

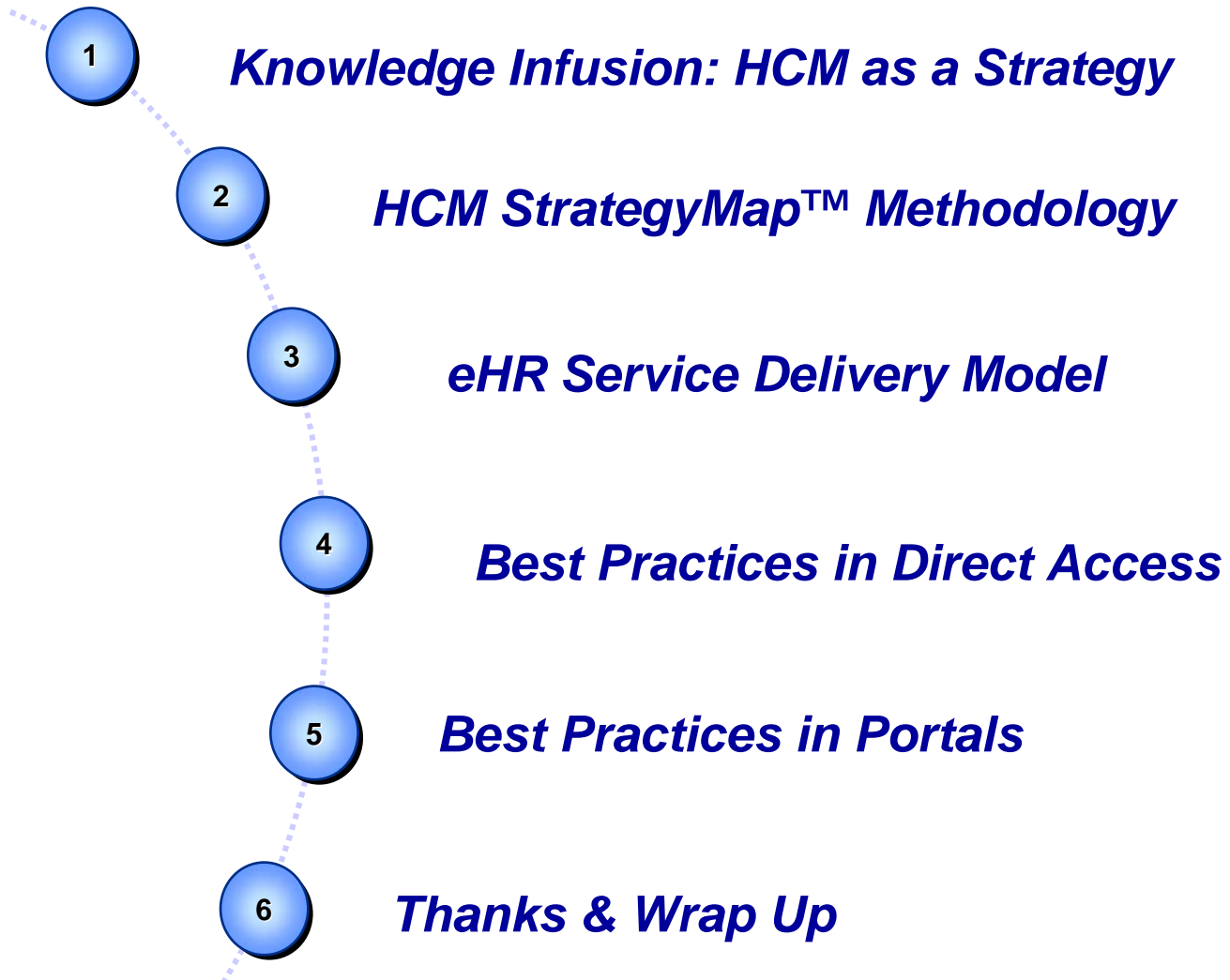
# Best Practices for Deploying PeopleSoft Portal and Self-Service

**Stavros Liakakos, VP HCM Strategy**  
**Knowledge Infusion**

Wednesday, April 16, 2008

Knowledge **INFUSION**





**Total Employees**

Approximately 50, Across North America

**Target Markets**

Fortune 2000, Mid-market, Public Sector

**Areas of Expertise**

HCM and talent management, portals and self-service, performance, succession, recruitment, learning & development, workforce planning, analytics

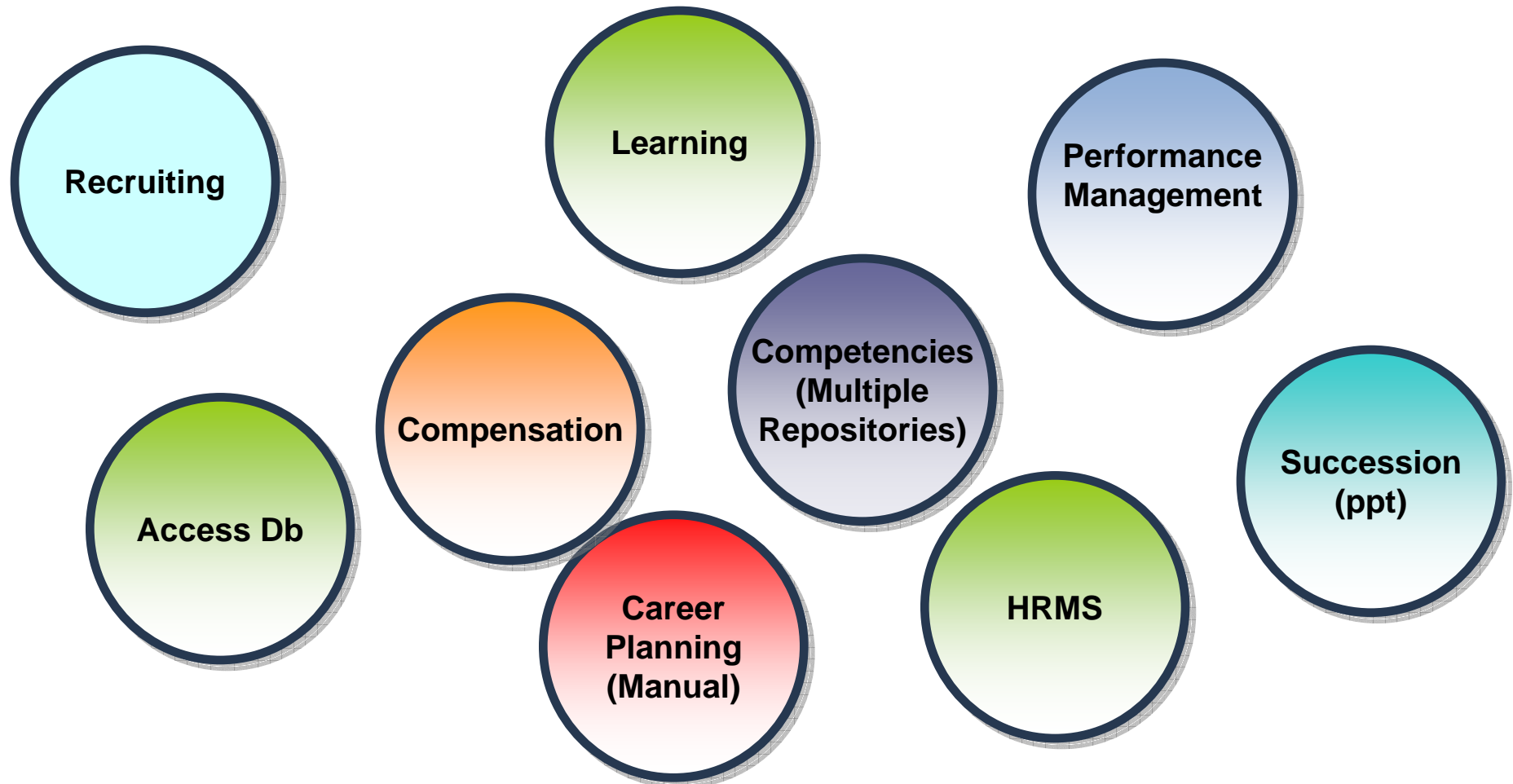
# Knowledge Infusion Methodology



# Fortune 500 Clients



# What's Wrong With Today's Model?



# What Does it Look Like?

## Disconnected Information

- No connection between the valuable data locked in disparate systems
- Critical relationships between people and data unavailable

## Disconnected Users

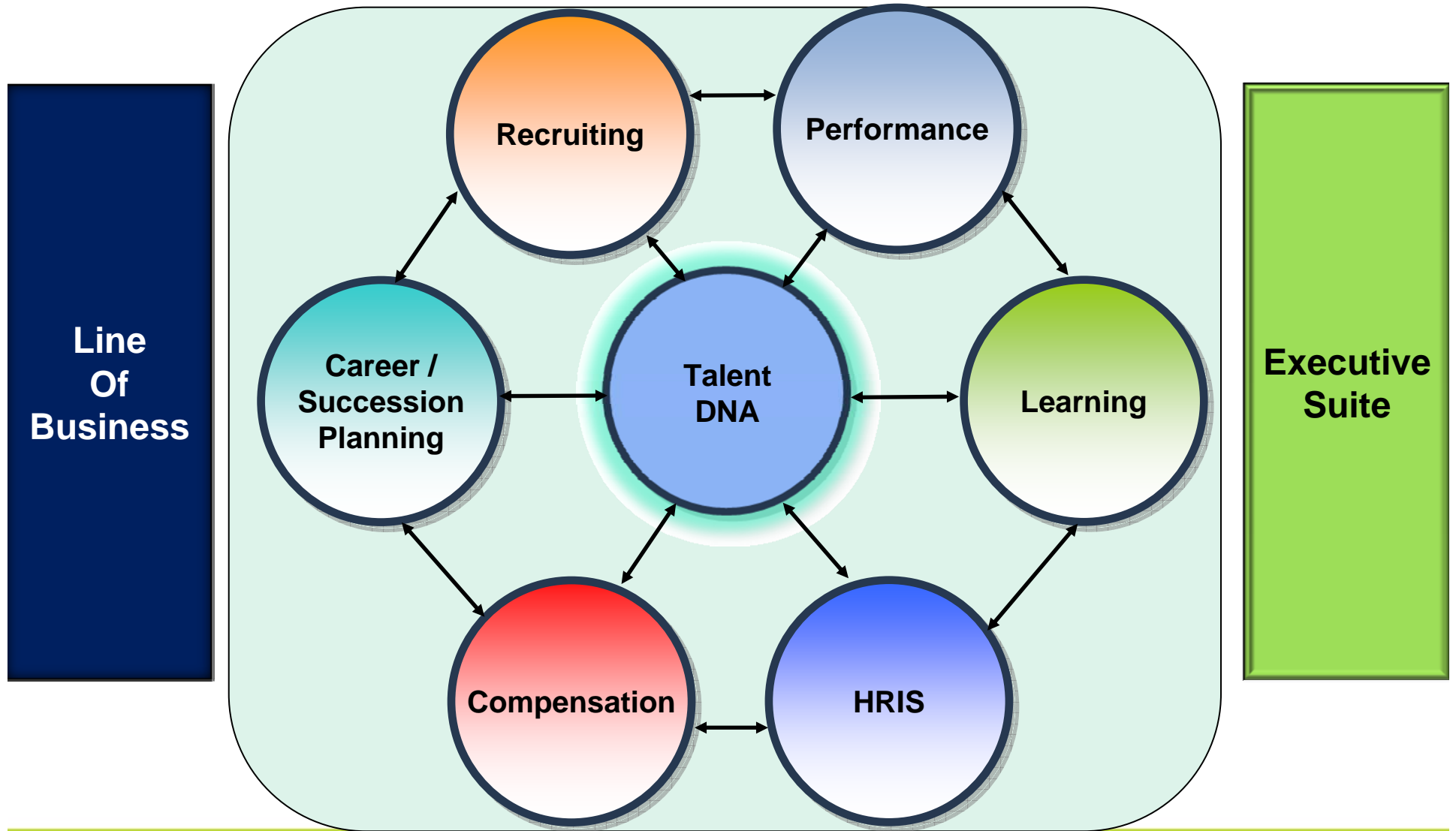
- Access is difficult for partners; access alone is NOT enough
- Sub-site creation and management is a struggle

