

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES  
ANNUAL REPORT ON GOALS, OBJECTIVES AND POLICIES

January 2015

Program ID/Title: AGS-901/General Administrative Services

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I. Goal

The goal of the General Administrative Services program is to provide efficient and effective executive management of the department, internal management and fiscal services, human resources management services, and to streamline and reengineer work processes through computerization, networking and greater utilization of Internet technology.

II. Objectives and Policies

The major objectives of the General Administrative Services program are to enhance program effectiveness and efficiency by formulating policies, allocating resources, administering operations and personnel, and providing DAGS employees with immediate access to information to support their job functions by supplying e-mail, Internet, departmental knowledge database and computer application systems to enhance their work experience and customer service.

III. Action Plan with Timetable

The General Administrative Services program's action plan is to continue to provide executive, administrative, personnel and information technology services as required to meet the goals and objectives of the department.

A. Past Year Accomplishment

1. Administrative Services Office

- a. Continuously processed encumbrances and payments on a timely basis to ensure the employees are paid on time and that vendors are paid promptly.
- b. Maintained the system of accounts in accordance with the State Accounting System.

- c. Coordinated, prepared, and submitted annual reports to the legislature.
- d. Compiled and submitted required departmental supplemental budget documents for the fiscal year 2015.
- e. Administered the purchasing card (pCard) program which includes all eligible divisions, staff offices, district offices, and attached agencies. For FY 14, average monthly pCard purchase transactions represented 52% (or approximately 1,150 purchase transactions) of total purchase transactions.
- f. Implemented the midyear transition from Hawaii Electronic Procurement System (HePS), to a new electronic procurement application, the State of Hawaii eProcurement System (HIePRO).
- g. Coordinated and maintained the HePS and HIePRO during the year for the department's procurements of \$15,000 to less than \$100,000.
- h. Updated four of the six modules in the Procurement and Payment Handbook/Website which was developed in 2008. The purpose of this website is to provide departmental employees with a central website that would contain the instructions/procedures to guide them in procuring and paying approximately 80% of their transactions.
- i. Completed the final HGEA Favorite Nation negotiated payroll adjustments for overtime, temporary assignments, and salary overpayments.
- j. Completed the updating of the position descriptions which were approved by the DAGS Personnel Office. The revised position descriptions will more accurately account for job duties and responsibilities and aid in the planning for potential staff transitions.
- k. Developed the Pre-Audit Clerks Training Checklist to ensure that new staff is trained properly and able to learn the job responsibilities within a reasonable and systematic timeframe.

2. Personnel Office

- a. Continuously processed personnel transactions on a timely basis to ensure that employees properly and promptly received compensation, benefits and other employment services; and to ensure that the human resources needs of all of the department's programs were met.
- b. Completed 151 recruitment actions. Completed 156 position classification actions.
- c. Advised programs on grievances, contract interpretations, consultations with unions, investigations of employee incidents, disciplinary actions, substandard performance, safety issues, recruitment and selection, personal services contracts and family leave.
- d. Coordinated compensation adjustment effective July 1, 2014, for employees in BU: 2, 3, 4, 13 and their excluded counterparts, and Within Range Progression (WIRP) and other pay adjustments for EMCP and appointed officials. Coordinated compensation adjustment effective April 1, 2014 and October 1, 2014, for BU:01 employees.
- e. Expedited the establishment and filling of multiple key positions for the Office of Information and Management Technology (OIMT).
- f. Served as lead department in drafting and reviewing over 80 Business Process Diagrams for all human resource processes at the departmental level as the first step in the State's Enterprise Resource Planning (ERP) Project.
- g. Collected and compiled Quarterly Staffing Reports to the Department of Budget & Finance; quarterly Grievance Reports to the Department of Human Resources Development (DHRD); monthly Directed Leave Reports to DHRD; monthly Personnel Data Reports to House Committee on Finance; Annual Vacation and Sick Leave Accruals to DAGS – Accounting Division, and annual Occupational Safety and Health Administration (OSHA) Report to the Department of Labor and Industrial Relations.

3. Systems and Procedures Office

- a. Configured and installed a network attached storage server to back-up all computer application systems on the DAGS network.
- b. Configured and installed a rack mounted server with virtual servers to consolidate and reduce the number of physical servers currently in operation for the department.

