

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*)

Workflow	Change Recommendation	Needs Assessment*
Workflow Name Overpayment processing	<ul style="list-style-type: none"> ● 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: <i>Increases processing consistency; ensures payroll staff are trained in the over payment function</i> 	<ul style="list-style-type: none"> ● Indicate (New) or (Update), statement of need and 1 sentence describing the recommendation ● (Update) – The overpayment procedures.
Regular Pay Processing	<ul style="list-style-type: none"> ● More employees need to submit their timesheets through ESS 	<ul style="list-style-type: none"> ● (Update) – Timekeeper Training & ESS Guides ● (New) – Create online tutorial/instructions
Filing process/systems	<ul style="list-style-type: none"> ● Ensure timesheets, personnel action and other paperwork is filed in a timely manner 	<ul style="list-style-type: none"> ● (New) – Electronic workflow and filing system
Internal Payroll Training	<ul style="list-style-type: none"> ● Develop a more robust hands on training for the computer lab environment 	<ul style="list-style-type: none"> ● (Update) – Payroll Training materials
Deferred Compensation	<ul style="list-style-type: none"> ● Update the current form and reduce the handoffs 	<ul style="list-style-type: none"> ● (Update) - Deferred Compensation form
Customer Service	<ul style="list-style-type: none"> ● Develop resources which direct employees on where to go/who to contact when they need assistance. 	<ul style="list-style-type: none"> ● (Update) – Website ● (New) – Look into phone tree que
UI Claims	<ul style="list-style-type: none"> ● Streamline process and reduce handoffs 	<ul style="list-style-type: none"> ● (Update) UI claim form ● (New) – The entire process should be electronic/automated

Verification of salary & service	<ul style="list-style-type: none"> • Work with R&B to improve process 	<ul style="list-style-type: none"> • (Update) – Current guidance/instructions
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*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 carryout the recommended changes
- Need an electronic paper flow filing system.
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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