## Aggregation Mindset

- Multiple Systems, Access points, and Interfaces (You can't train everyone in all systems)
- Interactions are not optimized around a business process



# Integrated Business Processes

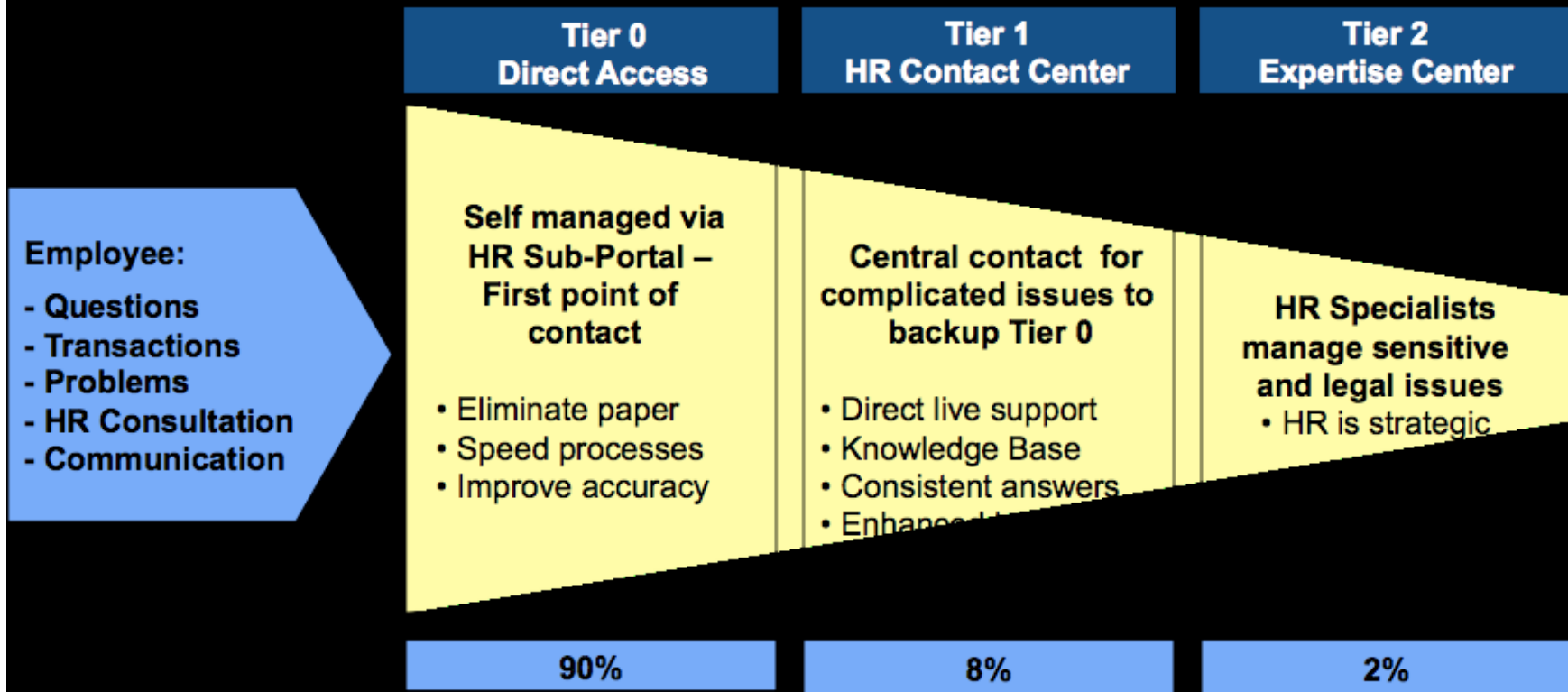




# eHR Service Delivery Model & Your Multi-Generational Audience

# HR Service Delivery

**A tiered model for HR Service Delivery drives efficiency, cost savings and enables strategic HR**



# Digital Workforce Service Delivery

- Trend
  - Employee and manager ability and expectations for digital services is growing
- Challenge
  - Expand range of HR services delivered digitally
  - Deliver digital services in an Amazon.com format
- Solutions
  - Consolidate service delivery in a single portal framework
  - Integrate Knowledge, Content, Analytics and Transactions
  - Communicate process change to enhance adoption

# Employees are Transforming

- Employees are wired and a ready audience for self service
  - www.pewinternet.org data is powerful illustration of employee readiness
- More Internet access in the workplace
  - Office
  - Factory
  - Mobile
  - Home
- Public websites influencing workplace applications
- Internet services are driving new expectation for knowledge access and transactions
  - Convenience



# New Age Workers

- Digital Native vs. Digital Immigrants
  - 5,000 hours of video gaming
  - 250,000 emails, instant messages, text messages
  - 10,000 hours of cell phone use
  - 3,500 hours online
- 4 in 5 adults have access and only 1 in 5 are truly disconnected (a majority over 65 and without a high-school education)

# Internet Usage Facts

- In the past year, the number of adults who are online has increased by 5% to an estimated 172 million, according to the latest Harris Interactive poll.
- Approximately 77% of Americans are now online, up from 74% in the previous poll in 2005, and compared with 57% back in 2000. When Harris first began to track Internet use in 1995, only 9% of U.S. adults reported they went online.
- The latest survey shows 70% are now online at home, up from 66% in 2005 and 55% in the spring of 2002.
- Just over a third of U.S. adults say they are online at work, little changed from a year ago. Adults who are online at a location other than their home or work also remains steady at 22%.

# Best Practices in Employee & Manager **Self-Service**

## Direct Access

# Shifting Away from Self-Service Term



**...the serving of oneself without the aid of an clerk, attendant, etc.**

**Having no intervening persons, conditions, or agencies; an immediate means of approaching, entering, exiting, communicating with, or making use of information**





# Evolution of Direct Access Channels

- First wave of transactions Employee focused
  - Flexible benefits enrollment was dominant HR application
  - Fairly consistent process across organizations
  - A new process
  - Employee responsible for transaction
  - Moderate ROI
- Second wave of transactions Manager focused
  - Hire/fire/transfer processes
  - Manager responsible for transaction
  - More variety across organizations – product companies struggled to deliver; clients resisted changing processes to meet products
  - Higher ROI
- Third wave is emerging – Strategic focused
  - Both Employee and Manager collaboratively engaged in the transaction
  - Performance management, compensation management, succession planning, training, etc.
  - Reporting / Metrics / Dashboards / Libraries
  - Highest ROI

# Best Practice Guiding Principles 1

- The Manager experience is paramount; User interface user friendly
- Simplify HR Dept expertise / processes into familiar manager terms
- 2 – 3 clicks to anywhere
- Graphical business process navigation vs. departmental hierarchy / functional groupings
- Configurable guided / wizard driven transactions
- Support Setup / Configuration using Q&A Approach.

# MDA Strategy: Guiding Principles 2

- ‘Sticky’ content will drive interest and adoption
- Single point of access for all information / transactions
- Configurable workflow and dynamic workflow
- Solve traditional MSS problems:
  - Proxy administration
  - Missing Mgr position
  - Mgr vacation
- Provide design support for phased roll out methodology