B. Year 1

1. Administrative Services Office - Provide continuous administrative support to the department by:

- a. The timely processing of encumbrances and payments to ensure the employees are paid on time and that vendors are paid promptly to avoid any late vendor payment interest charges. Maintenance of a system of accounts in accordance with the prescribed State Accounting System.
- b. The coordination, preparation, and submission of annual reports to the Legislature.
- c. The preparation and coordination of departmental budgets for the Department of Budget and Finance and the Legislature.
- d. The administration of the pCard program for the department.
- e. Training the three new Pre-Audit Clerk I positions hired in October and November 2014 capably and efficiently. These new hires represents 75% of the Pre-Audit Clerk I staff.
- f. Updating the remaining two modules of the Procurement and Payment Handbook/Website for DAGS staff.

2. Personnel Office

- a. Continue to process personnel transactions on a timely basis to meet the needs of employees and programs.
- b. Ensure that the Department continues to comply with all State and Federal employment laws, rules, and regulations; and collective bargaining agreements in the most efficient and effective manner.

- c. Continue to participate in the statewide program and policy development efforts to ensure that the department's human resource needs, concerns, and wants are addressed.
    - d. Continue to develop new policies, programs, guidelines and training that meet the needs of departmental managers and employees, and help improve relationships and operations both within and outside of the Department.
  3. Systems and Procedures Office
    - a. Migrate the State Foundation on Culture and the Arts to the Information and Communication Services Division's General Private Cloud and decommission their physical servers.
    - b. Migrate the State Procurement Office to the Information and Communication Services Division's General Private Cloud and decommission their physical server.
    - c. Migrate all of the department to the Information and Communication Services Division's Statewide Active Directory.
- C. Year 2
  1. Administrative Services Office - Continuation of items a to e in Year 1.
  2. Personnel Office – Continuation of items a to d in Year 1.
  3. Systems and Procedures Office
    - a. Provide technical assistance in converting and migrating the Work Order System from traditional green screen interactive computer application to Browser and Web-based computer application to provide accessibility beyond the department.
    - b. Provide technical assistance in converting and migrating the BJ-2A Project Tracking and Project Priority Systems from interactive computer application to Browser and Web based computer application to provide accessibility beyond the department.

D. Year 5

1. Administrative Services Office – Continuation of items a to d in Year 1.
2. Personnel Office – Continuation of items a to d in Year 1.
3. Systems and Procedures Office
  - a. Redesign the Vacation and Sick Leave System to a Web based system and distribute to all of the DAGS divisions, staff and district offices, and attached agencies. This system will be user friendly with graphical user interfaces and browser based. Because it will have a central database, departmental reports can be easily generated for the Department of Human Resources Development or external organizations such as employee unions.
  - b. Develop and implement a departmental cost control system that will utilize the office staff and open source software for this project. This system is intended for management to better monitor their expenditures.
  - c. Design, configure and implement a departmental data warehouse that will hold data from all the various computer application systems pertaining to DAGS. Management will be able to extract data to support future plans or decisions. For example, management could query the data warehouse to find out the payroll costs to maintain the Kalanimoku Building on an ongoing basis.

IV. Performance Measures

- A. Customer Satisfaction Measure – If there are suggestions and/or complaints, an annual written survey/evaluation for agencies affected by each office will be developed and distributed. The results will then be evaluated and any area of concern identified by the users will be addressed.
- B. Program Standard Measure
  1. Administrative Services Office – Monitor the number of days to internally process vendor payments to achieve the performance standard of seven working days, number and amount of instances of interest paid for late vendor payments as compared to other state

departments, and timeliness and accuracy of budget submissions to the Department of Budget and Finance.

2. Personnel Office – Number of Request for Personnel Actions received and processed within a reasonable time period. Number and type of policies, programs, guidelines and training developed, implemented, and/or provided.
3. Systems and Procedures Office – Number of user requests completed by the desired completion date. Number of man-hours saved due to implementation or enhancement of computer system. Number of DAGS' users with e-mail and Internet access. Number of hits per month to the departmental intranet site.

C. Cost Effectiveness Measure

1. Administrative Services Office – Reduction of interest on late vendor payments. Continue to monitor funding requirements of DAGS' programs to ensure compliance with appropriation limits. Office expenditures not exceeding budget amount.
2. Personnel Office – Provide programs and services with little or no additional cost. Office expenditures not exceeding budget amount.
3. Systems and Procedures Office – Job assignments completed within projections. Greater utilization of electronic routing and filing of documents. Office expenditures not exceeding budget amount.