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# Summary of Review of San Mateo County Payroll Practices

## Insuring Correct Calculation of Employee Wages

### Issue

Will the recently adopted changes to San Mateo County's timekeeping and payroll systems ensure the correct calculation of employee wages – specifically overtime wages?

### Summary

On August 5, 2005, a complaint alleging violations of the Federal Fair Labor Standards Act (FLSA) was filed against San Mateo County (Belmont, et al. vs. the County of San Mateo - hereafter the Belmont Litigation) on behalf of San Mateo County (County) employees. The employees asserted that the County had not properly included certain types of incentive or premium pay, as required by the FLSA, when calculating County employee overtime (OT). The County has admitted fault and recently settled the lawsuit. The filing of this lawsuit prompted the 2006-2007 San Mateo County Civil Grand Jury (Grand Jury) to examine the County's payroll and timekeeping systems.

Once the payroll OT calculation problem surfaced, three County departments - Human Resources, Information Services (ISD), and the Controller's Office - began a review that led to selection of a new electronic timekeeping system, which is currently being introduced in phases.

While the three departments have cooperated to find a solution to the overtime miscalculation problem, the Grand Jury concludes that these departments still lack a sense of accountability regarding the problem. Correction of errors such as those identified in the Belmont Litigation requires a team effort. Corrections must be implemented, responsibilities must be clarified and defined, and a system of checks and balances introduced.

Written job descriptions for positions that are essential to the operation of the new timekeeping process will help establish accountability. The task of drafting and reviewing such job descriptions is an opportunity to enhance productivity by streamlining the current process, and should be performed by a cross-functional team from Human Resources, ISD, the Controller's Office (including Internal Audit) and other departments, as needed, headed by Human Resources.

The Grand Jury recommends that the County Manager and Controller cooperate to assign responsibility and accountability whenever more than one department is involved in a payroll process.



# **Review of San Mateo County Payroll Practices**

## **Insuring Correct Calculation of Employee Wages**

### **Issue**

Will the recently adopted changes to San Mateo County's timekeeping and payroll systems ensure the correct calculation of employee wages – specifically overtime wages?

### **Background**

On August 5, 2005, a complaint alleging violations of the Federal Fair Labor Standards Act (FLSA) was filed against San Mateo County (Belmont, et al. vs. the County of San Mateo - hereafter referred to as the Belmont Litigation) on behalf of San Mateo County (County) employees. The employees asserted that the County had not properly included certain types of incentive or premium pay, as required by the FLSA, when calculating County employee overtime pay (OT). The County has admitted fault and recently settled the lawsuit. The filing of this lawsuit prompted the 2006-2007 San Mateo County Civil Grand Jury (Grand Jury) to examine the County's payroll and timekeeping systems.

The payroll function involves three County departments: Human Resources, Information Services (ISD), and the Controller's Office. Two computer software programs, the Personnel/Payroll System (PIPS) provided by Integral Systems, Inc., and Key/Master™, a timekeeping program, were the main components of the payroll system used during the problematic time period. The Key/Master program was configured for a pay period of 80 hours, while the FLSA rules are based on a 40-hour pay period. To accommodate the Key/Master configuration, a portion of the PIPS software was disabled, and that, in turn, resulted in OT calculations that did not follow FLSA requirements. The error involved the failure to incorporate differential pay codes into the OT calculations, and the error was most acute in those County departments with difficult scheduling requirements, such as the San Mateo Medical Center and the Sheriff's Office.

Once the OT calculation problem surfaced in the Belmont Litigation, Human Resources, Information Services (ISD) and the Controller's Office, began a review of the payroll system. This review led to selection of a new computer-based workforce management system, Workbrain™, to replace the Key/Master program. The need for a computer-based

timekeeping system had been anticipated years earlier, when the Controller's Office submitted an Investment Analysis Report to the Board of Supervisors (BOS) in August 2003 indicating the need for such a system.

Workbrain is being introduced in phases. In Phase 1, three County departments converted from paper timecards to the electronic Workbrain time entry system whereby each employee enters time worked directly into the County's computer system. For Phase 1, the Time and Attendance module of the Workbrain program was customized so that the familiar employee timecard was mimicked on the computer screen. The initial step of Phase 1 began January 16, 2007, with only a few departments implementing the electronic time entry system while maintaining (in parallel) the paper timecards. The expansion of this phase began on February 25, 2007 to include half of the County payroll, and the remainder of County employees began to use the Workbrain system before the end of March.

The Phase 2 implementation is planned within six months after Phase 1 completion. Phase 2 will incorporate some software intelligence and replace the customized version that emulated the paper timecard with Workbrain's standard version. Installation of the standard version of the Workbrain program will enable the use of all available functions and future software revisions. It is expected that Phase 2 will take 12 to 18 months to complete. There is some discussion of a Phase 3 to implement the Workbrain Advanced Scheduler, but the scope and timing of this phase are not yet clear.

## **Investigation**

The Grand Jury interviewed staff of the Controller's Office and the County's Human Resources and Information Services departments. Grand Jurors also reviewed numerous documents pertinent to the timekeeping system.

## **Findings**

### **Early Indication of Problems**

The Controller's Office anticipated the need for a computer-based timekeeping system and in August 2003 submitted to the BOS an Investment Analysis Report indicating the need for such a system. That report addressed many of the issues that contributed to the weaknesses exposed by the Belmont litigation. For example, the report stated:

- "24/7 operations, like the San Mateo Medical Center and Sheriff's Office, have unique labor scheduling requirements and utilize various differential/premium earning pay codes to compensate their employees. Determining the proper use of differential pay codes is at times difficult, even for experienced employees, supervisors and payroll clerks. This is especially true if the pay period includes a holiday and the employee is on an alternative work schedule."
- "Departments that operate on a 24/7 schedule and track where their employees spend time require sophisticated time keeping processes/systems...Based on an analysis of

one recent pay period's time allocation data, the County used 653 different job/activity costing codes out of several thousand active 'job orgs' (costing codes)."

### **Belmont Litigation**

The Belmont Litigation was filed in August 2005 on behalf of approximately 95 Sheriff's deputies alleging that the County had miscalculated OT payments by excluding certain premium and differential payments, thereby violating FLSA regulations. The County settled by agreeing to pay approximately \$180,000 for retroactive overtime, liquidated damages and attorneys fees. The payroll records from June 2003 forward for all employees eligible for OT pay and not part of the Belmont Litigation were reviewed by the County and OT that should have been paid under the FLSA was calculated. Underpayments of OT for the period beginning June 2003 through April 2006, including liquidated damages, were paid to these employees in late 2006. This second payment to employees totaled \$304,820 in retroactive FLSA OT and liquidated damages.

Once the County's payroll system is programmed to calculate OT correctly under the FLSA, the County will make one more retroactive payment of FLSA OT for the period from April 2006 through the date the system is brought online.

### **Job Responsibilities**

Each County department has at least one payroll coordinator, and they are most affected by this new timekeeping system. Prior to the Phase 1 implementation of the Workbrain program, payroll coordinators were responsible for collecting all time cards in their department, reviewing each time card for OT and available sick leave, forwarding the time cards to their supervisor and lastly, to the Controller's Office for manual input to the computer system. With the new Workbrain timekeeping system, employees are responsible for entering their own time worked data. With the implementation of Phase 1 of the Workbrain program, the responsibilities of the payroll coordinators changed to training employees on the Workbrain system and verifying that all employees in the department correctly enter their data. The verification of sick leave will be performed by the Workbrain program. When Phase 2 is implemented, the Workbrain program will also verify OT and vacation pay.

### **Controls**

When pay rates are established or changed, e.g., in response to events such as labor contract changes, merit increases and reclassifications, the PIPS Administrator is responsible for entering the new data in the payroll system. An independent verification of such changes is not required, although the PIPS Administrator may request such a review. A "change register" sent to both the Controller's Office and the Benefits Office at the time of such changes provides some oversight to this process. This sequence of events may catch an error after it has been made. There is no requirement for "real time" verification.

## **Accountability**

No one person or department accepted responsibility for the OT miscalculation. Timekeeping and payroll duties require input, cooperation and sequential administration across many departments, and that, in turn, requires formal, written procedures to define and control the interdepartmental responsibilities.

## **Conclusions**

While the Controller's Office, Human Resources and ISD have cooperated to find a solution to the OT miscalculation, the Grand Jury concludes that these departments still lack a sense of accountability. Errors such as those identified in the Belmont Litigation require a team effort to find and implement solutions, to define and assign responsibilities, and to introduce a system of checks and balances.

Written job descriptions for positions that are essential to the operation of the new timekeeping process will help establish accountability. The task of drafting and reviewing such job descriptions is an opportunity to enhance productivity by streamlining the current process, and should be performed by a cross-functional team from Human Resources, ISD, the Controller's Office (including Internal Audit), and other departments, as needed, headed by Human Resources.

While the scope and timing for implementation of Workbrain Phases 1 and 2 are clearly defined, Phase 3 is not. The scope and purpose of a Phase 3 to the Workbrain implementation needs better definition than is currently available.

## **Recommendations**

The Grand Jury recommends that the Board of Supervisors direct the County Manager to:

1. Cooperate with the Controller's Office to determine on a timely basis which office should be assigned ultimate accountability for the payroll process. This determination should ensure that such office is clearly identified as the responsible entity.
2. Establish written job descriptions for all employees in Human Resources and Information Services Department that clearly delineate the duties, responsibilities, accountability and controls for payroll and timekeeping functions within each department.
3. Create a standing, cross-functional committee of representatives from the Controller's Office including Internal Audit, Information Services Department and Human Resources to oversee and approve all payroll and timekeeping projects, and approve the duties, responsibilities and accountability for payroll and timekeeping among the three entities.

The Grand Jury recommends that the Controller:

1. Cooperate with the County Manager's Office to determine on a timely basis which office should be assigned ultimate accountability for the payroll process. This determination should ensure that such office is clearly identified as the responsible entity.
2. Establish written job descriptions for all employees in the Controller's Office that clearly delineate the duties, responsibilities, accountability and controls for payroll and timekeeping functions within this office.
3. Create a standing, cross-functional committee composed of representatives from the Controller's Office including Internal Audit, Information Services Department and Human Resources that will oversee and approve all payroll and timekeeping projects, and will approve the duties, responsibilities and accountability for payroll and timekeeping among the three entities.
4. Request that the County's external auditors review the internal controls and procedures implemented in Phases 1 and 2 of the new timekeeping and payroll system.

August 22, 2007

Hon. Joseph L. Grandsaert  
Judge of the Superior Court  
Hall of Justice  
400 County Center; 2<sup>nd</sup> Floor  
Redwood City, CA 94063-1655

Hon. Joseph L. Grandsaert:

Regarding the recommendations in the Grand Jury REVIEW OF SAN MATEO COUNTY PAYROLL PRACTICES Report to the Controller:

1. Cooperate with the County Manager's office to determine on a timely basis which office should be assigned ultimate accountability for the payroll process. This determination should ensure that such office is clearly identified as the responsible entity.

**Response:**

The Controller agrees with this recommendation.

The Controller's Office will cooperate with the County Manager's Office and will recommend that ultimate responsibility for the payroll process be assigned to the Controller's Office. It is important to recognize that the successful operation of the HR/Payroll system (PIPS) is dependent on three departments' continued cooperation as well as the payroll system vendor for compliance assurance. The Information Services Department (ISD) will need to ensure the system(s) are available and functioning as designed, the Human Resources Department (HR) will need to ensure that personnel information, including earning type code setup and accurate employee position and pay grade information, is properly maintained in the system, and the Controller will need to ensure that employee time reported is paid accurately and on a timely basis. The payroll vendor will be required to review compliance of our payroll system with state and federal laws and regularly assist in implementing new requirements. This multi-departmental approach is much like the current County process related to property taxes which requires the



cooperation of the Assessor, Controller and Tax Collector with well defined areas of responsibility for all three departments.

The Controller's Office will work with the County Manager's Office to establish a framework for ensuring the payroll system is functioning properly and to obtain additional staffing and financial resources to document and monitor the multi-departmental and vendor activities.

2. Establish written job descriptions for all employees in the Controller's Office that clearly delineate the duties, responsibilities, accountability and controls for payroll and timekeeping functions within this office.

**Response:**

The Controller agrees with this recommendation.

The duties, responsibilities, accountability and controls of the Controller's Office for the timekeeping functions are included in the Blueprint & Functional Process Flows document (attached). The duties, responsibilities, accountability and controls of the Controller's Office related to the payroll system have not been clearly delineated in writing. The Controller's Office will coordinate the development of this documentation but does not currently have the in-house expertise for this type of project. By December the Controller's Office will begin to work with the County Manager's Office and Human Resources Department to determine the funding sources and resource requirements for this project.

The Controller's Office will work with the Human Resources Department and the County Manager's Office to document the duties, responsibilities, accountability and controls as part of the process described in the response to number 1 above.

3. Create a standing, cross-functional committee composed of representatives from the Controller's Office including Internal Audit, Information Services Department and Human Resources that will oversee and approve all payroll and timekeeping projects, and will approve the duties, responsibilities and accountability for payroll and timekeeping among the three entities.

**Response:**

The Controller agrees with this recommendation.

There is currently a Payroll (PIPS) Steering Committee comprised of the department heads from the Controller's Office, Human Resources Department and Information Services Department as well as the Audit Manager from the Controller's Internal Audit Division. This same group, sans the Audit Manager from the Controller's Internal Audit Division, and the Deputy County Manager comprise the Automated Time Keeping System (ATKS) Steering Committee that meets separately during the implementation stages of the ATKS project. With the successful completion of the ATKS project it is anticipated that the PIPS Steering

Committee will assume the additional responsibilities associated with the ATKS Steering Committee. The Controller's Office will chair this cross-departmental committee.

4. Request that the County's external auditors review the internal controls and procedures implemented in Phases 1 and 2 of the new timekeeping and payroll system.

**Response:**

The Controller agrees with this recommendation.

The Grand Jury Auditors (the County's external auditors) currently perform procedures related to the internal controls and propriety, timeliness and accuracy of the calculations and procedures associated with the County's payroll processes. The extent of their testing and reliance on the County's internal control environment are at their discretion so that they may conclude that there be no material misstatements of expenditures, liabilities and disclosures in the County's audited financial statements.

The Controller's Office will work with the County Manager's Office to determine the extent of additional audit procedures to apply to the new timekeeping system and associated funding and resource requirements. As the payroll system is not new, a different evaluation of risk will be used to determine the extent of additional audit procedure to apply to it.

Respectfully submitted,

Tom Huening  
Controller

TH:of  
ferrando\hue\grandjury8-22-07

Attachment

cc: Thomas F. Casey III  
Dennis O'Rourke



# Blueprint & Functional Process Flows

File Name: CSM - Blueprint\_v1 5.doc

Status: DRAFT

Author: Claudia Pacheco

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## Document Control

### Document Location

This document is located in the following file folder:

XX

### Change Control

VERSION	DATE	AUTHOR	DESCRIPTION OF CHANGE
1.0		Claudia Pacheco	Create document based on knowledge transfer.
1.1		Claudia Pacheco	Update document based on feedback.
1.3		Claudia Pacheco	Updates based on Gina Gualco's feedback
1.4		Claudia Pacheco	Updates based on End-to-End Testing
1.5		Claudia Pacheco	Additional sections: "Alerts" and "Application Support". Updates "Solution Element Summary" to include 50% report rule/setup, 24hr rule/setup, 50% Report (Custom interaction), and PPS custom reports/header links.
1.6		Claudia Pacheco	Final CSM comments. Add Pay group Date Adjustment section.