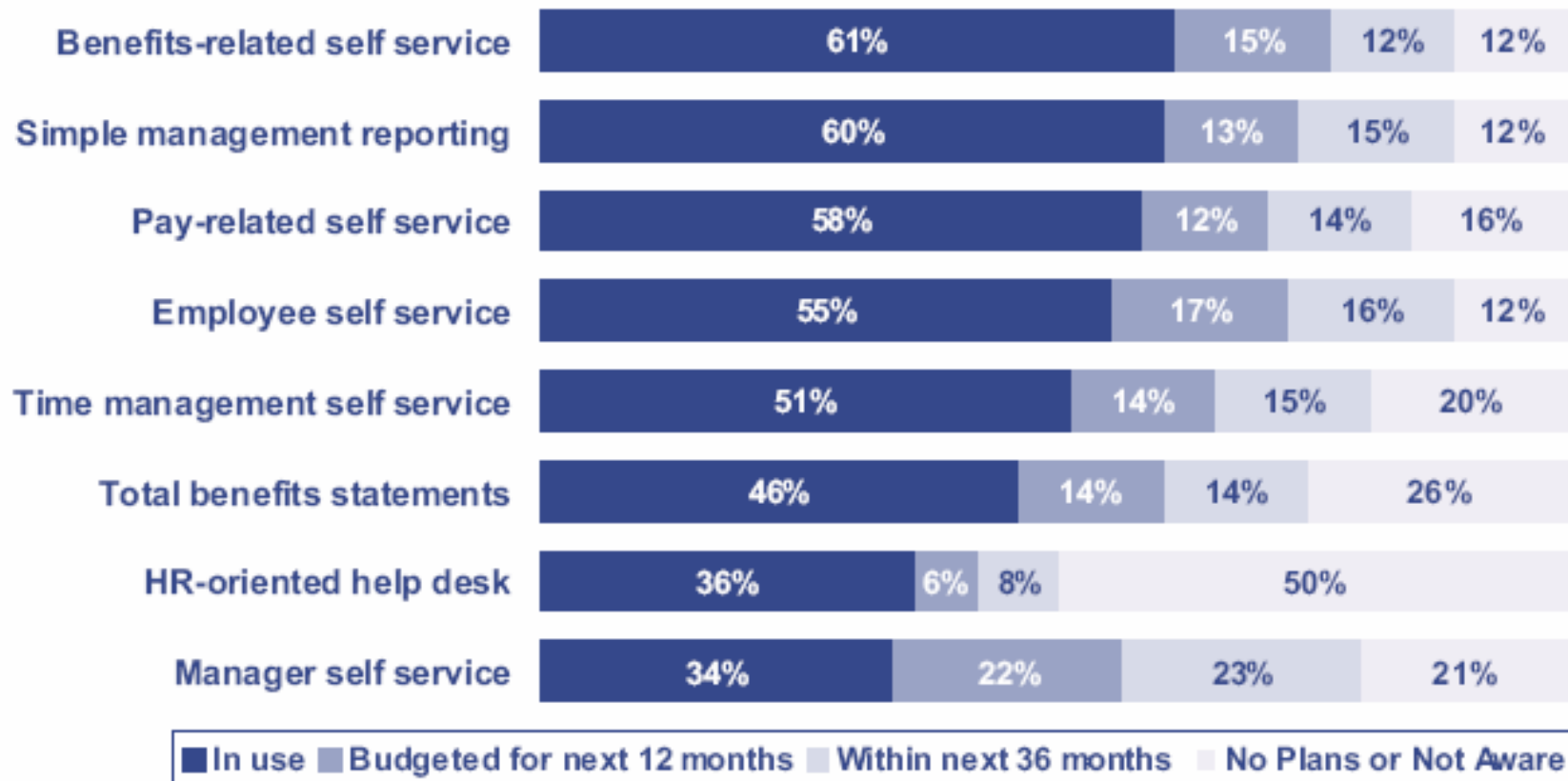
# MDA Strategy: Guiding Principles 3

- Direct Access **MUST** be part of an overall eHR Service Delivery strategy; not self-service modules
- Direct Access must be surrounded with other content
- Direct Access must include intelligent reporting manner
- Direct Access must focus on the user; not the administrator
- Design / develop / deploy to the 80% - 20% rule; functional requirements cannot be designed for the exception.

# About Your Audience

- Managers often get blame for inability to engage in a digital process
  - Perception they will not use technology is wrong
- Reality is that they don't resist the automation, they resist the process that is automated
  - Process must be simplified to fully drive adoption
- Technology must be leveraged to diffuse process complexity
- Technology must assist in decision making – expert capability
- Must deliver a mainstream web interface experience
  - Amazon.com-like

**FIGURE 8: Service Delivery Application Usage – Worldwide**



CedarCrestone 2007 HCM Technologies Survey

Get used to the question:

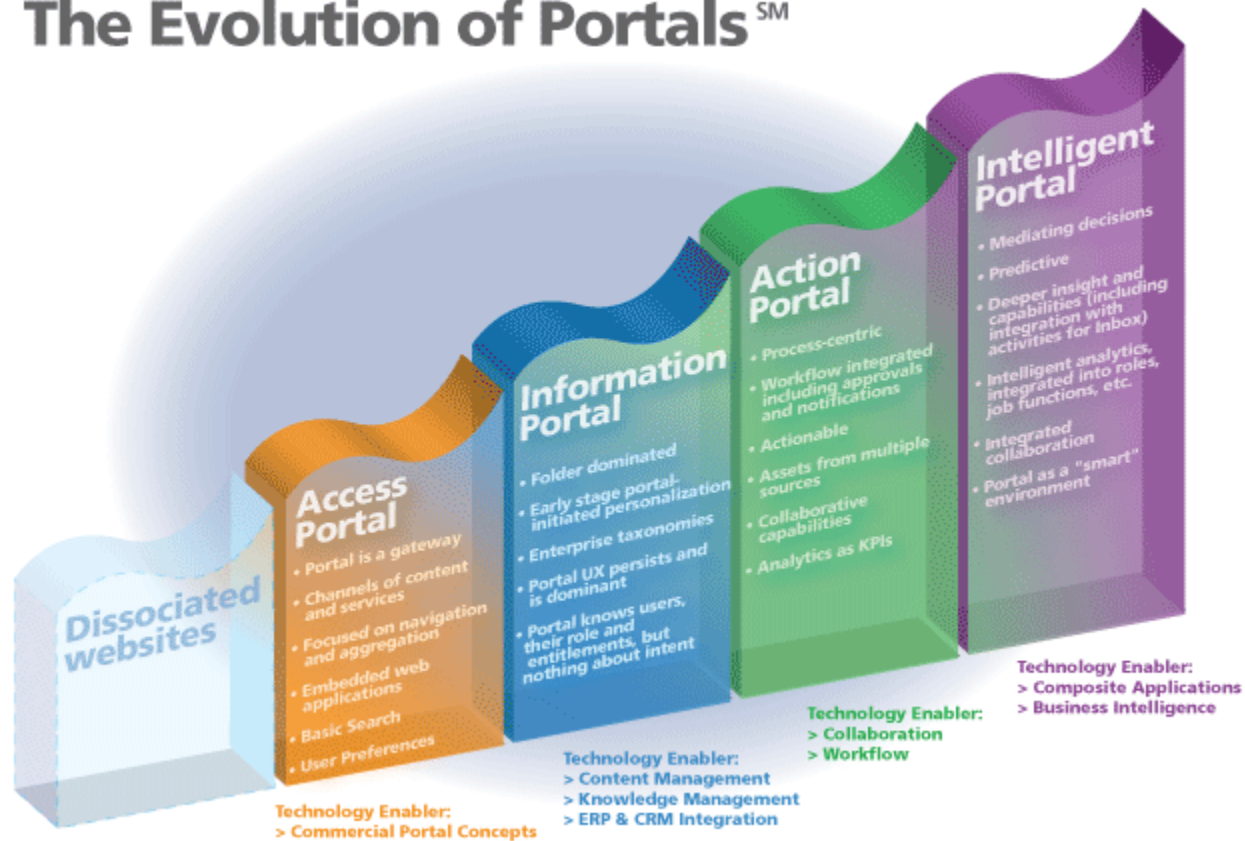
How does a Portal help  
us...again?

## Role of the HR Portal





# The Evolution of Portals <sup>SM</sup>



# Communicating the Portal Concept

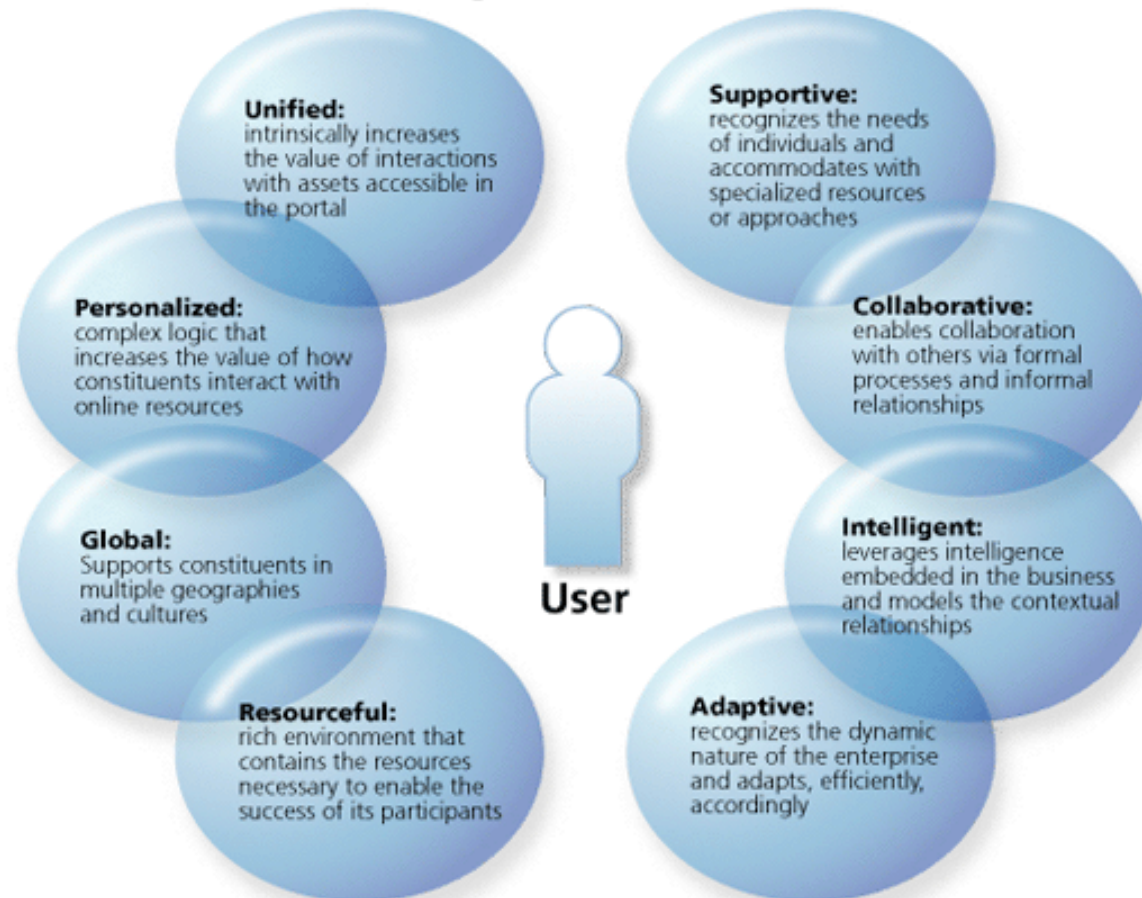
- Portal is a critical business initiative
  - Necessary to get the ‘right data’ to the ‘right person’ at the ‘right time’
  - Solve ‘info glut’, ‘GUI glut’, ‘Password glut’
- Portal term is frequently abused due to its recent gain in popularity
  - Every vendor wants to be known as a portal-play
  - Creates a great deal of confusion
- Abstract presentation layer from applications underneath
- A concept – not a technology
- Success involves people and process change management

# The Portal Value Proposition

- Increased productivity
  - Reduce time spent searching for information
  - Eliminate information confusion, duplication and inconsistency
  - Eliminate multiple sign-ons and authentications
- Increased effectiveness
  - Enhance communication and knowledge sharing
  - Increase performance by focusing on metrics/results
  - Provide execution of transactions & workflow
- Lower information delivery costs
  - Eliminate report generation and delivery
  - Empower users to author content
- Drive better individual, group, enterprise performance

# Characteristics

## Characteristics of an Optimized e-Enabled Environment



# Portal is About Integration

A Portal is a convergence initiative, overlaying all Enterprise Systems, that enables a single as well as personalized or role-based point of access to all relevant information and applications from internal and external sources.



