

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

Contact Person/Phone No.: Kerry Yoneshige/586-0696

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 ending in June 30, 2009.
- e. Coordinated the fiscal year 2007 departmental financial audit which resulted in an unqualified opinion and no audit findings on the audit report issued by the Certified Public Accountant firm.
- f. Administered the purchasing card (pCard) program which now includes all eligible divisions, staff offices, district offices, and a majority of the attached agencies. Average monthly pCard represent 50% (or 1,400 purchase transactions) of total purchase transactions.
- g. Coordinate and maintain the Hawaii Electronic Procurement System (HePS), an Internet based on-line procurement system, for the department's procurements of \$15,000 to less than \$50,000. Divisions and attached agencies which have recurring procurements between \$15,000 and \$50,000 have also been trained on the HePS.
- h. Assisted in the reorganization proposal approvals of the Archives Division, Automotive Management Division, Central Services Division, and Information and Communication Services Division. Also completed the reorganization of the Administrative Services Office.
- i. Assisted the Governor's Office by coordinating meetings of the Congresswoman Patsy T. Mink Commission. There were four meetings for the fiscal year 2008.
- j. Coordinated the monthly meetings for the new State Building Code Council that was created by Act 82, SLH 2007 on July 1, 2007, and attached to DAGS for administrative purposes
- k. Initiated the Procurement and Payment Handbook/Website project. The purpose of this project 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.

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. Conducted 174 timely internal and open competitive recruitments. Completed 165 position classification actions.
- c. Advised programs on grievances, contract interpretations, consultations with unions, investigations of employee incidents, disciplinary actions, personal services contracts, and family leave. Investigated and responded to 16 grievances and complaints.
- d. Conducted six departmental investigations involving claims of sexual harassment; and race, gender, and disability discrimination.
- e. Coordinated, prepared, and submitted monthly, quarterly, and annual reports to the Department of Human Resources Development and the Department of Budget and Finance.
- f. Developed and conducted Unlawful Harassment training. Completed training on all neighbor islands except Molokai.
- g. Attended three statewide job fairs to recruit for difficult to fill positions in the Information and Communication Services Division, Land Survey Division, Archives Division, Accounting Division, State Procurement Office, Central Services Division, and the Stadium Authority.
- h. Assisted in the development of the State's new Civil Service Intern Program. Coordinated the recruitment and hiring of the first and only civil service intern in the Executive Branch.

3. Systems and Procedures Office

- a. Developed and implemented a Public Works Division (PWD) Prompt Payment Web Page for General Contractor's Monthly

Payment Requests. This page will automatically update each month as the payment request comes into PWD and the neighbor islands.

- b. Identified, recorded and estimated the costs for all DAGS projects that meet the Governor's 2007 Initiatives for Innovation in State Government which states that: 1) All state permitting online by 2010, unless prohibited by law. 2) Upgrade State back-office and administrative functions through a digital (paperless) network.
- c. Developed and implemented a Central Services Division (CSD) Disaster and Emergency Procedures System which allows users to access disaster and emergency procedures for their respective state building over the Internet. There are email notifications to users of any updates. Access is restricted by user by building. A building coordinator cannot access a building he/she does not work in.
- d. Developed and implemented for the Personnel Office a Employee Training History System using a Lotus Notes database.

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 coordination of the annual departmental financial audit.
 - e. The administration of the pCard program for the department.

- f. The administration of the HePS program for the department.
- g. Implementation of a Procurement and Payment Handbook/Website for DAGS staff.
- h. Review of all fiscal process to streamline manual procedures and automate manual procedures to gain staff efficiency.

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 actively participate in the State's civil service reform and other 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. Develop and implement for PWD a server based time accounting system for Capital Improvement Project (CIP) funded employees to replace the legacy mainframe system.
- b. Assist the Administrative Services Office (ASO) in their goal to make departmental procurement policies and procedures readily accessible in an easy to understand format utilizing the departmental intranet to host the information.
- c. Assist ASO in their drive to streamline their operations with increased utilization of computerized processes to replace manual processes such as automated journal vouchers,

enhancements to the 1099 system, and enhanced financial reporting.

C. Year 2

1. Administrative Services Office - Continuation of items a to g in Year 1.
2. Personnel Office – Continuation of items a to d in Year 1.
3. Systems and Procedures Office
 - a. Convert 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. Convert 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 g 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.