### Approvals

DATE	NAME	TITLE	SIGNATURE

**Sign Off**

**WORKBRAIN, INC.**

By: \_\_\_\_\_

(Authorized Signature)

\_\_\_\_\_

(Print or Type Name)

\_\_\_\_\_

(Title)

\_\_\_\_\_

(Date)

**CSM**

By: \_\_\_\_\_

(Authorized Signature)

\_\_\_\_\_

(Print or Type Name)

\_\_\_\_\_

(Title)

\_\_\_\_\_

(Date)



## 1.0 Introduction

This document outlines generic rule types and describes their functionality within the CSM environment.

## 2.0 Glossary

Term	Definition
<b>Company</b>	The term "Company" in this document refers to County of San Mateo.
<b>Scheduled Shift</b>	Shift time that is defined by the Company in terms of start times and end times and where an employee is schedule to work on that shift.
<b>Work Week</b>	Sunday – Saturday. Pay week begins at 0001 hours Sunday to 2400 hours Saturday and includes pay for hours during this period.
<b>Work Day</b>	24 hour period beginning at 0001 hour's local time. All hours worked, including overtime, shall be considered as work performed on the day during which the employees' regular shift began.
<b>Default shift</b>	The shift that was originally assigned to the employee for a particular day.
<b>Calculation group</b>	Group of employees that posses a consistent set of pay rules.
<b>Pay Codes</b>  <i>(referred to in Workbrain as Time Code)</i>	<p>The Pay Code is used to record:</p> <ul style="list-style-type: none"> <li>• Activities an employee performed during scheduled work hours, or</li> <li>• Reason(s) an absence occurred.</li> </ul> <p>WB will map Time Codes to CSM's pay codes to facilitate payroll extract mapping.</p>
<b>Time Code</b>	WB pay code used to log Activities an employee performed during scheduled work hours and/or reason(s) an absence occurred.
<b>Hour Type</b>	WB pay types (multipliers) for each time code. Since the timecodes create in phase 1 will have a unique pay multiplier, all Workbrain time codes will be set to either REG or UNPAID. Overtime and/or special pay multipliers will have separate earning codes.

### 3.0 Solution Element Summary

The following table lists the primary elements that will comprise CSM's enterprise time and attendance solution.

1.1.3 TIME & ATTENDANCE	
TYPE	DESCRIPTION
Employee Data	<p>Standard CORE employee data will be imported into Workbrain from CSM's PIPS HR/Payroll system. Additionally, CSM has requested client-specific field values to be store in Workbrain to facilitate logic requirements for the timesheet. These fields include:</p> <ul style="list-style-type: none"> <li>▪ Organization ID</li> <li>▪ Employee % Status</li> <li>▪ Work group</li> <li>▪ Type</li> <li>▪ Bargaining Unit</li> <li>▪ Dept No./ Location</li> <li>▪ Dept No./ Loc Name</li> <li>▪ Rep Code</li> </ul> <p><i>** Employee Data will be imported using the CORE HR Refresh interface. Employee entitlement balances will also be imported. Balances are described later on in this document.</i></p>
Timesheet Parameters	<p>All employees will record time using a custom Bi-weekly timesheet. (CORE daily and weekly timesheets will not be used).</p> <ul style="list-style-type: none"> <li>▪ Lockout features for both Employee and Supervisor.</li> <li>▪ Employees will only have immediate access to the last unapproved timesheet. Once a timesheet is submitted, they will no longer have edit rights to it. Prior to submission, employees can save their edits multiple times, but only submit for approval once.</li> <li>▪ Timesheet will record time in HH:MM format (hours/minutes). (CR0030)</li> <li>▪ Rounding Rule: Timesheet will rounding to increments of 6 minutes. (CR0032)</li> </ul>
Labor Metrics (Timesheet)	<p>CSM has requested the following labor metrics be included in the bi-weekly timesheet to create associations with the recorded time. These values will be imported/refreshed daily and stored in custom tables that the timesheet will lookup and display. The 50% report will also reference them to determine which employees require temporary team assignments.</p> <ul style="list-style-type: none"> <li>▪ Department Charge Code</li> <li>▪ Work-related/Non-work related</li> <li>▪ Job Object</li> <li>▪ Job Organization</li> <li>▪ Job Classification</li> </ul>
Timesheet Lockout Feature	<p>CSM has requested a custom 3-level lockout timesheet feature for Employees, Supervisors, and PRCs during the closeout pay roll process of a given pay period. Feature will be executed with 4 scheduled Job task and updates to the Pay Group's parameters.</p> <ul style="list-style-type: none"> <li>▪ Employee Lockout Task: Updates the Pay group's Supervisor Date to lock out employees</li> <li>▪ Supervisor Lockout Task: Removes "lockout Privileges" from Supervisors in order to lock them out of timesheets. Supervisor's will experience a "black period" until the payroll closes where they will not be able to edit the team's timesheets.</li> </ul>

1.1.3 TIME & ATTENDANCE																																				
TYPE	DESCRIPTION																																			
	<ul style="list-style-type: none"> <li>PRC Lockout Task: Removes "lockout Privileges" from PRCs in order to lock them out of timesheets. PRCs will experience a "black period" until the payroll closes where they will not be able to edit the team's timesheets.</li> <li>Unlock Timesheet Task: After payroll closes, task will be executed to restore "lockout Privileges" to PRCs and Supervisors.</li> </ul>																																			
Time Capture & Frequency for Payroll close out	<p>All employees will record time based on Bi-weekly pay periods. Work week is defined as Sunday through Saturday.</p> <ul style="list-style-type: none"> <li>Employees have until the MONDAY (12noon) following the end of the each bi-weekly period to submit their timesheets.</li> <li>Supervisors have until TUESDAY (9am) to approve all timesheets within their team. They may do timesheet edits as part of their approval process.</li> <li>PRCs have until TUESDAY 3pm to approve all timesheets within their department. They may do timesheet edits as part of their approval process.</li> <li>Controller's Office will have until EOD WEDNESDAY to finalize payroll prior to payroll export. They may do timesheet edits as part of their approval process.</li> </ul>																																			
Pay Rules/ TS Custom Features	<p><u>24 Hour Rule/ Limit:</u></p> <p>Employees may not enter more than the allowed 24 hours of base time per day. WB will implement custom logic in the biweekly timesheet to check and enforce this business requirement. The following "base time" time codes will be considered by this feature (custom code). If the employee exceeds 24 hours, the timesheet will generate an error.</p> <table border="0" style="margin-left: 40px;"> <tr> <td>001</td> <td>045</td> <td>056</td> <td>070</td> <td>641</td> </tr> <tr> <td>006</td> <td>048</td> <td>057</td> <td>073</td> <td>648</td> </tr> <tr> <td>025</td> <td>051</td> <td>058</td> <td>075</td> <td>652</td> </tr> <tr> <td>035</td> <td>052</td> <td>059</td> <td>076</td> <td>664</td> </tr> <tr> <td>041</td> <td>053</td> <td>064</td> <td>079</td> <td>690</td> </tr> <tr> <td>043</td> <td>054</td> <td>066</td> <td>090</td> <td></td> </tr> <tr> <td>044</td> <td>055</td> <td>069</td> <td>635</td> <td></td> </tr> </table> <p><u>Holiday Time code Restriction:</u></p> <p>Employee may only use and enter holiday time on the timesheet for only days flagged as a Holiday. WB will implement custom code in the bi-weekly timesheet to enforce this requirement. The "time code" db lookup field will only showcase holiday time codes as a selection for days where there's a holiday override in place.</p>	001	045	056	070	641	006	048	057	073	648	025	051	058	075	652	035	052	059	076	664	041	053	064	079	690	043	054	066	090		044	055	069	635	
001	045	056	070	641																																
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035	052	059	076	664																																
041	053	064	079	690																																
043	054	066	090																																	
044	055	069	635																																	
Pay Groups	All employees will be assigned to 1 pay group called "CSM PAY GROUP"																																			
Payroll Export Tasks	<p>One payroll export interface will be built for phase 1 to accommodate the pay group "CSM PAYGROUP". Export interface will include a custom plug-in to enable the interface to create 2 files for CSM. Additionally, the interface will reference a "Schedule Code" ID number predefined and stored in the Workbrain for each pay period.</p> <ul style="list-style-type: none"> <li>FILE 1: Ungrouped timesheet records for a predefined 2-week pay period.</li> <li>FILE 2: Hash Total Summary file based on the ungrouped records from File 1.</li> </ul>																																			
Calculation	None. All CSM employees will be assigned to the calc group "TEST BWTS VALIDATION"																																			

1.1.3 TIME & ATTENDANCE	
TYPE	DESCRIPTION
Groups	
Time Codes	<p>75 client-specific time codes will be created. They represent PIPS earning codes.</p> <ul style="list-style-type: none"> <li>▪ CSM will setup 600 series codes for PRC and CTL only use. Employees and Supervisors will not have access to these codes from the timesheet.</li> <li>▪ In order to avoid employees/supervisors from changing a 600-series code, by recalculating and producing UAT time, the 600 series codes will ONLY be entered by a PRC/CTL after the timesheet has been lockdown from the employee and supervisor.</li> </ul>
Hour Types	<ul style="list-style-type: none"> <li>▪ All non-overtime time codes will be set to the hour type REG.</li> <li>▪ Authorization: All hour types will be unauthorized</li> <li>▪ The following codes will be set with an hour type of "OT1" to enable the Overtime Report to pull in their data correctly.                             <ul style="list-style-type: none"> <li>○ 025 - Call Back Pay</li> <li>○ 044 - Holiday (Worked) Pay at time and a half</li> <li>○ 047 - Holiday Hours Accumulated at time and a half</li> <li>○ 051 - Comp Time Earned at time and a half</li> <li>○ 053 - Comp Time earned at straight time</li> <li>○ 066 - OT worked</li> <li>○ 069 - OT for training at straight time</li> <li>○ 070 - OT Special Duty</li> <li>○ 073 - OT Night Shift</li> <li>○ 075 - OT Night Shift Premium Hours</li> <li>○ 079 - OT Special Shift Differential</li> </ul> </li> </ul>
Schedules/ Shift Patterns	<ul style="list-style-type: none"> <li>▪ No schedules will be created for employees.</li> <li>▪ No specific shift patterns will be created for CSM. All employees will be imported with the default shift pattern "ALL OFFS – NULL"</li> </ul>
Public Holidays	<ul style="list-style-type: none"> <li>▪ No Holiday Calendars will be setup.</li> <li>▪ A total of 12 holidays will be created for all Employees.</li> <li>▪ Holiday Assignment job scheduler task will be executed daily to create the Holiday overrides in the Bi-weekly timesheet.</li> <li>▪ Floating Holiday</li> </ul>
Proxy/ Delegates	<p>In the event a Supervisor is on a planned leave of absence, CSM will setup a delegate to be the temp supervisor during this duration. Similarly, if a supervisor will absent and cannot perform their approval duties, CSM will create a proxy account to enable a temp supervisor to perform these duties.</p>
Alerts	<p><b>Timesheet Edits</b> – Notify employee if their timesheet has been edited by their manager(s).</p> <p>Additional alerts were added during testing phase:</p> <ol style="list-style-type: none"> <li>1. Unsubmitted timesheets</li> <li>2. Unauthorized timesheets by Supervisor</li> <li>3. Unauthorized timesheets by PRC</li> <li>4. CTL Only – Unsubmitted timesheet</li> <li>5. CTL Only - Unauthorized timesheets by Supervisor</li> <li>6. CTL Only - Unauthorized timesheets by PRC</li> </ol>

1.1.3 TIME & ATTENDANCE																																				
TYPE	DESCRIPTION																																			
	<p>7. Timesheet Errors – Supervisors</p> <p>8. Timesheet Errors – PRCs</p> <p>9. Timesheet Errors – CTL</p>																																			
Distribution Lists	<p>CSM has requested the ability to mail “global” notices to all employees. Distribution lists can be created via the Maint-&gt;Message-&gt;Distribution screen. WB has created a global distribution list as part of this implementation.</p> <p>WB will train CSM IT on how to update the list when new hires. Update can either be performed manually via the Distribution screen or by running an SQL query on the backend to add new employees to the list.</p>																																			
Custom Interfaces/ Reports	<p><u>50% Report:</u></p> <p>WB will implement a custom interaction to allow PRCs to assign temporary “Home” teams for a given employee when they log more that 50%of their time outside their home department. Eligibility for the report is based on the time codes used to log time and whether or not an employee’s team is designated for “50% Eligibility”. The following codes will be considered by this feature (custom code).</p> <table border="0" style="margin-left: 40px;"> <tr><td>001</td><td>045</td><td>056</td><td>070</td><td>641</td></tr> <tr><td>006</td><td>048</td><td>057</td><td>073</td><td>648</td></tr> <tr><td>025</td><td>051</td><td>058</td><td>075</td><td>652</td></tr> <tr><td>035</td><td>052</td><td>059</td><td>076</td><td>664</td></tr> <tr><td>041</td><td>053</td><td>064</td><td>079</td><td>690</td></tr> <tr><td>043</td><td>054</td><td>066</td><td>090</td><td></td></tr> <tr><td>044</td><td>055</td><td>069</td><td>635</td><td></td></tr> </table> <p><u>Pay Period Summary – Supervisor</u></p> <p>Custom report based on the CORE “Pay Period Summary report”. Interaction will have a new parameter field “Sup Authorization” to query Approved, Not Approved, and ALL. Supervisor will use the report to authorize the timesheets.</p> <p><u>Pay Period Summary – PRC</u></p> <p>Custom report based on the CORE “Pay Period Summary report”. Interaction will have a new parameter fields “PRC Authorization” and “Sup Authorization” to query Approved, Not Approved, and ALL. PRCs will use the report to authorize the timesheets as a PRC and also tracking unauthorized timesheets by supervisors.</p> <p>CSM also requested the following header links that will query specific sets of values on these 2 custom PPS reports. The following links were built for CSM:</p> <ol style="list-style-type: none"> <li>1. PRC EMP TIMESHEETS FOR APPROVAL</li> <li>2. PRC UNSUB EMP TIMESHEETS</li> <li>3. ALL SUPERVISOR UNAPPROVED</li> <li>4. EMP TIMESHEETS FOR APPROVAL</li> <li>5. UNSUB EMP TIMESHEETS</li> </ol>	001	045	056	070	641	006	048	057	073	648	025	051	058	075	652	035	052	059	076	664	041	053	064	079	690	043	054	066	090		044	055	069	635	
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041	053	064	079	690																																
043	054	066	090																																	
044	055	069	635																																	

4.0 Security

Security Groups

There will be 7 security groups built for the CSM HR model. The following is a list of all nine security groups and their respective access scope identified during the Discovery.

