Attachment A

State-Wide Employee Communications Directory Process

System Description & Purpose

The State-Wide Employee Communications Directory process is designed to provision a global address book and a searchable, web-based, white pages application which includes both E-mail address and phone numbers for State Employees. E-mail addresses and phone numbers will be available to the Governor through her E-mail system and to all state employees via the web-based white pages. The new white pages application will not be available to the public at this time.

E-mail addresses and phone numbers will be entered into the existing Statewide Human Resource and Payroll System (SHaRP) by the each agency's Human Resources SHaRP staff. The necessary data will be extracted and will be used to provision the Governor's global address book and white pages service, and permit Lightweight Directory Access Protocol (LDAP) queries from participating State agencies.

Currently, agencies have the option of entering E-mail addresses and phone numbers in SHaRP. However, there have not been any business processes associated with these data fields so they have not been kept current. Participating agencies are requested to maintain the most current information in SHaRP to provide vital statewide communication and customer service. Agencies will have the responsibility to review and revise their business process to assist their Human Resource (HR) staff with provisioning SHaRP with the most current phone and E-mail addresses. Agencies will also define business policies for determining when a staff member, desk phone or E-mail addresses should be excluded from the directory.

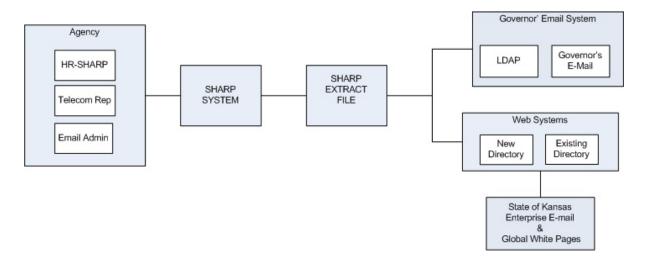
The **INTENT** of this process is to have ALL employees in SHaRP publish E-mail addreses and phone numbers. However, there may be legitimate business reasons in each agency where it may be appropriate to exclude desk phone numbers, direct E-mail addresses or an employee's name.

Initial Data Load

In order to assist agencies with the initial input of this data, there is a batch file process available for large agencies to upload data into SHaRP. Technical staff has created a file layout and procedures for submitting the batch file. (See attached file layout) Agencies will create and send the batch file to the Department of Administration after verifying phone numbers and E-mail addresses for their employees. This process is called the *initial batch load*. The actual file may be loaded multiple times during this initial process until the agency signs off the data is correct and begins the normal maintenance process through SHaRP.

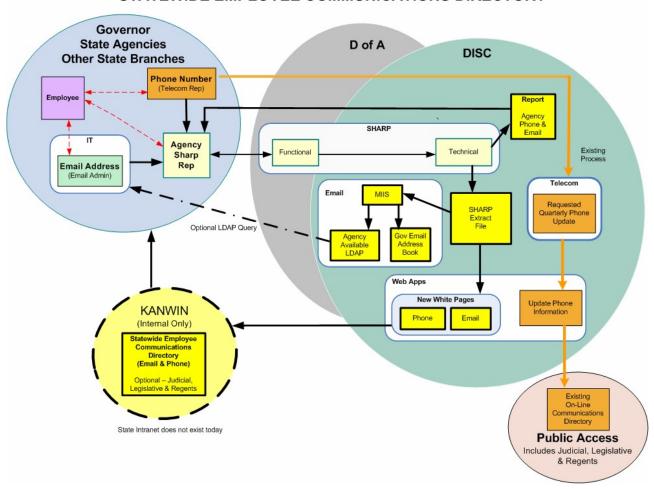
The existing Online Communications Directory and its quarterly provisioning process will not be affected by or provisioned from this process at this time. The manual updating of the Online Communications Directory via quarterly spreadsheets will continue as a parallel process through the implementation of this project, until such time as a replacement process is developed.

System Interface Diagram



A. Process Flow Diagram

STATEWIDE EMPLOYEE COMMUNICATIONS DIRECTORY



B. Process Description

The primary entry point for the E-mail and phone numbers is on the Personal Data pages within SHaRP. The agency HR-SHaRP person will enter the E-mail and phone with the agency number as the identifier in the "TYPE" column. This designation with agency number will indicate these fields will be extracted for the State-Wide Employee Communications Directory.

A process has been developed within SHaRP which will automatically generate the extract file used to provision the e-mail directory and white pages. SHaRP technical staff has also created a new on-line SHaRP report for agencies to review and reconcile all E-mail and phone numbers entered into SHaRP. DISC Customer Support will update the Governor's address book from the extract. DISC will also update the online Employee Communications Directory.

IV. Security

While e-mail address and telephone information is considered a matter of public record and can be requested under Kansas Open Records law, concern about possible misuse by spam agents necessitate the constraint that the State-Wide Employee Communications Directory application be protected from non-state employees. The E-mail address information in this directory will not to be available to the general public.

Access to the application is based on the source internet address, primarily the 165.201.xx.xx address block. State agencies not on KANWIN must provide static IP's to DISC in order to access the services. This may require negotiation with the local Internet Service Provider (ISP). Non KANWIN customers, with fixed internet addresses, may request access by contacting DISC Customer Support at 296-4999.

