing vendors suggested solution, however, PHRST (Oracle 9.2) is the system of record and the State does not intend to replicate the system of record in any alternative solution. Proposing vendors should provide alternatives to how and in what format they are capable of receiving employee information so the State may evaluate the best option for our needs.

n. Does your solution offer any background prescreening or interface with any background check providers? Describe the options available including recommended approach and vendor(s).

o. Describe your ability to customize onboarding workflows based on employee type.

p. Describe reporting, analytics, and dashboard capabilities based for employee, supervisor/manager, and HR view.

q. Describe how the system defines pre-boarding, onboarding, and off-boarding. What functionality is available in each phase.

r. Describe your capabilities to provide e-verify for I-9 compliance.

s. Describe your capabilities to electronically file W-4s.

t. Describe the capabilities to create fillable forms and pre-populate forms with the new employee's data.

u. Describe the capabilities to store copies of documents used to verify employee's information. Does your solution provide a scheduling/calendar option to send calendar reminders? Describe the options available.

Q: Please elaborate on how these reminders are to be triggered? Will they be built into the onboarding/ offboarding workflow(s) or are you expecting that someone within the organization can setup a custom reminder specific to an employee at any time that that employees is an active state employee?

A: Does the onboarding system have onboarding session scheduling capability and the ability to send outlook calendar invitations with reminders to users? Does the system have additional triggers with reminders that automatically are sent to users when tasks are not completed? The expectation is that an individual would not have to create reminders for each employee onboarded and that this will be done systemically.

  v. Do you offer a recruitment system? Please describe the recruitment system's capabilities.

  w. Do you have a fixed file format or can you be configured to allow for a third party file format?

4. Explain your Cost Structure and provide a cost estimate. If there are separate modules or add-on components, please include the breakdown in your cost estimate. Do you use a "per user" fee structure or flat fee structure?

Q: Has funding been secured for this project?

A: The results of the RFI will be used for budget purposes.

Q: What is the budget allocated for this project?

A: Will be determined by the results of the RFI.

Q: Can the state provide an indication of anticipated contract duration?

A: An initial contract term could be up to 5 years with 2 or 3 extension options.

5. Security (Addendum #1: NEW, Requested Information)

  a. Is there an API, or interface, available that can be consumed by an on premise or cloud Identity Access Management (IAM) solution for automated Onboarding provisioning?

  b. Lifecycle phase, or Status of User, within the solution that can trigger automated downstream activities (i.e. Pre-hire, Post successful background check, etc.)?

  c. Ability to integrate with On-premises or Cloud Single Sign-on solution.

  d. If Cloud-based, what capabilities are in place to protect employee information? Encryption capabilities?

  e. If Cloud, ability to demonstrate comprehensive cyber security program capable of protecting prospective employee data throughout their hire lifecycle.

  f. Do you offer a self-registration process? If so, describe.

  g. Does the software have capability to provide configuration based masking of sensitive information like DOB, SSN, Bank account details that is entered by employees? Is the masking controllable through security roles?

  h. Does the software have ability to send confirmation emails to employee when any update to already existing sensitive information is performed?

  i. Does the software provide application updates for regulatory compliance and mandated directives?

III. VENDOR INFORMATION PACKAGE (VIP) REQUIREMENTS

A. COVER LETTER

Each VIP response will have a cover letter on the letterhead of the company or organization submitting the response. The cover letter must briefly summarize the Vendor's ability to provide the services specified in the RFI. The cover letter must also identify a contact person which includes a phone number an email address.

B. DESCRIPTION OF SERVICES AND QUALIFICATIONS

Each response must contain a detailed description of how the Vendor could provide the goods and services outlined in this RFI. This part of the response may also include descriptions of any enhancements or additional services or qualifications the Vendor will provide that are not mentioned in this RFI.

C. NUMBER OF COPIES WITH MAILING OF RESPONSE

Each VIP response must be submitted with one (1) paper copy and one (1) electronic copy on CD or DVD media disk. VIP responses are to be sent to the State of Delaware and received no later than 3:00 PM (Local Time) on April 5, 2019. The VIP response may be delivered by Express Delivery (e.g., FedEx, UPS, etc.), US Mail, or by hand to:

> **State of Delaware**
> **Government Support Services**
> **GSS19840-ONBOARD**
> **100 Enterprise Place, Suite 4**
> **Dover, DE 19904-8202**

Any response submitted by US Mail shall be sent by either certified or registered mail. Any response received after the date and time deadline referenced above shall be returned unopened.

IV. GENERAL QUESTIONS & ANSWERS

The following are questions received during the first Q&A period that were general in nature.

