

(d)3. DIGITAL WORKFORCE STATUS REPORT

SMART CITIES AND SERVICE IMPROVEMENTS COMMITTEE— SEPTEMBER 1, 2022



Presented by:
Khaled Tawfik Chief Information Officer
Kelli Parmley, Assistant HR Director
Ashish Lakhiani, IT Products-Projects Manager

2022-2023 City Initiatives Roadmap

Enterprise Priority	Initiative										
COVID-19 Pandemic Community and Economic Recovery	Housing Stabilization	Re-Employment + Workforce Development	Small Business Recovery + Resilience	COVID-19 Recovery Task Force							
Resilient and Sustainable City Infrastructure and Emergency Preparedness	Disaster Ready + Climate Smart	Reliable Infrastructure Resilience	Clean Energy Resilience	Water Supply Resilience							Natural Environment Restoration
Ending Homelessness	Emergency Housing System Expansion	Encampment Services, Outreach, Assistance, + Resources	Encampment Management + Safe Relocation	Emergency Housing Financial Sustainability							Safety Net Services County Coordination
Safer San José	Police Reforms	Vision Zero Traffic Safety	City Services Continuity of Operations								
Clean, Vibrant, and Inclusive Neighborhoods and Public Life	Children + Youth Services Master Plan	Education, Digital Equity, + Digital Literacy	BeautifySJ Encampment Trash Services	BeautifySJ Vehicle Blight							Child Care Siting Policy Update
Building the San José of Tomorrow with a Downtown for Everyone	Align Zoning with General Plan	Development Services Process Improvements	Google Downtown West Development	BART Silicon Valley Extension	Airport Connector + Diridon Station	North San José	High-Speed Rail	Wage Theft Prevention Policy + Responsible Contractor Ordinance	Affordable Housing on Assembly Use Sites Policy (YIGBY)		
Enterprise Priority Foundational	Initiative										
Strategic Fiscal Positioning and Resource Deployment	Emergency Fiscal Recovery + Planning	Outcomes, Equity Indicators, + Performance Management	Disparity Study	Advancing Equity through Culture + Practice	Procurement Improvement						
Powered by People	Workforce Diversity + Talent Pipeline	Citywide Hiring	Employee Wellbeing, Growth, + Retention	Digital Workforce	Customer Service Vision + Standards						

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Digital Workforce Initiative



Business Process Automation

To digitize and automate the City's many paper-based, manual forms and processes.



OneCity Workplace

A “one-stop” shop for City staff to easily engage and communicate with one another, collaborate, and find one central source for information.

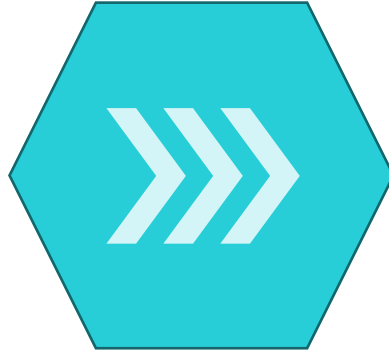


Digital Public and Hybrid Meetings

Upgrade current public meeting management system, audiovisual hardware equipment & hybrid meeting capabilities to improve digital interaction with the public.



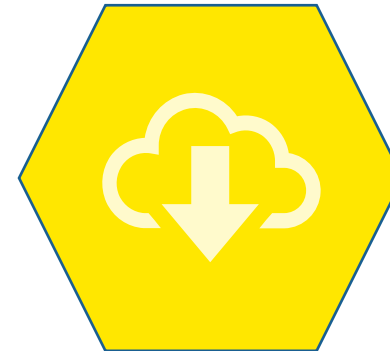
Forms



Workflows



Approvals



Records

What is
Business
Process
Automation (BPA)?

Business Process Automation: Objectives



Simple, Digital, Automated Work

Drive process and technology to enable easy-to-use, digital workflows that maximize efficiencies and safeguard processes.



