I. Functional Area Workflows Identified in Phase I

- Overpayment Processing
- Regular Pay Processing
- Filing process/systems
- Internal Payroll Training
- Deferred Compensation Processing
- Customer Service
- UI Claims Processing
- Verification of Salary & Service

II. Summary of Phase II Business Process changes (*add rows as needed*)

<table>
<thead>
<tr>
<th>Workflow Name</th>
<th>Change Recommendation</th>
<th>Needs Assessment*</th>
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</table>
| Overpayment processing        | • Bullet list of significant change recommendations with 1 sentence explaining the change  
                               | • Payroll has reduced the number of steps and loopbacks in the current workflow:     | • Indicate (New) or (Update), statement of need and 1 sentence describing the change  
                               | increases processing consistency; ensures payroll staff are trained in the over      | • (Update) – The overpayment procedures.                                           
                               | payment function                                                                 |                                                                                   |
| Regular Pay Processing        | • More employees need to submit their timesheets through ESS                         | • (Update) – Timekeeper Training & ESS Guides                                       |
| Filing process/systems        | • Ensure timesheets, personnel action and other paperwork is filed in a timely manner  | • (New) – Create online tutorial/instructions                                        |
| Internal Payroll Training     | • Develop a more robust hands on training for the computer lab environment            | • (New) – Electronic workflow and filing system                                      |
| Deferred Compensation         | • Update the current form and reduce the handoffs                                    | • (Update) – Payroll Training materials                                             |
| Customer Service              | • Develop resources which direct employees on where to go/who to contact when they   | • (Update) - Deferred Compensation form                                              |
|                               |  need assistance.                                                                    |                                                                                   |
| UI Claims                     | • Streamline process and reduce handoffs                                             | • (Update) UI claim form                                                           |
|                               |                                                                                        | • (New) – The entire process should be electronic/automated                         |
Verification of salary & service

• Work with R&B to improve process

(Update) – Current guidance/instructions

*Significant needs noted that apply to more than one workflow update should only be listed once

Work We Should Stop Performing

Simple list of functions/tasks recommended to stop being performed in this functional area

FMLA - We recommend creating an absence management unit to handle FMLA/AFLA leave from start to finish.

ADDED FUTURE STATE HR FUNCTIONAL AREAS

• Bullet list of functional areas recommended to be taken on by this workgroup

INTERNAL LIAISON

Does this function need a liaison in another area of the Division of Personnel and/or in the Department? If so, list here

SYSTEM & DATABASE REQUIREMENTS

• Bullet list of system/database needs to carry out the recommended changes
• Need an electronic paper flow filing system.

Sustained Benefits of the Proposal

• Bullet list of benefits/efficiencies gained from the recommendations
• Reduce employee burnout
• Increased training
• Consistent work products and uniformity
• Increased customer service and satisfaction