	Security Groups	General Access Scope
1	<b>Employees</b>	Biweekly Timesheet Leave Balance report [ <i>My Reports link</i> ]
	<b>Supervisor</b>	Pay Period Summary (SUP) Biweekly Timesheet Biweekly Timesheet (SUP/PRC) Exception Report [ <i>TOC</i> ] Leave Balance report [ <i>My Reports link</i> ] Year at a Glance [ <i>My Reports link</i> ] Exception Report [ <i>My Reports link</i> ]  Detailed Time Code by Employee Report [ <i>My Reports link</i> ] Time Code by Team Report [ <i>My Reports link</i> ] Time Code by Employee Report [ <i>My Reports link</i> ] Work Summary Report [ <i>My Reports link</i> ] Balance [Employee Dashboard] YAG-Absences [Employee Dashboard] YAG-Overtime [Employee Dashboard]  Emp Timesheets for Approval [ <i>Header</i> ] Unsub Emp Timesheets [ <i>Header</i> ] Proxy & Delegates [ <i>Maintenance link</i> ]
2	<b>CTL</b>	Pay Period Summary (SUP) Pay Period Summary (PRC) Biweekly Timesheet Biweekly Timesheet (SUP/PRC)  Fifty Percent Report Exception Report [ <i>TOC</i> ] Leave Balance report [ <i>My Reports link</i> ] Year at a Glance [ <i>My Reports link</i> ] Exception Report [ <i>My Reports link</i> ] TIMESHEET AUDIT REPORT [ <i>My Reports link</i> ]  Detailed Time Code by Employee Report [ <i>My Reports link</i> ] Time Code by Team Report [ <i>My Reports link</i> ] Time Code by Employee Report [ <i>My Reports link</i> ] Work Summary Report [ <i>My Reports link</i> ] Balance [Employee Dashboard] YAG-Absences [Employee Dashboard] YAG-Overtime [Employee Dashboard]  PRC Emp Timesheets for Approval PRC Unsub Emp Timesheets All Supervisor Unapproved Employees [ <i>Maintenance link</i> ] Payroll Settings [ <i>Maintenance link</i> ] Proxy & Delegates [ <i>Maintenance link</i> ] Security [ <i>Maintenance link</i> ] System Administration [ <i>Maintenance link</i> ]
3	<b>PRC</b>	Pay Period Summary (SUP) Pay Period Summary (PRC) Biweekly Timesheet Biweekly Timesheet (SUP/PRC)
4		Fifty Percent Report

	Exception Report [ <a href="#">TOC</a> ] Leave Balance report [ <a href="#">My Reports link</a> ] Year at a Glance [ <a href="#">My Reports link</a> ] Exception Report [ <a href="#">My Reports link</a> ] TIMESHEET AUDIT REPORT [ <a href="#">My Reports link</a> ]  Detailed Time Code by Employee Report [ <a href="#">My Reports link</a> ] Time Code by Team Report [ <a href="#">My Reports link</a> ] Time Code by Employee Report [ <a href="#">My Reports link</a> ] Work Summary Report [ <a href="#">My Reports link</a> ] Balance [ <a href="#">Employee Dashboard</a> ] YAG-Absences [ <a href="#">Employee Dashboard</a> ] YAG-Overtime [ <a href="#">Employee Dashboard</a> ]  PRC Emp Timesheets for Approval PRC Unsub Emp Timesheets All Supervisor Unapproved Employees [ <a href="#">Maintenance link</a> ] Proxy & Delegates [ <a href="#">Maintenance link</a> ] Security [ <a href="#">Maintenance link</a> ]	
5	<b>Report Builder</b>	Toolkit
6	<b>Help Desk</b>	Maintenance->Security
7	<b>Admin</b>	Maintenance folder (Job Scheduler, Registry Maintenance) etc.

**Application Security**

In an effort to preserve the security of the solution’s information and to ensure that the user’s identification is kept secure, data are transmitted using 128 bit SSL / HTTPS Security as well as password life and password alert, maximum login attempts, and system timeout.

Security will be discussed further during Design. CSM will provide Workbrain with it’s company policy for security features such as Password life and formats.

**5.0 Entitlement Balances**

Workbrain will store and decrement values for the following eight entitlement balances. However, Workbrain will not be the system of record and therefore balances will be SET on a bi-weekly basis and Workbrain will reference and decrement/increment balances based on timesheet activity. The balances to be setup in Workbrain are listed below with the preliminary time code that will decrement them.

	Entitlement Balance	Workbrain Balance	Increment/Decrement	WB time code
1	<i>Sick Leave with Pay</i>	<i>SICK</i>	<i>DEC</i>	<i>035</i>
2	<i>Vacation Hours taken with Pay</i>	<i>VACATION</i>	<i>DEC</i>	<i>041</i>
3	<i>Accumulated Holiday hours taken</i>	<i>ACC_HOLIDAY</i>	<i>DEC</i>	<i>048</i>
4	<i>Compensation/Administrative Leave Hours Used</i>	<i>COMP_ADMIN</i>	<i>DEC</i>	<i>052</i>
5	<i>MOT Accumulated Hours Used</i>	<i>MOT</i>	<i>DEC</i>	<i>064</i>
6	<i>Voluntary Time Off Hours Used</i>	<i>VTO</i>	<i>DEC</i>	<i>090</i>

7	<i>Military Leave</i>	<i>MILITARY</i>	<i>INC</i>	<i>056</i>
8	<i>Education Leave</i>	<i>EDUCATION</i>	<i>INC</i>	<i>057</i>

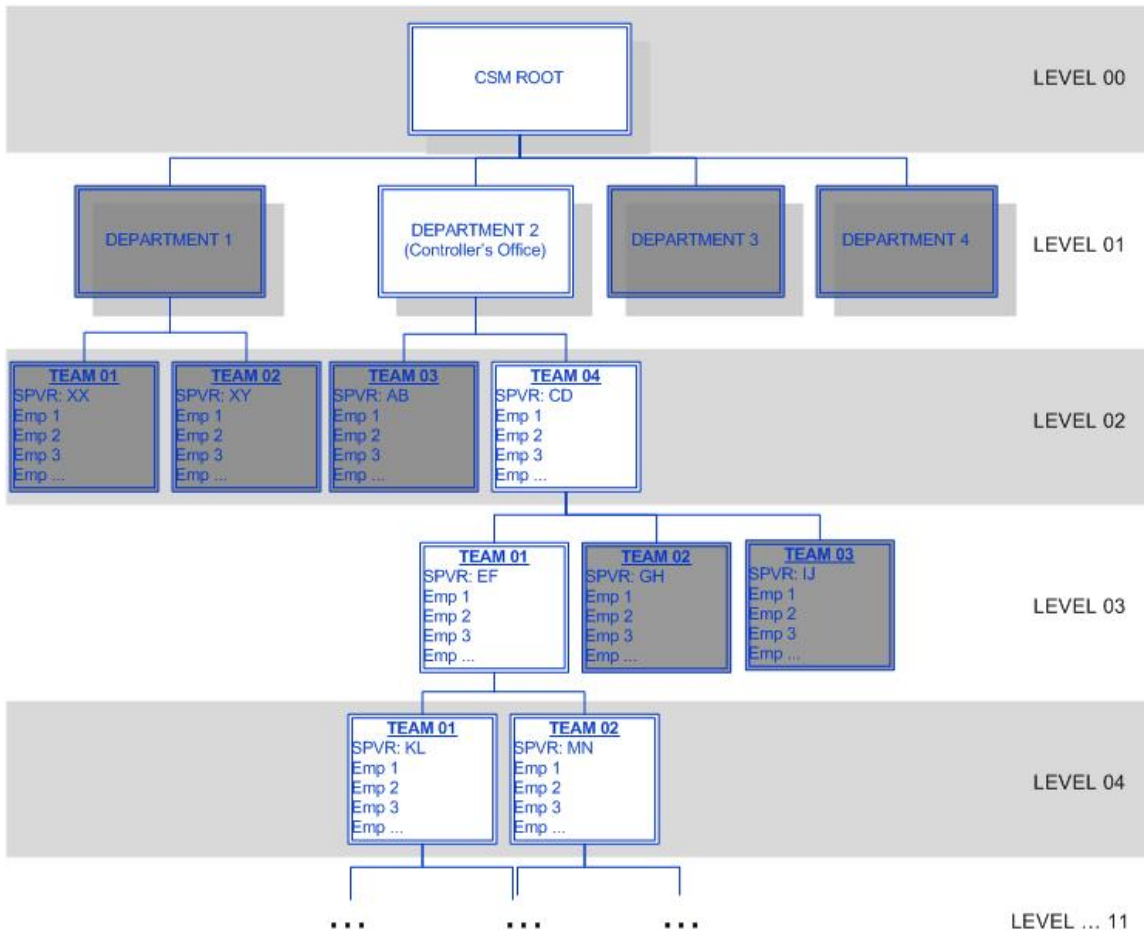


**6.0 Organizational Hierarchy**

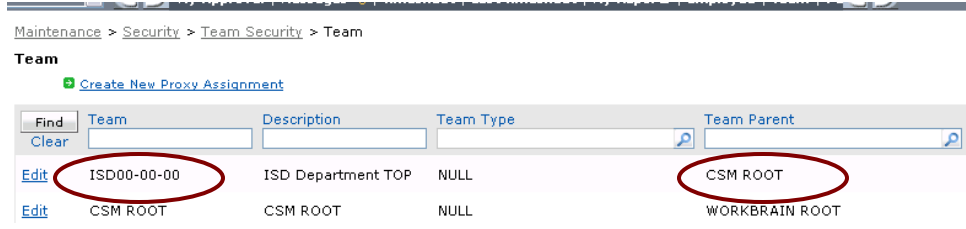
**Team Hierarchy**

As part of this implementation, CSM was required to create a team hierarchy for all of its departments and teams. Once a structure was determined, new fields “Team ID”, “Parent Team” and “Role” were created/added to the PIPS system to store each employee’s team and whether they has a role within the Workbrain application (e.g. “manager” for supervisors).

The current structure will have up to 11 levels, starting with the CSM ROOT node (level 00). Team names will be based on the format **NNNNN-NN-NN** where the first 5 characters, NNNNN-NN-NN, will represent the department. The next 2 digits will represent the level in terms of team hierarchy. The top level will be represented by 00, the next level down will be displayed as 01, the following 02, and so on. This numbering convention will allow up to a maximum of 99 levels down in this hierarchy. The last 2 digits will represent the team number on this specific level. There will be a maximum of 99 teams on any given level. The first team will always be represented by 01 for each level.



The Workbrain application will build and maintain this tree structure via the Team screen table (**Maintenance -> Security -> Team Security -> Team**) which will store team objects (records), each associated with a “Parent Team”. This relationship will define the tree structure within Workbrain. This information is coming into the application via the team and user hierarchy imports.



## 7.0 Interfaces

The following is a preliminary data flow of the interfaces and data files that will flow into the Workbrain application and which interfaces/data will flow out of the application and into CSM’s PIPS system at the close of payroll.

In order to automate these imports, CSM will need to program their interfaces to generate the CSV files and save them on the Workbrain App server on a predefined directory folder. After process, the file will be moved to it’s own “OLD” subfolder. The following is a list of all imports and where the WB application will assume the files to be prior to each import.

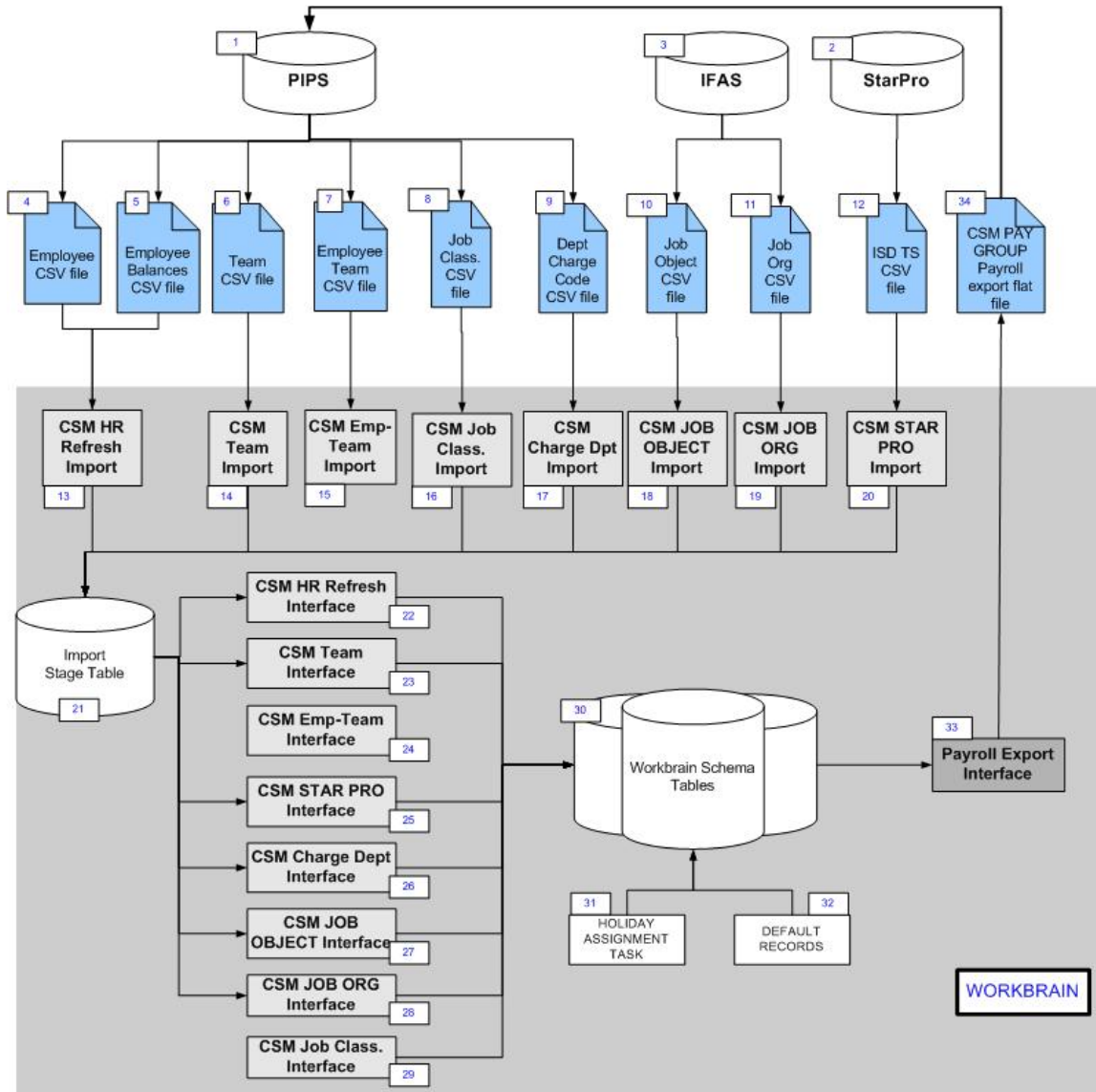
	Import	App Server folder to store CSV file	App Server folder to store old files already processed by the application
1	CSM HR Refresh Import	C:\Interfaces\In\HRRefresh	C:\Interfaces\In\HRRefresh\OLD
2	CSM Employee Team Import	C:\Interfaces\In\Team	C:\Interfaces\In\Team\OLD
3	CSM Team Import	C:\Interfaces\In\Team	C:\Interfaces\In\Team\OLD
4	CSM Job Classification Import	C:\Interfaces\In\JobClass	C:\Interfaces\In\JobClass\OLD
5	CSM Job Org Import	C:\Interfaces\In\JobOrg	C:\Interfaces\In\JobOrg\OLD
6	CSM STAR PRO Import	C:\Interfaces\In\StarPro	C:\Interfaces\In\StarPro\OLD
7	CSM Charge Dept Import	C:\Interfaces\In\ChargeDepartment	C:\Interfaces\In\ChargeDepartment \OLD

	Import	App Server folder to store CSV file	App Server folder to store old files already processed by the application
8	CSM JOB OBJECT Import	C:\Interfaces\In\JobObject	C:\Interfaces\In\JobObject \OLD
9	CSM Payroll Export	C:\ Interfaces\Out\PayrollExport	n/a

\*\* During Build and Test, the interfaces should be sending files to mirror directory in “InterfacesTest” parent.

This Time & Attendance functionality that will encompass the CSM’s solution for phase 1.

#### Interface & Dataflow Process



\* Flat data files are designated as the blue earmarked objects.

