

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 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 biennium 2023-2025.
  - e. Transitioned the purchasing card (pCard) program from First Hawaiian Bank to Bank of America which included all eligible divisions, staff offices, district offices, and attached agencies. For FY 22, average monthly pCard purchase transactions represented 84% (or approximately 802 purchase transactions) of total purchase transactions.
  - f. As one of the three groups designated to be in the first phase of the statewide Time and Attendance modernization project (also known as Time & Leave, T&L), Payroll personnel continued to fine-tune procedures and business practices to develop internal departmental payroll processes and training materials in the new environment.
  - g. Staff participated in the business process development activities for the new Enterprise Financial System.
  - h. Replaced and trained key personnel capably and efficiently to ensure a smooth transition for succession planning.
  - i. As the COVID-19 pandemic winded down, program staff continue to support the SharePoint website as the virtual inbox/outbox to process fiscal documents to support department staff who have returned to the office, who continue to telework, and who work as a hybrid of both from the office and from home. As a byproduct of operating during the COVID-19 pandemic and to assist programs, a virtual DAGS ASO Fiscal Orientation session was developed geared for new employees to DAGS to provide guidance to fiscal resources and support to programs.
2. Personnel Office
- a. Prioritized and processed personnel transactions so employees received proper compensation, benefits, and other employment services. Worked on Leaves Without Pay for select employees, which fell behind during a four-month period (8/1/2021-11/30/21) when there was no transaction staff. EUTF launched Ariel, which caused processing delays and long wait times for customer service. Checking, processing, and correcting collective bargaining pay adjustments effective 7/1/2021, 7/1/2022, and 10/1/2022, and step movements (BU13).

- b. Recruitment back to pre-COVID numbers, excluding the RIF period of December 2021 to March 2022. Continue to prioritize the filling of multiple key positions for Accounting Division and Central Services Division. Exploring Wiki Wiki Program for the Public Works Division Engineers.
  - c. Started up investigations of pending complaints with the filling of the Labor Relations position. Finished scope of services for procurement of investigative services.
  - d. Advised programs on grievances, contract interpretations, consultations with unions, investigations of employee incidents, disciplinary actions, substandard performance, safety issues, personal services contracts, reorganizations and any classification impact, family leave, leave share, reasonable accommodation, temporary assignment, and light duty.
  - e. 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; annual Occupational Safety and Health Administration (OSHA) Report to the Department of Labor and Industrial Relations; annual IT security survey; review and report errors in monthly unemployment reports; monthly HGEA new hire query to DHRD; annual background check for CDL employees; annual open enrollment for EUTF, PCP, and Island Savings; coordinate Wellness Program activities; coordinate enrollment and provide guidance on Learning Management System.
3. Systems and Procedures Office
- a. Worked on data processing requests in support of the department's technology requirements.
  - b. Maintained the departmental computer network endpoints between offices on Oahu, Hawaii, Maui and Kauai and worked to fix any degradation in connectivity.
  - c. Maintained departmental mainframe computer jobs and oversaw the testing and migration of jobs moved to the new mainframe hosts in Omaha, Nebraska.
  - d. Installed and administered computer security and management software on endpoints to allow for remote threat detection and

resolution. This included the installation of Bitlocker to encrypt the disks in DAGS laptops to limit data loss in the event a laptop is lost or stolen.

- e. Assisted the DAGS Automotive Management Division with creating an electronic data interface to the Hawaii Information Portal for the mass update of employee parking payroll deductions. This automated the process of creating deduction transactions for over 4,000 employees instead of staff manually data entering the information.
- f. Created a web-based application system to enable the ASO Fiscal Office to download PCARD expenditure transactions from the credit card vendor and directly interface the data into the departmental Financial Management System. This new system provides increased efficiency and redundancy from the old text-based system it replaced.
- g. Provided primary IT support for DAGS programs to be able to work remotely by teleworking.

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 timely 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. Transition the department to the new pCard vendor selected by the State Procurement Office for the pCard program.
  - e. In-house staff to perform internal controls and pre-auditing for procurement compliance, and provide operational research and program review/evaluation.

- f. The continuation of a comprehensive in-house staff training program to improve its operations and to provide training skills for the supervisors.
  - g. The continuation of efforts to utilize electronic formats for document storage and retrieval; replace paper-intensive processes where appropriate.
2. Personnel Office
- a. The Personnel Office strives to process actions timely that have pay impact; prioritize departmental recruitment; and triage remaining activities with existing staffing. Continue to process personnel transactions on a timely basis to meet the needs of employees and programs. Due to office staffing, prioritizing will need to be done causing some transactions to be delayed.
  - 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. Continue to update employment notices on employee bulletin boards.
  - 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. Once all positions are established and filled, focus on training and cross training for coverage and to provide opportunities for staff to learn other human resources areas.
  - e. Document and organize paper and electronic files for more efficient searching; archive or destroy paper and electronic files according to the Records Retention Schedule.
  - f. Transaction (1) and Classification (1) positions half-funded in FY23; plan to fill positions and train the incumbents in anticipation of establishment and re-establishments from Act 248, SLH 2022 and onboarding of new hires.
  - g. Start developing training materials to provide training to department staff in areas such as developing interview instruments, conducting investigations, and extended leaves (e.g., FMLA, and HFLL).

3. Systems and Procedures Office
  - a. Continue to work on data processing requests in a timely manner to support the department's technology requirements.
  - b. Continue to maintain the departmental computer network endpoints between offices on Oahu, Hawaii, Maui and Kauai.
  - c. Continue to maintain the departmental mainframe computer jobs and resolve any job abends.
  - d. Continue to install and administer computer security and management software on endpoints to allow for remote threat detection and resolution.
  - e. Redesign of the Automotive Management Division's Parking Control and Motor Pool computer application systems currently residing on the legacy IBM iSeries mini-computer to be a web-based application residing on a PC server.
  - f. Redesign the departmental Purchase Order System from a legacy IBM iSeries mini-computer application to a web-based PC server application system with laser printed PO forms.
  - g. Provide technical support for the department as the new statewide Enterprise Financial System (EFS) is being phased into production.
  - h. Create a web-based Information Technology Service Request System to replace the use of paper forms. This system will provide departmental users with an easier way to submit and track their technology service requests.

C. Year 2

1. Administrative Services Office - Continuation of items a to e in Year 1.
2. Personnel Office – Continuation of items a to e in Year 1; additionally, develop training materials and provide training for department staff in interview instruments, conducting investigations, and extended leaves (FMLA, HFLL, etc.).
3. Systems and Procedures Office – Continuation of items a to g in Year 1

D. Year 5

1. Administrative Services Office – Continuation of items a to e in Year 1.
2. Personnel Office – Continuation of items a to e in Year 1.
3. Systems and Procedures Office – Continuation of items a to g in Year 1
  - h. Retire all DAGS mainframe systems that are replaced by the statewide Enterprise Financial System (EFS).

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 (classification and recruitment) received and processed. Number of transactions processed. Number of complaints, grievances, investigations, and needs improvement performance evaluations assisted with and/or conducted. Number or 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 – Increase training resources for staff with any savings. Specialized training, fees, or services to be paid by the requesting program. Normal office expenditures should not exceed budgeted 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.