

Agenda

Enterprise Goods & Services

Customer Utility Board



Members:

Ray Brixey – Chair
Dept. of Corrections

Bob Baxter– Vice-Chair
Judicial Dept.

Gail Shibley
Oregon Youth Authority

Cyndi Wickham
State Lands

Sean McCormick
Military Dept.

Tracy Wroblewski
ODOT

Caleb Yant
OHCS

Shawn Waite
Dept. of Revenue

Vacant
Teachers Standards and Practices

Merle Lindsey
Oregon Liquor Exchange Commission

Ron Bersin
Oregon Government Ethics Commission

Martin Pittioni
Board of Accountancy

DAS Support Staff:

Bret West
Interim CAO

Bret West
EGS Administrator

Janet Savarro
DBS Administrator

Lieb Lee
DBS Analyst

Debby Dyer
Administrative Support

Meeting Date: **July 20, 2016**

Time: 10:00 a.m. – 12:00 pm

Location: Somerville Building | 775 Court St. NE

ITEM	PRESENTER	TIME
Welcome		
<ul style="list-style-type: none"> Minutes review Action Items <ol style="list-style-type: none"> Email to go out to members asking for 4 volunteers for sub-group - <i>Completed</i> 	Ray Brixey	10:00 -10:05
eProcurement System		
<ul style="list-style-type: none"> Update from Bob on site visit ORPIN Fee Waiver question status 	Bob Baxter Bret West	10:05 -10:25
Project Music		
Update	Bret West	10:25 -10:30
Seismic Shutoff Value project		
Update	Bret West	10:30 -10:35
EGS CUB Charter		
<ul style="list-style-type: none"> Update on participants for Subgroup on reviewing the EGS Charter Four volunteer members Meeting schedule discussion Report back to full CUB timing 	Ray Brixey Bob Baxter Bret West Ty Hendrix	10:35 -10:45
SLA Performance Measure review		
<ul style="list-style-type: none"> Financial Business Services SLA Review Procurement Services <p>August: <i>Publishing & Distribution</i> <i>Risk Management</i></p> <p>Sept: <i>Shared Financial Services</i></p>	Ty Hendrix Bret West Trudy Vidal Debbie Dennis	10:45 -11:45
Wrap Up		
Other issues for next meeting?		11:45 -11:50
<p>Next Meeting: August 17, 2016 10am – noon Somerville Building 775 Court St. NE Salem, Oregon 97301</p>		

Minutes

Enterprise Goods & Services

Customer Utility Board



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DOC
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Judicial Dept.
- Cyndi Wickham**
State Lands
- Sean McCormick**
Military Dept
- Merle Lindsey**
OLCC
- Tracy Wroblewski**
ODOT
- Caleb Yant**
OHCS
- Gail Shibley**
OYA
- Shawn Waite**
Dept. of Revenue
- Vacant**
Teachers Stand & Prac
- Ron Bersin**
Ethics Commission
- Martin Pittioni**
Board of Accountancy
- DAS Support Staff:**
- Bret West**
Interim CAO
- Janet Savarro**
DBS Administrator
- Bret West**
EGS Administrator
- Robin Kirkpatrick**
DBS Analyst
- Lieb Lee**
DBS Analyst
- Debby Dyer**
Administrative Support

Meeting Date: June 15, 2016
Time: 10:00 a.m. – Noon
Location: Somerville Building | 775 Court St NE, Salem OR 97301
Attendees: Ray Brixey, Tracy Wroblewski, Martin Pittioni, Bob Baxter, Gail Shibley, Ron Bernsin, Caleb Yant
 DAS Support: Bret West, Brad Cunningham, Debbie Dennis, Penny Evans, Tim Hendrix, Trudy Vidal, Robin Kirkpatrick, Lieb Lee, Ty Hendrix, Eric Sexton, Debby Dyer
Guests: None
Absent: Cyndi Wickham, Sean McCormick, Shawn Waite, Vickie Chamberlain, Merle Lindsey