Elements	Type	Frequency	Description	
<b>CSM Data Systems</b>				
1	PIPS	System	--	Human Resource information system which will be the system of record. PIPS is also the payroll system for CSM and will receive/process the Payroll Export field generated by Workbrain for each period.
2	StarPro	System(s)	--	ISD database that will import/populate timesheet data into Workbrain.
3	IFAS	System	--	Information system which will import/populate the WB tables for Job Object, and Job Organization codes.
<b>CSV import data files generated for the Workbrain application</b>				

	<b>Elements</b>	<b>Type</b>	<b>Frequency</b>	<b>Description</b>
4	<b>Employee Data</b>	CSV File	Daily	Daily employee updates will be sent from PIPS to Workbrain in the form a csv flat file. (Excludes balance data)
5	<b>Employee Balances</b>	CSV File	Bi-weekly	Biweekly employee balance updates will be sent from PIPS to Workbrain in the form of a csv flat file.
6	<b>Team data</b>	CSV File	Daily	Daily Team Hierarchy updates will be sent from PIPS to Workbrain in the form of a csv flat file. New fields were added to the PIPS system to house this team association.
7	<b>Employee Team data</b>	CSV File	Daily	Daily User Hierarchy updates will be sent from PIPS to Workbrain in the form of a csv flat file. New fields were added to the PIPS system to house this team association.  CSV file will assign employees and respective roles to teams .
8	<b>Job Classification</b>	CSV File	Daily	Daily Job Organization codes imported from PIPS and refreshed in Workbrain.
9	<b>Dept Charge Code</b>	CSV File	Daily	Daily department charge codes imported from PIPS and refreshed in Workbrain.
10	<b>Job Object</b>	CSV File	Daily	Daily Job Object codes imported from IFAS and refreshed in Workbrain.
11	<b>Job Org</b>	CSV File	Daily	Daily Job Organization codes imported from IFAS and refreshed in Workbrain.
12	<b>ISD timesheet</b>	CSV File	Weekly (Monday)	Weekly timesheet import data for ISD employees.
<b>Workbrain Interface – IMPORT tasks</b>				
These tasks will process the CSV import files into Workbrain's stage table.				
13	<b>CSM HR Refresh Import</b>	WB IMPORT Schedule task	Daily	WB Interface task that imports data into the application's staging table.
14	<b>CSM Team Import</b>	WB IMPORT Schedule task	Daily	WB Interface task that imports data into the application's staging table.
15	<b>CSM Employee Team Import</b>	WB IMPORT Schedule task	Daily	WB Interface task that imports data into the application's staging table.
16	<b>CSM Job Classification Import</b>	WB IMPORT Schedule task	Daily	WB Interface task that imports data into the application's staging table.
17	<b>CSM STAR PRO Import</b>	WB IMPORT Schedule task	Weekly (Monday)	WB Interface task that imports data into the application's staging table.

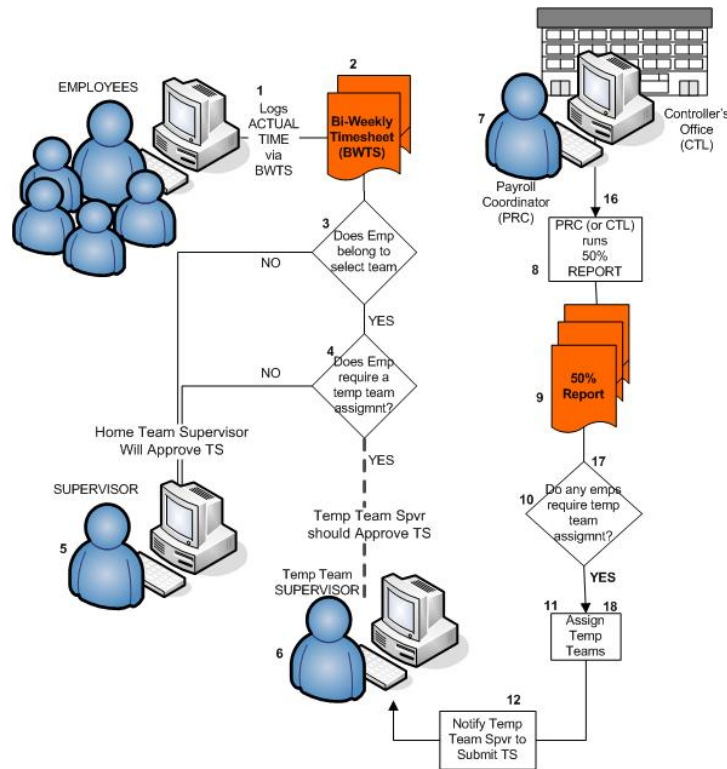
	Elements	Type	Frequency	Description
18	<b>CSM Charge Dept Import</b>	WB IMPORT Schedule task	Daily	WB Interface task that imports data into the application's staging table.
19	<b>CSM JOB OBJECT Import</b>	WB IMPORT Schedule task	Daily	WB Interface task that imports data into the application's staging table.
20	<b>CSM JOB ORG Import</b>	WB IMPORT Schedule task	Daily	WB Interface task that imports data into the application's staging table.
21	<b>Stage Table</b>	Application	--	WB Application
<b>Workbrain Interface – INTERFACE tasks</b>				
These tasks will process records in the stage table, interpret their data, and insert the records in the appropriate set of application tables.				
22	<b>CSM HR Refresh Interface</b>	WB INTERFACE Schedule task	Daily	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
23	<b>CSM Team Interface</b>	WB INTERFACE Schedule task	Daily	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
24	<b>CSM Employee Team Interface</b>	WB INTERFACE Schedule task	Daily	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
25	<b>CSM STAR PRO Interface</b>	WB INTERFACE Schedule task	Weekly (Monday)	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
26	<b>CSM Charge Dept Interface</b>	WB INTERFACE Schedule task	Daily	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
27	<b>CSM JOB OBJECT Interface</b>	WB INTERFACE Schedule task	Daily	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
28	<b>CSM JOB ORG Interface</b>	WB INTERFACE Schedule task	Daily	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
29	<b>CSM Job Classification Interface</b>	WB INTERFACE Schedule task	Daily	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
30	<b>WORKBRAIN SCHEMA TABLES</b>	Application	--	WB application
	<b>Holiday Assignments</b>	WB Schedule task  NOT INTERFACE	Daily	Task to create holiday overrides on the timesheets for new hires. Task should run after the HR refresh.

	Elements	Type	Frequency	Description
	<b>Default Records</b>	WB Schedule task  NOT INTERFACE	Daily	Task to create default records on the timesheets for all employees. Task should run after the HR refresh.
<b>Workbrain Interface – EXPORT tasks</b>				
This task will process the current timesheet data and generate a payroll file for CSM's PIPS system.				
33	<b>Payroll Export Interface</b>	WB EXPORT Schedule task	On Demand	WB interface that references and exports payroll data at the end of each pay period.
34	<b>CSM PAY GROUP export flat file</b>	CSV file	--	The flat file generated with payroll data. File will be imported into PIPS for pay distribution and Entitlement balance updates.

### 8.0 Timesheet Visibility and Supervisor Approval Process Flow

An employee timesheet's visibility by a supervisor is driven by the employee's team assignment and whether or not the supervisor is defined with a manager to that team and therefore has access to the team's timesheets. Similarly, the visibility for a PRC to view/edit an employee's timesheets depends on whether or not the employee's team exists as a sub-team to the PRC's department team.

In any given pay period some employees will need a temporary team assignment to enable a different supervisor to approve their timesheet. This will occur when the employee logs more than 50% of their work hours to a team/department other than their "Home" team, and the employee belongs to a team designated to require temporary assignments based on time entry. The following is a process flow how these employees will be identified and given temporary assignments.





	STEPS	TYPE/WHO	DESCRIPTION
<b>EMPLOYEE &amp; SUPERVISOR Process Flow</b>			
The following steps are specific to employees and their interaction with the Workbrain application.			
1	<b>Employee logs Actual time using the Bi-weekly Timesheet</b>	Procedure/ Employee	Employee logs into the Workbrain application throughout a 2-week period. Employee will use the following fields to associate time to a job or charge department. <ul style="list-style-type: none"> <li>▪ Department Charge Code</li> <li>▪ Work-related/Non-work related</li> <li>▪ Job Object</li> <li>▪ Job Organization</li> <li>▪ Job Classification</li> </ul>
2	<b>Bi-weekly Timesheet</b>	WB Screen	Custom time recording screen where employees will log time. Screen and data are accessible to Supervisors, PRCs, and the Controller's Office.
3	<b>Does Emp belong to a select team</b>	--	Criterion #1: Only employees belonging to select teams requirement team re-assignments based on work hours.
4	<b>Does Employee require a temp team assignment based on hours logged?</b>	--	Criterion #2: Are more than 50% of the employee's hours spent on a team/department other than their home team?
5	<b>Home team Supervisor will approve timesheet</b>	Procedure/ Automated	If either criterion is false, employee's home team will not be temporarily changed and their "Home team" supervisor will have access to view/edit their timesheet.
6	<b>Temp team Supervisor will approve timesheet</b>	Procedure/ Automated	If both criteria are true, employee's home team will be temporarily changed and their "temp team" supervisor will have access to view/edit their timesheet.
<b>PAYROLL COORDINATOR (PRC) &amp; Controller's Office (CTL) Process Flow</b>			
The following steps are specific to PRCs and their interaction with the Workbrain application to reassign employees to temp teams and notify temp supervisors.			
7	<b>PRC monitors Department timesheets</b>	Procedure/ PRC	PRCs have access to employee timesheets; dashboard and adhoc reports to monitor data entry and ensure all timesheets are submitted on time. They also monitor the 50% report to see if employees will require a temp team assignment.
8	<b>PRC (or CTL) runs the 50% Report</b>	Procedure/ PRC	PRC generates the 50% report to see which employees, if any, will require temporary team assignments.
10	<b>Do any employees require temporary team assignments?</b>	--	--
11	<b>Assign temporary teams</b>	Procedure/ PRC	Using the Maintenance->Employees->Employee screen, the PRC (or CRL) will assign a temp team for the employee for the duration of the pay period.

	STEPS	TYPE/WHO	DESCRIPTION
12	<b>Notify all supervisors listed to approve their timesheets</b>	Procedure/ PRC	PRC will notify temp supervisors that an additional employee timesheet is visible to them and requires their approval.

## 9.0 Holidays

CSM will need to update the Public Holiday list in order to enable the Holiday assignment task to reference it and flag timesheet days as “holidays”, if applicable. Currently, the holiday assignment will run daily to create these flags on any new hire or current employee still pending the setup in their timesheet.

CSM’s Controller Office will maintain the Holidays within Workbrain based on county policies. You can create a new holiday via the **Maintenance > Public Holidays > Holiday** screen.

Maintenance > Public Holidays > Holiday

**Holiday**  
[Create New Entry](#)

Find	Holiday Name	Description	Default Date	Use Calendar	Labour Metric Security
Clear	<input type="text"/>	<input type="text"/>	<input type="text"/>	None	<input type="text"/>
<a href="#">Edit</a>	2006 NEW YEAR'S DAY	2006 New Year's Day	01/02/2006	<input type="checkbox"/>	STANDARD DATA
<a href="#">Edit</a>	2006 MARTIN LUTHER KING, JR'S BIRTHDAY	2006 Martin Luther King, Jr's Birthday	01/16/2006	<input type="checkbox"/>	STANDARD DATA
<a href="#">Edit</a>	2006 LINCOLN'S BIRTHDAY	2006 Lincoln's Birthday (floating)	02/12/2006	<input type="checkbox"/>	STANDARD DATA
<a href="#">Edit</a>	2006 WASHINGTON'S BIRTHDAY	2006 Washington's Birthday	02/20/2006	<input type="checkbox"/>	STANDARD DATA
<a href="#">Edit</a>	2006 MEMORIAL DAY	2006 Memorial Day	05/29/2006	<input type="checkbox"/>	STANDARD DATA
<a href="#">Edit</a>	2006 INDEPENDENCE DAY	2006 Independence Day	07/04/2006	<input type="checkbox"/>	STANDARD DATA

Click on the “**Create New Entry**” link and enter all related attributes.

Maintenance > Public Holidays > Holiday > Details

**Holiday Detail**  
[Create New Entry](#)

Del	Holiday Name *	Description	Default Date *	Use Calendar	Labour Metric Security *
<input type="checkbox"/>	2007 NEW YEAR'S DAY	2007 New Year's Day	01/01/2007	<input type="checkbox"/>	STANDARD DATA

[Return to form listing](#)

Holidays will be created in Workbrain by the CSM Controller’s Office for the entire year, at the start of every fiscal year (July 1<sup>st</sup>). Therefore, on July 1, 2007, the Controller’s office will create and setup all holidays for the calendar year 2008.

## 10.0 Timesheet Functions: 24hr Rule and 50% Report Logic

An employee timesheet has two custom features that run only on certain time codes and control either a 24-hour cap or eligibility to appear on the 50% report and get a temporary team assignment. Eligibility of a code for either feature is defined on the time code parameter field and/or a pay rule parameter field.

Time codes considered for both features are from the same set. These codes include:

001	045	056	070	641
006	048	057	073	648
025	051	058	075	652
035	052	059	076	664
041	053	064	079	690
043	054	066	090	
044	055	069	635	

### 24-hour Rule

A custom feature was created to throw an error when an employee logs more than 24 hours of work for any given day. However, CSM list of earning codes include work code as well as non-work codes. WB needs this custom logic to distinguish between the two types and only throw an error when work codes exceed 24 hours on a given day.

Setup for this rule involves the “[Excluded from 24hr Rule](#)” parameter under the **Maintenance > Payroll Settings > Time Code** screen. If the time code should be excluded from the 24-hour rule (e.g. non-work code), this checkbox should be flagged. Otherwise, leave this field unchecked.

### 50% Report Logic

A custom feature was created to identify eligible timesheets that should appear on the 50% report for temporary team assignments. Employee eligibility is defined by their Employee profile and team setup. However, a secondary eligibility depends on the hours logged on the timesheet. If more than 50% of an employee’s time is charged to a non-home department, the timesheet should be listed on the report. Eligible time codes for this comparison are setup in two steps.

Setup for this eligibility involves the “[50rpt\\_eligible\\_Code](#)” parameter under the **Maintenance > Payroll Settings > Time Code** screen. If the time code should be considered, this checkbox should be flagged. Otherwise, leave this field unchecked.

Maintenance > Payroll Settings > Time Codes > Details

**Time Codes Detail**

- [Create New Entry](#)
- [Return to form listing](#)

[Time Code Balance](#)   [Time Code Data](#)   [Time Code Reader Groups](#)

Del	<input type="checkbox"/>
Time Code *	066
Description	Overtime Hours Worke
Default Duration	
Create on Days	All Days
Create on Scheduled Days	<input type="checkbox"/>
Color *	Blue
Hour Type *	OT1
Unauthorize	<input checked="" type="checkbox"/>
50rpt_Eligible_Code	<input checked="" type="checkbox"/>
Controller's Office Only	<input type="checkbox"/>
Payroll Coordinator Only	<input type="checkbox"/>
Extra Help Indicator Required?	<input checked="" type="checkbox"/>
Holiday Earning Type?	<input type="checkbox"/>
Excluded from 24hr Rule	<input type="checkbox"/>

If code is eligible for the 50% report, the "50rpt\_Eligible\_Code" flag should be checked.

If code should be excluded from the 24hr rule, the "Excluded from 24hr Rule" flag should be checked.

As a secondary step for the 50%report time code setup, CSM will also need to declare this new time code in the pay rule called "50% Calculation Rule" under the Calculation Group "TEST\_BWTS\_VALIDATION". CSM can access the calculation group and its pay rule via the **Toolkit->Quick Rule Editor** screen. The parameter for this declaration is called "Time Codes". Append the new time code to the existing list of codes – a comma separates each code.

