Expected Outcomes: ISS role with Kronos

ISS will continue to participate in a campus-wide implementation of an electronic timekeeping and leave management system (Kronos) that is expected to lead to a greener and more electronically efficient payroll process that provides for tighter enforcement of payroll controls in ensuring that all employees are paid correctly. The elimination of paper timesheets and leave request forms will greatly reduce manual work and the possibility of human error.

Assessment methods

Method: Kronos

Project implementation methodology will be used, along with outside consultants, to ensure that system established pay rules have a high level of campus buy-in and that the technical and other aspects of implementation are well-managed. Interfaces will electronically populate payroll data from Kronos into Banner, eliminating the need for the older web time entry interface.

Findings:

Meetings have been completed with all campus departments, employee governance groups, and other interested stakeholders. Both change management and technical consultants have been utilized. Time terminals have been installed. Approximately 20% of AU employees are currently utilizing the Kronos system.

How did you use findings for improvement?

Kronos users experience a reduction in payroll errors, allowing for a more efficient and correct payroll process. Departmental timekeepers and supervisors spend less overall time preparing payroll data. Reports from Kronos allow departments to better manage overtime, employee absences, temporary staffing needs, etc. The experience of the current Kronos users will aid in campus buy-in and decision making. Less time spent by departments on payroll processing may be allocated to other priority tasks.

Additional comments:

The project to implement Kronos to all AU units began in February, 2011. Via a phased rollout schedule it is anticipated that all units will be utilizing Kronos by the end of 2013.

Expected Outcomes: Effort Certification System

Utilize available technologies to complete the development of an effort certification system that introduces business process efficiencies while improving upon compliance.

Assessment methods

Method: Effort Certification

A Self-Service Banner application was developed to replace the paper-driven, labor intensive effort certification process.

Findings:
The effort certification application, first implemented in April, 2011, was well received campus-wide. Since then the system has been further fine-tuned to incorporate departmental suggestions. Departments realized the time savings that an electronic process produces. Effort was certified in a more efficient manner and withing a significantly shorter time frame. AU will continue to experience a higher level of effort certification compliance.

How did you use findings for improvement?

A Self-Service Banner application to process salary/wage transfers associated with changes indicated on the effort certification was recently developed. It is expected that these same findings will be realized once this application is fully implemented.

Additional comments:
None

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<thead>
<tr>
<th>Expected Outcomes: Mission of ISS</th>
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<tr>
<td>Direct, manage and prioritize ISS technology resources and services to introduce business efficiencies within the Business Office.</td>
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<th>Assessment methods</th>
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<td>Method: Mission of ISS</td>
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<td>ISS works closely with all Business Office units, Banner steering teams and central OIT to identify opportunities to improve upon the efficiencies of existing business processes.</td>
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Findings:

User requests are monitored and prioritized via a Request Tracking System. Appropriate applications and reports are developed. Business processes are regular reviewed for opportunities to utilize technologies to enhance efficiencies. Applications have been developed for effort certification, electronic vendor vouchers, electronic journal vouchers, electronic travel vouchers, Legal Counsel records management, etc. Applications currently under development include open benefits enrollment, property control equipment transfers, and a records management system for AU Public Safety.

How did you use findings for improvement?

Electronic applications (vs. manual, paper-driven processes) introduce greater efficiencies via time savings, cost savings, greater control and auditability, stronger security and better insurance of data integrity.

Additional comments:
None