



Time Remediation Roadmap

February 28th, 2013



Agenda



1. Introductions
2. Project Goals and Scope
3. Design Changes
4. Demo
5. Project Timeline
6. Testing
7. Training and Communication
8. Closing



PROJECT SCOPE



Project Goals



- Improve accuracy of Employee set-up
 - *Work Schedule / Work Week enhancements*
- Improving accuracy and ease of Time Entry
 - *Timesheet enhancements*
- Ensuring accurate payment of employees according to contract and FLSA rules
 - *Correction of calculations (time and payroll)*
 - *Applying FLSA rules where applicable*



Scope: Time Entry



- Time entry improvements includes:
 - *Enhance the timesheet to provide more information to timekeepers about the employee (schedule, etc.)*
 - *Process based time entry to allow logical grouping and combinations of attendance and other pay codes*
 - *Eliminate workarounds by providing new fields and values for entry*
 - *Timesheet validations to improve timesheet accuracy before submittal*



Scope: Calculations



- Time processing & calculation improvements
 - *Resolve majority of helpdesk tickets (+- 200 tickets) by correcting calculations in time*
 - *Update calculations based on updated time entry approach*
 - *Where applicable correct processing for FLSA requirements (Non Rep and contract exceptions)*
- Payroll calculation improvements
 - *Correct calculation for FLSA requirements (Non Rep and contract exceptions)*



Scope: FLSA



- Three components to accurate FLSA calculations:
 - *Accurate work schedules & work weeks*
 - *Accurate counting of time worked in the FLSA work week*
 - *Accurate calculation of average rate based on earnings in, and time worked during the work week*
- All the above components are addressed with the time remediation project



DESIGN IMPROVEMENTS



Design Improvements



1. Timesheet *information* display (header information)
2. *Streamlined time entry* with additional pay attributes
 - Use premiums for special pay
 - Use OC field for comp time
 - Work out of class
3. Use of standard SAP *Timesheet Validations*
4. *Holiday Pay* on the timesheet
5. Time entry *without unpaid breaks*
6. *FLSA* tracking and calculations





Design Improvement: Timesheet display



- AS-IS
 - The timesheet shows very little useful information to the timekeeper to aid in the time entry process
- TO-BE
 - Display more information on the timesheet to the timekeeper that is useful during time entry such as the vacation/sick balance and switches
- Benefit
 - Avoid the need for timekeepers from navigating away from the timesheet in order to check the vacation balances or other information



Design Improvement: Timesheet display



As-Is

- Very little useful employee information is displayed





Design Improvement: Timesheet display



To-Be

- Increase the usability of the timesheet for end users
- Show employee characteristics as well as quota balances on the timesheet

Time Sheet: Data Entry View

PERNR 164736 Theresa Porter Cost Ctr WACS000007 - Customer Service-Billing Sick 32.01 Vac 68.30
 PSA DCTU-AFSCME Job Code 30000017 - Customer Accounts Specialist I Pers Hol 27.00 Comp Time 0.00
 ESG FT Covered, Negative WSR MH0700-1700 FO,0700-1600 Def Hol 0.00 Mgmt Lv 0.00
 Switches DCTU No Payout Comp Time Sick Dep 40.00 Vac Over Max 0.00
 Data Entry Period 02/14/2013 - 02/27/2013

Data Entry Area																				
LT	ActTyp	Rec. Cctr	Receiver W...	Rec. Order	Rec.FuncAr	A/...	O. Val...	P P..	ID	Job	External Wor...	FMLA Req No	T...	TH ...	From	To	FR ...	From	To	
													80		907:00	17:00		807:00	16:00	
													0	0				0		



Design Improvement: Process-based time entry



- AS-IS
 - Only one premium is allowed at any given time, timekeepers have a need to enter more than one premium at a given time
 - Work out of class cannot be entered in combination with a premium
- TO-BE
 - Use a process based approach and make use of other standard fields
- Benefit
 - Timekeepers can enter combinations of work scenarios such as
 - Premiums on work out of class
 - Call in with work out of class
 - Multiple premiums at any given time



Design Improvement: Process-based time entry



- Use the Premium field and the OC field in the time entry process
 - Step 1: Indicate the time worked
 - Attendances indicate time worked
 - Step 2: Indicate the special pays
 - Premiums will indicate special pays
 - Step 3: Indicate comp time election
 - Overtime Compensation field will indicate comp time for overtime worked
 - Step 4: Indicate work out of class (Upgrades)
 - Use the current job field and + as well as valuation base
 - Step 5: Enter the cost assignment attributes



