DIS Time Management System

Category:	Business Process Innovations
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Executive Summary

Among the highest priorities for Arkansas Governor Asa Hutchinson are integrity, accountability and efficient operations within state agencies. Governor Hutchinson created the position of chief transformation officer (CTO) to explore ways to increase savings and modernize operations.

In response to the governor's vision to cut the cost of state government, the Department of Information Systems (DIS) was recognized for a decrease to agency personnel. From fiscal year 14/15 to FY18, the number of staff vacancies at DIS doubled from 32 to 65, and the duties of the unfilled positions were absorbed by other personnel.

Fewer than 200 employees at DIS support the technology engine that keep public systems functioning 24/7/365 by providing technology services and solutions to approximately 300 customers at 1,500 governmental sites across Arkansas. With reduced staff numbers and fewer employees asked to pick up the additional load, time became a highly prized commodity. System modernizations were essential to ensure that the available time of employees during the business day was focused upon providing public services to citizens.

In response to the more streamlined staffing environment and the need to maximize time to the greatest extent, DIS replaced a legacy time reporting system that required numerous, time consuming manual processes by modernizing the system to a solution that offers a real-time reporting solution using SAP Business-Objects.

The system simplifies processes and saves time for employees, human resources, fiscal and other internal departments utilizing data and information generated by the time reporting system.

Concept

The overall concept for the DIS Time Management System (TMS) was to either eliminate or reduce manual time reporting procedures and to create a more modern, time saving system for employees and management that encompassed a comprehensive roster of associated features including:

- Reporting time
- Review and approval of reported time
- Correcting time reporting errors or discrepancies
- Issuing reminders of unreported time

The new TMS is a [VB.NET](#) application which is a simple, modern, object-oriented computer programming language developed by Microsoft to combine the power of .NET Framework and the common language runtime with the productivity benefits that are the hallmark of Visual Basic.

In addition to a system that would provide a more modern timesheet reporting, submission, review and approval process, the concept was to create a system that would also provide email notifications to employees with outstanding tasks until all time entry for a given week was completed. Additionally, the DIS TMS contains a module for employees to correct time reporting discrepancies.

In conjunction with building the TMS, DIS implemented a new repository for Employee Master Data using Microsoft Master Data Services, which is sourced by a data feed from the Arkansas Administrative Statewide Information System (AASIS). AASIS is the statewide enterprise resource planning system and the system of record for state employee information.

Data entered into the system is also now available for real-time reporting using SAP Business-Objects.

Significance

The significance of the DIS TMS was that it replaced a legacy mainframe system as well as several associated batch and manual processes which generated valuable time for employees and associated departments.

The DIS TMS requires fewer employees to maintain than the legacy system it replaced. The significance is that it enabled DIS to apply the governor's vision of retaining integrity, accountability and efficient operations within state agencies to its time

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reporting mechanism while continuing to sustain service levels to the customers it serves.

In addition to abiding by the governor's priorities, another significant aspect of the TMS, due to its ability to receive and use employee data from AASIS, is the elimination of several manual processes associated with the legacy system as the result of personnel changes such as hiring, terminations, transfers, etc.

The DIS TMS feeds data into the DIS billing system which is directly tied to revenue generation for the department. A Time Adjustment module replaced additional manual processes and provided for a quicker means to correct time data which results in faster corrections to billing and makes leave discrepancies easier to resolve.

The system also provides notifications via email to alert employees and management about missing time data so that issues are addressed as quickly as possible.

Impact

Multiple groups within DIS worked together to create this system in an extraordinarily tight timeframe so that implementation could coincide with the first of the fiscal year.

Due to an issue with the legacy system, a decision was made to immediately proceed with a new system which would need to be completed within three weeks to meet the deadline.

The system was implemented on time with no critical errors. Interfaces with existing systems were also addressed and were implemented without error. Employee response to the TMS has been very positive.

Management is able to review and approve timesheets through a more user-friendly interface, which assists in reducing errors. Implementation of Employee Master Data has provided a single source of current employee data that is in sync with AASIS and can be used by other systems as well.

Elimination of the manual processes previously associated with the legacy system has reduced workload for the primary support employee by approximately 70 percent and for the secondary support employee by approximately 20 percent which allows them to focus on other tasks.

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