Empowered to Change

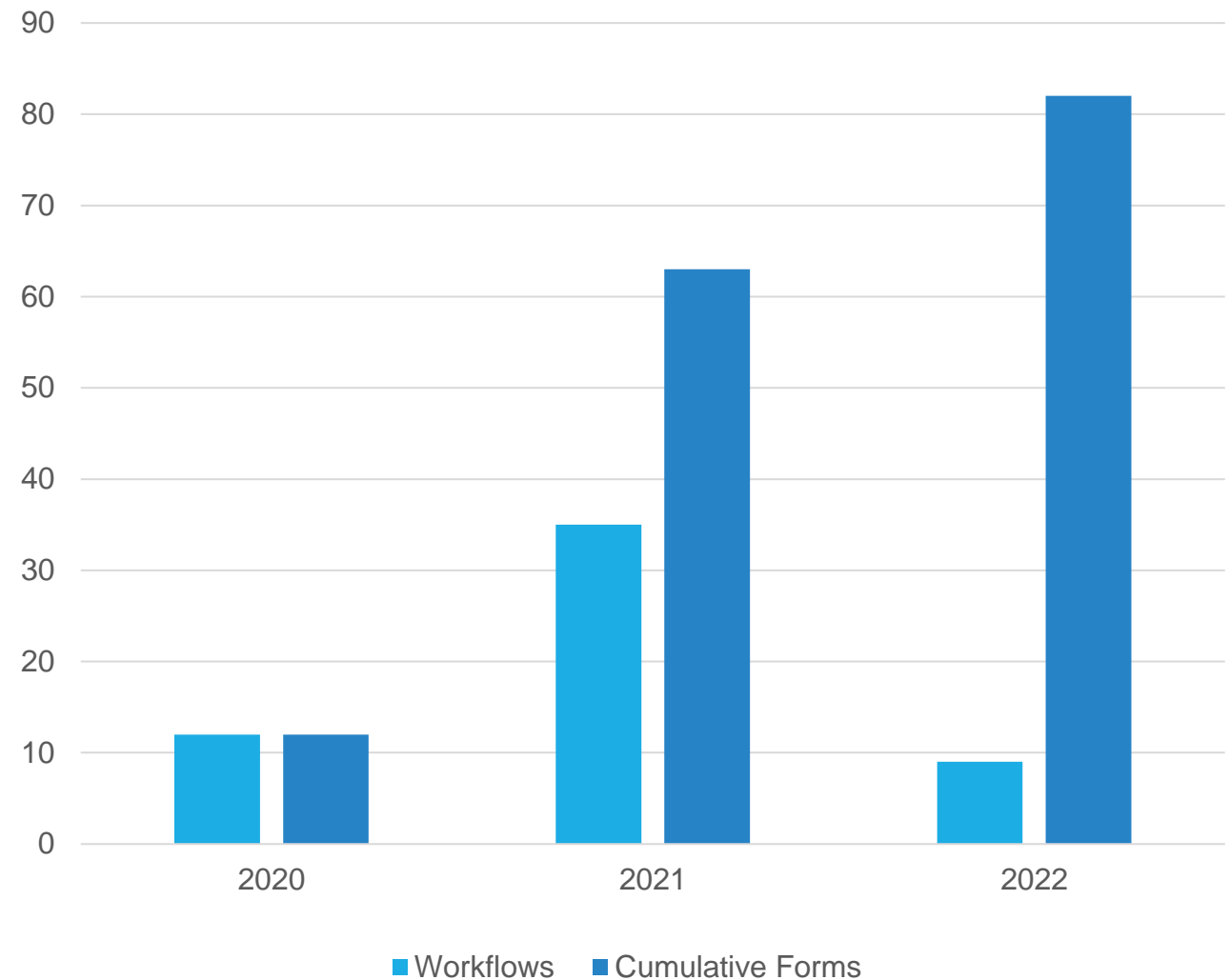
Build high-performing, multi-disciplinary, cross-trained teams to champion highest priority workflows and commitment to drive digital transformation.



Secure, Scalable Tech

Scale a dependable platform that users can rely on, is known to be secure, and is easy to configure.

Celebrating 2 Years Of BPA!

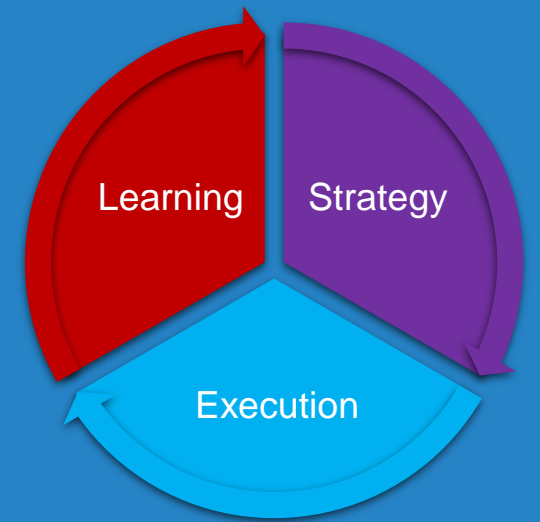


AS OF JUNE 2022...