Design Improvement: Process-based time entry



- Step 1: Enter time worked

Data Entry Period: 02/14/2013 - 02/27/2013

Data Entry Area

LT	ActType	Rec. Cctr	Receiver W...	Rec. Order	Rec.FuncAr	A/...	O.	Val...	P P..	ID	Job	External Wor...	FMLA Req No	T...	T
														80	
														0	
														0	

OHWP

Att./Absence type (1) 54 Entries found

Restrictions

P...	A/ATy...	Att./abs. type text	Start Date	End Date
50	OHOL	Paid Holiday	01/01/2013	12/31/9999
50	OHWP	Hours Worked	01/01/2013	12/31/9999
50	OXWP	Extra Worked	01/01/2007	12/31/9999



Design Improvement: Process-based time entry



- Step 2: Enter special pays

Data Entry Period: 02/14/2013 - 02/27/2013

Data Entry Area

LT	ActTyp	Rec. Cctr	Receiver W...	Rec. Order	Rec.FuncAr	A/...	O.	Val...	P P..	Job	External Wor...	FMLA Req No	T...
													80
													9
							OHWP		01				9

Premium ID (1) 18 Entries found

Restrictions

P...	Prem. n...	ID	Premium text	Start Date	End Date	Amou...	C
04	01	0001	Crew Lead	01/01/2007	12/31/9999	0.00	U
04	02	0001	High Work 15	01/01/2013	12/31/9999	0.00	U
04	03	0001	High Work 90	01/01/2013	12/31/9999	0.00	U
04	04	0001	Arc Flash	01/01/2013	12/31/9999	0.00	U
04	05	0001	Compressor Opr	01/01/2013	12/31/9999	0.00	U



Design Improvement: Process-based time entry



- Step 3: Enter comp time election

Data Entry Period: 02/14/2013 - 02/27/2013

Data Entry Area

LT	ActTyp	Rec. CCtr	Receiver W...	Rec. Order	Rec.FuncAr	A/...	O. Val...	P P..	Job	External Wor...	FMLA Req No	T... N
												80
												9
					OHWP			01				9

Overtime Compensation Type (1) 6 Entries found

Restrictions

- 0 Text
- Paid
- 1 DCTU-with Notice - Paid
- 2 DCTU-with Notice - Comp
- C Comp. Hours Worked
- D Defer Holiday
- P Pay Holiday - Override



Design Improvement: Process-based time entry



- Step 5: Enter account assignment attributes

Data Entry Period: 02/14/2013 - 02/27/2013

Data Entry Area

LT	ActTyp	Rec. Cctr	Receiver W...	Rec. Order	Rec.FuncAr	A/...	O. Val...	P P..	Job	External Wor...	FMLA Req No	T...
												80
												9
						OHWP C		3+ 01	30000004			9

Receiver Order (1) 500 Entries found

Search by controlling area / processing group

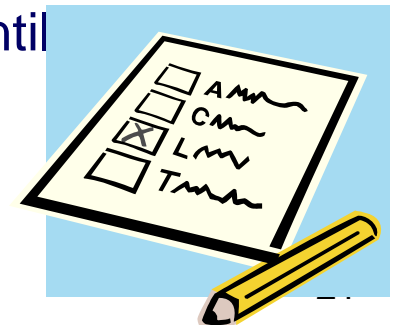
CO...	Proc. g...	Type	Order	Description
COP1	00	GMEX	EM00000117	Flat screen TV's for media information
COP1	00	GMEX	EM00000141	Incident Response Trucks
COP1	00	GMEX	EM00000150	Unit Status Messaging Upgrade
COP1	00	GMEX	EM00000202	Laptops
COP1	00	GMEX	EM00000203	Toughbook Laptops
COP1	00	GMEX	EM00000223	Flat Screen Digital TV
COP1	00	GMEX	EM00000254	Portland Water - Generator
COP1	00	GMEX	EM00050002	EMPG 08/09: Patty Rueter Salary&Benefit



Design Improvement: Timesheet Validations



- AS-IS
 - A number of validations are done during time evaluation and the timekeeper needs to wait for time evaluation to run before errors are produced
 - Time entry errors are common
- TO-BE
 - Perform more validations on the timesheet instead of during time evaluation to provide immediate feedback to the timekeeper on saving the timesheet
- Benefit
 - Reduce errors during time entry, no need to wait until evaluation runs