# Key Elements of a Sophisticated Portal

A basic scorecard to measure portal sophistication

**Portal value grows as services increase**

<b>Portal Service</b>	<b>Definition</b>
Single Sign On	Ability to access all applications within the portal via a single password entry/authentication process
Role Based	Applications and content are presented to the user based on role(s) that the employee performs for the organization
Personalized	Employees have the capability to personalize content and layout of the portal
Self-Service - Productivity Applications	Employees have ability to perform HR (and other) transactions in a self-service format – focus on productivity enhancement (e.g. benefits, address change, etc.)
Self-Service - Strategic Applications	Employees have control of knowledge and transactions that tie to strategic growth related to attracting, developing and retaining talent – focus on managers (e.g. compensation mgmt, recruitment, performance mgmt, skills mgmt)
Search	Sophisticated search capability that covers all structured and unstructured information managed via the portal
Content Management	Ability to coordinate structured and unstructured information sources across all applications (i.e. email .doc .ppt .xls etc.)
Knowledge Management	Tools to provide employees the ability to access and process knowledge easily based on the data contained in the portal applications

# Portal Best Practice

# Think of your favorite websites

updated 4:36 a.m. EST, Wed February 27, 2008 Make CNN Your Home Page

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**Clinton, Obama spar over campaign tactics**

Democrats Hillary Clinton and Barack Obama sparred with each other over negative campaigning, health care and free trade Tuesday, a week before primaries in Texas and Ohio could either effectively seal the nomination for Obama or throw the contest wide open again with a strong Clinton performance. [full story](#)

- Obama tops new national polls

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- Father of slain girl to sue over failed search 14 min
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- Failed switch, fire cause Florida outage
- Castro's brother faces big challenges in Cuba
- Ticker: Clinton hits Obama on Farrakhan remark
- Martin: A spiritual graduation
- CNNMoney: Foreclosure bill faces veto
- Long-lost photo of Anne Frank's 'true love'
- Jacko's 'Neverland' may be auctioned
- Police release tape of killer's voice
- Dad chases down 4-year-old's kidnapper
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11/19/2006  
7:00 PM

Returning: (mm/dd/yy)  
11/20/2006  
1:00 PM

Airline: [More Info](#)  
No Preference

Class  
Economy / Coach

Nonstop flights only  
 Refundable flights only

## Minneapolis, MN (MSP) to St. Louis, MO (STL)

	All Results	American Airlines	Northwest	United	US Airways	Midwest Airlines
<b>Nonstop</b>	from <b>\$233</b> see below	from <b>\$233</b>	from <b>\$233</b>	---	---	---
<b>1 stop</b>	from <b>\$236</b> see below	from <b>\$236</b>	from <b>\$351</b>	from <b>\$254</b>	from <b>\$580</b>	from <b>\$949</b>
<b>2+ stops</b>	from <b>\$519</b> see below	---	from <b>\$519</b>	---	---	---

**i** Are your travel dates flexible? [See our Fare Comparison Calendar](#)

**Note:** The prices shown below are for the **flight only**; they are e-ticket prices and include all flight taxes and fees. If your itinerary requires paper tickets there will be an additional charge. These results cover a metro area with several airports. Review your choices carefully.

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from **\$233** Roundtrip

**4:15 pm** Depart Minneapolis (MSP)      **Sun 19-Nov**      **Northwest 1465**  
**5:44 pm** Arrive St. Louis (STL)      Duration: 1hr 29mn      Nonstop flight

[Preview seat availability](#)      [Choose this departure](#)

# Think favorite places you go

**Yahoo! Finance: ADP News**

ADP 13-Jul 3:55pm (C)Yahoo!

49.2
49.0
48.8
48.6
48.4

10am 12pm 2pm 4pm

» More Charts

- Cramer's 'Mad Money Lightning Round': Queue Up Qualcomm at TheStreet.com (Fri 3:47pm) **1.09%**
- Paychex Payback at Forbes.com (Fri 11:40am) **0.06%**
- Wall Street Breakfast Seeking Alpha (Fri 3:35am) **1.11%**
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**Local News from The Charlotte Observer via Yahoo! News**

- Homicides climb 19% over same time in '06 - 13 hours ago
- Plan would alter billboard rules - 18 hours ago
- Judges aren't bound by prosecutors' deals - 19 hours ago
- VA's silence on death brings grief, confusion for family - 19 hours ago
- UNCC to probe transit study - 1 day ago

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- 10 Things You Didn't Know About Lady Bird Johnson - 2 days ago

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Done Internet | Protected Mode: On 100%

# Primary Approaches to Driving Use

- Design interface to fit employee needs and expectations closely
- Start small and grow – managers a starting audience
- Discontinue alternate channels
- Support the transaction with knowledge
- Align with key organizational initiatives (i.e. portal)
- Create buzz - strategically sequence pre-launch communications
- Preemptive change management - seed adoption before launch

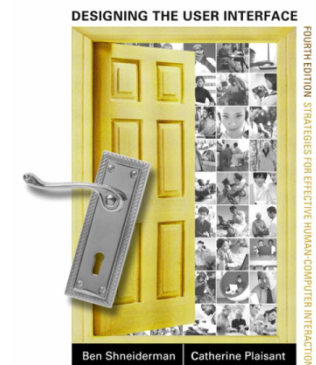
While strategies differ by organization,  
delivering Value is universal key factor in driving success.

# Key Resources for Usability Design

Engage in dialogue with your web design leaders to impress upon them the importance of usability on the success of your self service initiatives.

Here are some key industry resources you can name drop to dazzle them with your knowledge of the Human Computer Interaction (HCI) field.

- Jakob Nielsen – [www.useit.com](http://www.useit.com)
  - ‘Tog’ - Bruce Tognazzini
- Vincent Flanders – [www.websitesthatsuck.com](http://www.websitesthatsuck.com)
- Ben Shneiderman – [www.cs.umd.edu/hcil](http://www.cs.umd.edu/hcil)



**Employees will continue to expect an Amazon.com-like experience.**

## KCAT Concept

A design philosophy for creating an effective experience which intertwines Knowledge, Collaboration, Analytical & Transactional elements related to a business situation or decision

Let's look at a consumer implementation of KCAT...

**amazon.com.**

# The Amazon.com Experience

The screenshot displays the Amazon.com interface for a Canon i950 Photo Printer. At the top, there's a navigation bar with categories like 'WELCOME', 'BEN'S STORE', 'BOOKS', 'APPAREL & ACCESSORIES', 'ELECTRONICS', 'TOYS & GAMES', 'DVD', 'BABY', and 'SEE MORE STORES'. A promotional banner for 'DVD/VCR combination players' is visible. The main product section features the Canon i950 Photo Printer with a list price of \$249.99 and a current price of \$245.94, offering a 2% discount. It highlights 'FREE with Super Saver Shipping' and 'Usually ships within 24 hours'. A 'READY TO BUY?' section shows the Amazon.com price of \$245.94 and an 'Add to Shopping Cart' button. Below this, 'MORE BUYING CHOICES' lists alternatives like 'J&R Music and Computer World' and 'Office Depot'. A 'Best Value' section promotes a bundle with 'Roxio PhotoSuite 5 Platinum' for \$290.93, saving \$9.05. The left sidebar contains a search bar, 'ITEM INFORMATION' links, and 'Discover similar items'.

**Technical data**

Accessories for Canon i950 Photo Printer  
Check the box to include an item with your order. Check box, then click "Add to Shopping Cart"

Print approval  
Print  
Print  
Print

CATEGORY: Inks & Toners, Photo Quality Papers, Cables & Connectors, Other Accessories  
See all categories

**Editorial Reviews**  
*Amazon.com Product Description*  
Canon's i950 is a high-quality photo printer that boasts speed, accurate color, and affordability. Canon's MicroFine Droplet Technology, a 4,800 x 1,200 dpi maximum resolution, and up to 49 gradation levels combine to create bright, crisp images. Over 3,000 print nozzles deliver precise 2-picoliter droplets, resulting in surprisingly accurate, uniform prints.

**Spotlight Reviews** [\(What's this?\)](#)  
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71 of 73 people found the following review helpful:

★★★★★ **Q What's Your Advice?**  
Reviewer: A  
Years ago, I background i paper pro me this time. My

Is there an item you'd recommend instead of or in addition to this one? Let the world know! Enter the item's ASIN ([what's an ASIN?](#)) in the box below, select advice type, then click Submit.

I recommend:   in addition to this product  instead of this product

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Price: \$4

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Customers who shopped for this item also shopped for these items:

- [Canon i850 Photo Printer](#) by Canon **\$146.94**
- [HP PhotoSmart 7550 PhotoSmart Printer](#) by Hewlett Packard [Click for price](#)
- [Epson Stylus Photo 960 Inkjet Printer](#) by Epson [Click for price](#)
- [Canon S530D Photo Printer](#) by Canon **\$149.99**

[Explore similar items](#)

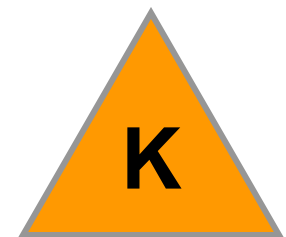
**READY TO BUY?**

 **Add to Shopping Cart**

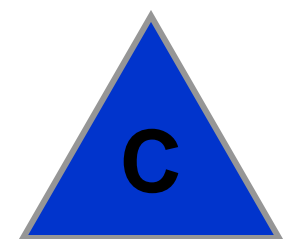
or

[Sign in](#) to turn on 1-Click ordering.

