

# Time Approval Process Improvement OMF Cross-Functional Team

## Project Charter

| Team Sponsor(s)                             | Team Lead   | Type of Team | Kickoff Date | Target End Date |
|---|---|--------------|--------------|-----------------|
| Time Approval Process Improvement           | Elyse Rosenberg   | Ad-hoc       | July 3, 2012 | July 20, 2012   |
|   |   |              |              |                 |
| <b>Project Purpose</b>                      | The time approval cross functional team would be ad hoc but would be expected to reconvene and revise procedures if there are unanticipated changes due to the implementation of time approval in SAP through Manager Self Service (MSS).   |              |              |                 |
| <b>Project Definition</b>                   | <p>HR Rule 1.07 requires that bureaus establish and maintain bureau-specific management of time entry review and approval systems, document the procedures and processes they adopt in their system, and retain all source time entry and review and approval process documentation which substantiates that their system is being followed.</p> <p>Management review and approval of City time entry is required to ensure that time submissions are accurate and employees receive pay in accordance with City pay policy and practices.</p> <p>The City received an audit note that the City's time approval process lacked a certain level of internal control. The Bureau of Human Resources led a Citywide time approval committee with representatives from Accounting, Auditor's Office and other bureaus (including Business Operations and Revenue Bureau) to identify best practices for time approval in accordance with the recent audit note and document how bureaus can comply.</p> <p>Some bureaus face challenges in approving time when exceptions are initially requested and after time is entered into SAP (staffs are at multiple locations, supervisors rotate through different crew teams, etc.). OMF has distinct business needs (BTS has staff in multiple locations and different shifts, P&amp;D and CityFleet have staff on different shifts), is currently using several time recording systems (Employee Self Service, STARS and time cards) and several time approval processes (SAP time reviewer, STARS, time cards, absence slips and emails).</p> <p>The Business Operations Division provides timekeeping services to 10 business groups. A well-designed and documented time approval process will improve overall accountability of our timekeeping and would serve as a model that other business groups within the City could use.</p> |              |              |                 |
| <b>Decision making / Scope of Authority</b> | The project team has level 3 decision-making authority and Bureau/Division managers are the final decision-makers.  |              |              |                 |
| <b>Goals and Deliverables</b>               | <ul style="list-style-type: none"> <li>• Demonstrate the current functionality of MSS and share information about the anticipated functionality of MSS for time leave requests and time approval. This information will be used by bureaus as needed for business process changes to make most effective use of MSS. Level 5 decision.</li> <li>• Compile the documentation of the time review and approval procedure from each bureau/division. Level 5 decision.</li> <li>• Facilitate a review from BHR of the compliance of the OMF procedures with</li> </ul>  |              |              |                 |

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|------------------------------------|---|
|                                    | <p>overall City policy. Level 4 decision.</p> <ul style="list-style-type: none"> <li>• Identify any gaps between the procedures and the City policy; make appropriate recommendations to managers. Level 3 decision.</li> </ul>   |
| <b>Project timeline</b>            | <ul style="list-style-type: none"> <li>• Compile the documentation of the time review and approval procedure from each bureau/division – completed in February, 2012</li> <li>• Facilitate a review from BHR of the compliance of the OMF procedures with overall City policy – in progress</li> <li>• Demonstrate the current functionality of MSS and share information about the anticipated functionality of MSS for time leave requests and time approval. This information will be used by bureaus as needed for business process changes to make most effective use of MSS. – in progress through the ESS/MSS Cross-Functional Team and demonstrations/testing with timekeepers</li> <li>• Identify any gaps between the procedures and the City policy; make appropriate recommendations to managers – estimated completion by July 20, 2012</li> </ul> |
| <b>Customers</b>                   | OMF Bureaus and Timekeepers   |
| <b>Cross-functionality of team</b> | Business Operations and BTS as a provider of timekeeping services, Revenue Bureau as a sponsor of MSS functionality, BHR for knowledge of timekeeping rules and as owner of the HRAR with which compliance is required, Accounting as the payroll administrators, EBS for SAP knowledge.  |
| <b>Team members</b>                | <p>Business Operations – Elyse Rosenberg (Lead), Sharon Wolf, Linda Rains, Imani Rose, Don Tuquero</p> <p>Revenue Bureau – Terri Williams</p> <p>Human Resources – Tom Schneider</p> <p>Bureau of Financial Services Accounting Division – Jane Kingston</p> <p>Enterprise Business Solution – Anna Cowen</p> <p>Bureau of Technology Services – Amy Tuttle</p>   |