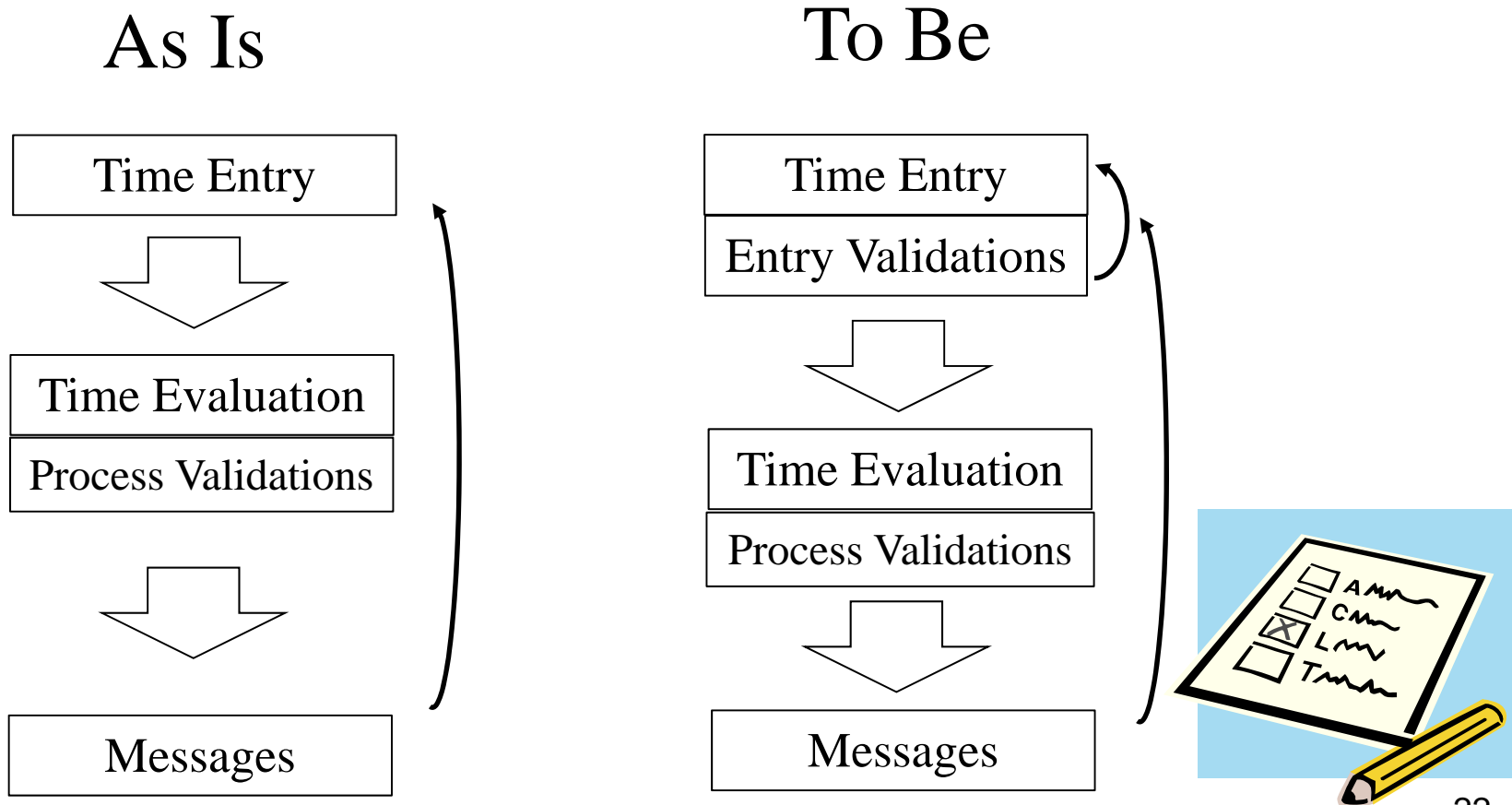




Design Improvement: CATS Validations



- Design improvement: CATS validations





Design Improvement: CATS Validations



- Example 1: Not entering start and end times

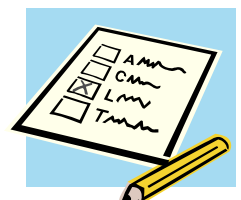
Data Entry Period 02/14/2013 - 02/27/2013

Data Entry Area

LT	ActTyp	Rec. Cctr	Receiver W...	Rec. Order	Rec.FuncAr	A/...	O. Val...	P P., Job	External Wor...	FMLA Req No	T...	MO ...	From	To	TU ...	From	To
											80		9 07:00	17:00		9 07:00	17:00
											9	9				0	
							OHWP C	...00 + 01	30000004		9	9				9	

Data entry view Release view Variable view Entry 1 of 3

Please, enter clock times for attendance OHWP.