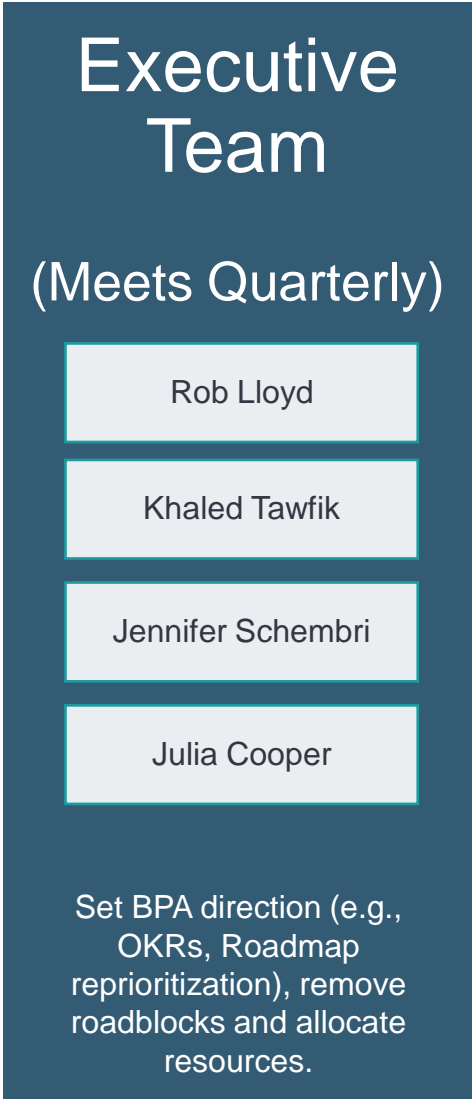
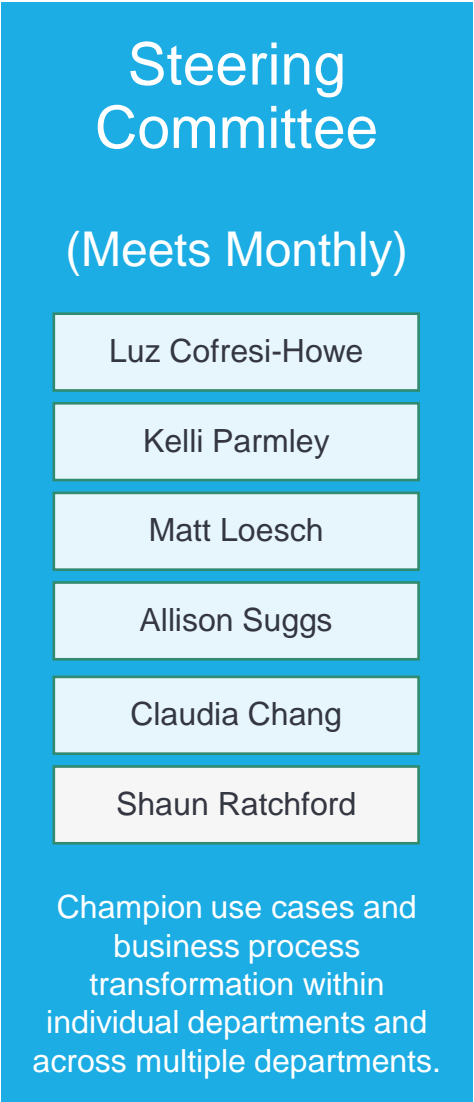