Q1. Does the state currently have a solution in place that handles these specific tasks sought in the potential onboarding solution? Or is this solution with this specific functionality a new initiative for the state?
A: An end to end onboarding process is new for the State, but the State has an IT onboarding process and solution to leverage.

Q2. Is this considered an urgent need for the state? If there is to be an RFP released later, is there an anticipated solicitation release date? Or a project start or implementation estimate?
A: Onboarding is a top priority for the State and an RFP is anticipated to be released later when funding is secured.

Q3. Has funding been secured for this project?
A: The purpose of the RFI is to determine estimated costs for the project to secure funding.

Q4. Have you chosen or are you working with a systems integrator on the RFI? if so, who?
A: No.

Q5. This RFI includes requirements for several solution areas. Are you open to a partial solution from a vendor that solves some of the key requirements in a few areas but not in other areas?
A: Yes, please specify clearly in your response.

Q6. What is your budget for this RFI should it become an RFP?
A: The RFI will determine the budget for the RFP.

Q7. Is this a 2019 project? 2020?
A: Most likely 2020.

Q8. What systems is this replacing today?
    A: Onboarding is a new initiative. There is no current system to perform this function in place.

Q9. Are you looking to replace ServiceNow? or augment it with a full backend workflow to automate onboarding / offboarding for your key target apps?
    A: The State is not looking to replace ServiceNow. The State is looking to leverage the existing IT onboarding processes in an overall employee onboarding process.

Q10. What apps and access are given to a typical new employee?
    A: Most State employees are provided access to Delaware Employee Self-Service to update personal information, review compensation documents and benefits, and for timekeeping as well as the Delaware Learning Center, the State's Learning Management System, for training. The Delaware Learning Center also has an app available through Cornerstone OnDemand that is linked to the employees' transcript.

Q11. Can you provide detailed use cases that expand on the Onboarding Process Flow?
    A: The State's Onboarding process is currently mostly a paper process which varies across 16 Executive Branch agencies/departments. The process consists of newly hired employees viewing online videos, printing all documents, forms, and policies and submitting them to HR personnel for processing. More information on the State's current process: https://dhr.delaware.gov/personnel/neo/. The State is looking to centralize and automate the process as described in Onboarding Process Flow included in the RFI under Pre-Boarding and Onboarding. In addition, the State would like to centralize and automate the off-boarding process. Specific use cases have not yet been developed.

Q12. Do you use an Identity Management System today for this process? If so, which one(s)?
    A: No, Employee Onboarding process is a new initiative for State. However, Oracle IAM (DE-SSO) is the identity management system that provides a single sign-on solution for the State of Delaware's employees and any public individual that needs access to applications used to conduct State related business. The State also leverages Microsoft Active Directory for authentication purposes in certain situations.

Q13. Is DEL (JobApps) a custom-built app? if so, what was it written in? what database does it use?
    A: The vendor currently providing Recruitment services to the State is JobAps: http://corp.jobapscloud.com.

Q14. Can you elaborate on where DLC fits in? what solution (Cornerstone? Is it SaaS?) is DLC based on today?
    A: The DLC is the State's learning management system and is a Cornerstone OnDemand SaaS product. Today, employees' information is entered into the HRIS (Peoplesoft) and an employee ID is generated, the employee data populates the learning management system and a DLC account is created. The DLC is used to provide employees with training, including required training throughout the employee lifecycle, including during onboarding.

