



SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2023.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact [Gage Harter](#).

PROGRAM INFORMATION

County: Prince William County

Program Title: Implementation of Mobius

Program Category: Communications / Customer Service / Information Technology

CONTACT INFORMATION

Name: Joe Gilkerson

Title: Human Resources Director

Department: Human Resources

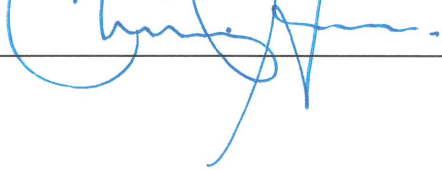
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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Christopher J. Shorter

Title: County Executive

Signature: 

Criteria for Selection:

1. Offer an innovative solution to a problem, situation or delivery of services.
2. Provide a model that other local governments may learn from or implement in their own localities.

Program Categories:

1. Communications
2. Customer Service
3. Information Technology

Mobius Implementation

Executive Summary

Since 2021, The Prince William County Human Resources Department has been implementing a new Oracle platform for its Human Capital Management (HCM). This project will allow for all 39 departments within the county to now have access to certain needed employee data and provide a centralized data base for employee information. From the start, it became necessary to ensure all departments were present for the process mapping session as Human Resources touches all aspects of the county (General Government, Public Safety, and Constitutional Officers, and more). This implementation took many thousands of hours and many cross functional meetings to ensure that the final product provided the best product for both the Human Resources Department and the County employees who will be using it.

Change management, communication, and training were key to the successful adoption of the new system. The team began sending messages to the employee population at least six months ahead of Phase one go-live, offering a dedicated internal website for updates, YouTube videos to share fun new features, and regular status updates through email newsletters and splash bulletins. Within 60 days of go-live, intensive training sessions were offered to every level of employee and this training targeted the work that employee was expected to be able to perform, i.e. offering specific training to managers or HR liaisons. At go-live, daily messages were sent to the core support team including at least one point of contact in each department/agency. Additionally, the team worked with our internal IT helpdesk to establish call-in hotline ready for day one of the go-live of Phase one in order to offer direct support 24/7 (combination of phone and online FAQ) for all those using the system right from the “go-live”. This hotline was one of the key elements in the successful roll out of the phase one.

1. Offer an innovative solution to a problem, situation, or delivery of services.

The Problem/Overview:

The previous platform utilized by the Human Resources Department and the other agencies was not a dedicated HRIS platform. Data was, at times inaccurate and needed to be “cleansed” to ensure its accuracy – this was extremely time consuming and caused a lack of trust with reports that were being ran. Departments outside of the Human Resources department were not able to create or run reports for their individual departments and payroll processing was at best a struggle. Employees had little to no access to the platform.

The Solution:

By implementing an Oracle System (called Mobius internally), the data generated by the Human Resources department was reliable with minimal need to “cleanse” the data for errors, departments were now able to create and run internal reports without the need of the Human Resources Department or the Department of Information Technology getting involved. This new platform allowed for a much more efficient process for both entering data and extracting data. The payroll processing was streamlined with each department able to track and submit payroll data on time and in “real time”. Lastly, employees now have access to make certain updates to their records, input their time for payroll themselves, track their leave and other statuses that they were not able to before.

2. Provide a model that other local governments may learn from or implement in their own localities.

Prince William County was the “Beta Tester” for this cloud-based Oracle platform. As the Human Resources Department pioneered this conversion to what we are calling Mobius, other surrounding

local government agencies have been in contact looking for information, best practices, recommendations, and demonstrations as to how to implement this platform and how it performs.

Lastly, Human Resources staff have become the region's "Subject Matter Experts" (SME) and have been asked to give presentations and sit on various Oracle SME panels to share knowledge and experiences with both Oracle and other Local Government agencies.

Finance and Staffing

Financially, the project was roughly \$9,000,000.

Staffing for this project was an "all hands on deck" event included the entire Human Resources Department (35 HR Professionals) with the addition of 13 temporary employees to either give direct support to the project or to backfill the 35 HR Professionals in the department. Additionally, there were designated Subject Matter Experts drawn from various County departments to ensure specific areas were properly addressed during the implementation and to create a pool of field advocates for the new system.