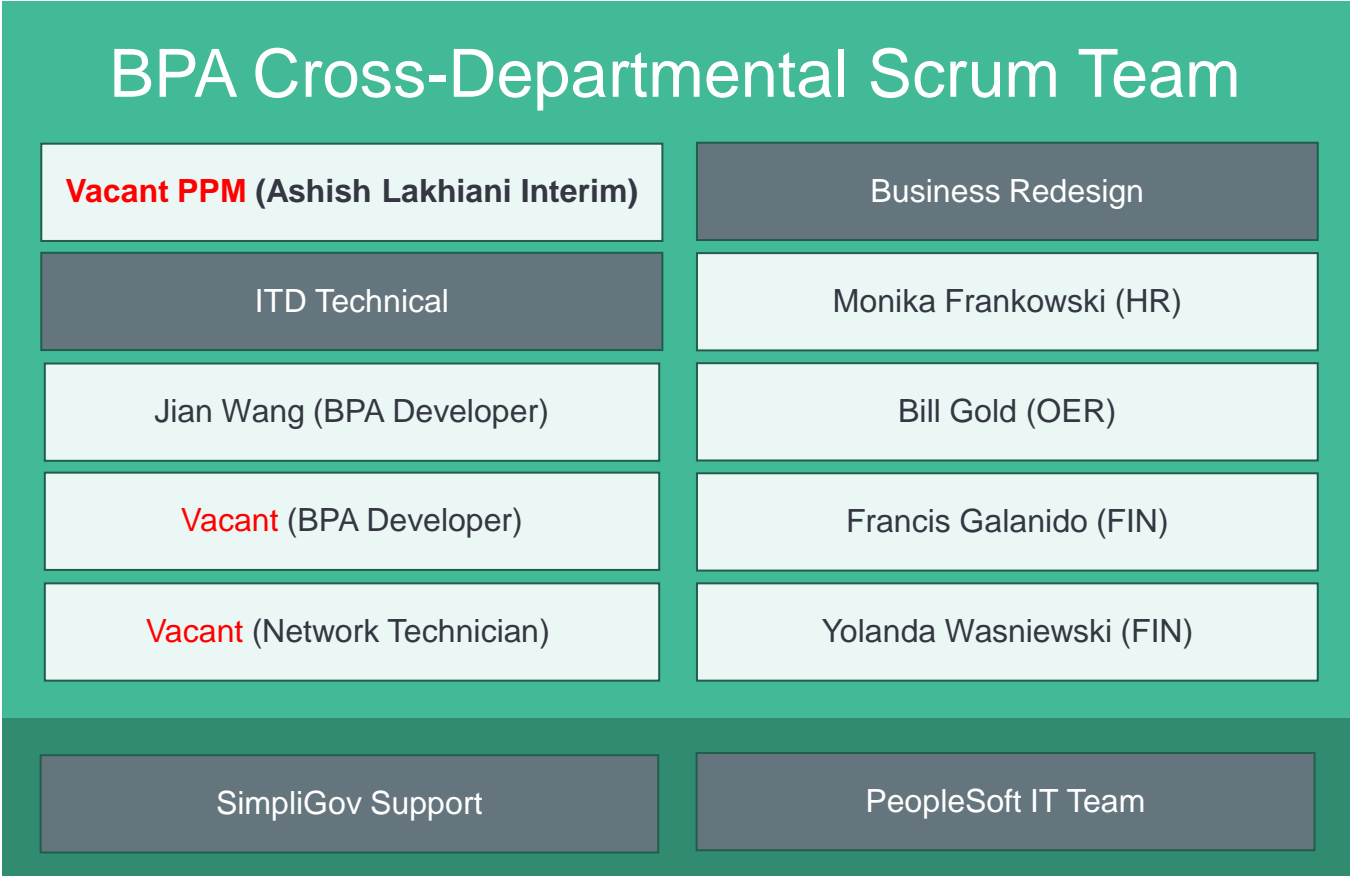
82 internal and external City forms automated

