

SAP Time Management Redesign Project

Introduction to the project

SAP Time Management was introduced to the City in 2009. Since then, there have been a number of issues with how the system interprets the time entered on the time sheet against the rules which define how employees should be paid. The actual time entry process has been complicated as well, sometimes resulting in incorrect time entries. While consultants tried to fix the problems caused by the City's complicated time rules, this did not address the root cause of the problems.

In 2012, the Enterprise Business Solution (EBS) team, working with BHR-Operations, BHR-Labor Relations, Payroll, bureau timekeepers, bureau supervisors, and business sponsors, began examining the issues with the current time management system. Bureaus provided input on issues, pain points, and "work-arounds". This began the SAP Time Management Redesign Project. The goals of this project are to ensure that City employees are paid accurately, to simplify the rules in the system, and simplify the time entry process for timekeepers and people using Employee Self Service (ESS).

How can we be sure it will work this time?

This project is a large undertaking, involving many people throughout the City. In addition, an outside consulting group with experts in SAP Time and Payroll has been brought in to help redesign the system. EBS will work with BHR, Payroll, and bureau timekeepers to ensure that the new system rules address all the problems and pain points. Bureaus have also provided scenarios which will be used to verify that the system pays people correctly even with complex work schedules and rules.

Initial testing (unit testing) is conducted by the EBS team. Once the individual components work, all of the modules will be integrated into a complete system which will then be tested again, this time by bureau timekeepers (user acceptance testing). Finally, the new system and the old system will be run in parallel and the results will be compared (comparison testing). We expect to see differences based on fixes to the system; the goal of comparison testing is to make sure that all of the differences are intentional.

How will I be affected by this project?

Timekeepers:

If you are a bureau timekeeper, the time entry process will change. New fields will be added to the time sheet to make working out of class, premiums, and overtime easier

to enter. More employee information will be available on the time sheet such as quota balances, job codes, active switches, and personnel sub area. There will be changes to holiday pay, overtime, lunch breaks, and up-front validations that occur before the nightly time evaluation run. The EBS team will be communicating with you during the next three months so you know about the changes well in advance.

Employees:

If you use CityLink ESS to enter your time, you will get a new, improved time sheet. You will be able to enter time for the entire pay period on one screen, enter hours with fewer clock time entries, see available quota balances on the time sheet, and more! Employees will also have an electronic time request tool available. This tool will replace most of the processes your bureau uses for time off and overtime requests. Stay tuned for more exciting news about the new time tools.

Managers:

Managers will finally have tools to submit approvals electronically. Managers will review and approve employee time sheets and employee time requests. In addition, managers will also be able to delegate their approval authority to other managers in their bureau.

EBS will work through the bureaus' SAP Change Agents to address business processes affected by these new tools and help you to plan for these exciting changes.

When will we see these changes?

The project is currently planned for implementation in early June. This includes the back-end time sheet, the new ESS time sheet, and Time Management Tools.

The EBS team and lead bureau timekeepers will provide training in May. New, user-friendly tools will be available: user guide for overall business process, job aides for labor contract-specific and FLSA-specific rules, classroom training materials, and cheat sheets.

Where can I learn more about the project?

You can learn more about the SAP Time Management Redesign Project by visiting the EBS web site (www.portlandoregon.gov/ebs). Click on the TM/PY Project tab to access updates, meeting notes and other information about the project. We will also continue to send out updates to timekeepers, bureau management, and all City employees with relevant information as it comes available.

Questions? EBSSupport@portlandoregon.gov