TOPIC	PRESENTER
Welcome	Ray Brixey
<ul style="list-style-type: none"> • May minutes review – approved via email • Action Items review – <ol style="list-style-type: none"> 1. Completed 2. Completed • Introduction of new DBS Analyst for EGS, Lieb Lee, who will be taking over due to Robin Kirkpatrick’s retirement. Appreciation was shown to Robin for his work with EGS CUB. 	
SFS separate rates for Client Agency & DAS	Brad Cunningham
<p>(See handout) Break out rates vs blended rates Recalculating the rates for accounts receivable for Client Agencies by going to a very specific Client Agency usage Client Agency cost basis resulted in Client Agency rates being cut in half. SFS managers looked very closely at all staff to see what percentage of time they spent on client agencies work and DAS work. (See handout) Q: Why was it so easy to figure out accountants time spent on client agencies? The accountants have tracked their time for Client Agencies for the last 2 biennia. Q: What is the definition of an accounts receivable transaction? Each agency object code used per payment is a transaction. What goes into ARB is the last 2 years of data. CUB Members approved the new rate structure and billing for services on an annual basis.</p>	
TAMS	Tracy Wroblewski
<p>Time and Attendance Management System Project Overview: Acquire an Enterprise-wide Time, Leave & Scheduling solution that will:</p> <ul style="list-style-type: none"> ◦ Streamline operations & reduce duplicate entries ◦ Implement a user-friendly and flexible system ◦ Validation of pay types, leave and EA’s/PCA’s ◦ FMLA/OFLA compliance ◦ Improve Activity Based Costing ◦ Track equipment and materials ◦ Provide an accurate and accessible audit trail <p>Partners are: ODOT, Aviation, DEQ, Agriculture</p>	

Scope:

- 1. Time capture
- 2. Leave
- 3. Scheduling
- 4. Standard Labor
- 5. Reporting

300-500 requirements in the new system.

Opportunities:

- o Reduce paper waste and costs
- o Employee & Manager engagement
- o Increased visibility for reporting and auditing functions
- o Fresh look at policies and procedures
- o Consistent process within Agency & across agencies
- o Less room for accidental & intentional error

Communication:

- o Project Website
- o AskTAMS email
- o Monthly Newsletters
- o Outreach Efforts

Would like for this to be an Enterprise system. This would be an interface like “e-time” is now. 12-17 months to implement.

Data Query Tool Replacement	Trudy Vidal
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Sent our business case to the state CIO’s office. Have asked to have a demo for the Microsoft system that we have, Business Intelligence.

CUB Communications	Bret West
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A position description has been written, but the job would be a Legislative liaison as well as communications. Holding off on hiring for this position until DAS has a permanent director.

EGS CUB Charter	Ray Brixey Bob Baxter Bret West Ty Hendrix
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Have discussed needing to update the charter to make it more specific to EGS. Recommendation: Set up a sub-group to carry out the initial Charter review work, working closely with Ty Hendrix from DBS. The Sub-group will report back to the full CUB with recommendations for Charter revisions.

ACTION: Debby will send email to members for 4 volunteers for sub-group.

SLA\Performance Measure Review Process	EGS Managers
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Performance Measure Review Process –

SLA Performance measures are to be reviewed by the full CUB at regularly scheduled CUB meetings. Only 2 or 3 of EGS Programs will be reviewed at a meeting. It is expected to take 2 or 3 CUB meetings to complete the review.

Martin Pittioni stated that he would like the EGS Program Managers to indicate how they see the performance measures working for them.

Quarterly Review Reports –

Procurement:

- 1. Percent of contract quality surveys stating contract met business needs
Target met
- 2. Percent of contracts completed by the agreed upon date
Target not met – staff were not updating the database with the agreed upon due date.
- 3. Number of complaints on statewide price agreement vendor performance Target to be determined – 5 complaints
- 4. Percent of statewide price agreements with “how to buy” guides

- Target met
- 5. Average rating of ease of use of statewide price agreements (1-10) Target not met
- 6. Average rating of ORPIN help desk staff effectiveness (1-10) Target met
- 7. Average number of hours to resolve an ORPIN technical support request Target to be determined – 3.3 hours
- 8. Average overall satisfaction rating by employees who have finished any procurement training course (1-10) Target met

Financial Business Systems:

- 1. Percent of Datamart downloads from SFMA and OSPA successfully completed Target met
- 2. Percent of SFMA nightly batch cycles completed successfully Target met
- 3. Percent of compliance-related OSPA updates released before the mandated due date Target met
- 4. Percent of complete manual checks delivered/processed within the same day, if request received before cutoff Target met
- 5. Percent of PERS records suspended due to inaccurate information Target met
- 6. Percent of unusual/potentially suspicious SPOTS Card transactions communicated to agencies with one business day Target met
- 7. Percent of Shared Payroll Services' client agency paychecks that are delivered within the timeframe applicable to each paycheck Target met

Q: What is the error rate in payroll?