60% faster than pre-automation

requests now take **17,000** fewer hours each month to route and approve



Who is part of Business Process Automation?



BPA OKRs: Q1 2022-23 (July - September)

Objectives

Simple, Digital, Automated Work

Empowered to Change

Secure, Scalable Tech

Key Results

- Deliver 5 automated workflows:
 - Administrative Leave
 - Employee Reimbursement - Education Reimbursement (Pilot)
 - Employee Reimbursement - Professional Development Reimbursement (Pilot)
 - HR Offboarding (Notice of Separations)
 - Benefits Billing/Arrears (First Release)
- Deploy 3 workflow enhancements:
 - Email Quick Submit for Directors (Pilot/Mobile)
 - Contracts: Add Form 700 Liaison & Clerk Review Stages
 - ✓ Contracts: Usability Enhancements
- Pilot Easy Employee Onboarding Workflow & Streamlining Efforts
- Complete Business Requirements for 2 workflows:
 - Viscode Request Form
 - Employee Parking Card Application (Parking Pass)

- Update SimpliGov Tenant with Department Permissions
- Develop Citywide communications for promoting SimpliGov Fixed Price Development Option

- Hire 2 Technical Resources for BPA Tech Team
- Develop SimpliGov Template for CSJ Internal Forms
- Deploy SimpliGov “Digital Dark Ages” backup solution (carry-over)
- Deploy method for sustainably tracking and reporting on BPA performance measures (carry-over)

✓ Complete ■ On Track ■ Slight Delay ■ Major Delay

SNAPSHOT OF BPA WORKPLAN (Q1 AND Q2)

Priority	Workflow Name	Platform	Estimated Delivery	Current Status
1	Leave of Absence Request Form	PeopleSoft	Q1 2022-23	In Development
2	Administrative Leave	PeopleSoft	Q1 2022-23	In Analysis
3	Employee Reimbursement - Education Reimbursement	PeopleSoft	Q1 2022-23	In Analysis
4	Employee Reimbursement - Professional Development Request & Reimbursement (PDP)	PeopleSoft	Q1 2022-23	In Analysis
5	HR Offboarding (Notice of Separations)	PeopleSoft	Q1 2022-23	In Analysis
6	Benefits Billing/Arrears	PeopleSoft	Q1 2022-23	In Analysis
7	Easy Employee Onboarding Pilot	SimpliGov	Q1 2022-23	In Development
8	Contacts Enhancement: Form 700 Review Stages	SimpliGov	Q1 2022-23	In Development
9	Contracts Enhancement: Usability Enhancements	SimpliGov	Q1 2022-23	Deployed
10	Enhancement: Email Submit for Directors	SimpliGov	Q1 2022-23	Backlog
11	Viscode Request Form	SimpliGov	Q2 2022-23	Backlog
12	Travel Request and Reimbursement Forms: Phase 1 (workflow only, uploaded form)	SimpliGov	Q1 2023-24	Backlog
13	Enhancements to TempU	PeopleSoft	Q2 2022-23	Backlog
14	Tier 1 Rehire / Reciprocity Form	PeopleSoft	Q2 2022-23	Backlog
15	Enhancements to Life Events modules	PeopleSoft	Q2 2022-23	Backlog
16	Employee Parking Card Application (Parking Pass)	SimpliGov	Q2 2022-23	Backlog

BPA Team



Yolanda Wasniewski
(Finance)



Monika Frankowski
(Human Resources)



Jian Wang
(IT Department)



Francis Galanido
(Finance)