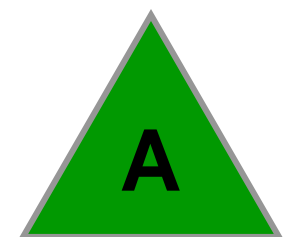
Knowledge



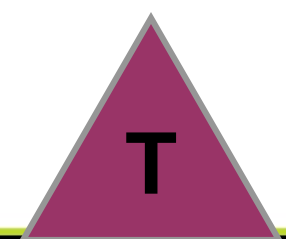
Collaboration

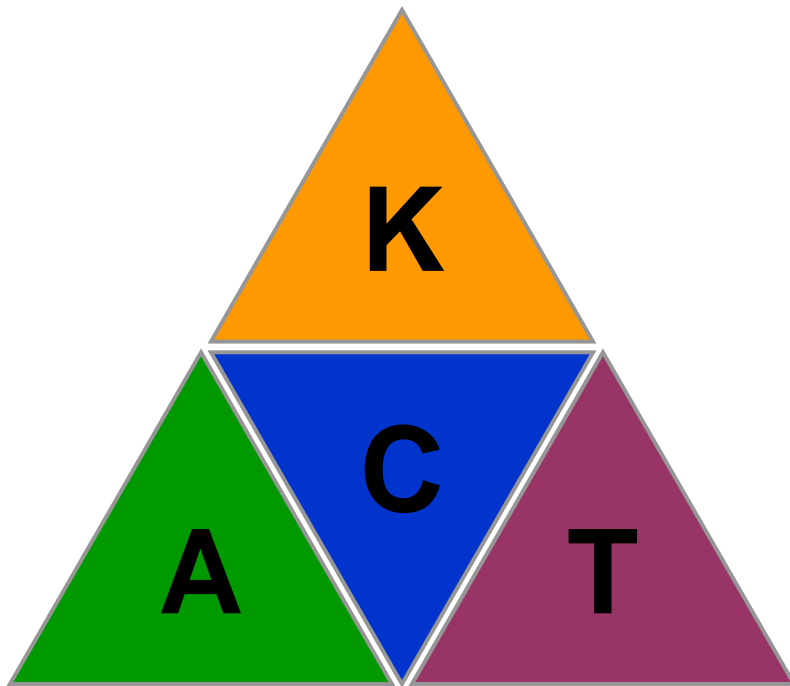


Analytics

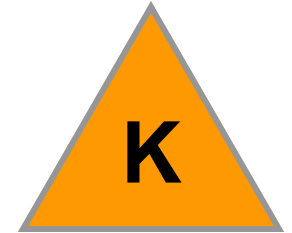


Transactions

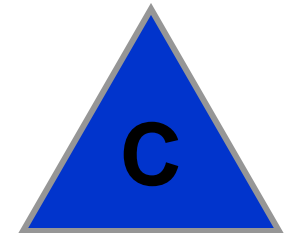




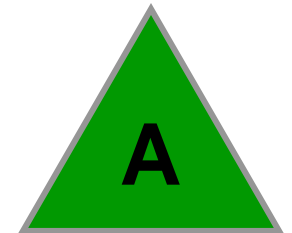
Knowledge



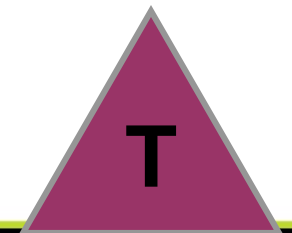
Collaboration



Analytics



Transactions





# How Does KCAT help with business Issues

## A customer profile example....

The screenshot shows a web application interface for a customer profile. The browser window title is "ABC refrigeration efficient refrigeration solutions". The page has a navigation menu with "My Page", "Administration Page", and "Reporting and Analysis". The main content area is titled "Transactions" and displays a form for "Walnut Food Distributors" with fields for Company ID (S02012), Segment (Platinum), and various profile information fields like Customer Type, Business, Industry (FOOD), Country (USA), Location Type (Division), Website URL, and Contact Permitted options. There are also sections for Purchasing Options (Sold To, Bill To, Ship To) and Status and Currency Information (Customer Status: Active, Currency Code: USD, Status Date: 03/22/1997, Customer Since: 03/22/1997). A sidebar on the left contains a "Customer Scorecard" with metrics like Churn Value, Customer Value, Payment Hist, Profitability, and Satisfaction. Below the scorecard are "Application Links", "Related Discussion" (with a link to "Problems with WFD's AP department"), "Related information" (with a link to "WFD Contract"), and "Open Support Cases" (with a bar chart showing 2.0 cases for "Current" and 1.0 case for "31-60").

Annotations on the left side of the screenshot include:

- Analytics** (green triangle 'A') pointing to the Customer Scorecard.
- Transactions** (purple triangle 'T') pointing to the Transactions header.
- Collaboration** (blue triangle 'C') pointing to the Related Discussion section.
- Knowledge** (orange triangle 'K') pointing to the Related information section.
- Analytics** (green triangle 'A') pointing to the Open Support Cases bar chart.

On the right side, a callout box labeled "Intelligent Context Manager (framework)" contains a grid of colored squares (green, blue, orange, blue) and a larger purple grid, representing a data visualization or context management tool.

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**Fog**

Tue May 08 07:52 AM CT  
Temperature: 66°F/19°C  
Humidity: 96%  
Barometer: 30.19in/1023mb  
Winds: Calm at 0mph/0kph

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- [Spotlight - Anadarko Apparent Winner on 23 Tracts in Gulf of Mexico Lease Sale](#)
- [Canada Update](#)

#### My Portfolio

##### My Stocks

Symbol	Last Trade	Change	Low	High
<a href="#">AAPL</a>	24.96	0	0	0

Last updated 8:26 AM CST.  
Data delayed at least 20 minutes.  
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My London Drugs

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My Navigator

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- ▶ Featured Links
- ▶ About London Drugs
- ▶ My Information
- ▶ Business Units/Departments
- ▶ Customers and Partners
- ▶ Company Policy
- ▶ Recruiting and Staffing
- ▶ Technical Support
- ▶ Training and Development
- ▶ Submit Portal Content
- ▶ Portal Administration
- ▶ PeopleTools
- ▶ Worklist
- User Profile

Help Us

Build you a better site by sending in your suggestions and ideas ...

Latest Stories

Welcome to My London Drugs!

During the TEAM meetings held earlier this year, we described the vision we had for this portal, and as of today that vision has become a reality.

[Read More](#)

Company News

**Company Announcements** [Read All](#)

- ▶ Sunshine Coast Announcement
- ▶ A conversation with Walter Cronkite
- ▶ London Drugs and Microsoft partner on XP Launch

**Customer Service Tips** [Read All](#)

- No articles for this section are currently available

**Human Resources News** [Read All](#)

- ▶ Vacation Time FAQ's

**Community At Large** [Read All](#)

- No articles for this section are currently available

Click here to [Submit Content](#)

Featured Links

- [Wilson Banwell](#)
- [Canada Life](#)  
Personal Plus Program
- [Team 2001 Events](#)
- [Nobody Does it Better Award](#)
- [Career Achievement Awards](#)

Operation ID

Help keep tobacco out of the hands of kids

(1 item remaining) Downloading picture http://pspweb/Intranet/Content/LD\_Articles/Images/smexec.jpg...
Unknown Zone

**DHACKSHALL - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Address <http://psprod:40000/servlets/psportal/portal/?cmd=start>

---


**PATRICK** Welcome - David Hackshall - 5:36:28 PM Friday, August 16, 2002 with in containers cannot relieve P&O - ShareCast Search:

Home Menu Worklist Favorites Add to Favorites Help Sign out  
Personalize [Layout](#) | [Content](#)

**Navigation Menu**

- ▶ My Favorites
- ▶ PeopleTools CTI
- ▶ My Information
- ▶ Manager Tasks
- ▶ Business Intelligence
- ▶ Patrick Group Links
- ▶ Patrick Applications
- ▶ HR Framework
- ▶ Hire Employees
- ▶ Employee Information
- ▶ Training
- ▶ Career Planning
- ▶ Time and Labor
- ▶ Plan Salaries
- ▶ Award Variable Compensation
- ▶ Report Total Compensation
- ▶ Forecast Compensation FRA
- ▶ Payroll Interface
- ▶ Compensate Employees
- ▶ Process Global Payroll
- ▶ Benefits
- ▶ Benefits Billing
- ▶ Retroactive Payroll
- ▶ Pension Plans
- ▶ Stock Administration
- ▶ Budgets
- ▶ Ledgers
- ▶ Customer Contracts
- ▶ Projects
- ▶ Resource Assignments
- ▶ Asset Management
- ▶ Allocations
- ▶ Professional Services Home
- ▶ Manage Cash

**Top Stories**



**Lang and Toll form consortium to bid for National Rail and Freightcorp**

[...more](#)

[More Top Stories...](#)

**Company News**

Headline News

- No articles for this section are currently available

Waterline

- [Waterline, December 2000 - Issue No 25](#)
- [Waterline, September 2000 - Issue No 24](#)
- [Waterline, June 2000 - Issue No 23](#)

Human Resources News

- No articles for this section are currently available

Information Technology News

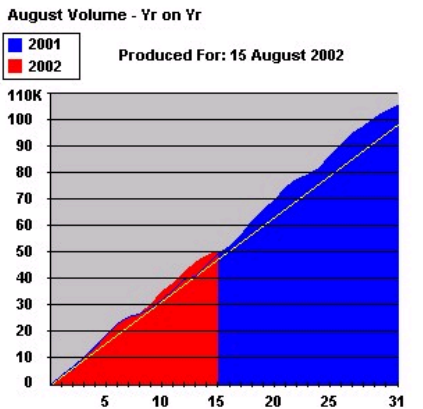
- No articles for this section are currently available

[Message Not Found](#)

**Terminals - Units Exchanged**

August Volume - Yr on Yr

Produced For: 15 August 2002



Day	2001 Volume	2002 Volume
5	5	5
10	10	10
15	15	15
20	20	30
25	25	50
31	31	100

**Company Directory**

Find People

Search by:

Full Name (Last,First)

Search

Swiss Re Portal: My Page - Microsoft Internet Explorer

Address: <http://portal.swissre.com/portal/mypage/>

## Online CatXL capacity available on ELRIX now!

Log Off Search Help Contacts Feedback

My Page | Documents | Personalize Monday, November 10, 2008

**My Links**

- [Dieta Herrighe ramos AG](#)
- [Emilias Insurance Co., \(ESCI\)](#)
- [La Oriental de Seguro](#)

**sigma chartroom**

**Rising combined ratios**

[Download as Excel table](#)

[Go to sigma chartroom](#)

