

# Meeting Notes

## Program Advisory Committee Meeting

**Date:** 04/19/12

**Time:** 10:30 A.M. – 12:00 P.M.

**Location:** EBS Conference Room



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**Attendees:** Jack Graham, Satish Nath, Rich Goward, Jr., Jane Braaten, Terri Williams, Carol Brune, Alissa Mahar, Tom Schneider, David Rhys, Jim Hagerman, Ken Kinoshita, Deborah Sievert Morris, Andrew Scott, Fred Kowell, Jay Guo, Genny Dupre, Elshad Hajiyev, Sarah Landis, Elyse Rosenberg, Bryant Enge, David Shaff, Mark Greinke, Kevin Campbell, Sue Campbell, Trikanth Basetty, Jen Clodius, Tracey Letmate, Suzanne Browne.

### **Update on the Targeted Administrative Review**

The meeting began with opening remarks by Jack Graham. He then gave an update on the Targeted Administrative Review. We have been gathering information from the bureaus on Time Keeping. 300 employees have time keeping roles. Some bureaus have added staff or have current staff working overtime to enter time in SAP system. Some are doing a manual process as well as entering time in SAP. We will continue working with Bureaus who have problems. One of the goals is to see if we can correct processes and reduce the number of extra staff needed. The next steps will be to brief the Mayor, Bureaus, PAC, and ESC on our findings and recommendations.

### **Update on AKT Review**

AKT gave a power point presentation on their preliminary SAP findings for OMF. This presentation is posted on the EBS web site. Regarding clock time and work schedules they found there were many work a rounds. For the Procurement area some responses from small bureaus indicated there were too many layers of approval. In the BOBJ and reporting area there was some confusion about BOBJ being used for regular reporting. Also it was found that not all reports were made known to users.

Findings for ESS and MSS include not all employees have access to computers and some still use time sheets. Regarding training it was found that training has not evolved or been updated regularly. Many bureaus still conduct their own on the job training whether or not that training is correct. Change order requests findings include some think that lows never get addressed and that it is hard to know the status. With regards to governance it was not clear what their roles are. Regarding the contractors it was found that they were not being held accountable for their work product, were not being monitored, and were not transferring knowledge to our employees. About the strategic plan it was found that a strong leadership was needed with a better understanding of what causes the problems the bureaus were having.

### **Re-Engineering Time Evaluation Program**

Satish Nath gave a presentation on re-engineering of the time evaluation program. In it he addressed the problem with having one schema which made it difficult to update for all bargaining units. His proposal is to have several schemas for each bargaining unit. With approval from governance, we will start with an RFP and select the vendor for the project. Consultants will be managed better and we will have a warranty on work with Knowledge transfer to our EBS team. This will address concerns from the AKT study.

### **Time Keeping Meeting with Bureaus**

Time keeping at Public Safety bureaus is currently under review with onsite visits taking place. We are considering looking at two separate systems for time keeping, leveraging current technology and business practices.

### **ESS / MSS Update**

Sue Campbell and Trikanth Basetty gave a presentation and demo on the new clock time in development for ESS. The new screens address several of the findings from AKT and Bureau concerns. Several PAC members gave good feedback after seeing the demo and changes in SAP being made.

### **Reporting**

Cindy Delozier gave a brief demo of the Report Tree that the EBS team developed. It can be found on the SAP Easy Access menu. The report tree provides one location to access SAP information and reports. There is no change in security and user access to the reports is limited based on assigned roles. The report tree is in response to the AKT findings. The BOBJ demo was not given due to time constraints and presenter not available. Satish ending with a slide on reports roll out strategy.

### **Current Projects**

Rich Goward, Jr. (CFO) passed out a data sheet hand out on the ACH project which EBS is developing with its Business partners in finance. The hand out is attached at the end of this document. The goal of this project is to implement vendor electronic payment functionality. It will increase security, is a faster way to pay vendors, is a sustainable best practice and will save vendors time and money. In time it will reduce consumable goods, and reduce labor.

### **EBS Training Plan**

Tracey Letmate gave a brief update on the EBS training plan and a time line for delivery of that plan. We are currently implementing WebEx, and SAP training needs assessment. LMS is in the planning stage with implementation in Oct. Curriculum development for various classes has begun with various times for implementation. See power point for details. This plan addresses needs of the Bureaus found in the AKT study.