The biggest thing we see is HR not getting their data in.

Risk Management:

- 1. Percent of times 1st contact with customer is within 3 business days of the claim being received/reported Target met
- 2. Average number of days from restoration claim report date to close date Target met
- 3. Average number of days from liability claim report date to close date Target met
- 4. Percent of times SAIF provides a decision within 60 calendar days Target met
- 5. Average cost per closed restoration claim - \$12,980.77
- 6. Average cost per closed liability claim - \$20,643.90
- 7. Average cost per non-severe WC claim - \$3,374.62
- 8. Average cost per severe WC claim - \$47,793.97
- 9. Average rating of safety training programs provided by SAIF Target met
- 10. Average number of business days to deliver an ad-hoc Risk report Target not met
- 11. Average number of training hours received by Risk analysts and adjusters Target not met

Publishing & Distribution:

- 1. Percent of times estimates are delivered within 1 business day after initial consultation - Target shows in the red, but after further analysis an error was discovered so Target actually met
- 2. Meets the agreed upon delivery date for design jobs

- Target not met
- 3. Meets the agreed upon delivery date for production jobs
- Target met
- 4. Meets the agreed upon delivery date for mail jobs
- Target met
- 5. Jobs that need re-work per customer request
- Target met
- 6. Delayed print jobs where the customer was notified timely
- Target met
- 7. Reported double stuff mailing incidents
- Target not met - Double stuff – 3
- 8. Times shuttle driver adhere to schedule
- Target not met
- 9. Times drivers meet the agreed upon schedule
- Target met
- 10. Mail posted and sent out at the reduced postal rate
- Target met

Shared Financial Services:

- 1. Transactions submitted by customers with accurate & complete information while in compliance with OAM
- Target met
- 2. Accounts payable requests processed within 10 business days
- Target met
- 3. Days to communicate payment request incident
- Target met
- 4. Accounts receivable requests processed within 10 business days
- Target met
- 5. Client agencies budget projection reports submitted with 30 days of accounting month end close
- Target met

Action Items:

- 1. Debby to send email to members for interest in being a part of a sub-committee to update the EGS Charter
- 2. Next agenda: SLA Performance measures review

Next meeting:

July 20, 2016
 10:00 a.m. – Noon
 Somerville Building | 775 Court ST NE

SLA Quarterly Performance Report

Name of Program/ Division

DAS Financial Business Systems

In compliance

Reporting Period

Q1 2016 (Jan-Mar)

Out of Compliance

No Data or Lack of Target

Measure #	Performance Measure	Target	3 Previous Quarters			Q1 2016 (Jan-Mar)	Trend
			Q2 2015 (Apr-Jun)	Q3 2015 (Jul-Sep)	Q4 2015 (Oct-Dec)	Current	
1	% of Datamart downloads from SFMA and OSPA successfully completed	≥ 97%	93.75%	93.75%	100.00%	100.00%	
	# of SFMA and OSPA downloads successfully completed		15	15	17	16	
	Total # of scheduled SFMA and OSPA downloads		16	16	17	16	
2	% of SFMA nightly batch cycles completed successfully	≥ 97%	100.00%	100.00%	100.00%	100.00%	
	# of scheduled batch cycles successfully completed		64	64	62	62	
	Total # of batch cycles scheduled		64	64	62	62	
3	% of compliance-related OSPA updates released before the mandated due date	≥ 90%	100.00%	100.00%	100.00%	100.00%	
	# of mandatory application updates completed before the due date		11	8	6	4	
	Total # of mandatory application updates due		11	8	6	4	
4	% of complete manual checks delivered/processed within the same day, if request received before cutoff	≥ 99%	100.00%	100.00%	100.00%	100.00%	
	# of manual check requests delivered within the same day		3,180	5,156	3,528	2,313	
	Total # of manual check requests		3,180	5,156	3,528	2,313	
5	% of PERS records suspended due to inaccurate information	≤ 3%	1.29%	1.41%	1.48%	1.70%	
	# of records sent to PERS that are suspended		1,579	1,779	1,844	2,036	
	Total # of records sent to PERS		122,199	126,138	124,235	120,080	
6	% of unusual/potentially suspicious SPOTS Card transactions communicated to agencies within one business day	≥ 95%	100.00%	100.00%	100.00%	100.00%	
	# of suspicious transactions found in SPOTS card report that were communicated within 1 business day		1	2	4	8	
	Total # of suspicious transactions found in SPOTS card reports		1	2	4	8	
7	% of Shared Payroll Services' client agency paychecks that are delivered within the timeframe applicable to each pay check	≥ 99%	99.95%	99.98%	100.00%	99.93%	
	# of paychecks that were processed within applicable timeframe		5,791	5,477	5,635	5,935	
	Total # of paychecks requested		5,794	5,478	5,635	5,939	

Comments for Performance Measures

Instructions: Enter comments in the box below the heading for "General Comments" for the specific performance measure you wish to enter comments about. **Click on the measure** on the left to return to the worksheet to which you wish to go back.