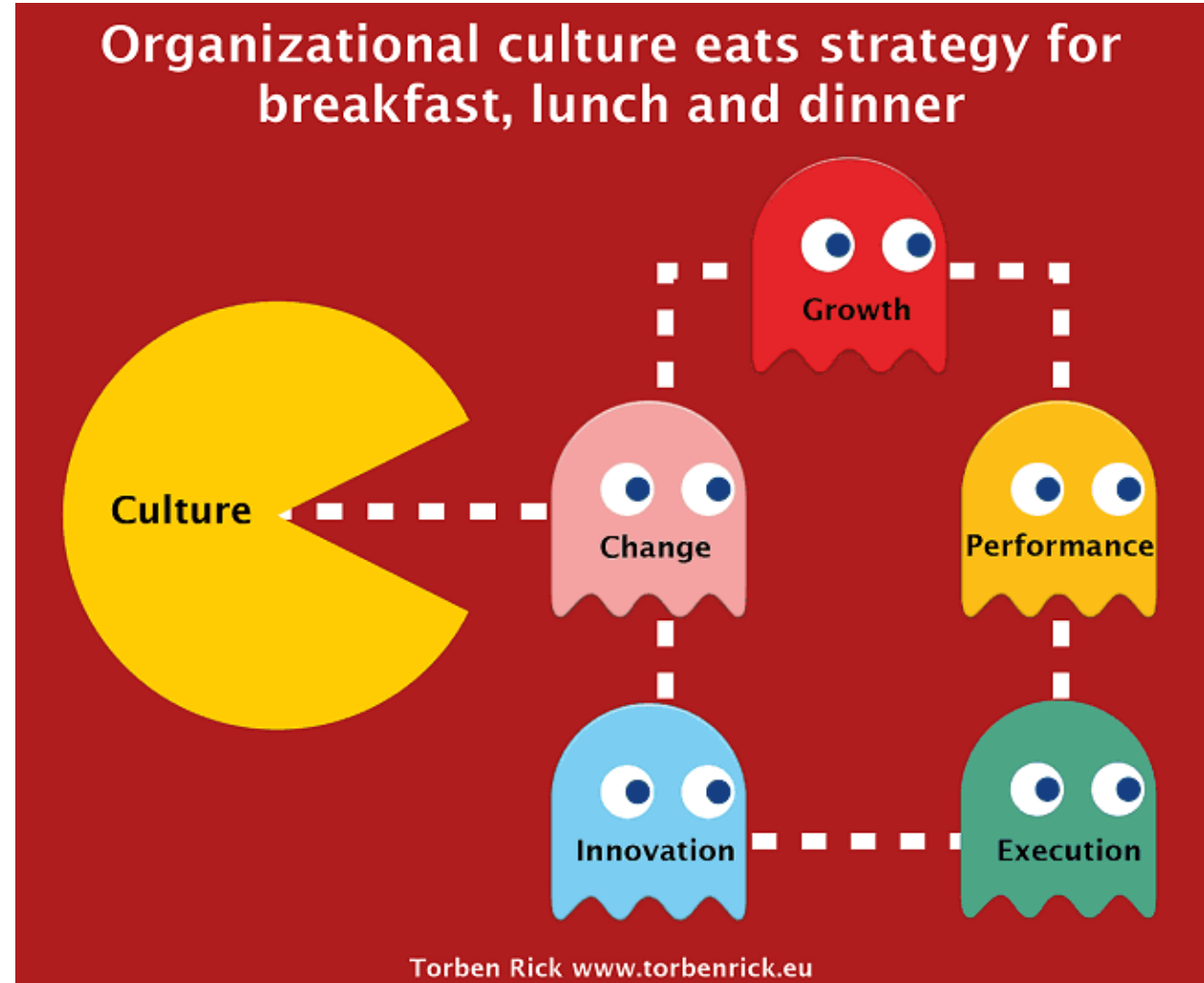
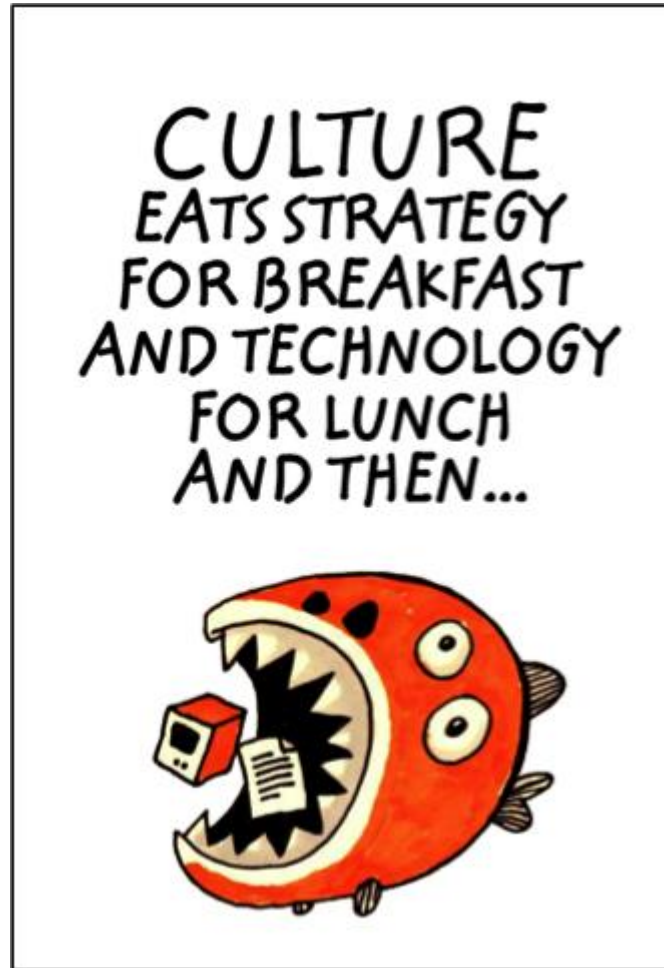