Latest sigma:  
[Japan's insurance markets](#)  
[Trade credit insurance](#)

**CatNet**

**worldwide Earthquake Exposure**

[CatNet offers comprehensive information of worldwide natural](#)

**News Edge**

**Insurance Industry Overview**  
[BANKOK POST/ Joint venture to seek scenarios](#)  
 [All Material Subject to Copyright]  
[Protective Life to Acquire Standard Insurance Policies](#)  
 [A. M. Best]  
[Le Monde/ Insurance/ MMAE and Mutuelles du Mans Assurances \(MMA\) / Assurances les assurances français MMA et Mutuelles](#)  
 [European Intelligence Wire] [more news](#)

**Reinsurance**  
[BUSINESS TIMES/ India/ SIC designated as Indian reinsurer](#)  
 [All Material Subject to Copyright]  
[A.M. BEST ADDRESSES ANIAM UNDERWRITING LTD. REORGANIZATION](#)  
 [A. M. Best]  
[A.M. BEST ASSIGNS B+L RATING TO ALLIANCE INTERNATIONAL REINSURANCE](#)  
 [A. M. Best] [more news](#)

**ELRIX**

	06-NOV-00	<a href="#">CatXL capacity now available online: new auctions from 6 to 23 November 2008</a>
	05-NOV-00	<a href="#">New CatXL Demo</a>
	01-OCT-00	<a href="#">gribensz@Swiss Re</a>
	10-AUG-00	<a href="#">Property fac on ELRIX</a>
	07-JUN-00	<a href="#">Weather Derivatives: New locations available</a>

[Register](#) [Log in](#)

**Insurance Links Library**

**Associations and Organizations**

- [International Union of Marine Insurance](#)
- [Insurance Brokers Association \(Thailand\)](#)
- [Hong Kong Federation of Insurers / HFI](#)

[Add to "My Links"?](#)

[More Links](#)

Welcome AJC@aplmaffrand | [Portal Settings](#) | [Change Password](#) | [Log Out & Different User](#) Tuesday, November 18, 2008

---

**AIRBUS | People**

[MY PAGES](#) | [CHANNELS](#) | [DOCUMENTS](#) | [ABOUT AIRBUS PEOPLE](#) | [COMMUNICATIONS](#) | [EMPLOYEE SERVICES](#)

**CHANNELS - PROCUREMENT**

[WELCOME](#) | [AIRFRAME](#) | [SYSTEMS](#) | [GENPROCUREMENT](#) | [STRATEGY & SERV.](#) | [SUPPLY CHAIN QUALITY](#) | [SJD@TRWORLD](#)

**Ray Wilson's Message**



**Ray Wilson**

Welcome to the Procurement Channel Release 2 !  
The second release has been structured according to Procurement functions needs and will have a dedicated page for each of the Procurement functions.

**Procurement Presentation**



**[EQUIPMENT]**  
Equipment & Propulsion Systems Procurement manages the Sourcing, the Quality and Supply Chain of all flying equipments, including powerplant, for all Airbus aircraft.

**[GENERAL PROCUREMENT]**  
General Procurement, Capital Goods and Services manages the sourcing of all products, capital goods and services that are not directly related to the aircraft.

**[AIRFRAME]**  
Airframe Procurement sources and supplies all materials, standard components and subcontracted assemblies to manufacture Airbus aircraft.

**[QUALITY, SE & SUPPLIER DEVELOPMENT]**  
Quality & Supplier Development manages the Procurement quality assurance process and develops the actions required to ensure the best performance in the overall Supply chain.

**[STRATEGY & SERVICES]**  
Strategy & Services leads, manages & implements policy, processes, systems and tools in Procurement.

**News**

- Latest BuySide Newsletter now available 27-NOV-2008
- BuySide enters into operation in Airbus France 28-OCT-2008
- Welcome to the Procurement Channel R2 23-OCT-2008
- Material Commodity Supplier Symposium 23-OCT-2008
- A400M propellers selection 23-OCT-2008

[More](#)

**Focus on**

- Access Procurement Standard Contracts
- Access Procurement Processes on Strategy & Services page

**Procurement Publications**

- Procurement Bulletin Issue 5
- Procurement Bulletin Issue 4
- European Committee Airbus Presentation

**Organisation Charts**

Find here the Procurement Organization Charts published by

**About Procurement**

British Land

[settings](#) | [logged items](#) | [contacts](#) | [helpdesk](#) | [help](#) | [log out](#)

MYSpace
COMPANY
DEPARTMENT
PROJECTSPACE
vicinitae

#### contacts

search

**Favourites**

- Scott Knight 020 7467 2928
- Tanya Harbar 020 7467 2426
- Jay Hunter 020 7467 3446
- Ten Roberts 020 7467 3972
- Karel Ferrar 020 7505 4088
- Justin Secoul 020 7467 3484
- Graham Robert 020 7467 2948

#### helpdesk stats

**Today:**

Open Calls	78
Opened	13
Closed	11

**Calls Open**

0 - 1 day	7
1 day - 1 wk	13
1 wk - 1 moth	22
1 - 6 months	28
6 months +	10

Average Call Length: 84 hrs 1 min

Updated: 11:37 - 25/08

#### helpdesk stats

**Today:**

Open Calls	84
Opened	3
Closed	0

**Calls Open**

0 - 1 day	7
1 day - 1 wk	15
1 wk - 1 moth	25
1 - 6 months	31
6 months +	8

Average Call Length: 175 hrs 26 min

Updated: 11:37 - 25/08

#### helpdesk stats

**Today:**

Open Calls	48
Opened	7
Closed	8

**Calls Open**

0 - 1 day	5
1 day - 1 wk	18
1 wk - 1 moth	15
1 - 6 months	1
6 months +	0

Average Call Length: 81 hrs 52 min

Updated: 11:37 - 25/08

#### project status

- My Project Space
- ABC Newsletter
- Available IT
- Budgeting and Resourcing
- Business Group

#### bbc news

**LATEST:**

Spain's new king crowned

Terror suspects in court hearing

British Gas has 'a body new'

Harry Potter saga stacks profits

New Mex voter success celebrated

**Mark Thatcher had a...**

#### uk weather

**South East Headline:**  
Largely dry at first, but scattered showers later, some heavy...

today  
tomorrow  
today

Updated: 22:00 - 25/08

#### external events calendar

View events:

From:

To:

generate report

#### expenditure authority requests

search

Ref.	Title	Adm.	Tax	VAT	Req.	Req.	Req.	Req.	Req.
74	Building Energy Bench...	-	-	-	✓	✓	✓	✓	✓
80	RENS Setup Legal Costs	-	-	-	✓	✓	✓	✓	✓

#### links

**Project Links**

- The British Land Company PLC
- ATG REAL Weatheralls
- British Property Federation
- Emeraldgate Estates
- EOI
- Government Contractors

**Personal Links**

- TPL Roads - Future Events...
- Centralnet
- London Travel Info
- Traffic
- McLean Report UnitsTools

#### street map

search

London St

UK Street

UK Place

Post Code

Tel Code

OS grid

#### purchase order requests

search

Ref.	Title	Qty	Amount	Adm.	DRM
4	Disk License Fees	570	82,500	-	✓
13	Purchase new high spec PCs	570	31,050	-	✓
16	Annual fee for software insurance	570	53,531	-	✓

#### help desk call summary

000000 | 11:37 | 25/08/08

home of the OAUG Knowledge Factory


centrica

17 September 2008 [HELP](#)

[HOME PAGES](#) | [COMMUNITIES](#) | [LIBRARY](#) | [OUR COMPANY](#) | [MY EMPLOYMENT](#) | [WINDSOR - HILL...](#) | [OUR PRODUCTS](#)

[WHAT'S NEW](#) | [FORMS](#)

[Hello Weedy!!!](#) | [Home](#) | [People Finder](#) | [Feedback](#) | [Settings](#) | [Logout](#)

Library Search   [Advanced](#) | [Saved](#)

### People Finder



[Launch People Finder](#)

### 'Essential' Assistant



**Help me...**  
Who to contact, or what to do, when you're experiencing problems with Essential

[Help me](#)  
[Essential Training](#)

### About Centrica

[Our vision and values](#)  
[Our strategy](#)  
[Who's who](#)  
[Our businesses](#)  
[Centrica in the community](#)  
[Competition Act/Dawn Raids](#)

### Company News



**Grand result for power station open days**  
More than 1,000 people homed in on Peterborough Power Station for its open days last weekend.

[Read More...](#)



**Big year for AA vehicle check**  
The AA's used car history checking service, AA Car Data Check (CDC), has its sights set on a record-breaking £2 million profit at the end of the year.

[Read More...](#)

[Further news](#)

### Message from Sir Roy

**Powering our way into renewables**  
Sir Roy Gardner



Close your eyes and picture the London Eye. As each one is roughly the size of a 2 MW wind turbine, perhaps I should ask you to picture 500 London Eyes!

[Read More...](#)

[Provide feedback](#) | [Archive](#)

### Spotlight On



**Brand new start for tomorrow's senior managers**

Forty-two graduates start work in the brands today. They are tomorrow's top managers - but what about the purple ducks?

### Share Price



**103.00p** -1.00p -0.92%

Price at 17 Sep 2:34pm

Please note that past performance cannot be relied upon as a guide for future performance.

[Share price graph](#)  
[Employee share scheme](#)

### Pulse





# GM – Main Portal View

**MySocrates - Microsoft Internet Explorer**

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites History

Address <https://emerald.employee.com/http://portal102.atl.workscape/DesktopServlet?action=content&provider=iwtFrontProvider> Go Links >>

**my Socrates** Search

Sun, August 12, 2001 ...GM 63.46 +0.81 ...GMH 19.83 -0.05 Data is delayed approximately 20 minutes.

MySocrates Socrates Marketplace Services

**ID BOX**

**Welcome!**

**Chevy Chase**

[Change Password](#)

**GM LEADS**

[Harry Pearce says thank you](#)

**SOCRATES TUTORIAL**

Learn how to customize Socrates based on your preferences.

[Start Tutorial](#)

Click on the **X** button to remove the Tutorial.

**GM INTERNATIONAL NEWSLINE**

**All-New 2003 Cadillac CTS to Debut at Pebble Beach Concours d'Elegance....**

The new 2003 CTS - the first 100 percent application of Cadillac's art and science approach to passenger car design - will make its debut August 18 at the Pebble Beach Concours d'Elegance in Monterey, Calif.