Measure	Comments
% of SFMA and OSPA downloads completed successfully.	General Comments
% of nightly batch cycles successfully completed.	General Comments
% of compliance-related OSPA updates released before the mandated due date.	General Comments
% of checks delivered/processed within the same day.	General Comments
% of PERS records suspended.	General Comments
	Suspended record count increased due to legislative change for six month wait period that is not programmed in the PERS system EDX to handle correctly. DAS staff are required to use a work around to allow the unposted records to post.
% of unusual/potentially suspicious transactions notified to agencies within one business day.	General Comments
% of Shared Client Services' client agency paychecks that are delivered with the timeframe applicable to the circumstance.	General Comments
	SPS missed the deadline on 4 checks.

Name of Program/ Division

DAS Financial Business Systems

Reporting Period

Q1 2016 (Jan-Mar)

Report on Formal complaints received in the previous quarter

Formal complaints raised by customers using the designated email or alternative electronic means cited on SLA during the last quarter

Complaint #	Date received	Complaint Type	Complainant (Agency and, if applicable, Dept.)	Affected Customer (s)	Description

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Procurement Services				In compliance	
Reporting Period		Q1 2016 (Jan-Mar)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q1 2016 (Jan-Mar)	Trend
			Q2 2015 (Apr-Jun)	Q3 2015 (Jul-Sep)	Q4 2015 (Oct-Dec)	Current	
1	% of contract quality surveys stating contract met business needs	≥ 85%	No Data	No Data	86%	96.3%	
	# of respondents who answered yes to specific question				6	26	
	Total # of survey responses				7	27	
2	% of contracts completed by the agreed upon date	≥ 85%	70.1%	58.2%	50.0%	53.3%	
	# of contracts signed by the agreed upon date		188	153	126	129	
	# of contracts signed		268	263	252	242	
3	# of complaints on statewide price agreement vendor performance	TBD	0	0	4	5	
4	% of statewide price agreements with "how to buy" guides	≥ 15%	17%	18.1%	35.3%	41.2%	
	# of statewide price agreements with a "how to buy" guide		57	58	146	166	
	Total # of statewide price agreements		331	320	414	403	
5	Average rating of ease of use of statewide price agreements (1-10)	≥ 7.5	7.2	5.4	6.2	6.2	
	Sum of the ratings to specific question		79	49	111	186	
	Total # of survey responses		11	9	18	30	
6	Average rating of ORPIN help desk staff effectiveness (1-10)	≥ 9	9.0	9.7	9.7	9.2	
	Sum of the ratings to specific question		423	300	29	119	
	Total # of survey responses		47	31	3	13	
7	Average # of hours to resolve an ORPIN technical support request	TBD	No Data	3.5	5.1	3.3	
	Total # of hrs spent providing support/response to requests			69.7	132	53.2	
	Total # of tickets closed			20	26	16	
8	Average overall satisfaction rating by employees who have finished any procurement training course (1-10)	≥ 8	9.2	8.7	8.8	8.7	
	Sum of the ratings given by survey respondents		514	287	405	663	
	Total # of survey responses		56	33	46	76	

Comments for Performance Measures

Instructions: Enter comments in the box below the heading for "General Comments" for the specific performance measure you wish to enter comments about. **Click on the measure** on the left to return to the worksheet to which you wish to go back.

