

TAGITM Excellence Awards Wilco’s Centralized on/off-boarding Solution

Executive Summary

Please provide an executive summary suitable for posting on a website. Description should be no more than 300 words.

Williamson County had identified the need for a centralized and transparent employee on/off-boarding process to manage employees through their employment life cycle at the county. During the 2016 election cycle as the newly elected officials and their staff took office, we recognized the latency in providing the necessary assets and services to allow them to be productive on their first day.



A centralized solution to manage all the different tasks that take place when hiring, transitioning, or terminating employment, was needed. The process had to be seamless and streamlined across all county departments.

Functionality

Describe the problem or issue the project or system was designed to address. Description should be no more than 600 words

Communication, visibility, and accountability problems in the hiring process.

- Notifications were often delayed and not sent to support departments until after the employee’s hire date. This delay resulted in the loss of productivity due to computer and software access not being setup.
- Employees did not have building access such as keys and badges.
- Managers had no visibility into the hiring status, resulting in numerous calls and emails to the service departments.
- Assets and access were being requested without the proper authority and approval.
- Employees had no visibility to their assigned assets.

- There was no available process for managing assets assigned to volunteers.
- Accountability issues arose since the tasks required to onboard an employee were not identified or assigned to specific employees or groups.
- Newly elected officials and department heads were not aware of County-specific processes and had no insight into the department's current information.

Project Duration

How long has the system been in use?

The county's Transition Committee sponsored the project to deliver a software solution to meet the county's requirements for employment on/off-boarding and asset management solution. The projected kick-off was 7/18 allowing us to have a solution in place for the 2019 election cycle.

The county went live with employee asset management piece in 9/18. All 2200+ employees have software access, p-card, keys, badges and hardware assigned to their ServiceNow profiles. The employment on/off boarding module was available on 12/18 and is currently used for all employment.

This project is ongoing as the county continues improving the process and expanding functionality.

Project Description

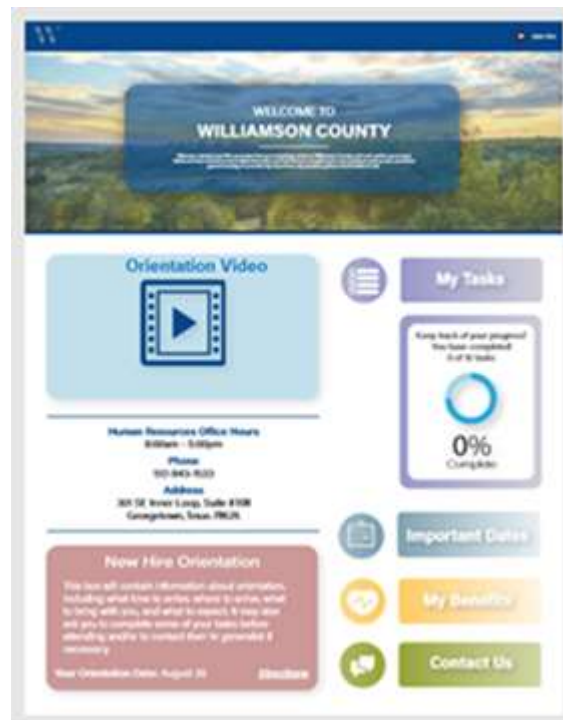
Describe the project or system, include hardware/software utilized. Description should be no more than 600 words.

The county selected ServiceNow as the platform to build its employment on/off-boarding and employee asset-management solution. The county was already utilizing ServiceNow for incident reporting and service requests. Current employees have ServiceNow profiles that are synchronized with their active directory account.

ServiceNow's ability to integrate along with its open architecture, allowed us to customize a solution to meet our business requirements. Our new on/off-boarding and employee asset management solution is able tie future employees, hiring managers, Human Resources, and all the support departments into one cloud-based process. Hiring managers and Human Resources have visibility into all on/off boarding phases and can see any delays or interruptions in the hiring process.

Roles and Views

New Hire VIEW



New Employee Portal

New Hire Features:

- Receives offer letter along with the credentials for the On-boarding Portal.
- Ability to manage task and communication.
- Online employee forms packet including all required county and federal forms. These forms are signed electronically and routed to auto create the employee's personnel file in Laserfiche.
- Can upload copies of DL and SSN.
- Scheduling information for New Hire Orientation.
- Access to training videos, manuals or guides.
- Important dates and information.

