

Amount of funds requested: \$9,500

Will you accept partial funds? Yes

Innovation Fund Application 2017

Name: Jamie Gower

Department: HR

Phone #: 715-839-4873

Name of Project: Laserfische – Personnel File Transformation

What is your project? Human Resources continues to search for additional ways to be more cost-effective in delivering services by redirecting transactional work through deploying appropriate technology. As part of this initiative, Human Resources began implementation of an electronic record keeping system for employee personnel files. Funds are requested to perform the back scanning of current employee (paper) files. Human Resources currently maintains approximately 1,275 employee files. This number includes up to four files per employee dependent upon the regulatory requirements of the placement and access levels of specific documents.

Goal of the project:

In 2016, staff spent time developing a file structure and reviewing retention requirements to ensure efficient and compliant maintenance of the county's electronic record keeping system for personnel files. Having this effective technology in place will help to provide the following benefits:

Time savings

All files are kept in an organized and structured environment, allowing for targeted results. Instead of paperwork changing many hands during the process of onboarding or employee movement, it will only have to be touched by one individual while being accessed by authorized individuals.

Regulatory Compliance

Current paper files do not allow Human Resource staff to have an audit system of who is accessing what in the file and at what time. Current files have restricted access as to who can view them, but there isn't an audit system of when those individuals are accessing those files. Electronic records allow us to accomplish this.

Retention

Currently all employee documents are placed in a personnel file that follows one retention guideline. An electronic records system allows us to set up retention guidelines by document and ensures we are complying consistently with specific retention guidelines. This will be a valuable timesaving feature while performing records retention. Currently, each individual employee file needs to be reviewed for specific documents that may extend the retention of the file. These documents will be able to be scanned and automatically retained for the required time limit.

What are your measurable outcomes and what tools will you use to measure them? While Human Resources will continue to monitor the number of files maintained for employees, moving toward an electronic filing structure will allow us to monitor additional information not previously accessible. For example: what, when, and by whom a file is accessed. In addition, these features will allow easier and timelier access to employees, department heads and supervisors who have access privileges to certain information within an employee file. This will increase internal customer support as this information will be readily available and viewable with the appropriate access rights. Currently, an appointment needs to be made with Human Resources to view the personnel file. Human Resources staff needs to be present to make sure only permissible documents within the paper file are being accessed.

How does this benefit the county/community?

With the implementation of this technology partner, human resources staff is able to significantly reduce the number of times employee paperwork needs to be facilitated amongst staff. In addition, open records requests will be able to be

processed more timely and at a reduced cost. Currently members of the human resource staff must copy each piece of paper in the file and then facilitate mailing and distribution. With the transition to the electronic system staff will be able to reduce the administrative time to copy and distribute files. This reduction in administrative time will result in the ability for human resources staff to continue efforts to strategic projects aligned with the county's total reward strategy.

Provide cost/benefit analysis:

In the spirit of looking for creative solutions to continue our goal for technology deployment we completed a cost-analysis which is available below for your review:

Option	Source	Length of time	Cost	Comments
1	Current HR Staff	75 weeks	\$80,000	<ol style="list-style-type: none"> 1. Length of time to complete the project. 2. Two employee files will be maintained throughout the transition 3. Lack of efficiency 4. Potential increase for duplication of documents or errors
2	Temporary Staff	8-12 weeks	\$25,000	<ol style="list-style-type: none"> 1. Less experience in documentation management and scanning 2. Potential for increase in duplication or errors
3	Outside Vendor	4-5 weeks	\$9,500	<ol style="list-style-type: none"> 1. Vendor specializes in documentation management and scanning 2. Identified vendor has facilitated similar scanning project for other WI Counties (including Chippewa County). 3. Quick turnaround for completion and data entry. 4. Elimination of multiple files

How does this project align with the county's strategic plan? This project aligns with all 4 of the county's strategic plan initiatives. With the deployment of this technology partner the human resource staff is able to reallocate administrative time spent maintaining hardcopy files and continue efforts toward enhancing the county's total rewards strategy.

Please provide a project timeline:

Should the funds for this project be allocated we believe the project will be completed within 5 weeks. Our ultimate goal is to have fully transitioned to electronic personnel files by the end of 1st quarter 2018.

Will you provide any matching funds for the project? Yes. The department has some funds available in the 2017 budget that we plan to contribute toward the project as part of the file preparation work.