V. Procedures

1.1 Responsibilities

Process:

Agency SHaRP HR staff will be responsible for entering E-mail and phone numbers into SHaRP.

Agency IT staff will be responsible for assuring new or changed e-mail and telephone information is provided promptly to HR staff.

1.2 SHaRP Procedures

Process:

E-mail Address Requirements:

Executive Branch Agencies will enter business E-mail address data in the SHaRP Personal Data pages for existing employees.

Agencies will designate one E-mail address as the official business E-mail address per employee. Multiple E-mail addresses can be entered for each employee, however, only the designated business E-mail address for the agency will be included in the statewide directory.

The designation to publish will be made by placing their agency number in the "TYPE" column next to the E-mail address. Only those E-mail addresses with the agency number will be extracted for the directories.

Agency SHaRP User Enters New E-mail Address:

Use the following navigation to access the Personal Data pages in SHaRP

<u>Home > Administer Workforce > Administer Workforce (GBL) > Use > Personal</u>

Data

Enter the Employee ID of the Employee being updated.

Click on the Address Page

Click on the <u>E-mail</u> Hyperlink located at the bottom of the page.

Select your 3-digit Agency Name from the list in the E-mail Type field to 'flag' the E-mail address to be published in the directory.

Enter the E-mail address in the E-mail Address Field.

Click 'Ok'

Click 'Save'

Agencies do not need to establish new E-mail addresses for employees who are not normally assigned an E-mail address.

Phone Number Requirements:

Executive Branch Agencies will enter business phone number data in the SHaRP Personal Data pages for existing employees.

Agencies will designate one phone number as the official business phone number per employee. Multiple phone numbers can be entered for each employee; however, only the designated business phone number for the agency will be included in the statewide directory.

The designation to publish will be made by placing their agency number in the "TYPE" column next to the phone number. Only those phone numbers with the agency number will be extracted for the directories.

Agency SHaRP User Enters New Phone Number:

Use the following navigation to access the Personal Data pages in SHARP <u>Home</u> > <u>Administer Workforce</u> > <u>Administer Workforce (GBL)</u> > <u>Use</u> > **Personal Data**

Enter the Employee ID of the Employee being updated.

Click on the Address Page

Click on the Phone Hyperlink located at the bottom of the page.

Select your 3-digit Agency Name from the list in the Phone Type field to 'flag' the phone number to be published in the directory.

Enter the Phone Number in the Telephone Field.

Click 'Ok'

Click 'Save'

If an employee does not have a direct line or does not want to display their direct number, agencies are required to list a main number for the agency as a replacement. 1.3 Exclusion for business reasons will be defined by each Agency. They will allow agencies to make business rules for allowing the phone, E-mail and or name to be either a department general number rather than a direct desk number or opt out all together.

Process:

Agency staff will determine the procedure for making exceptions to the publication of the E-mail or phone as applicable in their business processes prior to the implementation of the data to SHaRP.

Examples: Option to have a department phone number rather than desk phone published.

Option to publish a department E-mail address rather than a direct business E-mail address.

Option of choosing when to have employees excluded from publication.

1.4 Initial Data Load

Process: An Agency may enter the data directly into the SHaRP Personal Data

Pages.

OR

Initial Batch Load Process for an Agency that will allow the import of a fixed length text file.

Initial Batch Load Process:

EMPLOYEE ID is the key field needed in this batch load. Agencies may request a listing from SHaRP of current employees.

Or

Agencies may create their own list with Employee ID.

Agencies will match E-mail addresses and phone numbers to the name and Employee ID. SHaRP will use the "Legal" name. Reconciling legal names with "nick" names must be completed by the agency HR staff.

The agency will create the DEFINED batch file to submit E-mail addresses and phone numbers with Employee ID to SHaRP.

SHaRP staff will load the agency batch file into the database.

Agency & SHaRP staff will reconcile the data load.

This process will be repeated until the Initial data load for the agency is considered complete by both Agency & SHaRP staff.

1.5 SHaRP On-line Report

Process:

DISC SHaRP staff will create an on-line report which will allow Agency HR staff to view all the phone numbers and E-mail addresses for each employee.

This report will be accessed through SHaRP at any time.

1.6 State Agency E-mail Administrators will have access to the LDAP information extracted from SHaRP.

Process: DISC will allow participating state agencies (E-mail Administrators) the ability to

generate queries against the LDAP server. Contact DISC Customer Support after

production date.

1.7 White Pages Communications Directory on the Intranet (Kanwin network).

Process: DISC Web Applications will use data from of the SHaRP extract file to provision an

Intranet website with Name, E-mail, Phone & Agency.

Since there is not a State Intranet site, access to the web pages will be restricted by IP

addresses.