**50% Calculation Rule**

Rule Description: 50% Calculation Rule

Condition Sets

▶ Calc ▲▼ Edit Del

50% Calculation Condition Parameter	Value	Del
Pay Period in Days	14	<input type="checkbox"/>
Parameter	Value	
Time Codes	001,006,025,035,041,0	
Pay Period in Days	14	

New Condition Set Apply Cancel

The 50% Report, located on the Table of Content (TOC) considers time codes with the above setup in combination with Employees designated as eligible to use the report for temporary team assignments.

Employee eligibility is defined by the Employee’s home’ team assignment and whether or not the Team has been designated as being eligible to use the 50% Report. CSM can assign eligibility to a new team by checking off the “50% Eligibility?” field **on the Team profile (Maintenance > Security > Team Security > Team)**.

Maintenance > Security > Team Security > Team

Team

[Create New Entry](#)

Find	Team	Description	Team Type	Team Parent	Related Charge Dept	50% Eligibility?	Hours of Operation Set
<a href="#">Edit</a>	SHF00-05-16	SHERIFF'S OFFICE	TEAM	SHF00-04-25	30521~31581~31598	<input checked="" type="checkbox"/>	
<a href="#">Edit</a>	SHF00-05-15	SHERIFF'S OFFICE	TEAM	SHF00-04-05	31021~31024	<input checked="" type="checkbox"/>	
<a href="#">Edit</a>	SHF00-05-14	SHERIFF'S OFFICE	TEAM	SHF00-04-04	31021	<input checked="" type="checkbox"/>	
<a href="#">Edit</a>	SHF00-05-13	SHERIFF'S OFFICE	TEAM	SHF00-04-09	31581~31591~31593~31594	<input checked="" type="checkbox"/>	
<a href="#">Edit</a>	SHF00-05-12	SHERIFF'S OFFICE	TEAM	SHF00-04-15	30123~30126	<input checked="" type="checkbox"/>	
<a href="#">Edit</a>	SHF00-05-11	SHERIFF'S OFFICE	TEAM	SHF00-04-08	31531~31551	<input checked="" type="checkbox"/>	
<a href="#">Edit</a>	SHF00-05-10	SHERIFF'S OFFICE	TEAM	SHF00-04-08	31531~31551	<input checked="" type="checkbox"/>	
<a href="#">Edit</a>	SHF00-05-09	SHERIFF'S OFFICE	TEAM	SHF00-04-08	31551	<input checked="" type="checkbox"/>	
<a href="#">Edit</a>	SHF00-05-08	SHERIFF'S OFFICE	TEAM	SHF00-04-08	31021~31531~31551	<input checked="" type="checkbox"/>	

## 11.0 Alerts

Alerts are custom email messages that execute a given SELECT statement the Workbrain database and sends the output to a predefined set of users, based on role, team, or EMP\_NAME. These alerts require their own job task in the “Job Scheduler” to enable them to run on a scheduled frequency.

The Alert definitions reside under the **Maintenance > Messaging > Workbrain Alert Definitions** screen. The SQL statement is stored in the “**Source SQL**” field. CSM can define the recipients using one of the fields “**Recipient Usernames**”, “**Recipient Team Names**”, “**Recipient Role Names**”, or “**Recipient Self**”. Additionally, CSM can define the email attributes like “Subject” and “Header” (opening text on the body of the email message prior to DB output) using fields like “**Subject**” and “**Header**”.

Maintenance > Messaging > Workbrain Alert Definitions > Details

**Workbrain Alert Definitions Detail**

[Create New Entry](#)  
[Return to form listing](#)

Del	<input type="checkbox"/>
Alert Name *	TIMESHEET ERRORS - SPVRS
Description	Employee timesheets with errors for current pay period. List is g
Start Time	<input type="text"/>
End Time	<input type="text"/>
Recipient User Names	<input type="text"/>
Recipient Team Names	<input type="text"/>
Recipient Role Names	SUPERVISOR
Recipient Self	<input type="checkbox"/>
Recipient Check Scheduled	<input type="checkbox"/>
Source Type *	Query
Source Sql	<pre>w.WRKS_WORK_DATE, w.WRKS_ERROR FROM employee e, work_summary w, EMPLOYEE_TEAM t, WORKBRAIN_TEAM wt, PAY_GROUP p WHERE w.emp_id = e.emp_id AND t.EMP_ID=e.emp_id AND t.WBT_ID=wt.WBT_ID AND e.PAYGRP_ID=p.PAYGRP_ID AND w.WRKS_ERROR IS NOT NULL AND w.WRKS_WORK_DATE BETWEEN p.PAYGRP_START_DATE AND p.PAYGRP_END_DATE AND (wt.WBT_NAME LIKE 'BOS%' OR wt.WBT_NAME LIKE 'HRD%' OR wt.WBT_NAME LIKE 'CTL%' OR wt.WBT_NAME LIKE 'ISD%') ORDER BY wt.WBT_NAME, e.emp_lastname)</pre>
Source Class	<input type="text"/>
Message Subject	Employee Timesheets with ERRORS (for Supervisors of Teams)
Message Header	The following are employee timesheets that have errors for the c
Message Footer	<input type="text"/>
Message Send If Blank	<input type="checkbox"/>
Message Content Type	HTML

Defines recipients of the alert.

Defines email attributes/ format of the alert.

The following alerts were created for Phase 1 and rolled out.

	STEPS	TYPE/WHO	DESCRIPTION
1	<b>Unsubmitted timesheets (SPVRS)</b>	MONDAY 9:00 AM	Supervisor will receive an alert via their Mailbox for all unsubmitted timesheets. They will use this list to proactively contact employees and ensure all timesheets are submitted on time.  Alert name: "UNSUBMITTED TIMESHEETS – SPVRS"  Task name: "Alert: Unsubmitted Timesheets – SPVRS"
2	<b>Errors on timesheets (SPVRS)</b>	MONDAY 12:01 PM	Supervisor will receive an alert via their Mailbox for all timesheets with errors. They will use this list to clean up pending timesheets prior to Supervisor authorization deadline.  Alert name: "TIMESHEET ERRORS - SPVRS"  Task name: "Alert - Timesheet Errors – SPVRS"
3	<b>Unsubmitted timesheets (PRC)</b>	MONDAY 9:00 AM	PRC will receive an alert for all unsubmitted timesheets. They will use this list to proactively contact supervisors and ensure all timesheets are submitted on time  Alert name: "UNSUBMITTED TIMESHEETS - PRC"  Task name: "Alert: Unsubmitted Timesheets – PRC"
4	<b>Unapproved timesheets by SUP (PRC)</b>	MONDAY 4:00 PM	PRC will receive an alert for all timesheets unapproved by Supervisors. They will use this list to proactively contact Supervisors to approve their timesheets prior to SUP AUTH deadline.  Alert name: "UNAUTH TIMESHEETS BY SPVRS - PRC"  Task name: "Alert: Unauthorized TS by Spvrs – PRC"
5	<b>Errors on timesheets (PRC)</b>	TUESDAY 9:01 AM	PRC will receive an alert via their Mailbox for all timesheets with errors. They will use this list to clean up pending timesheets prior to PRC authorization.  Alert name: "TIMESHEET ERRORS - PRC"  Task name: "Alert - Timesheet Errors – PRCS"
6	<b>Unsubmitted timesheets (CTL)</b>	MONDAY 12:01 PM	CTL will receive an alert via their Mailbox- for all unsubmitted timesheets. They will use this list to gather a delinquency list following the employee submission deadline.  Alert name: "UNSUBMITTED TIMESHEETS - CTL"  Task name: "Alert: Unsubmitted Timesheets – CTL"
7	<b>Unapproved timesheets by SUP (CTL)</b>	TUESDAY 9:01 AM	CTL will receive an alert for all unapproved timesheets by Supervisors. They will use this list to gather a delinquency list following the supervisor approval deadline.  Alert name: "UNAUTH TIMESHEETS BY SPVRS - CTL"  Task name: "Alert: Unauthorized TS by Spvrs – CTL"

	STEPS	TYPE/WHO	DESCRIPTION
8	<b>Unapproved timesheets by PRC (CTL)</b>	TUESDAY 1:00 PM and On-demand	CTL will receive an alert via their Mailbox for all unapproved timesheets by PRCs. They will use this list to proactively contact PRCs and gather a delinquency list following the PRC approval deadline.  Alert name: "UNAUTH TIMESHEETS BY PRCS - CTL"  Task name: "Alert: Unauthorized TS by PRC – CTL"
9	<b>Errors on timesheets (CTL)</b>	On-demand	CTL will receive an alert via their Mailbox (on-demand) for all timesheets with errors. They will use this list to proactively contact PRCs and/or manually clean up pending timesheets.  Alert name: "TIMESHEET ERRORS - CTL"  Task name: "Alert - Timesheet Errors – CTL"
10	<b>Timesheet Edits</b>	Every 5 minutes	If an employee's timesheet is edited by someone other than him/ her, an alert message will generate to inform them of the edit.  Alert name: "TIME SHEET CHANGE ALERT"  Task name: "Alert - TS Edits"

## 12.0 Reports

The following are a list of reports that employees, Supervisors, PRCs, and the Controller's Office will have at their disposal for processing payroll and management employee time records. Reports consist of either Dashboard, On-demand, and/or legacy reports.

Dashboard reports can only be run through the Employee, Team, or Payroll Dashboards (i.e., they are not included in My Reports or Scheduled Reports).

	Reports	Description	Security Group(s)
1	<b>Employee Dashboard</b>	Employee Dashboard reporting accessible to all Supervisors, PRCs and Controller's Office.	Supervisor PRC CTL

Legacy Reports, found under **My Reports** are "old" Workbrain reports used in previous releases.

	Reports	Description	Security Group(s)
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	Reports	Description	Security Group(s)
1	<b>Time code by Team Report</b>	CORE report for employee work details based on time code breakdown and displayed by Team.	Supervisors, PRC, CTL
2	<b>Detailed Time code by Employee Report</b>	CORE report for employee work details based on time code breakdown.	Supervisors, PRC, CTL
3	<b>Exception Report</b>		Supervisor PRC CTL
4	<b>TIMESHEET AUDIT REPORT</b>	Common Solution report that tracks all edits to an employee's timesheet.	PRC CTL
5	<b>Time Code by Employee Report</b>	CORE report that displays timesheet data by time code.	Supervisor PRC CTL
6	<b>Work Summary Report</b>	CORE report that that displays an employee's summary.	Supervisor PRC CTL

On Demand reports are pre-defined reports that authorized users can query and view within the same page. Workbrain offers the following two on demand reports:

	Reports	Description	Security Group(s)
1	<b>Employee Balance Report</b>	<p>CORE report for employee balances and activity in a given date range.</p> <p>The Exception Report displays employees who have incurred exception time codes (e.g., SICK, VAC, etc.) in the specified time period. The employee name, team name, work date, and the time code are shown on the report (whether the record is authorized or not), as well as a link (i.e., <b>Details</b>) to the employee's timesheet for that day. From the timesheet, you can view additional work details and/or authorize records. (Time codes can be defined as exceptions through the <i>Irregular Codes</i> field of the <i>Time Codes</i> screen under <i>Payroll Settings</i>. Refer to the Payroll Settings chapter for more information on setting up time codes).</p>	Employee Supervisor PRC CTL

Reports	Description	Security Group(s)
2 <b>Year at a Glance Report</b>	<p>CORE report that shows work and leave days at a year's glance or based a specified data range.</p> <p>There are three types of Year at a Glance reports:  <b>Absences</b>—Displays employee absence time codes (e.g., SICK, VAC, HOL, etc.) for the year.  <b>Overtime</b>—Displays employee overtime hour types for the year (e.g., OT1, OT2, etc.).  <b>Schedule</b>—Displays employee shifts for the year.  <i>Not used by CSM.</i></p> <p>The YAG reports are divided into two parts: the Year at a Glance View, and the Detail View. The Year at a Glance View displays the calendar for the year, with a Legend showing color-coded time codes (YAG-Absences report), hour types (YAG – Overtime), or shifts (YAG – Schedule). The Detail View displays each date that the time code, hour type, or shift occurred on and the total number of hours accrued for the item. The Detail View can be displayed by day, month, or year.</p> <p><b>Note</b>  Time codes, hour types, or shifts are flagged to be included in YAG reports (YAG – Absences, YAG – Overtime, and YAG – Schedule, respectively) when a system administrator configures Workbrain. These flags are set by selecting the <i>Include in YAG</i> field on the <i>Time Codes Detail</i>, <i>Hour Type Detail</i>, and <i>Shifts Detail</i> screens.</p>	Supervisor PRC CTL

Custom reports for CSM are listed below.

Reports	Description	Security Group(s)
1 <b>PRC Employee Timesheet for Approval</b>	<p>Report link to "Pay period Summary- PRC" that specifically queries all employee timesheets pending approval by PRC.</p> <p>Link name: "PRC EMP TIMESHEETS FOR APPROVAL"</p>	PRC CTL
2 <b>PRC Unsubmitted Employee timesheet</b>	<p>Report link to "Pay period Summary- PRC" that specifically queries all employee timesheets that have not been submitted by the employee, not approved by Supervisor or PRC.</p> <p>Link name: "PRC UNSUB EMP TIMESHEETS"</p>	PRC CTL
3 <b>All Supervisor Unapproved</b>	<p>Report link to "Pay period Summary- PRC" that specifically queries all timesheets that have not been approved by Supervisor or PRC.</p>	PRC CTL

Reports	Description	Security Group(s)
	Link name: "ALL SUPERVISOR UNAPPROVED"	
4	<b>Employee Timesheets for approval</b>  Report link to "Pay period Summary-Supervisor" that specifically queries all employee timesheets pending approval by Supervisor.  Link name: "EMP TIMESHEETS FOR APPROVAL"	Supervisor
5	<b>Unsubmitted employee timesheets</b>  Report link to "Pay period Summary-Supervisor" that specifically queries all employee timesheets that have not been submitted by the employee or approved by Supervisor.  Link name: "UNSUB EMP TIMESHEETS"	Supervisor
6	<b>Pay Period Summary – PRC</b>  "Pay period Summary" custom report specific to PRCs.  Link name: "Pay Period Summary (PRC)"	PRC CTL
7	<b>Pay Period Summary - Supervisor</b>  "Pay period Summary" custom report specific to Supervisors.  Link name: "Pay Period Summary(SUP)"	Supervisor PRC CTL
8	<b>50% Report</b>  Report queries all employees that require temporary team assignments based on hours logged.  Link name: "Fifty Percent Report"	PRC CTL

**Note: Reporting**

Reporting will play a critical role in CSM's Timesheet management and the Payroll Closeout processes. As of the pay period's end, every managerial group will monitor various reports in relation to the following deadlines:

*Employee Submission Deadline:*

Prior to deadline, supervisors will run reports such as *Unsubmitted employee timesheets* to identify employees with outstanding timesheets. PRCs and CTL may also participate in mitigating the amount of unsubmitted timesheets in the organization by running the report *PRC Unsubmitted Employee timesheet*. Upon this deadline, the Employee Lockout task will disable employee edit rights to the timesheet.

*Supervisor Authorization Deadline:*

Supervisors will run report *Employee Timesheets for approval*, make any corrections/ edits and approve all timesheets within their team. Prior to deadline, PRCs will run reports such as *All Supervisor Unapproved* to monitor supervisors that still have pending approval. PRCs will also run the *50% report*, assign temporary teams, and notify supervisors of any pending timesheets

prior to this deadline. Upon this deadline, the Supervisor Lockout task will run disabling supervisors' edit rights to their timesheets.