ONBOARDING PROCESS FLOW
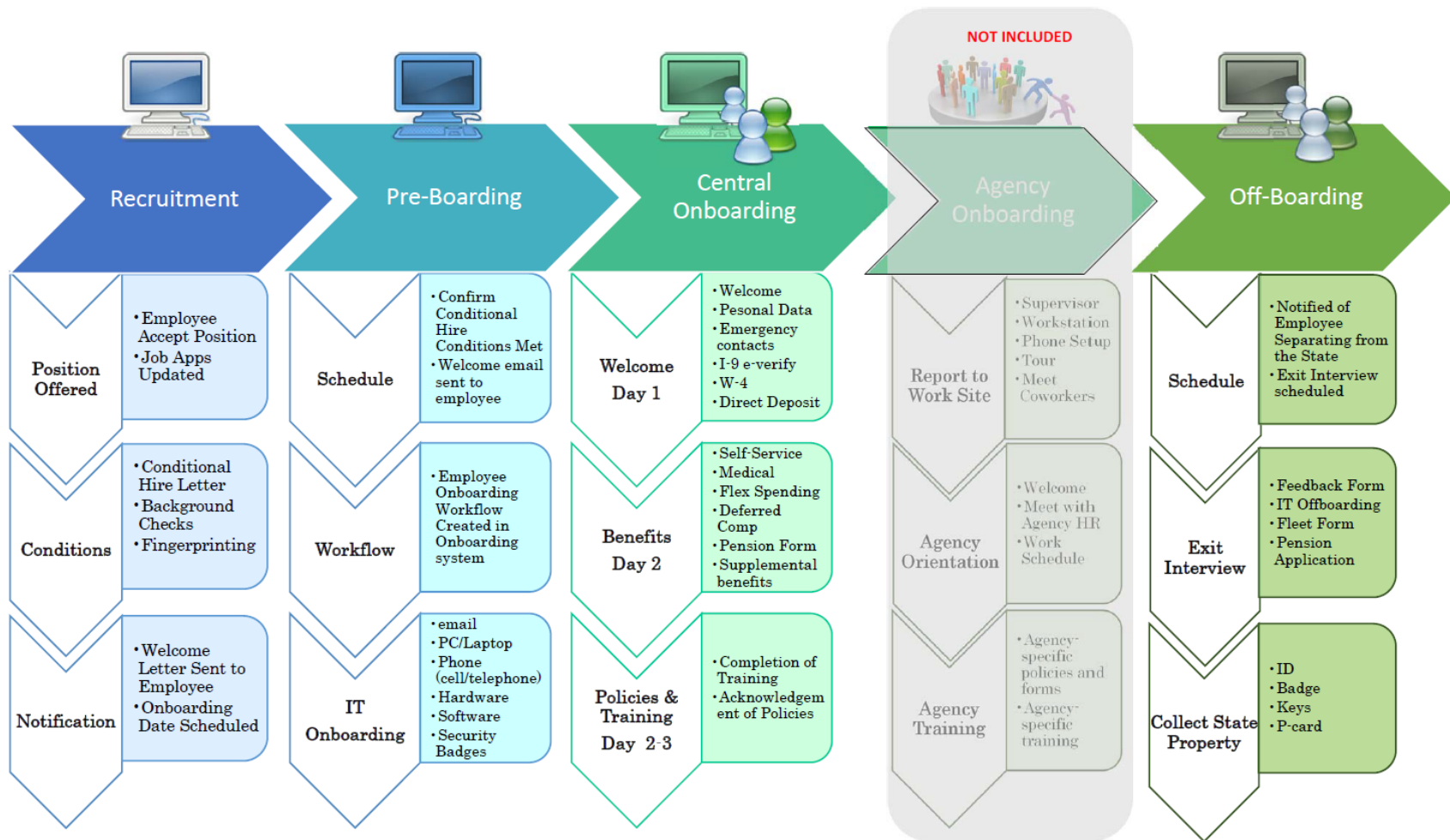
Q: Do you currently have Single Sign-On in place?

A: Oracle IAM (DE-SSO) is the identity management system that provides a single sign-on solution for the State of Delaware's employees and any public individual that needs access to applications used to conduct State related business.

Exhibit #1 – Fixed File Format

PHRST
PAYROLL HUMAN RESOURCES
STATEWIDE TECHNOLOGY

Delaware Employment Link (DEL) XML File Layout

1. **MasterListing Table DAHR001:**

```xml
<xml>
    <root>
        <MasterListing>
        <JobClass></JobClass>
        <JobTitle></JobTitle>
        <EEOC></EEOC>
      </MasterListing>
    </root>
```

2. **Salary Table DAHR002:**

```xml
<xml>
 <root>
   <Salary>
     <JobClass></JobClass>
     <SalaryPlan></SalaryPlan>
     <Salarygrade></SalaryGrade>
     <YearlyMin></YearlyMin>
     <YearlyMid></YearlyMid>
     <YearlyMax></YearlyMax>
     <Overtime></Overtime>
   </Salary>
 </root>
```

3. **Positions Table DAHR003:**

```xml
<xml>
 <root>
   <Positions>
     <PositionControlNumber></PositionControlNumber>
     <JobTitle></JobTitle>
     <DeptNumber></DeptNumber>
     <JobClass></JobClass>
     <Location></Location>
     <NumberHours></NumberHours>
     <BargUnit></BargUnit>
     <Schedule></Schedule>
     <SalaryPlan></SalaryPlan>
     <SalaryGrade></SalaryGrade>
   </Positions>
 </root>
```

4. **BargUnit Table DAHR004:**

```xml
<xml>
 <root>
   <BargUnit>
     <BargUnit></BargUnit>
     <BargUnitTitle></BargUnitTitle>
   </BargUnit>
 </root>
```

5. **Location Code and Description DHR970**
   Caret delimited file
   Posted in the Recruit folder Quarterly

   Location
   Effective Date
   Effective Status
   Description
   Address1
   Address2
   City
   County
   State
   Postal

January 14, 2019   XML_Data_Description.docx