[Tell us what you think about the Newsline](#)

**QUICK LINKS**

**Administrative**

- [Global Calendar](#)
- [Common Forms \(US\)](#)
- [Expense Reports \(US\)](#)

**People**

- [Phone Book](#)
- [Job Opportunities \(US\)](#)
- [GM Ora Chart](#)

**Places**

- [Conference Room Scheduling \(US\)](#)
- [GM Locations \(US\)](#)
- [Driving Directions \(US\)](#)

**Things**

- [New Car Discounts \(US\)](#)
- [Stocks / Weather / Traffic \(Detroit\)](#)
- [Libraries & e-Content](#)

**Life**

- [GMU / Training](#)
- [Work / Life Balance](#)
- [Retirement Info \(US\)](#)

**WEATHER**

Detroit, MI

Sunday, August 12, 2001

Mostly Cloudy

Start Office Microsoft Excel Microsoft Word 10:55 PM

# Cinergy – Corporate Portal View

**Stock Quotes**

Stock Symbol	Price USD	Chg	LAST TRADE Date & Time
CIN	34.45	+0.15 ▲	8/12/2002 11:35:00 AM
ADP	36.76	-0.70 ▼	8/12/2002 11:36:00 AM

**Message from Jim Rogers**  
**Accelerating towards "Best In Class"**

July 31, 2002 - See our progress in 10 key best-in-class measures that we have been tracking for the last several years. The final data for 2001 has just become available for some of these measures, and I wanted you to see the results of your efforts:

[HTML version](#), [PowerPoint file](#), [PDF \(slides\)](#), [PDF \(brochure\)](#)

**Community Publications**

**Cinergy News**

- 08/02/2002 - Cinergy Electric Demand Reaches New Record Peak Third Time In Two Weeks
- 7/30/2002 - Cinergy And CG&E Electric Demand Reaches New Record Peak For Second Time In As Many Weeks
- 7/25/2002 - Cinergy Reports Operating Earnings of \$0.51 Per Share Before One-time Charges

**Cinergy Now**

- Cinergy Now - August 7, 2002 - Leading Headline - Working through the heat wave
- Cinergy Now - July 31, 2002 - Leading Headline - Telling our story
- Cinergy Now - July 24, 2002 - Leading Headline - Cinergy named sixth best-performing company in Ohio in "The Plain Dealer 100" rankings

**United Way**  
**United Way 'Basket' raffle underway**  
Now through August 28

**iPower Search**

**Phone Search**

Last Name:   
First Name:   
Phone:   
Search

**Competitor Profiles**  
Brought to you by Strategic Planning

AEE	AEP	AES	AYE
CEG	CIV	CMS	CPN
D	DPL	DOE	DTE
DUK	DYN	ED	ENE
ETR	EXC	FE	FPL




Home

Employee Resources

## Menu

Search:

- ▶ Clinical Reference Links
- ▶ Clinical Systems
- ▶ Departmental Pages
- ▶ Employee Resources
- ▶ Job Opportunities
- ▶ NMH Web Site (nmh.org)
- ▶ Patient Charging and Accounts
- ▶ Policies
- ▶ Share Your Thoughts
- [Site Map](#)

## Quick Links



Web Paging



PowerChart



UpToDate Online



ED Resource Page



Phone Directory



Primes



Medical Reference



Physician On-Call Schedule



Web E-Mail



Cadence



Clinical Pharmacology



Feedback



Calculator



System Notices



Patient Education

[More...](#)

[My Applications](#)

## Happenings

### Upcoming Events



#### Benefits Checkup

<http://nm.selfservicenow.com>

Now is a great time to check your benefits. Open Enrollment is coming soon!

[...more](#)



**Back to School Drive - It's that time again.**

[Back to school flyer](#)

## News



#### [Take a deep breath, order white wine](#)

Red wine may be best for your heart, but researchers reported Monday that white wine beats red at preserving aging lungs. "People who drank white wine had greater lung function than those who consumed red wine, but both groups of wine drinkers had greater lung function than non-wine drinkers," says Holger Schunemann of the State University of New York in Buffalo.



#### [Connections - May 31, 2002](#)

A Newsletter for Employees and Associates of Northwestern Memorial

[Announcements](#)

LFARIS - Microsoft Internet Explorer


File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit


Links: TheBankingChannel - Technology

Address: https://my.carreker.com/servlets/psportal/emplprod/?cmd=start

---



10:48 on Monday, Jul 16, 2001



Home | Menu | Add To Favorites | Favorites | Contact Us | Help | Sign Off | Search

**Welcome Lori**

*Personalize My Page*

**Navigation Menu**

- ▶ My Information
- ▶ Submit Portal Content
- ▶ Carreker Connects PeopleSoft
- ▶ Carreker Links
- ▶ Documents
- ▶ Phone List
- ▶ Policies
- ▶ Shared Drives
- Who to Contact

**Email**

Microsoft Outlook


**Tasks**

No entries found

**Calendar**

Microsoft Outlook (Today's Calendar Entries)

**Headlines**



**Portal offers personalized view of the company**

The new PeopleSoft portal will give employees a virtual corporate environment, one with a personalized view and loads of new functionality. The initial phase replaces the existing atwork.carreker.com, placing the same type of information — and more — in a portal environment. There will be a few changes to the structure we have become accustomed to, but all the existing content will remain. Employees will be able to personalize their home pages from day one. That involves making choices for "pagelets" that hold e-mail, calendar and other inf...[more](#)

[More Headlines...](#)

**News Connections**

**Inside Carreker**

- [The Carreker Standard July 2001](#)
- [Outstanding: John Beard](#)
- [Carreker's first ASP product debuts](#)
- [Carreker / Check Solutions FAQ](#)

**Carreker in the News**

- [Barron's Article Features Favorable Analysis of Carreker](#)
- [Denny Speaks in Retail Finance Europe 2001 Conference & Expo](#)
- [Carreker Corporation makes BusinessWeek Magazine List of the 100 Hot Growth Companies](#)
- [News release: Fiserv to market 8 Carreker products](#)
- [News Release: First quarter financial report](#)

**Events**

Event	Date
<a href="#">Shareholder Meeting</a>	07/19/2001
<a href="#">Alltel/Share 2001 Conference</a>	09/18/2001
<a href="#">Staff Meeting</a>	09/21/2001
<a href="#">National Electronic Check Presentment 2001 Conference</a>	10/01/2001
<a href="#">BAI's National Conference on Community Bank Technology</a>	10/15/2001
<a href="#">BAI's Combating Check &amp; Deposit Account Fraud Conference</a>	11/12/2001
<a href="#">BAI's Retail Delivery 2001 Conference</a>	12/12/2001

**BLACK & DECKER.**

Sign In

User ID:

Password:


[First time user click here!](#)

[Forgot your password?](#)

[FAQs](#)

[System Alerts](#)

Welcome to **EZbdk.com**  
your personalized  
web portal



**IMPORTANT INFORMATION:**

**Is this your first time logging onto EZbdk?** Click on the link [First time user click here!](#) before signing on.

**Are you a B&D PC user?** Your EZbdk ID is your LAN/PC ID and your password is your LAN/PC password (case sensitive).

**Are you a non-PC user, and you received a password letter?** Your ID is your full employee number (as shown on your paycheck), and your password is the temporary password shown on your letter (case sensitive). If you requested a password and have not received the letter, please understand that it takes 7 to 10 days to mail this to your home address. **DO NOT** request a second password until at least 10 days have passed from when you requested your first password. Repeated requests not separated by at least 10 days will cause the system to cancel earlier passwords already mailed to you. If you forget your password, the only way to receive a new one is to click on the [Forgot My Password](#) link. If you send us an e-mail requesting a new password, we will simply respond that we cannot issue one for you and that you must use the [Forgot My Password](#) link.

Done Internet

Address <https://www.ezbdk.com/psp/paprd/EMPLOYEE/EMPL/h?tab=DEFAULT> Go Links

Welcome Ronnenburg, Tom [FAQs](#) | [Home](#) | [Add to My Links](#) | [Contact Us](#) | [Sign out](#)

**BLACK & DECKER.** **EZbdk.com** My links Search: GO

My Page [Payroll](#) [HR](#) [Benefits](#) The EZbdk portal is best viewed with Display Setting 1024 x 768  
Personalize [Content](#) [Layout](#)

**EZbdk Menu**

- [Employee Self Service](#)
- [B&D Internal Links](#)
- [B&D External Websites](#)
- [Contact Us](#)
- [Reporting Tools](#)
- [Change My Password](#)

**Job Postings**

Please note: All job postings are in PDF format

Title	Date Posted
<a href="#">Instructions and Self Nomination Form</a>	
<a href="#">Self Nomination Form (pdf)</a>	8/7/06
<a href="#">Retail Specialist</a>	8/7/06
<a href="#">National Account Mgr (Baldwin - Home Dep)</a>	8/7/06
<a href="#">Site Controller - Marshall</a>	8/4/06
<a href="#">Program Manager - Talent Acquisition</a>	8/4/06
<a href="#">Territory Manager - Houston, Texas</a>	8/1/06
<a href="#">Product Sourcing Specialist</a>	7/31/06
<a href="#">Quality Technician</a>	7/31/06
<a href="#">National Accounts Sales Manager</a>	7/31/06
<a href="#">Sales Support Designer</a>	7/31/06

**Black & Decker Employee News**

- [Shop for Back to School Products the EZ way!](#)  
Learn how you can get win an EZ Back to School Shopping gift certificate from Staples worth \$500!
- [Black & Decker Reports \\$1.98 Earnings Per Share for 2nd Qtr. 2006](#)  
Increases Free Cash Flow to \$138 Million Year-to-Date
- [Urgent Care versus Emergency Room](#)  
How do you make the choice?

**Black & Decker News**

- [Shop for Back to School Products the EZ way!](#)
- [Black & Decker Reports \\$1.98 Earnings Per Share for 2nd Qtr. 2006](#)
- [Urgent Care versus Emergency Room](#)

[View Entire Publication](#)

**Black & Decker Stock Price**

**BLACK & DECKER (BDK) as of Aug 7 close**  
**68.92**  
Delayed quote data by Reuters

**Benefits Summary**

- [Benefits Summary](#)  
Review a summary of your current benefit enrollments. Select a different date to review your past or future benefit enrollments.
- [Dependent Coverage](#)  
Review a summary of your dependents and beneficiaries benefits coverage.
- [Benefits Enrollment](#)  
This link shows you have no open benefit transactions (such as an Open Enrollment or mid-year change) pending.