1.8 Continue the current on-line Communications Directory quarterly phone number process in parallel, for public access.

Process: The manual updating of the Online Communications directory via quarterly

spreadsheets will continue as a parallel process through the implementation of this

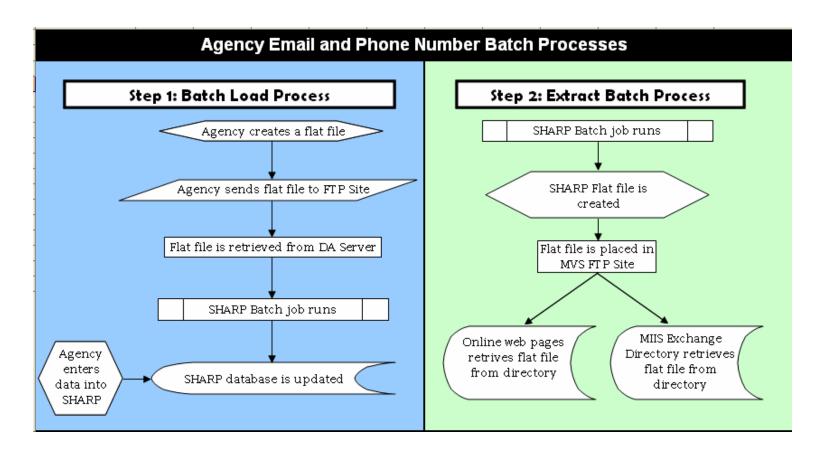
project, until such time as a replacement process is developed.

Key Dates

- September 1 DISC will refresh SHaRP file
- September 6– Small agencies begin data entry
- October 7 Small agencies complete data entry
- October 10 Large agencies submit batch files
- October 10-14 SHaRP team loads/cleans data
- October 17-21 Extract from SHaRP
- October 27- White pages up and available for test
- October 28 E-mail directory up and ready for test
- November 3 Production

Contacts: John Jones, Email data export, IT procedures 296-4999

Connie Guererro, HR Procedures 296-0754 Sarah Gigous, SHaRP reports, FTP transfer 291-3027 DISC Customer Support, All other calls 296-4999



Microsoft Exchange Data Extract Procedure from Active Directory (DISC)

How to Export User Data from Active Directory Using LDIFDE.

- 1) Ensure the support tools are installed on a client or server on your AD domain.
- 2) Log on as a user with administrative rights to the domain
- 3) Open command prompt and run the following command after inserting your domain LDAP path and domain controller to connect to:

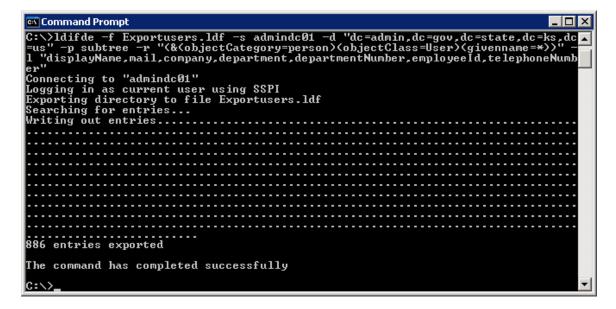
ldifde -f Exportusers.ldf -s dcnamehere -d "dc=yourdomain,dc=goeshere,dc=ks,dc=us" -p subtree -r "(&(objectCategory=person)(objectClass=User)(givenname=*))" -l "displayName,mail,company,department,departmentNumber,employeeId,telephoneNumber"

4) You will see the following output in the command box

```
Microsoft Windows [Version 5.2.3790]
(C) Copyright 1985-2003 Microsoft Corp.

H:\>c:

C:\>ldifde -f Exportusers.ldf -s admindc01 -d "dc=admin,dc=gov,dc=state,dc=ks,dc=us" -p subtree -r "(&(objectCategory=person)(objectClass=User)(givenname=*))" -1 "displayName,mail.company,department,departmentNumber,employeeId,telephoneNumber"_
```



5) The ExportUsers.ldf file should have a list of your users and the attributes specified in the LDAP query.

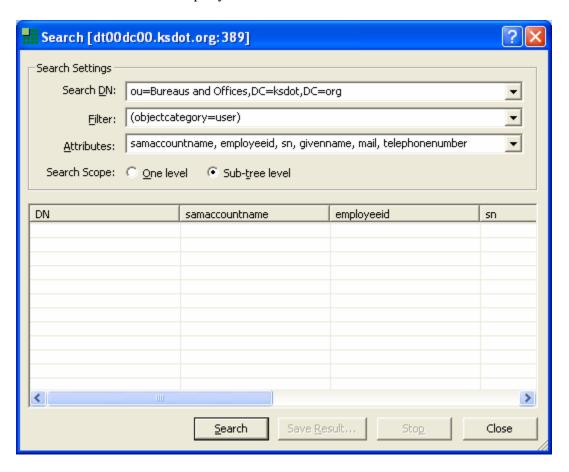
Coordinating Active Directory data with SHaRP data (KDOT)

There have been several steps involved with this process. Active Directory Dump

The initial input consisted of a "dump" of users from Active Directory and a similar "dump" of KDOT accounts from SHaRP. These files were combined into one spreadsheet, sorted by the last name field and compared by hand. This was necessary because of many situations where middle names or nicknames are present in Active Directory. Steps to produce desired output from Active Directory are as follows.

