

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

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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 biennium budget documents for the fiscal year 2019.
 - e. Administered the purchasing card (pCard) program which includes all eligible divisions, staff offices, district offices, and attached agencies. For FY 18, average monthly pCard purchase transactions represented 51% (or approximately 1,062 purchase transactions) of total purchase transactions.
 - f. Coordinated the DAGS implementation and maintained the Hawaii Awards and Notices Database System (HANDS) during the year for the department's procurements. Utilized HANDS for all State Procurement Office Chief Procurement Office approvals.
 - g. As one of the two groups designated to be in the first phase of the statewide payroll system conversion, implemented the Hawaii Pay payroll system and personnel participated in various phases of system testing and provided comprehensive assistance in troubleshooting payroll processes and system functionality.
 - i. Continued a comprehensive in-house staff training program to improve its operations and to provide training skills for the supervisors. Three training sessions were conducted during the fiscal year.
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 87 internal vacancy recruitment actions. Completed 149 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. Multiple staff participated, as team members, in the State payroll modernization project's review and evaluation process.

- e. Expedited the establishment and filling of multiple key positions for the Enterprise Technology Services, Accounting Division, and District Offices.
 - f. Further developed and improved electronic new employee on boarding processes to include fillable online employment forms, electronic signatures, and informational videos.
 - g. Collected and compiled Quarterly Staffing Reports to the Department of Budget & Finance; quarterly Grievance Reports to the Department of Human Resources Development (DHRD); 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. Rewritten the Risk Management Application system from a client-based system using Microsoft Access to a web-browser-based system.
 - b. Rewritten the Personnel Office Training Tracking Application system from client-based system using Lotus Notes to a web-browser-based system.
- 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. In-house staff to perform the internal control and procurement compliance audit on selected DAGS programs for the fiscal year 2018 instead of engaging the services of a CPA firm.
 - f. The continuation of a comprehensive in-house staff training program to improve its operations and to provide training skills for the supervisors.
 - g. Replace and train three key personnel capably and efficiently to ensure a smooth transition for succession planning.
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.
 - e. Fill vacant positions (3) and train staff in their new capacities; encourage staff to take training courses pertinent to their functional areas and attend professional development and networking opportunities.
 - f. Document and organize paper and electronic files for more efficient searching; archive or destroy paper and electronic files according to the Records Retention Schedule.
 - g. Review and consolidate logs to provide an improved snapshot for status updates and statistics.
3. Systems and Procedures Office
- a. Migrate all of the department's web hosted computer applications from the IBM iSeries 9406-800 server to an Intel based PC server.

- b. Upgrade the departmental application server – IBM iSeries 520 Model E4A – to a more current hardware system.
- c. Transfer the files and programs of the department to one of the current file servers and decommission our first departmental file server (Winsvr01).

C. Year 2

- 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. Start to redesign all ten departmental computer application systems currently residing on the IBM iSeries minicomputers.

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. Code, test and implement the redesigned ten departmental computer application systems that were originally residing on the IBM iSeries minicomputer, to a PC server platform.
 - 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. Number of Request for Personnel Actions received and processed within a reasonable time period. Number of complaints, grievances, investigations, and needs improvement performance evaluations assisted with and/or conducted. Number of work related accidents/injuries, reasonable accommodation, W/C, light duty and RTWPP cases filed.

 - 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.