**PRC Authorization Deadline:**

Prior to deadline, PRCs will run reports such as *PRC Unsubmitted Employee timesheet* and *All Supervisor Unapproved* to identify delinquencies. PRCs will also run the report *PRC Employee Timesheet for Approval*, make any corrections/edits and authorize their timesheets. Upon this deadline, the PRC Lockout task will run disabling PRC edit rights to timesheets.

Controller's office has access all PRC reports and will run them at any given time to monitor the progress of submission and authorization leading up to the close of Payroll. CTL will inform involved parties (Employees, Supervisors, PRCs) of any delinquency that may delay the closeout process. After the *PRC Authorization Deadline*, delinquencies for unsubmitted/ unauthorized timesheet may be reported to PRCs and Departmental management.

The ultimate goal is for all parties to finish their responsibilities on time.

## Report Selection Parameters

The following table describes the available report selection parameters (that you select when running a report). These vary depending on the report you are running. Refer to individual report descriptions to see details of each report and a list of the report's selection parameters.

<b>Authorization</b>	Select the type of records you want to view (Authorized, Unauthorized, or All Records).
<b>Balance Type</b>	Select the balance type you want to view (e.g., Sick, Personal Days, Vacation). Balance Report only.
<b>Calculation Group</b>	Select the calculation group(s) to include in the report.
<b>Date Selection</b>	Select the period of time for the report.
<b>Department</b>	Select the department(s) to include in the report.
<b>Direction</b>	Select the direction in which you want to sort the records (Ascending or Descending).
<b>Docket</b>	Select the dockets to include in the report.
<b>Employee</b>	Select the employee(s) to include in the report.
<b>Employee ID</b>	Select the employee ID(s) to include in the report.
<b>End Date</b>	If you selected Manual Date Range from the <i>Date Selection</i> field; select the end date for the period you want to view.
<b>Group By</b>	Select how you want the report results to be grouped (e.g., by User, Date, IP Address, Shift Pattern, Team, etc.). The Group By options that are displayed from the drop-down list is specific to the report.
<b>Include Sub Teams</b>	Select the check box to include the sub teams for the team(s) you selected.
<b>Job</b>	Select the job(s) to include in the report. These are "activities," not Job Scheduler jobs.
<b>Job ID</b>	Select the job(s) you want to include in the report. These are Job Scheduler jobs, not "activities." Click All to include all jobs in the report. (Job Scheduler Report only)
<b>Offer Name</b>	Select the OTE offer name(s) to include in the report.
<b>Only Unauthorized</b>	Select to include only unauthorized records. Exception Report only.
<b>Order By</b>	Select the category by which you want the report results sorted (e.g., User, Date/Time, IP Address, First Name, Last Name). The Order By options that are displayed in the drop-down list are specific to the report.
<b>OTE Group</b>	Select the Overtime Equalization (OTE) group to include in the report.
<b>Pay Group</b>	Select the pay group(s) to include in the report.
<b>Project</b>	Select the project(s) to include in the report.
<b>Report Type</b>	Select the type of Year At a Glance (YAG) report you want to view (i.e., Absences, Overtime, or Schedule). (YAG Reports only)
<b>Response</b>	Select the employee overtime offer response(s) to include in the report (i.e., All, Accepted, Refuse, Not Available).

**Second Group By  
Send Notification**

Select the second category by which to group the report results.  
Select this check box if you want to send email notifications of employee exceptions to the employees' supervisors.

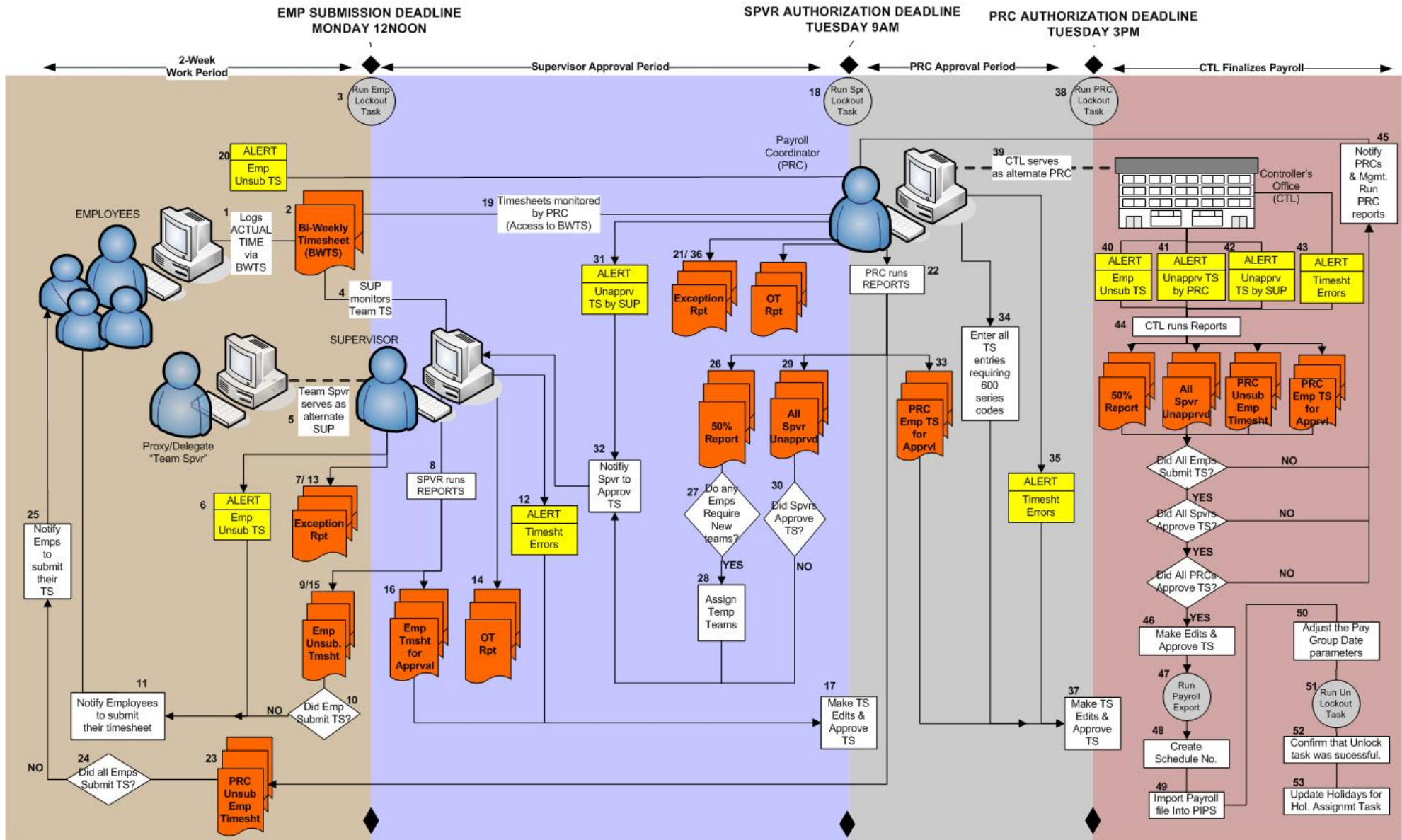
**Shift Pattern**

Select the shift pattern(s) to include in the report.

**13.0 Time and Attendance & Payroll Closeout Workflows**

The following is the data flow of the Time and Attendance functionality that encompassed CSM's solution for phase 1.

**Time Entry and Approval Process**



	STEPS	TYPE/WHO	DESCRIPTION
<b>EMPLOYEE Process Flow</b>			
The following steps are specific to employees and their interaction with the Workbrain application during any given bi-weekly pay period, plus follow-up procedures for payroll closeout.			
1	<b>Employee logs Actual time using the Bi-weekly Timesheet</b>	Procedure/ Employee	Employee logs into the Workbrain application throughout a 2-week period. Employee has until MONDAY of the following week after each pay period to submit their time for approval and process.  DEADLINE: MONDAY 12 NOON
2	<b>Bi-weekly Timesheet</b>	WB Screen	Custom time recording screen where employees will log time. Screen and data are accessible to Supervisors, PRCs, and the Controller's Office.  ** Employees will receive alerts if their timesheet is edited by someone other than them, i.e. Supervisor, PRC, or CTL.
3	<b>Run job task "CSM Timesheet Lockout task – Employee"</b>	Procedure/ - Automated	WB scheduled task will run at 12 noon the following MONDAY after end of pay period. (Pay Period End, plus 2 days).  The task checks if the current time has passed the Employee Lockout date entered in the Payroll Group setting. If it has, it locks out all users of the security group Employees from their timesheet between the payroll group's start and end dates. This is done by moving the supervisor date to the end of the payroll group date.
<b>SUPERVISOR Process Flow</b>			
The following steps are specific to Supervisors and their interaction with the Workbrain application during any given bi-weekly pay period, plus follow-up procedures for payroll closeout.			
4	<b>Supervisor monitors team's timesheets</b>	Procedure/ Supervisor	Supervisors have access to employee timesheets and reports to monitor data entry and ensure all timesheets are submitted on time and accurate.
5	<b>In absence, alternate Supervisor assumes role of absent Supervisor</b>	Procedure/ Supervisor	In the event the Supervisor is absent due a planned event, the supervisor's chosen alternate will assume his/her role and responsibilities. CSM will use the Delegate/Proxy feature to assign these temporary roles.
6	<b>Supervisor receives ALERT for unsubmitted timesheets.</b>	Alert	On Monday morning, Supervisor will receive an alert via their mailbox for all unsubmitted timesheets. They will use this list to proactively contact employees and ensure all timesheets are submitted on time (Employee deadline: 12 NOON).  ALERT EXECUTED: MONDAY 9 AM
7	<b>Supervisor runs Exception Report</b>	Procedure/ Supervisor	On Monday morning, Supervisor will run the "Exception Report". They will use the report to proactively contact employees whose timesheets contain unallocated time (UAT).
8	<b>Supervisor runs Payroll Closeout Reports</b>	Procedure/ Supervisor	Supervisors will run the following reports to process payroll.  - <i>Unsubmitted Employee Timesheet</i> - <i>Employee Timesheet for Approval</i>

	STEPS	TYPE/WHO	DESCRIPTION
9	<b>UNSUB EMP TIMESHEETS</b>	Report	In addition to the Alert, a Supervisor will run this report to ascertain which employees within their team(s) have not submitted their timesheet. This report can run to determine if the Alert list as been reduced.
10	<b>Did Employees submit their timesheet?</b>	--	--
11	<b>Notify employees listed on report to submit their timesheets</b>	Procedure/ Supervisor	If there are employees with an unsubmitted timesheet, the Supervisor will notify all employees to submit their timesheets for payroll processing.
12	<b>Supervisor receives ALERT for Errors on timesheets.</b>	Alert	After the Employee deadline, Supervisor will receive an alert via their Mailbox for all timesheets with errors. They will use this list to clean up pending timesheets prior to Supervisor authorization deadline.  ALERT EXECUTED: MONDAY 12:01 PM
13	<b>Supervisor runs Exception Report (2<sup>nd</sup> time)</b>	Procedure/ Supervisor	Supervisor will run the "Exception Report" a second time. They will use the report to clean up timesheets that contain unallocated time.
14	<b>Supervisor runs overtime report</b>	Procedure/ Supervisor	Supervisor will run the "Time Code by Team Report" for all overtime earnings types to generate a list of timesheets that contain overtime hours. They will use this report to ensure that employees have turned in all required overtime slips.
15	<b>UNSUB EMP TIMESHEETS (2<sup>nd</sup> time)</b>	Report	Supervisor will run this report to ascertain which timesheets were not submitted before the employee deadline and require approval. Report provides an approval check box for Supervisors to authorize.
16	<b>EMP TIMESHEETS FOR APPROVAL</b>	Report	Supervisor will run this report to ascertain which employee timesheets still require approval. Report provides an approval check box for Supervisors to authorize.  ** Supervisors may need to do this step multiple times in the event an employee has been assigned a temporary team based on their work load for the pay period. PRCs will make the temporary assignment and notify Supervisor to review outstanding timesheets.
17	<b>Supervisor approves timesheets</b>	Procedure/ Supervisor	Supervisors have until TUESDAY morning of the following week after each pay period to approve all of their team's timesheets for process. Supervisors may perform timesheet edits as needed prior to approval.  DEADLINE: TUESDAY 9AM



	STEPS	TYPE/WHO	DESCRIPTION
18	<b>Run job task “CSM Timesheet Lockout task – Supervisor”</b>	Procedure/ Automated	<p>WB task executed at 9am the following TUESDAY after end of pay period. (Pay Period End, plus 3 days).</p> <p>The task checks if the current time has passed the Supervisor Lockout date entered in the Payroll Group setting. If it has, it locks out all users of the security group Supervisor from the timesheet between the payroll group’s start and end dates. This is done by removing the Lock Down Priv flag from the “Supervisor” security group located under the Maint-&gt;Security-&gt;Security Groups</p>
<p><b>PAYROLL COORDINATOR (PRC) Process Flow</b></p> <p>The following steps are specific to PRCs and their interaction with the Workbrain application during any given bi-weekly pay period, plus follow-up procedures for payroll closeout.</p>			
19	<b>PRC monitors Department timesheets</b>	Procedure/ Supervisor	<p>At any given time, PRCs have access to employee timesheets and various reports to monitor data entry and ensure all timesheets are submitted on time.</p> <p>Leading up to the EMPLOYEE SUBMISSION DEADLINE, PRCs may contact employees and/or their supervisor regarding unsubmitted timesheets. Similarly, PRCs may also contact supervisors regarding unapproved timesheets at any point in time leading up to their SUPERVISOR AUTHORIZATION DEADLINE. The ultimate goal is for all parties to finish their responsibilities on time and allow PRCs to review and grant PRC-authorization to all within their department.</p> <p>CSM will train/ instruct PRCs to run the 50% report immediately following the EMPLOYEE SUBMISSION DEADLINE to start the assigning of temporary teams and notifying supervisors of these additional timesheets pending their approval.</p>
20	<b>PRC receives ALERT for unsubmitted timesheets.</b>	Alert	<p>PRC will receive an alert via their Mailbox for all unsubmitted timesheets. They will use this list to proactively contact supervisors and ensure all timesheets are submitted on time (Employee deadline: 12 NOON).</p> <p>ALERT EXECUTED: MONDAY 9 AM</p>
21	<b>PRC runs Exception Report</b>	Procedure/ PRC	<p>On Monday morning, PRC will run the “Exception Report”. They will use the report to proactively contact supervisors to ensure that timesheets containing unallocated time (UAT) are corrected.</p>
22	<b>PRC runs Payroll Closeout Reports</b>	Procedure/ PRC	<p>PRCs will run the following reports to process payroll.</p> <ul style="list-style-type: none"> <li>- <i>Exception Report</i></li> <li>- <i>Time Code by Team Report for Overtime</i></li> <li>- <i>PRC Employee Timesheet for Approval</i></li> </ul>
23	<b>PRC UNSUB EMP TIMESHEETS</b>	Report	<p>In addition to the Alert, PRCs will run this report to ascertain which employees have unsubmitted timesheets for the period. This report can be run to determine if the Alert list as been reduced leading up to deadline.</p>
24	<b>Did all employees submit their timesheets?</b>	--	--

	STEPS	TYPE/WHO	DESCRIPTION
25	<b>Notify Supervisors listed on report to ensure that employees submit their timesheets</b>	Procedure/ PRC	PRC will notify listed supervisors that they have employees with timesheets that have not been submitted for the pay period. Step is performed prior to EMPLOYEE DEADLINE.
26	<b>50% Report</b>	Report	PRCs will run this report to ascertain which employees require a temporary team assignment based on their hours logged to which team/department.  PRC will be instructed/ trained to beginning running the 50% report as of the <b>EMPLOYEE SUBMISSION DEADLINE</b> . The PRCs have until the <b>SUPERVISOR AUTHORIZATION DEADLINE</b> to get all supervisors to approve all timesheets, include those from temporary team members.
27	<b>Do any employees require temporary team assignments?</b>	--	--
28	<b>Assign temporary teams</b>	Procedure/ PRC	Using the Employee screen or 50% Report, a PRC will enter a temporary team assignment for the duration of the pay period. This action will enable the temp supervisor to view and edit the employee's timesheet.
29	<b>All Supervisor Unapproved</b>	Report	In addition to the Alert, PRCs will run this report to ascertain which supervisors have outstanding timesheets pending authorization. This report can run to determine if the Alert list as been reduced leading up to deadline.
30	<b>Did all supervisors approve their team's timesheets</b>	--	--
31	<b>PRC receives ALERT for Unapproved timesheets.</b>	Alert	On Monday Afternoon, PRC will receive an alert via their Mailbox for all timesheets unapproved by Supervisors. They will use this list to proactively contact Supervisors to ensure that they approve their timesheets prior to SUP AUTH deadline.  ALERT EXECUTED: MONDAY4:00PM
32	<b>Notify all supervisors listed to approve their timesheets</b>	Procedure/ PRC	PRC will notify all supervisors of any timesheets that will require their authorization. These notification may include temporary team assignments tat supervisor may not know they are responsible for authorizing.
33	<b>PRC EMP TIMESHEETS FOR APPROVAL</b>	Report	PRCs will run this report to ascertain which employee timesheets still require approval by a PRC.