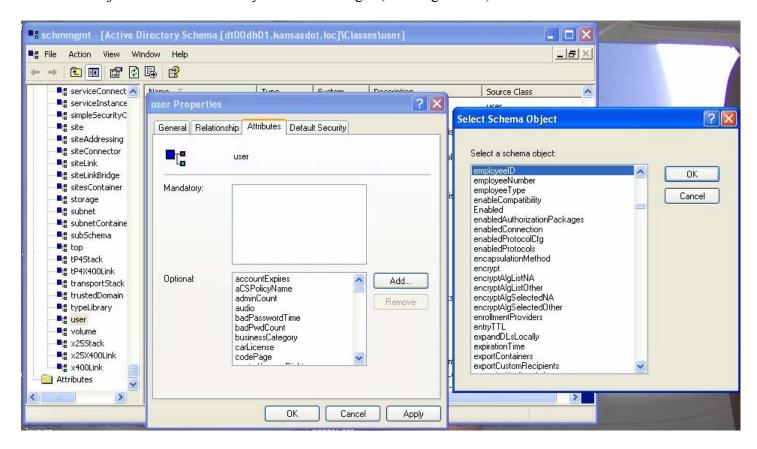
For this purpose, we utilized a free tool from Softerra, called LDAP Browser. It can connect to an LDAP directory and query against it, producing output that can be saved in a number of formats, including Excel spreadsheet.

Here is a screenshot of the query screen:



Active Directory Schema Modification

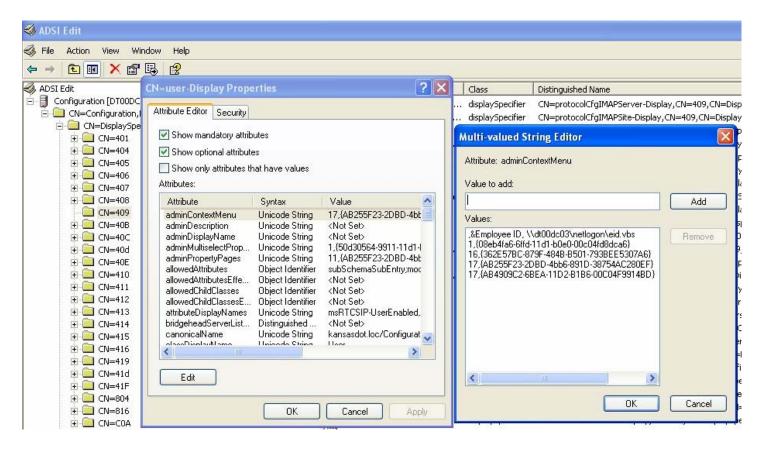
Once the initial matching was performed, the SHaRP Employee ID was populated into active directory. This was done by adding the EmployeeID attribute, which is already present in Active Directory to the properties of the user object in Active Directory Schema Manager (schmmgmt.msc).



Note that: Enterprise Administrator and Schema Administrator rights are necessary to do this.

Enable Administration

In order to make this new field available to be set by administrators, it's necessary to modify the user-display object in the Configuration container of Active Directory to reference a short VBScript file. We used ADSIEdit to make this change. The object to be modified is found at CN=user-Display,CN=409,CN=DisplaySpecifiers,CN=Configuration,DC=yourdomain,DC=yourextension. The adminContextMenu attribute is edited to add a string like the following, ",&Employee ID, \\\domaincontroller\netlogon\eid.vbs" The text after the ampersand is what will show in the context menu, and the unc path points to the VBScript file which creates the dialog box used to enter or edit the Employee ID



The text of the VBScript file follows:

Dim oVar

Dim oUsr

Dim tmp

Set oVar = Wscript.Arguments

Set oUsr = GetObject(oVar(0))

tmp = InputBox("The Employee ID of the user is: " & oUsr.employeeID & vbCRLF & vbCRLF & "If you would like enter a new number or modify the existing number, enter the new number in the textbox below") if tmp <> "" then oUsr.Put "employeeID",tmp

oUsr.SetInfo

Set oUsr = Nothing

WScript.Quit

Final Steps

Once these changes were complete, it was possible to import the EmployeeID field into Active Directory. The field distinguishedName was included in the original dump of Active Directory and was used as the key field to insure the EmployeeID was populated correctly. A small .NET script read through the correlated data and opened the AD object referenced by each distinguishedName, then writing the matching EmployeeID to that object.

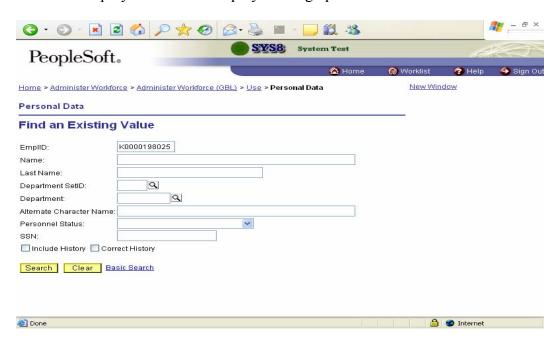
Now, for the purpose of the final bulk load, it will simply be a matter of matching the SHaRP extract to an Active Directory dump using the EmployeeID field and correlating the appropriate fields into the bulk load file to be sent to SHaRP. In addition, monitoring the accuracy of data in SHaRP using the same process will allow ongoing data confirmation.