Bill Gold
(Employee Relations)



Ashish Lakhiani
(IT Department)

Hybrid Work Environment = Culture Change




Human-Centered Design Learning Lab

Late 2020

	Team 1	Team 2	Team 3
Team Members	Isaac Orona Tina Nasser Swati Ganesh Trevor Gould Mary Morse	Shikha Gupta Laurie Willis Leila Correa Rajani Nair Monika Frankowski	Andrea Case Michael Foster Stephanie Gutowski Matt Opsal Alleyne Long
Design Question	<i>How might we create an engaged and informed workforce?</i>	<i>How might we optimize virtual productivity?</i>	<i>How might we improve collaboration in a distributed workspace?</i>




Team-Based Research Snapshots

 Team 3	
Challenge How might we improve collaboration in a distributed workspace?	Team Members (Roles & Responsibilities) 1. Andrea Case Interviewer 2. Michael Foster Observer 3. Stephanie Gutowski Notetaker 4. Matt Opsal Observer 5. Alleyne Long Project Manager
Goals To understand technique and software people are using to communicate.	Desired Outcomes To develop a collaborative tool for staff to use. need a level up...
Team Name	4-Cs Courageously Collaborative Community Cougars
How do we want to communicate?	Emails preferred...Zoom when needed.

Analyze Your Data Capture Your Findings, What assumptions did you make and why?	
1. Sort the data from your interviews into Needs and Insights (see boxes below)	
Needs: use verbs to express needs, hes <div> <div>Need flexibility to try different tech - feel out options, honest conversations</div> <div>Encourage brainstorming and creativity</div> </div> <div> <div>Need to be consistent across the City</div> <div>Harder to celebrate staff in virtual environment</div> <div>Focus on mental health and well being of staff</div> <div>Need a work group that is focused on getting people what they need and feel valued as an employee</div> </div>	Insights: discoveries you made; things that surprised you or made you think of the challenge differently <div> <div>Pandemic driven changes in the City</div> <div>Technology vs. people</div> <div>work groups established to share information</div> <div>Harder to collaborate with larger insular departments</div> <div>Stop suffering in silence...Communication is key</div> </div>
2. Reflect on key themes <div> <div>Managers need to be transparent</div> <div>Need to have clear drivers at the senior level</div> <div>Focus on the employee well being</div> </div>	

OneCity Workplace

The City’s digital workspace to drive employee **engagement**, **retention**, and a **culture** of collaboration

WHY invest in a digital workspace?	HOW does a digital workspace work?	WHAT does a digital workspace enable?
<i>The purpose of OneCity Workplace is to help the City:</i>	<i>OneCity Workplace gives the City a culture of connecting:</i>	<i>OneCity Workplace busts down organizational silos through:</i>
Inform and engage our workforce	People to People 	<ul style="list-style-type: none">• Engagement (e.g., blogs, surveys, ERGs)• People directory• Messaging and chat• Project team coordination• Learning and development• Expertise and mentoring• Peer-to-peer recognition
Optimize virtual productivity	People to Processes 	<ul style="list-style-type: none">• Business apps (e.g. FMS, PeopleSoft)• Standardized department workflows• Hiring and onboarding• Trainings• Pay, time entry, and taxes• IT Help Desk and employee support• Room reservations
Unify our digital workplace	People to Information 	<ul style="list-style-type: none">• Essential internal City communications• Citywide policies and protocols• Knowledge management (e.g., SOPs)• City calendars and resources• Content, search, relevant information• Data sharing and dashboards• Brand standards and templates

Examples: ROI of the Digital Workspace

% of staff able to find all relevant City Policies + Protocols

% of staff with access to critical City applications

% of staff able to receive critical communications

Next Steps

Next status report to the Smart Cities and Service Improvement Committee in June 2023

- 1 2022 Request for Information (RFI) to understand current industry tools, processes, and practice.
- 2 Determine procurement approach.
- 3 Select and award vendor.
- 4 Determine a staffing plan to ensure proper support and maintenance of the OneCity Workplace system.
- 5 Project Implementation.

Thank you

Khaled Tawfik, Information Technology

Kelli Parmley, Human Resources

Ashish Lakhiani, Information Technology