	STEPS	TYPE/WHO	DESCRIPTION
34	<b>Enter all TS entries requiring 600 series codes</b>	Procedure/ PRC	Once Employees and Supervisors have been lockout of the timesheets, PRCs (or CTL) can edit the timesheets and make any entries that involve 600 series Earning Codes.  CSM will need to enforce this practice procedurally. Employees/Supervisors cannot have edit access to the timesheet after a PRC/CTL has entered a 600s code entry. These individuals do NOT have rights to these earning codes so if they "submit" or save their timesheet, the 600s entry will recalculate and post a <b>UAT</b> instead of the earning code. This is unallocated time that will not be exported.
35	<b>PRC receives ALERT for Errors on timesheets.</b>	Alert	On Tuesday morning, PRC will receive an alert via their Mailbox for all timesheets with errors. They will use this list to correct timesheets prior to PRC authorization.  ALERT EXECUTED: TUESDAY 9:01 AM
36	<b>PRC runs Exception Report (2<sup>nd</sup> time)</b>	Procedure/ PRC	PRC will run the "Exception Report" a second time. They will use the report to correct timesheets that contain unallocated time.
37	<b>Make timesheet edits and approve timesheets</b>	Procedure/ PRC	The PRC makes the necessary changes to the timesheets and approves as the PRC.  DEADLINE: TUESDAY 3pm
38	<b>Run job task "CSM Timesheet Lockout task – PRC"</b>	Procedure/ Automated	WB scheduled task will run at 3pm the following TUESDAY after end of pay period. (Pay Period End, plus 3 days).  The task checks if the current time has passed the PRC Lockout date entered in the Payroll Group setting. If it has, it locks out all users of the security group PRC from the timesheet between the payroll group's start and end dates. This is done by removing the Lock Down Priv flag from the PRC security group located under the Maint->Security->Security Groups.
<b>CONTROLLER'S OFFICE Process Flow</b>			
The following steps are specific to CTL and their interaction with the Workbrain application during any given bi-weekly pay period, plus follow-up procedures for payroll closeout.			
39	<b>Controller's Office monitors timesheets.</b>		Controller's office has access all PRC reports and needs to verify that all timesheets have been properly approved prior to payroll export.  At any given time, the CTL may run PRC reports (listed below) to monitor the progress of submitting and authorizing leading up to the close of Payroll. CTL will inform involved PRCs of any delinquency that may delay the closeout process. The ultimately goal is for all parties to finish their responsibilities on time.  <ul style="list-style-type: none"> <li>- All Supervisors Unapproved</li> <li>- 50% Report</li> <li>- PRC Unsubmitted Employee Timesheet</li> <li>- PRC Employee Timesheet for Approval</li> </ul>

	STEPS	TYPE/WHO	DESCRIPTION
40	<b>CTL receives ALERT for unsubmitted timesheets.</b>	Alert	CTL will receive an alert via their Mailbox for all unsubmitted timesheets. They will use this list to gather a delinquency following the employee submission deadline.  ALERT EXECUTED: MONDAY 12:01 PM
41	<b>CTL receives ALERT for unapproved timesheets by Supervisor.</b>	Alert	CTL will receive an alert via their Mailbox for all unapproved timesheets by Supervisors. They will use this list to gather a delinquency list following the supervisor approval deadline.  ALERT EXECUTED: TUESDAY 9:01 AM
42	<b>CTL receives ALERT for unapproved timesheets by PRC.</b>	Alert	CTL will receive an alert via their Mailbox for all unapproved timesheets by PRCs. They will use this list to proactively contact PRCs and to gather a delinquency list following the PRC approval deadline.  ALERT EXECUTED: TUESDAY 1:00 PM
43	<b>CTL receives ALERT for Errors on timesheets.</b>	Alert	CTL will receive an alert via their Mailbox (on-demand) for all timesheets with errors. They will use this list to proactively contact PRCs and/or manually clean up timesheets prior to payroll closeout.  ALERT EXECUTED: On-demand
44	<b>CTL runs Payroll Reports</b>	Procedure/ Controller	Controller's Office may run the following reports to process and finalize payroll.  <ul style="list-style-type: none"> <li>- All Supervisors Unapproved</li> <li>- 50% Report</li> <li>- PRC Unsubmitted Employee Timesheet</li> <li>- PRC Employee Timesheet for Approval</li> <li>- Work Summary Report (for unauthorized records)</li> <li>- Exception Report (for unallocated time)</li> </ul>
45	<b>Notify PRCs and Departmental Management of delinquencies</b>	Procedure/ Controller	The Payroll Manager will provide PRCs and Departmental Management staff delinquency lists showing employees, supervisors, and PRCs who consistently miss their payroll deadline.
46	<b>Make timesheet edits and approve timesheets</b>	Procedure/ Controller	CTL makes any needed changes to the timesheets and, if necessary, approves as the PRC.
47	<b>Run Payroll Export</b>	Procedure/ Automated	Run the on-demand task to generate CSV file.
48	<b>Create Schedule Number</b>	Procedure/ Controller	CTL will generate a schedule number for the pay period.
49	<b>Import payroll file into PIPS</b>	Procedure/ Automated	Import file into PIPS for payroll processing and updates to the entitlement balances.

	STEPS	TYPE/WHO	DESCRIPTION
50	<b>Adjust the Pay Group Date parameters.</b>	Procedure/ CTL	<p>After the close of payroll, CSM will need to set the payroll group dates for the new pay period. Pay group parameter screen is located under Maintenance-&gt;Payroll Settings-&gt;Advanced Payroll settings-&gt;Payroll Export Task Fields to set:</p> <ul style="list-style-type: none"> <li>▪ Start Date</li> <li>▪ End Date</li> <li>▪ Adjust Date</li> <li>▪ Hands Off Date (Phase 1, this field will set to Adjust Date value)</li> <li>▪ Employee Lockout Date</li> <li>▪ Supervisor Lock Date</li> <li>▪ PRC Lockout Date</li> </ul>
51	<b>Run job task “CSM Timesheet UnLock Task”</b>	Procedure/ ISD (not automated)	<p>Run task after the close of payroll.</p> <p>The task restores Lock Down Privileges to Supervisors and PRCs.</p>
52	<b>Check privilege flags for Spvr and PRC</b>	Procedure/ CTL Procedure/ ISD	<p>CTL or ISD will need to verify that Supervisors and PRCs has lock down privileges. This is defined by the “Lock down Privileges” check box under the Maint-&gt;Security-&gt;Security Group screen. The “Unlock task” should check this field for both supervisors and PRCs.</p>
53	<b>Update Holidays in WB for Holiday Assignment task.</b>		<p>Once a year (July 1<sup>st</sup>), the Controller’s Office will update the WB Holiday list (Maint &gt; Public Holiday &gt; Holiday). List of Holidays is used by the Holiday Assignment task to create holiday flags to identify days marked as holidays on the timesheets for each employee.</p>

**Note:**  
 Currently, the payroll close out design requires approval by both Supervisor and PRC before the time records are considered “authorized” and ready for payroll export. If either of these approvals is missing, the timesheet records will not appear on the payroll export.

CR0032 is requesting a change in this logic. New logic will enable a PRC/CTL to have a 1-level final approval (PRC authorization flag). Under this new design, the records will be exported so long as there’s PRC authorization.

**14.0 Adjusting Pay Group Dates and Executing Lockout Tasks**

The following is a complete list of all procedures related to the lockout feature and date adjustment for pay group.

At any given time during the pay period, CSM will maintain the date setup for their pay group via the “Maintenance->Payroll Setting->Pay Group” screen. The following is a complete list of date fields that will require maintenance.

- a. **Start Date** – Pay period start date
- b. **End Date** – Pay period end date
- c. **Adjust Date** – Set this date to be ‘Pay Period Start’ minus 1.
- d. **Hands Off Date** – Set Date to ‘Pay Period Start’. This value will look all timesheets before this date (lockout excludes the “Hands off date”).
- e. **Payroll Supervisor Date** – Date should be ‘Pay Period Start’ minus 1.
- f. **Employee Lockout Date** – Custom additional field where you will need to enter the employee lock out date for the pay period you are attempting to “close”. The “Employee Lockout Task” will reference this value. The task will only execute if the current time has passed this date/time value. So for example, if the value equals 11/11/2006 11:00am, the task will not execute ‘successfully’ until you physically run the task AFTER 11/11/2006 11:00am. Current date is taken from the server date/time.
- g. **Supervisor Lock Date** – Custom additional field where you will need to enter the Supervisor lock out date for the pay period you are attempting to “close”. The “Supervisor Lockout Task” task will reference this value.
- h. **PRC Lockout Date** – Custom additional field where you will need to enter the PRC lock out date for the pay period you are attempting to “close”. The “PRC Lockout Task” task will reference this value.

For example, for Pay Period 01/28/07-02/10/2007, the following date values should be in place.

Maintenance > Payroll Settings > Payroll Group > Details

**Payroll Group Detail**

[Create New Entry](#)

[Return to form listing](#)

Del	<input type="checkbox"/>
Pay Group *	CSM PAY GROUP
Description	CSM PAY GROUP
Start Date *	01/28/2007
End Date *	02/10/2007
Pay Group Type *	WEEKLY
Payroll System *	CERIDIAN
Adjust Date	01/27/2007
Paygroup Supervisor Date	01/27/2007
Hands Off Date	01/28/2007
Start of Year / Day	01/01/2006
Day Start Time	
Employee Lockout Date (eg. 09/18/2006, 05:00 PM)	02/12/2007, 12:00 PM
Supervisor Lockout Date (eg. 09/19/2006, 09:00 AM)	02/13/2007, 09:00 AM
PRC Lockout Date (eg. 09/20/2006, 09:00 AM)	02/13/2007, 03:00 PM

**Payroll Close out & Lockout tasks.**

To officially lock out employees, CSM will run the “Employee Lockout Task”. This task will update the Pay group’s Supervisor Date to lock out employees. It checks if the current time has passed the Employee Lockout date entered in the Payroll Group setting. If it has, it locks out all users of the security group Employees from their timesheet between the payroll group’s start and end dates. This is done by moving the **Payroll Supervisor Date** value to the end of the payroll group date.

CSM will lockout Supervisors from the pay period by running the Supervisor Lockout Task. This task removes “lockout Privileges” from Supervisors in order to lock them out of timesheets. Supervisors will experience a “black period” until the payroll closes where they will not be able to edit the team’s timesheets.

Finally, CSM will lock out all PRCs from the pay period by running the PRC Lockout Task. This task removes “lockout Privileges” from PRCs in order to lock them out of timesheets. PRCs will experience a “black period” until the payroll closes where they will not be able to edit the team’s timesheets.

Once Payroll is closed, CSM will adjust the Pay group dates to reflect the new, and current pay period for all county employees. Go to Maintenance->Payroll Setting->Pay Group. Update the following fields:

- i. Start Date – Set new pay period start date
- j. End Date – Set new pay period end date
- k. Adjust Date – Set to ‘Pay Period Start’ minus 1.
- l. Hands Off Date – ‘Pay Period Start’ date
- m. Employee Lockout Date – Custom additional field where you will need to enter the employee lock out date for the pay period you are attempting to “close”.
- n. Supervisor Lock Date – Custom additional field where you will need to enter the Supervisor lock out date for the pay period you are attempting to “close”.
- o. PRC Lockout Date – Custom additional field where you will need to enter the PRC lock out date for the pay period you are attempting to “close”.

**\*\*Note:** The **Payroll Supervisor Date** is not adjusted since the “Employee Lockout Task” already adjusted the value to the new pay period so that it could lockout employees for the pay period being closed.

CSM will end the black out period and restore the lockdown privileges to Supervisors and PRCs by running the Unlock Timesheet Task. This task will execute to restore “lockout Privileges” to PRCs and Supervisors. Test this task by visiting the Maintenance->Security->Group Security screen and verify that security groups SUPERVISOR and PRC have the checkbox “lockdown privileges” is flagged.

## 15.0 Job Scheduler

The following is a complete list of all Workbrain tasks that will be delivered as part of this implementation. For each task, a frequency is listed.

	Scheduler Task	Frequency	Time (if applicable)	Description
1	HR Refresh Import	Daily	On-Demand	WB Interface task that imports data into the application's staging table.
2	Team Import	Daily	On-Demand	WB Interface task that imports data into the application's staging table.
3	Employee Team Import	Daily	On-Demand	WB Interface task that imports data into the application's staging table.
4	Job Classification Import	Daily	On-Demand	WB Interface task that imports data into the application's staging table.
5	STAR PRO Import	Weekly (Tuesday)	5:00 AM	WB Interface task that imports data into the application's staging table.
6	Charge Dept Import	Daily	On-Demand	WB Interface task that imports data into the application's staging table.
7	JOB OBJECT Import	Daily	On-Demand	WB Interface task that imports data into the application's staging table.
8	JOB ORG Import	Daily	On-Demand	WB Interface task that imports data into the application's staging table.
9	HR Refresh Interface	Daily	On-Demand	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
10	Team Interface	Daily	On-Demand	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
11	Employee Team Interface	Daily	On-Demand	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
12	STAR PRO Interface	Weekly (TUESDAY)	5:00 AM	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
13	Charge Dept Interface	Daily	On-Demand	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
14	JOB OBJECT Interface	Daily	On-Demand	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.