Measure	Comments
1. % of contract quality surveys stating contract met business needs	<p style="text-align: center; background-color: #0070C0; color: white; margin: 0;">General Comments</p> <p>This is the second quarter this PM was measured. The survey was sent out to 75 customers, 27 responded to the survey. This response rate of 36% is similar to the response rate of 37% of the previous quarter (also similar to the response rate of the survey received six months prior). The respondents were selected from the set of customers for contract related tasks who received the weekly Entrepreneurial Management (EM) Model PM #11 (Customer Satisfaction) survey for sourcing related services six months ago, over the course of one month. The survey was sent out at one month intervals, resulting in 3 surveys for Q1 of 2016. There was only one respondent answering "no" to the main survey question. The reason for the negative response</p>
2. % of contracts completed within the agreed upon timeframe	<p style="text-align: center; background-color: #0070C0; color: white; margin: 0;">General Comments</p> <p>The downwards trend of this PM seems to be stabilizing at 53%. There is a continuous effort to educate staff to consistently enter the completion date as well as to update the due date after an agreement has been reached with the customer. In addition, a detailed statistical analysis was performed to get a better understanding of additional underlying factors that could have a negative effect on this performance measure. The plan is to address each of these underlying causes individually through various approaches including education and more accurate measurements.</p>
3. # of complaints on statewide price agreement vendor performance	<p style="text-align: center; background-color: #0070C0; color: white; margin: 0;">General Comments</p> <p>The low number of complaints is the result of a general unawareness among customers that they have the opportunity to provide complaints on the DAS-PS website. A Buyer Link email was sent out to our customers alerting them about this opportunity for complaints at the beginning of the quarter. The five complaints were about four statewide price agreements. Two were for the same PA, comments mention issues with price lists where the vendor sometimes admits the mistake but other times insists the website price is correct. Other comments were about a QRF janitorial services contract. The issue was resolved after the janitor was replaced. For the other two PAs there were no comments entered.</p>
4. % of statewide price agreements with "How to buy" guides	<p style="text-align: center; background-color: #0070C0; color: white; margin: 0;">General Comments</p> <p>The percentage of buyers guides is steadily going up as new contracts tend to get more buyers guides created and old contracts without buyers guides expire.</p>
5. Average rating of ease of use of statewide price agreements	<p style="text-align: center; background-color: #0070C0; color: white; margin: 0;">General Comments</p> <p>List of respondents was expanded after updating spend data (2012-2015 instead of 2007-2014) and relaxing spend thresholds (>\$5K in 2015 and >\$40K during 2012-2015 instead of >\$93K during 2007-2014). In addition, email addresses were checked to be valid and the DPO list is consistently updated with new members based on input through emails or DPO meetings. This quarter the list was further expanded with ORPIN "DPOs", which are senior buyers. In total, 89 invitations were sent out and 30 responded, resulting in a response rate of 34%. This is similar compared to the response rate of the previous quarter, which was 38%. Lowest scores for the "PA ease of use question" had comments ranging from a need for better PA documentation and searchability, more competitive pricing, and more agency involvement in developing a statewide PA.</p>
6. Average rating of ORPIN help desk state effectiveness	<p style="text-align: center; background-color: #0070C0; color: white; margin: 0;">General Comments</p> <p>This is the first quarter respondents for the EMPM11 ORPIN survey questions were selected based on ORPIN help desk ticket information. At one month intervals the help desk ticket log is exported and filtered for duplicates, PS employees, and people who received the survey during the previous 3 months. In total 44 invitations were sent out, resulting in 13 responses, which is a response rate of 30%. This is slightly up from previous quarters. The majority of the comments were positive. The few negative comments were about slow response for actual fixes.</p>
7. Average # of hrs from receipt of request until closure	<p style="text-align: center; background-color: #0070C0; color: white; margin: 0;">General Comments</p> <p>ORPIN helpdesk cycle times are back to what they were in Q3 2015 since there were no tickets that involved help from OGMA, which takes usually longer than a few days. All tasks taking more than one day had to do with setting up or changing user accounts. However, in other cases setting up or changing user accounts would take only a few hours. It seems that the help desk staff sometimes gets busy and does not get to complete a task till the next day.</p>
8. Average overall satisfaction rating by employees who have finished any procurement training course	<p style="text-align: center; background-color: #0070C0; color: white; margin: 0;">General Comments</p> <p>Results from the weekly EMPM11 survey invitations for training related services constitute the data for this SLA Metric. In total 168 survey invitations were sent out and 76 responded, resulting in a response rate of 45%, which is up from 40% for the previous quarter. This performance measure has been steady around 8.7 for the past three quarters and has in general positive comments. The comments for Q1 2016 were more mixed as compared to previous quarters with several mentioning inaccuracies in the training materials.</p>

Name of Program/ Division

DAS Procurement Services

Reporting Period

Q1 2016 (Jan-Mar)

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Formal complaints raised by customers using the designated email or alternative electronic means cited on SLA during the last quarter

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1					
2					
3					
4					