**Personal Information Summary**

Thomas Ronnenburg  
2832 Montclair Dr.  
Ellicott City MD 21043  
410/750-0503 [tronnenb@yahoo.com](mailto:tronnenb@yahoo.com)

**Black & Decker Forms**

The screenshot shows a web browser window with the address bar displaying <https://www.ezbdk.com/psp/paprd/EMPLOYEE/EMPL/h/?tab=DEFAULT>. The page content is organized into several sections:

- Job History Table:**

<a href="#">Site Controller - Marshall</a>	8/4/06
<a href="#">Program Manager - Talent Acquisition</a>	8/4/06
<a href="#">Territory Manager - Houston, Texas</a>	8/1/06
<a href="#">Product Sourcing Specialist</a>	7/31/06
<a href="#">Quality Technician</a>	7/31/06
<a href="#">National Accounts Sales Manager</a>	7/31/06
<a href="#">Sales Support Designer</a>	7/31/06
<a href="#">Account Executive - Grainger</a>	7/31/06
- News and Links:**
  - [Simple for Back to School - products the way!](#)
  - [Black & Decker Reports \\$1.98 Earnings Per Share for 2nd Qtr. 2006](#)
  - [Urgent Care versus Emergency Room](#)
  - [View Entire Publication](#)
- Black & Decker Forms:**
  - [Black and Decker Forms](#) - View printable forms
- Maps and Directions:**
  - [Towson Area Facilities](#)
- Training:**
  - [BDUniversity](#) - BDUniversity Website
  - [HHIUniversity](#) - HHIUniversity Website
- Dictionary and Thesaurus:**

Word of the Day: [ascribe](#)  
from Dictionary.com

Search:  Dictionary
- Weather Magnet:**

Ellicott City, MD  
Get the 10 day forecast

80°F  
Cloudy

Feels Like: 82°F  
Humidity: 59%  
Wind: NINE at 7 mph

Enter city/zip

[Download Desktop Weather](#)
- Matching Gifts:**
  - [Matching Gifts Program \(MGP\) Reports](#)
  - [Matching Gifts Program Guidelines](#)
  - [Matching Gifts Form \(pdf\)](#)
- Personal Information Summary:**

**Personal** Thomas Ronnenburg  
2832 Montclair Dr.  
Ellicott City MD 21043  
410/750-0503 [tronnenb@yahoo.com](mailto:tronnenb@yahoo.com)

Primary Contact: Beth Ronnenburg  
Marital Status: Married

[Update Address](#)  
[Update Phone](#)  
[Update E-mail](#)  
[Update Emergency Contact](#)  
[Full Personal Information Summary](#)

Welcome Ronnenburg, Tom

FAQs | Home | Add to My Links | Contact Us | Sign out

**BLACK & DECKER.** **EZbdk.com** My links Search: go

My Page | Payroll | HR | Benefits The EZbdk portal is best viewed with Display Setting 1024 x 768

Personalize Content Layout

**EZbdk Menu**

- Employee Self Service
- B&D Internal Links
- B&D External Websites
- Contact Us
- Reporting Tools
- Change My Password

**View Paycheck**

- [View Paycheck](#)  
Review current or prior paystub details
- [Compensation History](#)  
Review your compensation history, including job information, base salary history.

**Personal Information Summary**

**Thomas Ronnenburg**  
2832 Montclair Dr.  
Ellicott City MD 21043  
410/750-0503 tronnenb@yahoo.com

Primary Contact: Beth Ronnenburg  
Marital Status: Married

[Update Address](#)  
[Update Phone](#)  
[Update Email](#)

**Payroll News & Alerts**

**Hurry up!!! Check your check!**  
Have you taken a close look at your check lately?

[View Entire Publication](#)

**Timesheets**

[Blank Timecard \(pdf\)](#)  
This opens up a new pdf page

**Bank of America**

[Bank of America](#)  
Bank of America Website

**Calendar**

August 2006

M	T	W	T	F	S	S
-	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20

**Your Payroll Information**

- [Direct Deposit](#)  
View your direct deposit information
- [Direct Deposit Enroll/Change](#)  
This opens a blank pdf form
- [Voluntary Deductions](#)  
View your voluntary deductions
- [Prior years W-2 request](#)  
Request a prior years W-2 statement.

**Federal Withholding**

- [W-4 Tax Information](#)  
Review or change your W-4 information
- [Internal Revenue Service](#)
- [Social Security Administration](#)
- [W-4 Tax Withholding Form](#)  
This opens a blank pdf form
- [W-5 Earned Income Tax Credit](#)  
This opens a blank pdf form

Done Internet



Address: [https://www.ezbdk.com/psp/paprd/EMPLOYEE/EMPL/h/?tab=BDK\\_HR](https://www.ezbdk.com/psp/paprd/EMPLOYEE/EMPL/h/?tab=BDK_HR)

Welcome Ronnenburg, Tom

**BLACK & DECKER** EZbdk.com

My links Search: [ ]

My Page Payroll HR Benefits The EZbdk portal is best viewed with Display Setting 1024 x 768

Personalize Content Layout

### EZbdk Menu

- Employee Self Service
- B&D Internal Links
- B&D External Websites
- Contact Us
- Reporting Tools
- Change My Password

### Job Postings

Please note: All job postings are in PDF format

Title	Date Posted
<a href="#">Instructions and Self Nomination Form</a>	
<a href="#">Self Nomination Form (pdf)</a>	8/7/06
<a href="#">Retail Specialist</a>	8/7/06
<a href="#">National Account Mgr (Baldwin - Home Dep)</a>	8/7/06
<a href="#">Site Controller - Marshall</a>	8/4/06
<a href="#">Program Manager - Talent Acquisition</a>	8/4/06
<a href="#">Territory Manager - Houston, Texas</a>	8/1/06
<a href="#">Product Sourcing Specialist</a>	7/31/06
<a href="#">Quality Technician</a>	7/31/06
<a href="#">National Accounts Sales Manager</a>	7/31/06
<a href="#">Sales Support Designer</a>	7/31/06

### HR News & Alerts

**Did You Know That You Can Find Job Postings Online?**  
Ready to move into a different job?  
[View Entire Publication](#)

### Policies

Company policies that are common to **Processing** throughout Black & Decker. See your local **union** **Resources representative** on policies which are specific to your location.

- Code of Ethics and Standards of Conduct
- Ethics Awareness Center
- Equal Opportunity and Affirmative Action
- Harassment Policy

### Programs

Company programs in which employees can participate, some of which are extended to family members. Each program provides a full description along with eligibility requirements.

- Employee Assistance Program
- Family & Medical Leave (FMLA)
- Decker Community Service Awards
- Matching Gifts Program
- Scholarship Program
- Tuition Reimbursement Program
- Service Awards Program

### Employee Services

Services that are available to employees, such as employment verifications and national discounts.

- Child & Elder Care Referral Service
- Legal and Professional Advice
- National Employee Discounts
- Employment and Income Verifications (The Work Number)

### Personal Information Summary

**Processing**

**Personal** Thomas Ronnenburg  
2832 Montclair Dr.  
Ellicott City MD 21043  
410/750-0503 tronnenb@yahoo.com

### Department Contacts

- Payroll** Payroll Contacts  
Contact Payroll representatives
- HR/Benefits** HR/ Benefits Contact  
Contact Benefits representatives

Welcome to EZbdk portal - Microsoft Internet Explorer provided by Black & Decker

File Edit View Favorites Tools Help

Address [https://www.ezbdk.com/psp/paprd/EMPLOYEE/EMPL/h/?tab=BOK\\_BENEFITS](https://www.ezbdk.com/psp/paprd/EMPLOYEE/EMPL/h/?tab=BOK_BENEFITS)

Welcome Ronnenburg, Tom

**BLACK & DECKER** **EZbdk.com**

My links Search: GO

My Page Payroll HR Benefits The EZbdk portal is best viewed with Display Setting 1024 x 768

Personalize Content Layout

**EZbdk Menu**

- Employee Self Service
- B&D Internal Links
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**Enrollment Events**

**Marriage**  
Initiate a life event to record your marriage. Review and update relevant benefits and payroll information.

**Birth/Adoption**  
Initiate a life event to record the birth or adoption of your child. Review the effect of this life event on your benefits and payroll tax information. Update benefits and payroll information.

**Black & Decker Forms**

**Black and Decker Forms**  
View printable forms

**Department Contacts**

Payroll Contacts

**Benefits News & Alerts**

**Certifying Students for Continued Health Insurance Coverage**  
Don't forget about health insurance for your college student...

**Urgent Care versus Emergency Room**  
How do you make the choice?

**Retirement Investing - It's a Marathon, Not a Sprint**  
A strategy for investing for the long term...

[View Entire Publication](#)

**Summary of Your Benefits**

Plan Description	Coverage or Participation
Medical	Waive
CIGNA High Option Dental	2 Party Emp/Spouse
Basic Life & AD&D	2 X Salary

**Benefits Services**

Click on the links below to access any of the Black & Decker vendors:

[Medical, Dental, Prescription Drug, Reimbursement Accounts:](#) CIGNA

[Employee Assistance Plan:](#) CIGNA Behavioral Health

[401\(k\) Plan:](#) T.RowePrice

[Pension Plan:](#) Your Benefits Resources

[Total Rewards Statement](#)

[Child & Elder Care Referral Service](#)

[Legal and Professional Advice](#)

[Employment and Income Verification:](#) The Work Number

[OptionCenter®](#)

[National Employee Discounts](#)

[Group Universal Life Insurance:](#) Marsh@WorkSolutions

[Auto and Home Insurance:](#) MetLife

[Vision:](#) EyeMed

**Personal Information Summary**

# Lessons, lessons, lessons

# Top 10 Lessons

1. Communicate vision as broadly as possible
2. Establish clear and detailed plan of action
3. Engage the business leaders & stakeholders
4. Hire a content editor: make it worth using
5. Define ownership of tools vs. content
6. Bring in a consultant: they help
7. Create process for prioritization
8. Focus on “quick wins” to build on
9. Plan for iterative development to avoid “analysis paralysis”

# Build a User-Centered Portal

## 10. Vigorous Usability Testing

- Conducted portal study of MyYahoo, MyFidelity, MyExcite
- Conducted navigation testing using portal prototype
- Arranged accessibility testing sessions with target manager and employee segments
- Performed testing of personalization features and options
- Work to have only one portal

# Thank You

Questions / Answers

[www.knowledgeinfusion.com/coe](http://www.knowledgeinfusion.com/coe)