Attachment B

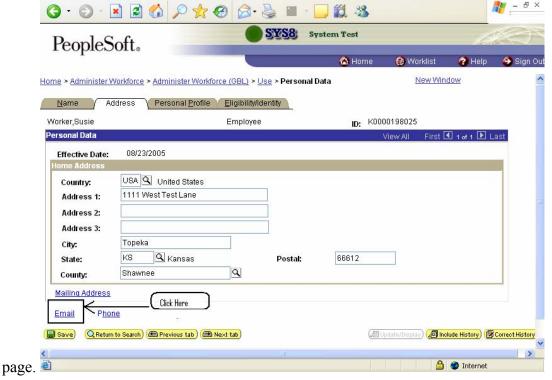
State-Wide Employee Communications Directory SHARP Instructions

Enter New E-Mail Address

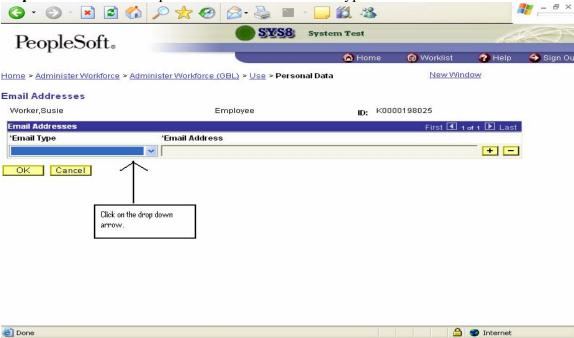
Step 1: Use the following navigation to access the Personal Data pages in SHARP <u>Home > Administer Workforce > Administer Workforce (GBL) > Use > Personal Data Enter the Employee ID of the Employee being updated. Click on 'Search'.</u>



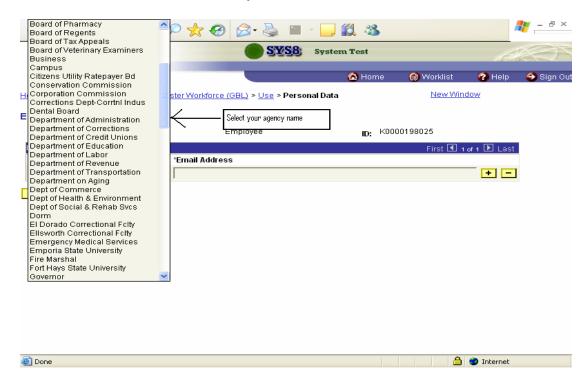
Step 2: Click on the Address Page folder tab, then Click on the Email Hyperlink located at the bottom of the



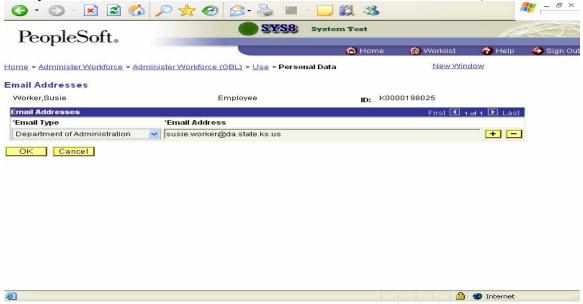
Step 3. Click on the drop down arrow of the Email Type Field.



Step 4. Select your agency name from the list in the Email Type field to 'flag' the E-mail address to be published in the directory. **NOTE:** Only those E-mail addresses with an agency name next to them will be extracted and included in the directory.

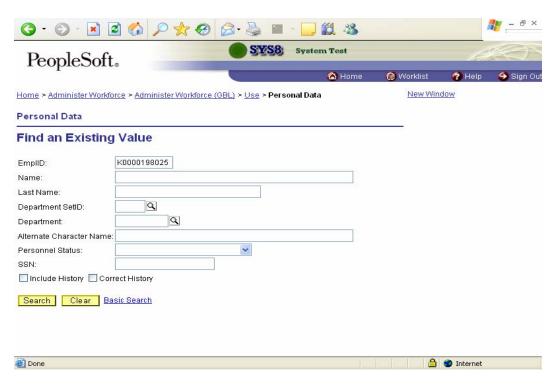


Step 5. Enter the E-mail address in the Email Address Field. Click 'Ok', then Click 'Save'