Design Improvement: CATS Validations



- Example 2: Enter job code, valuation basis as well as extra pay indicator

Switches Sick Dep Vac Over Max

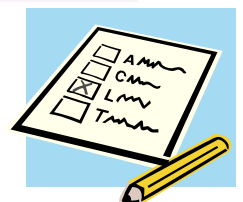
Data Entry Period -

Data Entry Area

LT	ActTyp	Rec. CCtr	Receiver W...	Rec. Order	Rec.FuncAr	A/...	O. Val...	P P..	Job	External Wor...	FMLA Req No	T...	TH ...	From	To	FR ...	From	To	SA
⌚												80		9 07:00	17:00		8 07:00	16:00	
Σ												17	9			8			
							OHWP C		01 30000004			17		9 07:00	17:00		8 07:00	16:00	

Entry 1 of 3

⚠ Please, populate Jobid and/or valuation basis as well as "+" on date 02/14/2013.





Design Improvement: Holiday Pay



- AS-IS
 - Holiday is not visible on the timesheet, confusing to employees and timekeepers
 - Timekeepers use switches to indicate holidays for 24x7 employees
 - Switches are used for deferring the holiday
- TO-BE
 - Default the holidays onto the timesheet so that timekeepers can view the holidays during time entry
- Benefit
 - More visibility into the employees pay, able to validate the timesheet with the holiday as well as allowing for direct assignment of comp time or holiday deferral



Design Improvement: Holiday Pay



As-Is

- Holiday not visible on the timesheet
- Timekeeper need to enter additional attendance to defer holiday

PERNR	164736	Theresa Porter	Cost Ctr	WACS000007 - Customer Service-Billing	Sick	32.01	Vac	68.30										
PSA	DCTU-AFSCME		Job Code	30000017 - Customer Accounts Specialist I	Pers Hol	27.00	Comp Time	0.00										
ESG	FT Covered, Negative		WSR	MH0700-1700 FO,0700-1600	Def Hol	0.00	Mgmt Lv	0.00										
Switches	DCTU No Payout Comp Time				Sick Dep	40.00	Vac Over Max	0.00										
Data Entry Period	02/14/2013 - 02/27/2013																	
Data Entry Area																		
LT	ActTyp	Rec. Cctr	Receiver W...	Rec. Order	Rec.FuncAr	A/...	O. Val...	P P.. Job	External Wor...	FMLA Req No	T...	MO ...	From	To	TU ...	From	To	WE ...
											80		9:07:00	17:00		9:07:00	17:00	9
											0	0				0		0



Design Improvement: Holiday Pay



To-Be

- Holidays will be pre-populated on the timesheet before time entry according to business rules
- Increase visibility on time entry

PERNR	164736	Theresa Porter	Cost Ctr	WACS000007 - Customer Service-Billing	Sick	32.01	Vac	68.30										
PSA	DCTU-AFSCME		Job Code	30000017 - Customer Accounts Specialist I	Pers Hol	27.00	Comp Time	0.00										
ESG	FT Covered, Negative		WSR	MHO700-1700 FO,0700-1600	Def Hol	0.00	Mgmt Lv	0.00										
Switches	DCTU No Payout Comp Time				Sick Dep	40.00	Vac Over Max	0.00										
Data Entry Period	02/14/2013 - 02/27/2013																	
Data Entry Area																		
LT	ActTyp	Rec. Cctr	Receiver W...	Rec. Order	Rec.FuncAr	A/...	O. Val...	P P.. Job	External Wor...	FMLA Req No	T...	MO ...	From	To	TU ...	From	To	WE ...
											80		9:07:00	17:00		9:07:00	17:00	9
											9	9			0			0
								OHOL			9	9						



Design Improvement: Breaks



- AS-IS
 - Time is entered and lunch breaks need to be considered
Timekeepers need to split up time records for unpaid breaks
- TO-BE
 - Timekeepers do not have to split up records for unpaid breaks.
When an employee works during an unpaid break and need to be paid for the break the timekeeper will enter a paid break
- Benefit
 - Timekeepers can enter time without having to break up entries for unpaid breaks. This will reduce time spent on time entry



