



Additional Information for Agency Coordinators

as of February 15, 2013

As a resource for agency HR offices and OPF coordinators, the HR Service Center (HRSC) has compiled this list of questions about the e-OPF implementation.

Policy Questions

1. **Some employees have several different OPFs (Workers Comp, Medical File). Are these documents going to be loaded into the e-OPF or remain separate?** Per [Management Directive 505.18](#), workers' compensation or medical documents do not belong with the OPF. This directive will be updated with new information and guidelines as well.

Planning Metrics

2. **What is the time required to prepare e-OPF files?** Based on the Aging pilot project, the time spent preparing 80-90 paper OPF files for barcode application (ABC) = 2 days.
3. **What is the time required to print barcode sheets?** Based on the Aging pilot project, the time spent preparing 80-90 paper OPF files = 1 day.
4. **How much time is needed between the Revenue (DOR) pickup and loading of the documents into SAP?** This process is generally completed within one week. During that time, DOR will output completed work each day, and by the end of the week, all image/index files for that week's work should be transferred to SAP.
5. **How much time is needed between DOR receipt of agency pick-up info sheet and actual pick-up of paper files?** Once DOR receives the agency pick-up info and billing information, the actual pick-ups of paper files could begin the next workday.
6. **How much time does DOR take to recheck agency document preparation?** This task involves DOR reviewing each file page-by-page to be sure that everything is properly prepared for scanning. This process will take approximately ½ second per page.
7. **How much time does DOR take to scan and load documents into SAP?** Barring any complications, DOR should have that week's work scanned and transferred for import into SAP within that same week.

Conversion Process

8. **Is there a deadline for agencies to complete the paper conversion?** No.
9. **What types of documents can be loaded into the e-OPF?** Accepted file types include docx, doc, pdf, htm, tif, rtf, jpg, bmp and gif.

10. **Is 10 cents per image cost per page or per e-file (some files will be multiple pages)?**
Ten cents per image includes one side of a sheet of paper. If a single sheet of paper contains print on both sides, the cost will be 20 cents.
11. **How should current OPFs be prepared prior to being scanned? DOR, Imaging and Document Management uses the separator sheets (or trip sheets) after each document, is this is the same process as you recommend?** HRSC is working with DOR, to develop a process that all agencies will use when submitting paper documents for conversion. Document preparation will include removing staples and binders, orienting all pages in the same direction for scanning. Additional guidance will be provided as work begins with each agency.
12. **Should we start grouping documents by content for each employee or is date order sufficient? If we are to group by content, do you have any guidance for us for that?**
We will explain specifically how documents should be categorized during our initial implementation meetings with each agency. If you'd like to begin prepping your paper OPFs at this point, the best approach would be to purge documents as needed.
13. **When loading the documents, how do we distinguish between confidential and non-confidential documents? Will there be a separate folder/category just for confidential documents?** Agencies do not need to distinguish between confidential and non-confidential documents during the load process. OPF documents will be designated "confidential" by document type (EPR, Investigation-related documents, etc.) in SAP.
14. **Once an agency uploads employees OPFs to the e-OPF system, what are agencies to do with the current hard copy OPF?** Once electronic conversion has been confirmed, paper documents should be destroyed.
15. **How will my field sites work with DOR to convert our paper OPFs?**
The HRSC will work with each agency to develop a solution that best suits the agency. How to handle business processes for remote locations will be a central focus of initial implementation discussions between the agency and the HRSC.

Document Confidentiality

16. **We do background investigations on all employees. These are not shared with any other agencies. Can the confidential module be locked down by agency?** SAP structural authorizations will prevent other agencies from accessing employee documents (confidential or otherwise) that are outside the role-holder's agency. We have created e-OPF roles for restricted documents such as background and reference checks. Documentation pertaining to SAP e-OPF roles can be found in the [Master Roles Document](#) (Human Resource Roles section).
17. **What documents will be considered confidential?** The HRSC is working to identify which documents currently kept in the OPF should be kept as confidential in the e-OPF.
18. **Who at the HRSC will be able to see confidential documents in the e-OPFs?** Only select HRSC personnel will be given the confidential role, primarily for technical support purposes.
19. **Will employees be able to view their own e-OPF, including confidential documents?**
Employees will be able to access their own e-OPFs (including *selected* confidential files)

through ESS in the future. The timeline for the implementation of this functionality will be reviewed based on the volume of agencies completing the conversion process.