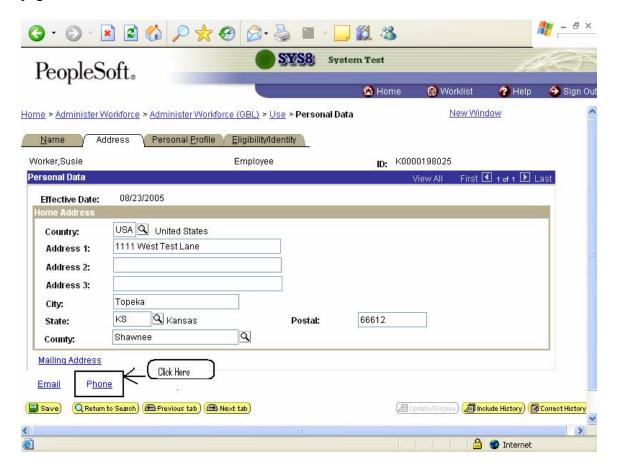


Enter New Phone Number

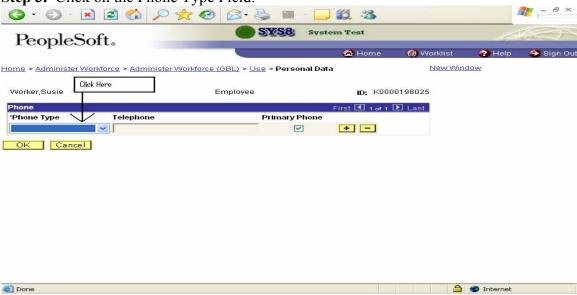
Step 1: Use the following navigation to access the Personal Data pages in SHARP <u>Home > Administer Workforce > Administer Workforce (GBL) > Use > Personal Data</u> Enter the Employee ID of the Employee being updated. Click on 'Search'. **NOTE**: You may skip step one if you are already in the Personal Data page.



Step 2: Click on the Address Page folder tab. Click on the Phone Hyperlink located at the bottom of the page.



Step 3. Click on the Phone Type Field.

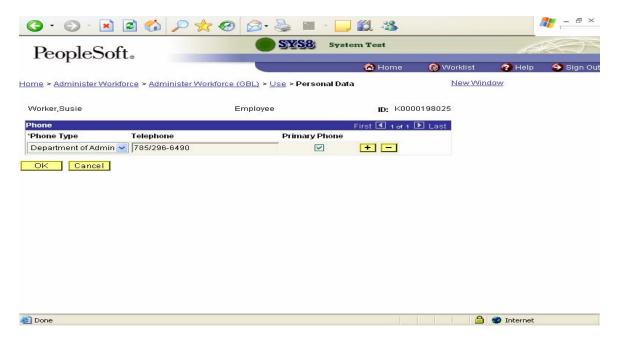


Step 4. Select your agency name from the list in the Phone Type field to 'flag' the phone number to be published in the directory. **NOTE:** Only those phone numbers with an agency name next to them will be

extracted and included in the directory.

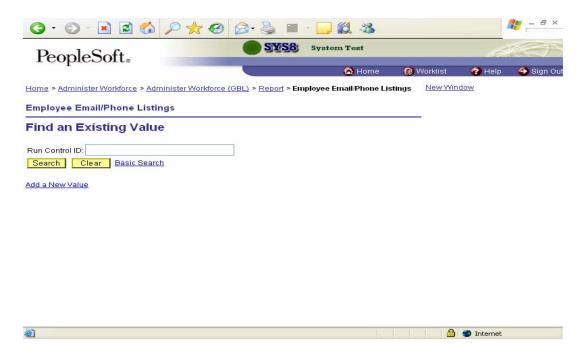


Step 5. Enter the Phone Number in the Telephone Field. Click 'Ok', then Click 'Save'



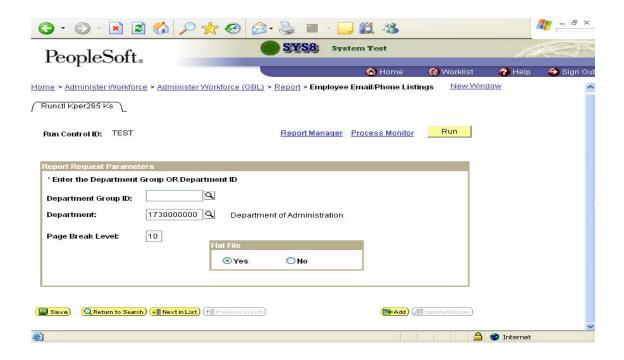
Generate New SHARP Report to Verify Data

Step 1: Use the following navigation to access the Employee Email/Phone Listings Report in SHARP <u>Home</u> > <u>Administer Workforce</u> > <u>Administer Workforce (GBL)</u> > <u>Report</u> > Employee Email/Phone Listings Enter your Run Control ID and click on 'Search'. If you have no Run Control ID, click on "Add a New Value" to create one.

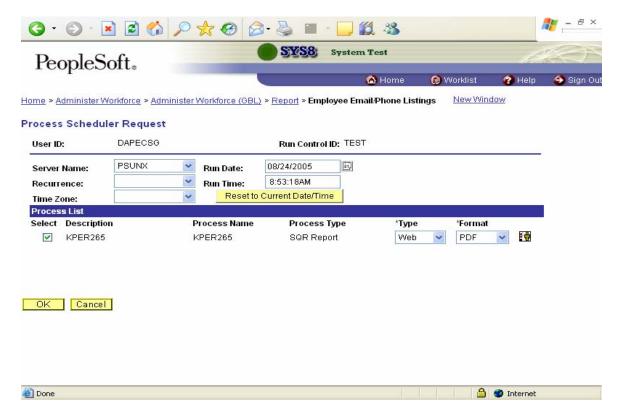


Step 2. Enter the agency number or the specific 10-digit department ID for which you want to generate employee email address and phone number information in the Department field of the Report Request Parameters page. This report also provides you with the ability to generate a flat file to import into a database or spreadsheet application such as Excel, Lotus, or Quarto Pro so that you can compare the data with your own internal systems for storing email addresses and phone numbers.