Design Improvement: Breaks



As-Is

- Split lines for lunch breaks

A/...	O.	Val...	P	P..	Job	External Wor...	FMLA Req No	T...	TH ...	From	To	FR ...	F
								80	8	06:00	14:30	0	00
								8	8				0
OHWP								4	4	06:00	10:00		
OHWP								4	4	10:30	14:30		



Design Improvement: Breaks



To-Be

- Don't split lines for lunch breaks

A/...	O.	Val...	P	P..	Job	External Wor...	FMLA Req No	T...	TH ...	From	To	FR ...
								80	8	06:00	14:30	0
								8	8			0
OHWP								8	8	06:00	14:30	



FLSA



Scope: FLSA



- Three components to accurate FLSA calculations:
 - *Accurate work schedules & work weeks*
 - *Accurate counting of time worked in the FLSA work week*
 - *Accurate calculation of average rate based on earnings in, and time worked during the work week*
- All the above components are addressed with the time remediation project where identified defects exist



Overtime & FLSA



- Represented employees OT paid:
 1. According to the contract
 - *Defects identified are being corrected*
 2. At or higher than FLSA rates
 - *Confirmed that city contract formulas are more generous than FLSA*
 3. Where the contract is silent, according to FLSA
- Non-represented employees OT paid:
 - *According to FLSA if qualifying*
 - *According to HRAR (FLSA Exempt Overtime)*



Work Week Issues



- Following known work week issues will be resolved:
 - *Work weeks for 980 schedule will be corrected to start in the middle of 8 hour schedule*
 - *Carry over of balances where work week and payroll periods are not aligned addressed through defects*
- Create additional work schedules to reflect actual work times
- Employee work week set-up (IT0007) to be audited