Document Access

- 20. Can an individual be mapped to multiple sites? For example, presently we have individuals who have access to multiple agencies via PA 20. Will this be the same?**
Yes. Current SAP structural authorizations will not change.
- 21. How can an OPF be retrieved to fulfill a subpoena or court order?** The current process involves an agency HR representative pulling the hard copy file and removing/copying the documents to be sent. In much the same way, a person with access to the e-OPF can save selected digital files (found in SAP) locally. The agency can determine if the documents should be printed or sent electronically.
- 22. Will Attorney General's office be given view capability?** At this time, the Attorney General's Office will not be given view access for the e-OPF. If they have a need to review an e-OPF for investigative purposes, they must work with the agency HR Office as they do today. The release of information in the e-OPF will follow the guidelines outlined in [Management Directive 505.18 Maintenance, Access and Release of Employee Information](#).
- 23. Is structural authorization limited to agency level, or can it be down to org level?**
Structural authorization can be managed at the Org level, via the SAP AZO2 relationship.
- 24. How will viewing of e-OPFs by other agencies during the candidate selection process be handled?** Agency e-OPF role holders will only have access to employees within their agency. Special access can be requested from the HRSC to view other agency employee e-OPF's as needed. This process will be developed once agency paper conversions begin.
- 25. Will supervisors be granted permission to view the e-OPFs of their subordinates electronically?** Yes, supervisors will be able to view select documents via supervisor self service when the ESS/SSS functionality is implemented.
- 26. Will reviewing officers be granted permission to view the e-OPFs?** Yes, Reviewing Officers will be able to view select documents via Supervisor Self Service when the ESS functionality is implemented.
- 27. Will the software allow us the capability of sharing documents (copying and emailing electronically)?** Yes. Documents can be saved locally and shared electronically.
- 28. Our agency has federal business associates as supervisors. Will these federal business associates have access? If they do not, will the next line supervisor have access?** If the federal business associates do not have ESS access, they will have to meet with an HR representative to view items in the e-OPF (as is the current procedure today). In supervisor self service, reviewing officers will have access to direct and indirect reports.
- 29. What are the procedures when an investigator requests to review an employee's OPF. The investigator presents all required forms and presents their identification to view the OPF. How will this be handled (i.e. Inspector General, both state and federal)?** Agency HR offices should facilitate this process like they do today. The investigator will need to sit with someone with the appropriate e-OPF access in SAP, as is consistent with current policy.

e-OPF Configuration

30. **Is there a storage limit per employee's e-OPF?** No.
31. **Will naming of HRSC documents change? Currently the name of documents, such as appointment letters, is not descriptive as to what the letter actually is.** In the e-OPF, HRSC correspondence letters will be defined by action type such as "LETTER-PROMOTION."
32. **What will happen when employees transfer between converted and non-converted agencies?** Agencies should act as soon as possible to procure and install one (1) Abledoc license. By doing so, non-converted agencies will have access to the technology required to process employee files that have previously been converted to an electronic format. Contact the HRSC at 877.242.6007 for questions related to Abledoc procurement.
33. **How will agencies know if an employee has documents stored both on paper and electronically?** All employees hired/rehired on or after 9/12/12 and employees with transactions processed by the HRSC on or after 9/12/12 will have e-OPF records in SAP. We are working to develop a process that can be used to indicate that an employee has had all paper documents converted to the e-OPF.
34. **Will document purging be automated in the e-OPF?** Document types will be assigned an expiration date; documents will be deleted from the e-OPF upon their expiration. This specific process has yet to be finalized.
35. **What happens to the e-OPF when an employee separates?** OPF documents will remain available in SAP after an employee separates.
36. **Will any file be sent to state archives?** Electronic files will not be moved to state archives. Existing policies will be updated to reflect the new technology.
37. **Current process for an employee returning back to commonwealth employment is to obtain original OPF from state archives or last agency employed. Will this process change and if so how will this be changed?** When an employee is rehired in SAP, prior e-OPF documents will be available.

Questions?

If you have any questions, please submit an [HR help desk ticket](#) in the personnel administration category. You may also call the HR Service Center, Agency Services & Operations Division at 877.242.6007.