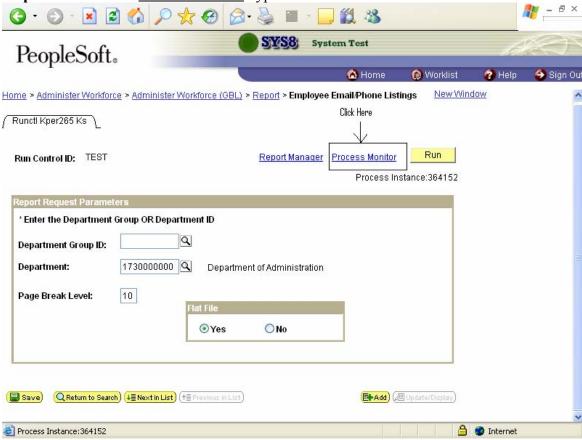
Click on the Flat File 'Yes' radio button to automatically create both a flat file and pdf version of the report. **Click Run**



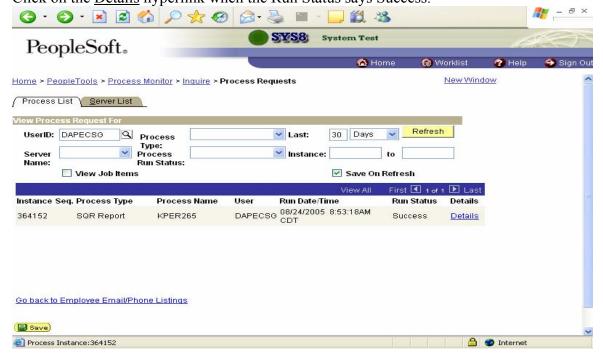
Step 3. Click 'OK' to generate the report.



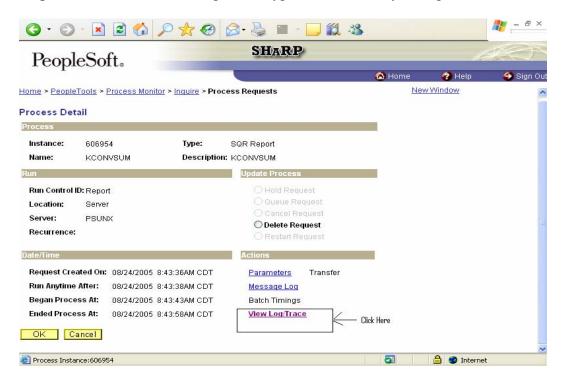
Step 4. Click on the <u>Process Monitor</u> hyperlink.



Step 5. Click on the yellow and black Refresh button until the Run Status is Success. Click on the <u>Details</u> hyperlink when the Run Status says Success.

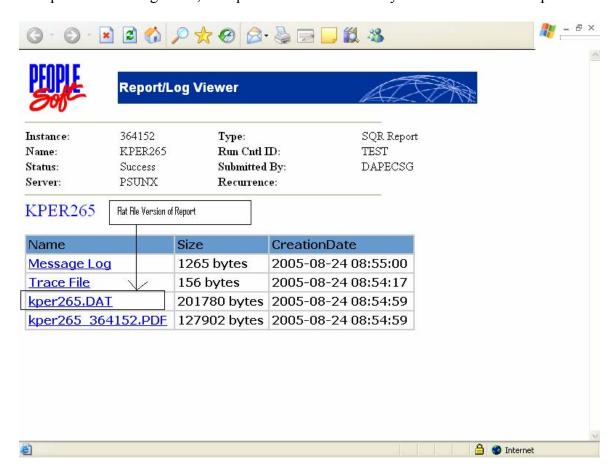


Step 6. Click on the View/Log Trace hyperlink to access your report.



Continues on following page

Step 7. Select the version of the report you want to view and/or save. The flat file version of the report is named KPER265.dat and the pdf version of the report will end with a .pdf. To save the report to import into a database or spreadsheet application, right click on the hyperlink under the KPER265.data file name to see the option 'Save Target As', then pick the location where you want to store the report.



Frequently Asked Questions State-Wide Employee Communications Directory Project

1. Do we need to provide all employees an e-mail address so they can be included in the global e-mail address directory and web-based white pages directory?

Agencies do <u>not</u> need to establish new e-mail addresses for employees who are not normally assigned an e-mail address.

2. Do all employees need to be included in the directories (for example, Board Members, etc.)?

While the intent of this project is to have all employees included in the directory, we understand that each agency may have valid business reasons for excluding an employee's e-mail address and/or phone number from the directory process. Each agency will be responsible for defining their own business policies for determining the reasons for excluding a staff member from the directory.

3. What should we do if an employee does not have a direct phone number or does not want their direct phone number included in the directories?

If an employee does not have a direct phone number or does not want to display their direct phone number, agencies are strongly encouraged to list a main number for the agency as a replacement.

4. How often will data from SHaRP be extracted to populate the two new directories?

Employee e-mail addresses and phone numbers will be extracted from SHaRP every two weeks.