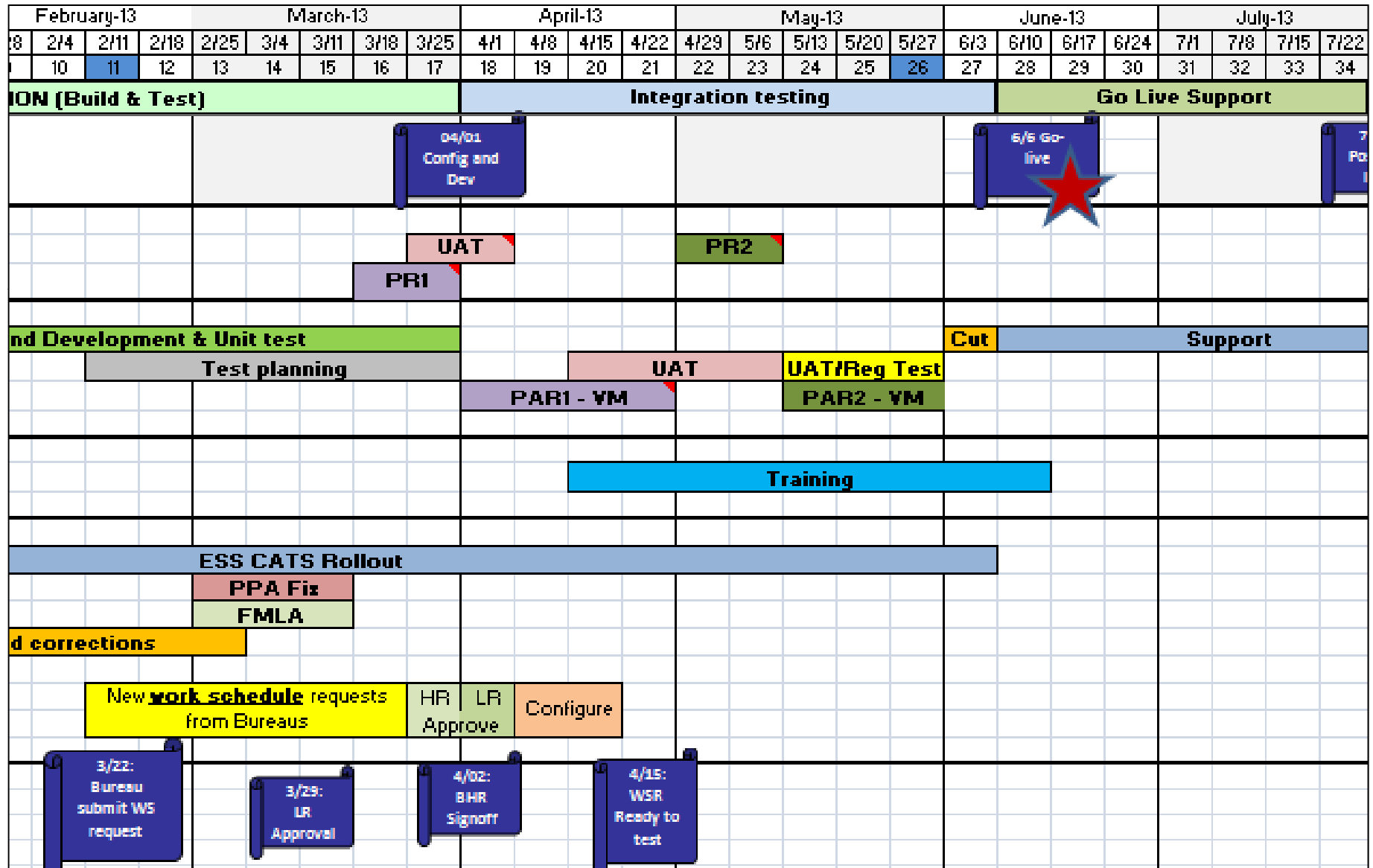
DEMO



PROJECT TIMELINE



Project Timeline





TESTING



Unit-Testing



- WHAT?
 - Identify test scenarios and expected results (example - time entry)
 - Execute Unit Tests and document results
 - Evaluate results and re-test

- WHO?
 - EPI-USE Consultants and EBS project team members

- WHEN?
 - February to end March

- WHERE?
 - Development environment

- DELIVERABLES?
 - Unit Test scenarios



UAT-Testing



- WHAT?
 - Develop scenarios, test scripts and expected results for Integration Testing
 - Prepare integration test client and test data
 - Execute test scripts and document results
 - Defect resolution and re-test
 - Evaluate and confirm test results

- WHO?
 - City representatives

- WHEN?
 - Preparation for UAT test scenarios: March
 - UAT test cycle: 15 April to 10 May
 - Regression test cycle: 13 May to 30 May



UAT-Testing (cont.)



- WHERE?
 - Quality Assurance (QA) environment

- DELIVERABLES?
 - Test scenarios and test scripts
 - Signoff of test results
 - Defect management and resolution documentation



Comparison Testing



- WHAT?
 - Compare multiple pay periods

- WHO?
 - EPIUSE, EBS, City representatives

- WHEN?
 - Comparison test cycle 1: 1 April to 26 April
 - Comparison test cycle 2 : 13 May to 30 May

- WHERE?
 - Quality Assurance (QA) environment

- DELIVERABLES?
 - Explainable differences (expected differences based on fixes)
 - Signoff on test results



TRAINING & COMMUNICATION



Communication



A screenshot of the EBS website. The top navigation bar includes links for "Business Operations", "Policy Team", "Public Safety Systems Revitalization Program", "Enterprise Business Solution", and "Direct". A left-hand menu lists "Our Work", "About EBS", "News and Notes", "SAP Support and Training", "TM/PY Project" (highlighted in blue with a mouse cursor), and "About EBS". The main content area features the heading "Enterprise Business Solution" and the large text "ENTERPRISE BUSINESS SOLUTION".

- Weekly updates posted to EBS TM/PY Project Tab
 - www.portlandoregon.gov/ebs
- Leverage Extended Project team for communication of business process-related information
- Provide City-wide information in plain language for all stakeholders
 - (employees, time keepers, managers, etc.)



Change Management



- Bureau business process changes
 - Extended Project Team and Bureau Change Agents
 - Start / Stop / Continue Documentation
- Timekeeping Processes
 - How is time collected in the bureau?
 - What current modifications are timekeepers using to meet rules?
- ESS / Time Management Tools
 - Are all “chiefs” set up in SAP?
 - How is time currently approved for the work group?
 - How are leave and overtime requests currently processed within the bureau?
 - How will you set up delegations?



Training Strategy



- Will work with Extended Project Team
 - Feedback: What did you NOT have last time that is needed now?
 - Train the Trainer
- Timekeeping
 - Classroom training
 - Lead timekeepers pre-go live
 - Back-up timekeepers post-go live
 - User guide for timekeeping process, tailored to bureau-specific information
 - User-friendly job aides
- ESS/Time Management Tools
 - Videos and cheat sheets
 - Train-the-trainer for timekeepers at bureau



Questions and Comments?



Thank you!