

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. Continued utilizing the purchasing card (pCard) program from Bank of America along with the various reporting tools provided to monitor department pCard usage by all eligible divisions, staff offices, district offices, and attached agencies. For FY 23, average monthly pCard purchase transactions represented 52% (or approximately 782 purchase transactions per month) of total purchase transactions.
 - f. Payroll personnel continued to fine-tune procedures and business practices to develop internal departmental payroll processes and training materials in the new environment while continuing to work with department stakeholders such as Accounting and ETS on resolving various recurring and known transaction issues.
 - 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. Staff continued to provide DAGS ASO Fiscal Orientation sessions that continued to be updated and geared towards new employees to DAGS to provide guidance on fiscal resources and support to programs. For programs with high staff turnover, DAGS ASO provided them with the option to have both new and existing staff attend various fiscal training scheduled as needed and upon request by programs.
2. Personnel Office
- a. Prioritized and processed personnel transactions so employees received proper compensation, benefits, and other employment services. Processed collective bargaining pay adjustments and shortage differential (new) for incumbents in Building Construction Inspector (BCI) positions.
 - b. Attended five (5) career fairs with two (2) more committed for this year. Programs have filled several key and/or long-standing vacancies in the Central Services Division, Hawaii District Office, Public Works Division, and E911. Assisted the Public Works Division in requesting for the WikiWiki Engineer Program, which opened for all departments in October 2023.

Implemented a new shortage differential (developed and approved by DHRD) for the BCI series to help with recruitment efforts.

- c. Finished backlog of investigations from 2021 and 2022. Procured three (3) investigation services and assisted a division in procuring two (2) investigation services; currently working on procuring four (4) more investigations using a different procurement method. Co-investigating a complaint with another department. Provided investigation training for the Central Services Division building managers. Consultation with the union on Automotive Management Division's E-bike pilot program. Investigated and responded to an EEOC complaint.
 - d. Collected and submitted DAGS' annual Occupational Safety and Health Administration Report; annual background check for CDL employees. Completed two (2) TDI appeals hearings (backlogged); one affirmed denial of benefits and second still pending DLIR decision. Completed 25 FMLA, 6 TDI, and 2 Leave Share requests this year. Collected and reviewed/corrected department's THP Worksheet data collection. Procured SAP services and built a good working relationship with the SAP in addressing issues resulting from drug and alcohol testing.
 - e. Completed DAGS' portion of testing for transfer of PTI Stadium Authority positions from DAGS to DBEDT via mass update. Transacted the shortage differential (new) on BCI positions in the department. Completed consultation on three (3) reorganizations; one pending consultation; four (4) other reorganizations in various phases.
 - f. Collected and compiled Quarterly Staffing Reports to the Department of Budget & Finance; Annual Vacation and Sick Leave Accruals to DAGS-Accounting Division; annual IT security survey; coordinated newly mandated State Ethics training and continue to increase completion rate; coordinated and logged DAT training for employees without access to computers.
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 resolved any job abends.
- d. Installed and administered computer security and management software on endpoints to allow for remote threat detection and resolution. This included the installation of Sentinel One for malware protection and 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 (AMD) with implementing new motor pool vehicle rental rates within the AMD electronic billing system.
- f. Redesigned and implemented the DAGS Journal Voucher System from a Java application to a web-based system which enables offices to create and track journal vouchers.
- g. Redesigned and implemented the departmental Purchase Order System from a legacy IBM iSeries mini-computer application to a web-based PC system with electronic PDF forms. This new system was distributed to Public Works, Central Services and neighbor island offices.
- h. Redesigned and implemented the Public Works Project Cost System from a legacy mainframe computer application to a web-based system which allows the Public Works Division to better track project costs.
- i. Created a web-based Information Technology Service Request System to replace the use of paper forms. This system provides departmental users with an easier way to submit and track their technology service requests.
- j. Setup kiosk computers and Microsoft 365 accounts to allow DAGS staff, who do not use computers as part of their normal duties, to access the Hawaii Information Portal (HIP) and DHRD Training 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 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. In preparation for the implementation of the Enterprise Financial System modernization project, staff to participate in providing input and feedback on departmental business workflows and processes.
 - 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. 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. Continue to recruit to fill Personnel Office vacancies; there are currently four (4) vacancies. Once all positions are filled, focus on training and cross training for coverage providing opportunities for staff to learn other human resources functional 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. Review and update internal forms to capture information that will allow better processing of program requests.
- g. Transaction (1) position continues to be half-funded in FY24; the Personnel Office will monitor their FY 25 request for full year funding.

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 1099 Reporting System from legacy mainframe and IBM iSeries mini-computer application to a web-based PC server application system with laser printed 1099 forms.

- g. Provide technical support for the department as the new statewide Enterprise Financial System (EFS) is being phased into production.
- h. Redesign the departmental Petty Cash System from a legacy IBM iSeries mini-computer application to a web-based PC server application system.
- i. Upgrade production web and proxy server hardware to provide faster response times and more processing power for enhanced applications.

C. Year 2

- 1. Administrative Services Office - Continuation of items a to e in Year 1.
- 2. Personnel Office – Continuation of items a to f in Year 1. Additionally, develop training materials and provide training for department staff in interview instruments, conducting investigations, and extended leaves (FMLA, HFLL, etc.). Develop succession planning.
- 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 f in Year 1 and additional item in Year 2.
- 3. Systems and Procedures Office – Continuation of items a to i in Year 1
 - a. 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 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.

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.