	Scheduler Task	Frequency	Time (if applicable)	Description
15	<b>JOB ORG Interface</b>	Daily	On-Demand	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
16	<b>Job Classification Interface</b>	Daily	On-Demand	WB interface task that interprets the imported data and inserts it into the WB app tables. This task is always executed after its "Import task" counterpart.
17	<b>Holiday Assignments</b>	Daily	7:00AM	WB task to create holiday overrides for all new employees.
18	<b>Default Records</b>	Daily	7:15AM	WB task that creates the default records of a timesheet for each employee.
19	<b>Timesheet Edits Alert</b>	Daily	Every 5 minutes	Alert that notifies employee of any timesheet edits that were made by a supervisor, PRC, or CTL.
20	<b>CSM Timesheet Lockout task – Employee</b>	Bi-weekly	Every 2 weeks (MONDAY) at 12 noon	Sets the lockout feature for Employees.
21	<b>CSM Timesheet Lockout task – Supervisor</b>	Bi-weekly	Every 2 weeks (TUESDAY) at 9am	Sets the lockout feature for Employees.
22	<b>CSM Timesheet Lockout task – PRC</b>	Bi-weekly	Every 2 weeks (TUESDAY) at 3pm	Sets the lockout feature for Employees.
23	<b>CSM Timesheet UnLock Task</b>	On demand	On-demand	Undo the lockout feature for Employees, Supervisor, and PRC.
24	<b>CSM Payroll Export</b>	On demand	On-demand	Generate the txt file with payroll data.
25	<b>Aggregate Task – daily Refresh</b>	Daily	5:00 AM	Aggregate task to execute the all daily imports sequentially. Task will include: CSM Job Classification Import CSM JOB OBJECT Import CSM JOB ORG Import CSM Charge Dept Import CSM Charge Dept Interface CSM JOB OBJECT Interface CSM JOB ORG Interface CSM Job Classification Interface
26	<b>Aggregate Task – daily Emp-Team Refresh</b>	Daily	5:00 AM	Aggregate task to execute the all daily imports sequentially. Task will include: CSM HR Refresh Import CSM Team Import CSM Employee Team Import CSM HR Refresh Interface CSM Team Interface CSM Employee Team Interface

	Scheduler Task	Frequency	Time (if applicable)	Description
27	Employee Sync Task	Daily	8:00AM	Synchronize the Employee and Override tables.

Workbrain recommends the following sequence for these interfaces. The sequence will be handles primarily with “Aggregate” tasks. However, WB will setup individual tasks for each interface process to allow CSM to be able to execute any interface as a standalone process should they ever need to run it without the other interfaces.

Workbrain, Inc Proposed Sequence	Interfaces/ Elements	Type
1	<b>Aggregate Task – Daily Refresh</b>	CSM Job Classification Import CSM Charge Dept Import CSM JOB OBJECT Import JOB ORG Import CSM Job Classification Interface CSM Charge Dept Interface CSM JOB OBJECT Interface CSM JOB ORG Interface
2	<b>Aggregate Task – Daily Emp-Team Refresh</b>	CSM Team Import CSM HR Refresh Import CSM Employee Team Import CSM Team Interface CSM HR Refresh Interface CSM Employee Team Interface
3	<b>Holiday Assignments</b>	Holiday Assignment Type
4	<b>Default Records</b>	Start of Day Task
(weekly)	<b>CSM STAR PRO Import</b>	Work Details Import
(weekly)	<b>CSM STAR PRO Interface</b>	Work Details Interface
n/a	<b>Payroll Export Interface</b>	WB EXPORT Schedule task. This is not schedule but it will be executed on-demand.
n/a	<b>CSM PAY GROUP export flat file</b>	CSV file

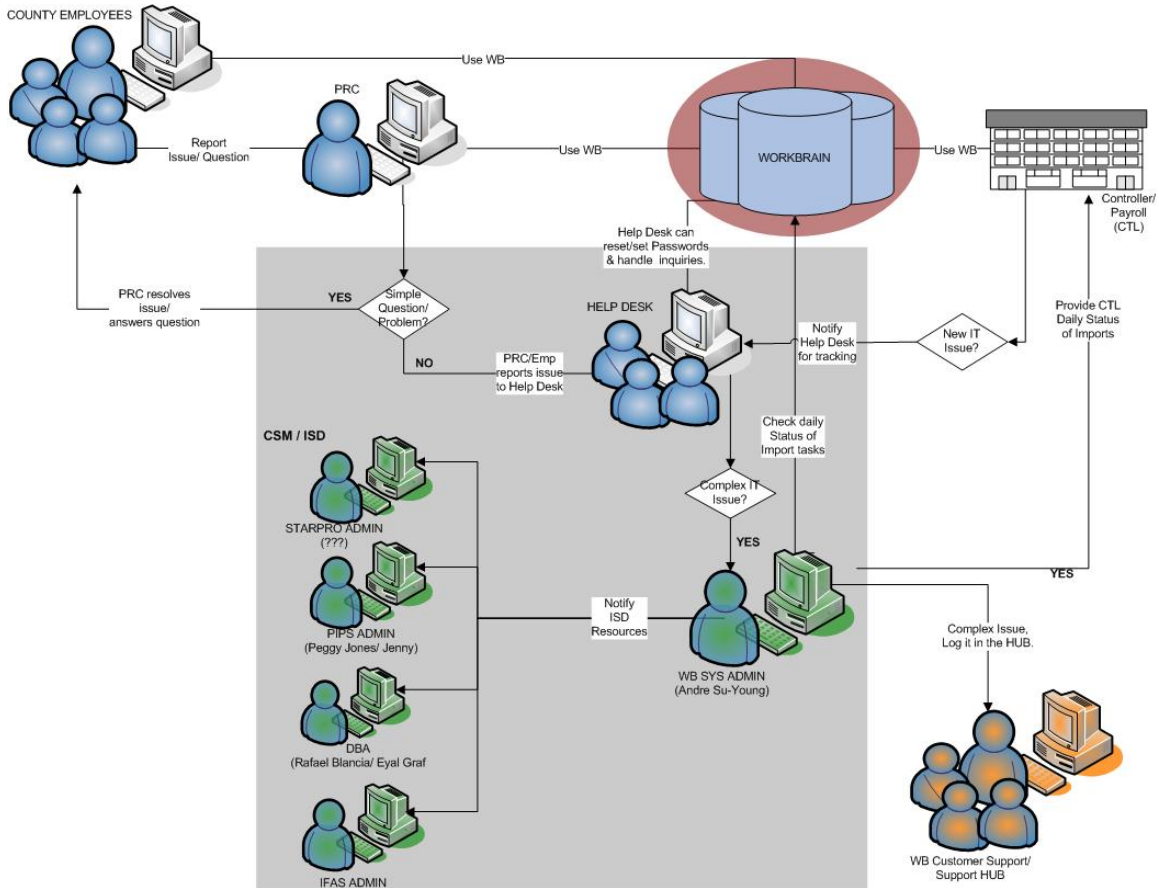
**Note:**

Currently, the task for **Default Records** should be executed daily, preferably after the HR Refresh so that Workbrain can create default records for new hires. However, the task process may require up to 2 hours to execute completely. CSM will need to coordinate the process to finalize when this task will run.

Similarly, the “**Holiday Assignment**” task should be executed daily for prospective new hires.

**16.0 Application Support: Roles and Responsibilities**

The following is a process flow of the support system for the Workbrain application, both IT and business.



STEPS	TYPE/WHO	DESCRIPTION
<b>PRC Process Flow</b>		
The following steps are specific to PRC personnel and their interaction with the Workbrain application during any given bi-weekly pay period, plus follow-up procedures for payroll closeout.		
1	<b>Handle Questions from County Employees</b>	Procedure/ PRC PRCs will assist county employees with general questions, training issues, and basic IT problems. If the issue or question is fairly easy, PRCs will work with the employee to resolve their issue or questions/concerns. If issue is complex or relates to password change/reset, Employee will notify the Help Desk.
<b>HELP DESK Process Flow</b>		
The following steps are specific to Help Desk personnel and their interaction with the Workbrain application during any given bi-weekly pay period, plus follow-up procedures for payroll closeout.		

	STEPS	TYPE/WHO	DESCRIPTION
2	<b>Reset Passwords</b>	Procedure/ Help Desk	Help Desk team will be responsible for handling any problems related to passwords. They have access to the User Security screen to enable them the ability of resetting passwords.
3	<b>Report complex IT problems to ISD-WB Sys Admin</b>	Procedure/ ISD	IT issues that are beyond basic scope and/or passwords, will be reported to the WB ISD SYS ADMIN for troubleshooting and resolution.
<b>ISD WB SYS ADMIN Process Flow</b>			
The following steps are specific to Supervisors and their interaction with the Workbrain application during any given bi-weekly pay period, plus follow-up procedures for payroll closeout.			
4	<b>Check status of import tasks daily. Troubleshoot &amp; resolve errors.</b>	Procedure/ ISD	Admin will check daily results/ status of all import tasks and be primary person for troubleshooting issues and their resolutions. Checking status will involve daily review of Job Schedule log, Import Transaction screen, and relater app logs.
5	<b>Contact CTL of all errors logged by the daily imports.</b>	Procedure/ ISD	Admin will notify CTL of any errors that occurred in the imports. Admin will work with CTL to resolve issues as they relate to data updates in the PIPS, IFAS, or Starpro. Technical issues will be addressed with the appropriate ISD contact.
6	<b>Contact Starpro ISD contact for Starpro data issues</b>	Procedure/ ISD	Admin will notify the Starpro ISD contact of any issues resulting from the import task that may require updates on the Starpro system. Issues addressed with Starpro contact entail technical and/or data related.  Contact: Leon
7	<b>Contact PIPS ISD contact for PIPS data issues</b>	Procedure/ ISD	Admin will notify the PIPS ISD contact of any issues resulting from the import tasks that may require updates on the PIPS system. Issues addressed with PIPS contact entail technical and/or data related.  Contact: Peggy Jones/ Juan Raigonza
8	<b>Contact IFAS ISD contact for IFAS data issues</b>	Procedure/ ISD	Admin will notify the IFAS ISD contact of any issues resulting from the import task that may require updates on the IFAS system. Issues addressed with IFAS contact entail technical and/or data related.  Contact: Peter
9	<b>Contact DBA ISD contact for any database related issues</b>	Procedure/ ISD	Admin will notify the ISD DBA contact of any issues resulting from database issues. Issues addressed with DBA contact entail technical and/or data related.  Contact: Rafael Blanca
10	<b>Verify resolution is rolled out into Production.</b>	Procedure/ ISD	Admin will be primary contact in the rollout of all resolutions into the Production that relate to the import errors.

	STEPS	TYPE/WHO	DESCRIPTION
11	<b>Contact WB Support team (Customer Support) to report issues in HUB.</b>	Procedure/ ISD	If problem is determined to be a CORE bug or an extensive change requirement, Admin will be responsible for contacting the WB support team (and/or Customer Support) and logging in a HUB ticket. Admin will be responsible for following progress and resolution of all HUB tickets.
<b>CONTORLLER'S OFFICE (CTL) Process Flow</b>			
The following steps are specific to CTL and their interaction with the Workbrain application during any given bi-weekly pay period, plus follow-up procedures for payroll closeout.			
12	<b>Report any data issues or problems to WB ISD SYS ADMIN</b>	Procedure/ ISD	CTL will report all data issues (or problems with the Workbrain Application) directly to the HELP DESK for tracking.
13	<b>Coordinate the rollout of resolutions of data-related issues in Production with ISD personnel</b>	Procedure/ ISD	CTL will coordinate troubleshooting and all resolution rollout into Production with the WB ISD SYS ADMIN.
14	<b>Process Payroll data within WB</b>	Procedure/ ISD	CTL is responsible for processing payroll at the end of each pay period. Reviews and finalizes timesheet approvals.
15	<b>Run Payroll export interface execution.</b>	Procedure/ ISD	Once payroll is ready to be transferred into PIPS from Workbrain, CTL will initiate a Payroll export by running the Payroll Export task from the Job Scheduler.
16	<b>Process WB timesheet data outside of WB</b>	Procedure/ ISD	Run WB export task. Process Data Call Data Center Email Batch Number, Schedule Number, and Job Number Process Leave Balances into WB.
17	<b>Request job tasks to WB ISD SYS ADMIN</b>	Procedure/ ISD	CTL will notify the WB ISD SYS ADMIN of any tasks they will run/ execute. Although CTL has access to the Job Scheduler screen, any tasks executed should be reported to the system administer.

**17.0 Issues/Action Items**

#	DESCRIPTION	COMMENTS



**COUNTY OF SAN MATEO**  
**Inter-Departmental Correspondence**

County Manager's Office

**DATE:** August 27, 2007  
**BOARD MEETING DATE:** September 11,  
2007  
**SPECIAL NOTICE:** None  
**VOTE REQUIRED:** None

**TO:** Honorable Board of Supervisors  
**FROM:** John L. Maltbie, County Manager  
**SUBJECT:** 2006-07 Grand Jury Response

**Recommendation**

Accept this report containing the County's responses to the following 2006-07 Grand Jury report: Review of San Mateo County Payroll Practices.

**VISION ALIGNMENT:**

**Commitment:** Responsive, effective and collaborative government.

**Goal 20:** Government decisions are based on careful consideration of future impact, rather than temporary relief or immediate gain.

This activity contributes to the goal by ensuring that all Grand Jury findings and recommendations are thoroughly reviewed by the appropriate County departments and that, when appropriate, process improvements are made to improve the quality and efficiency of services provided to the public and other agencies.

**Discussion**

The County is mandated to respond to the Grand Jury within 90 days from the date that reports are filed with the County Clerk and Elected Officials are mandated to respond within 60 days. To that end, attached is the County's response to the Grand Jury report on Review of San Mateo County Payroll Practices, issued on June 21, 2007.

## Review of San Mateo County Payroll Practices

### Findings:

Staff is in general agreement with the Grand Jury's findings.

### Recommendations:

**The Board of Supervisors should direct the County Manager to:**

- 1. Cooperate with the Controller's Office to determine on a timely basis which office should be assigned ultimate accountability for the payroll process. This determination should ensure that such office is clearly identified as the responsible entity.**

**Response:** Concur. The County Manager's Office will cooperate with the Controller's Office and will recommend that ultimate responsibility for the payroll process be assigned to the Controller's Office. It is important to recognize that the successful operation of the HR/Payroll system (PIPS) is dependent on three departments' continued cooperation as well as the payroll system vendor for compliance assurance: (1) the Information Services Department (ISD) will need to ensure the system(s) are available and functioning as designed; (2) the Human Resources Department (HR) will need to ensure that personnel information, including earning type code setup and accurate employee position and pay grade information, is properly maintained in the system; and (3) the Controller will need ensure that employee time reported is paid accurately and on a timely basis. The payroll vendor will be required to review compliance of the County payroll system with state and federal laws and regularly assist in implementing new requirements. This multi-departmental approach is much like the current County process related to property taxes, which requires the cooperation of the Assessor, Controller, and Tax Collector with well-defined areas of responsibility for all three departments.

The County Manager's Office will work with the Controller's Office to establish a framework for ensuring the payroll system is functioning properly and to obtain additional staffing and financial resources to document and monitor the multi-departmental and vendor activities.

- 2. Establish written job descriptions for all employees in Human Resources and Information Services Department that clearly delineate the duties, responsibilities, accountability and controls for payroll and timekeeping functions within each department.**

**Response:** Concur. The County Manager's Office will work with the Human Resources Department, Information Services Department, and the Controller's Office to document the duties, responsibilities, accountability, and controls as part of the process described in the response to Recommendation



1 above.

- 3. Create a standing, cross-functional committee composed of representatives from the Controller's Office including Internal Audit, Information Services Department and Human Resources to oversee and approve all payroll and timekeeping projects, and approve the duties, responsibilities and accountability for payroll and timekeeping among the three entities.**

**Response:** Concur. There is currently a Payroll (PIPS) Steering Committee comprised of the department heads from the Controller's Office, Human Resources Department, and Information Services Department as well as the Audit Manager from the Controller's Internal Audit Division. This same group, sans the Audit Manager from the Controller's Internal Audit Division and the Deputy County Manager, comprise the Automated Time Keeping System (ATKS) Steering Committee that meets separately during the implementation stages of the ATKS project. With the successful completion of the ATKS project, it is anticipated that the PIPS Steering Committee will assume the additional responsibilities associated with the ATKS Steering Committee. The Controller's Office will chair this cross-departmental committee.