5. Can large agencies continue using the batch load process after the initial data load of employee e-mail addresses and phone numbers?

Agencies should use the SHaRP Personal Data pages for on-going maintenance of this information for their employees. However, if the e-mail format or phone numbers for all employees in your agency is changed, we will try to accommodate the change using the batch load process.

6. What if an employee does not want to have their individual work e-mail address displayed in the directory?

Agencies may list a generic or group e-mail address for employees who do not want their individual e-mail address included in the directory. (for example, damailbox@da.state.ks.us)

7. We have employees who use a nickname instead of their legal name. Since the new directories are populated from data in SHaRP will we be able to display their nickname in the directory?

Nicknames will not display in the directory. The extract program uses the employee name in SHaRP and displays it in the format of Lastname Suffix, Firstname

Attachment D

State-Wide Employee Communications Directory Flat File Layout

Identity Attributes Needed	Туре	Length	Comments
Name	Char		Employee Name. Name has a format of: Lastname, Firstname MiddleInitial (i.e. Doe, John A.)
Emplid	Char		Employee ID. Will be inserted into EMAIL_ADDRESSES.EMPLID, and used to do the phone insert.
Deptid	Char		10-Digit Department ID for Emplid, or if preferred, send the three-digit agency number followed by seven zeroes. (i.e. 173000000)
Business Email	Char		Email address for emplid. Will be inserted into EMAIL_ADDRESSES.EMAIL_ADDR
Email Type	Char		3-Digit Agency Number, or Translate value from EMAIL_ADDRESSES.E_ADDR_TYPE. Valid Values are listed below.
Business Phone	Char		Business Phone of Emplid. Will be inserted into PERSONAL_PHONE.PHONE NOTE: Area Codes are required. Phone numbers should be entered as all numbers with no spaces or special characters. Phone numbers with extensions should be entered as all numbers with no spaces. Example: 12345678901234 (import program will format to display as 123/456-7890 Ext 1234)
Phone Type	Char		3-Digit Agency Number, or Translate value from PERSONAL_PHONE.PHONE_TYPE. Valid Values are listed below.

Send test files to your agency's 'to sharp' directory: .TOSHRP with a suffix of .DONN. All test filenames will be KAGYMAIL.DONN (i.e. 'RV.TOSHRP.KAGYMAIL.DONN'). If EMAIL_TYPE and PHONE_TYPE are to be published, both should be filled with your 3 digit agency number. If the preference is for the data not to be published, but you want it in the system for your own agency, please use one of the delivered values displayed below for EMAIL_TYPE and PHONE_TYPE.

Email Type	Description				
BUSN	Business				
CAMP	Campus				
DORM	Dorm				
HOME	Home				
OTHR	Other				
Phone Type	Description				
BUSN	Business				
CAMP	Campus				
CELL	Cellular				
DORM	Dorm				
FAX	Fax				
HOME	Home				
MAIN	Main				
OTR	Other				
PGR1	Pager 1				
PGR2	Pager 2				
TELX	Telex				

Attachment E

Agency Readiness Checklist September 2005 State-Wide Employee Communications Directory Project

Agency Agency Number	Agency	Agency Number
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Task	Description	Target	Status	Person Responsible
No.		Date		(Optional)
AGEN	ICY IMPACTS			
1.	If needed, identify staff to monitor State-Wide Employee	09/06/05		
	Communications Directory project activities in your			
	agency.			
2.	Develop agency communications about State-Wide	10/01/05		
	Employee Communications Directory			
3.	Review business process in your agency to determine if	10/01/05		
	your agency needs a policy for excluding employees from			
	the directory.			
4.	Review existing business process in your agency for	10/30/05		
	assigning email addresses and phone numbers to your			
	employees. Determine how this information will get			
	transmitted to your HR staff with security access to			
	SHARP so that data will get updated in a timely manner.			
	P ACCESS/SECURITY			
1.	Identify SHARP users with access to Personal Data pages	09/07/05		
	to determine if you need additional application users for			
_	update and/or inquiry.	00/4 7/07		
2.	Complete and submit security access forms to obtain	09/15/05		
	SHARP sign-ons and passwords. (Relevant CBT book			
	must be completed to obtain security access)			
RATO	H FILE INTERFACE (For large agencies if applicable)			
1.	If needed, request a query from the Division of Personnel	09/15/05		
1.	Services that includes the names and Employee ID's for	07/13/03		
	all active employees in your agency to assist with the			
	preparation of your batch file. NOTE: Name sent on your			
	batch file must match the name that appears in SHARP or			
	the record will not load.			
2.	Submit your batch file to the Department of	10/10 to		
	Administration.	10/14/05		
3.	Generate on-line SHARP Employee Email/Phone Number	10/17 to		
	report to verify your data loaded correctly,	10/21/05		
	, , , , , , , , , , , , , , , , , , , ,			
HARL	DWARE/SOFTWARE			
1.	Review and test connectivity to web-based internal White	10/28/05		
	Pages Communications directory.			

Status Codes

NS = Not Started C = Task Completed IP = In ProgressNA = Not Applicable

R = Under Agency Review