Hiring Manager

Manager's View

List of New Hires in Process In Progress

Show completed:

- **Rain October**
 Manager: Lydia Linden
 Created: 10/18/2018
 Updated: 10/18/2018
 Profiles:
 - Employee : Start Date : 12/09/2018
- **Rainy Monday**
 Manager: Lydia Linden
 Created: 10/15/2018
 Updated: 10/15/2018
 Profiles:
 - Employee : Start Date : 10/15/2018

Tasks and Status Green -Completed

Name: Rainy Monday
 Manager: Lydia Linden
 Profiles:
 • Employee - Start date: 10/15/2018

Onboarding Process

| | |
|--|--|
| Hiring Manager Tasks (Employee profile) | Timing: Immediate - Status: Complete |
| Request IT Application Access | |
| Request Keys or Badges | |
| Assign Hardware | |
| Request P-Card | |
| Employee Pre-boarding Tasks (Employee profile) | Timing: Immediate - Status: Complete |
| HR Generalist Tasks (Employee profile) | Timing: Immediate - Status: Complete |
| Technology Tasks (Employee profile) | Timing: Immediate - Status: In progress |
| Employee Post-Hire Tasks (Employee profile) | Timing: 1 days After target date - Status: Complete |
| Payroll Tasks (Employee profile) | Timing: 0 days After target date - Status: Complete |
| Benefits Onboarding (Employee profile) | Timing: 1 days After target date - Status: In progress |

Hiring Manger Features:

- Provide real-time information about all 'in-process' employee-paperwork, and their statuses.
- Request various assets keys, badges, phone, computer hardware, systems level access and roles, fleet cards and procurement-card.
- Manage departmental assets such as uniforms, tools or supplies
- Access to departmental reporting on all employee assets
- Ability to deactivate and collect assets upon termination.

Human Resources:

- Real- time view of tasks and status: Background Screening/MVR, Physicals, Drug Screen, I9, TCDRS, Benefits.
- Schedule Orientation
- Automated reminders and alerts

Payroll:






Set-up timekeeping profiles, payroll deductions and direct deposits.

Services Organization: (IT, Facilities, Purchasing):

Per the hiring manager request the services organization can assign and manage assets.

Request View

Employee Asset Management
A range of software assets and permissions.

| Item | Description | Price |
|---|--|-------|
|  Facilities Management Request | Facilities Management Request | |
|  Hardware Asset Assignment | Hardware Asset Assignment | |
| Loaner Request | Temporary item assigned to an employee or volunteer | |
|  Name Change | Name change request | |
|  Purchasing Card Request Form | Request, change or disable Purchasing Card access | |
|  Software Asset Request | Request new, change, or disable employee or volunteer assets | |
| Termination | Disable technology or facilities user access | |

Employee View

Knowledge Service Catalog Requests **3** AW Alison Whetston

Badge Inventories

3371
Alison Whetston • FOB • 9y ago ••

391
Alison Whetston • Access • 10y ago ••

Key Inventories

KEY # 3884
Alison Whetston •• 9y ago ••

Purchasing Card Inventories

8781
5000 - 2500 •

Hardware

Laptop
•

Application Access

.ITS_Domain_IT_Account
Alison Whetston •• 12mo ago •

AgendaQuick
Alison Whetston •• 10y ago •

Bold Planning
Alison Whetston •• 3y ago •

Laserfiche Admin
Alison Whetston •• 7y ago •

Moodle
Alison Whetston •• 6mo ago •

NetMotion/VPN
Alison Whetston •• 9y ago •

Network
Alison Whetston •• 10y ago •

Project Benefits

Describe the benefits realized as a result of completing the project. For example, benefits to the city or county, to the state of Texas, to the taxpayers, etc. Description should be no more than 600 words.

Increased productivity and communication.

- Employees can begin working and learning their jobs on day one.
- Hiring managers are spending less time tracking down the new employee's paperwork in the hiring process.
- Reduced number of urgent calls and emails to Human Resources and support departments.
- The payroll process is no longer delayed due to pending new hire paperwork since the future employees are completing that at home prior to their hire date.
- Newly elected official or department heads are more informed of the County processes in place and who to contact with questions.
- The manager can request the assets assigned to their employees and upon termination of employment, the county can ensure that all assets are returned or deactivated. This decreases the County's cost and security liability.

Implementation

Describe how the project was implemented including any partnerships with other organizations.

The Transition Committee made up of elected officials and department heads, defined the requirements for the project. The implementation team consisted of consultants and the county's service departments. We worked together to define best processes to meet the Transition Committee's Requirements. This was presented to the Transition Committee for feedback and ultimately put on the Commissioner Court agenda.