



Operational Service Plans

Department:	OMB – Finance (Payroll)	Date:	June 7, 2021
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)			
Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

Staff are required to follow the current [Scott County Organizational Covid Health and Safety Guidelines](#) located on the County’s Covid 19 Health and Safety site.

- **Function A: Payroll Processing – Timecards, Running Payroll, Employee Information updates and changes, Policy and Business changes**
Protocols
 - Working within ER to take the paper documents and forms to scan/email to the payroll email address for processing. Directing employees and supervisors to do the same as we get questions on how to get information to payroll.
 - Payroll has contacted all staff still receiving a paper check and asked them to go direct deposit, still having trouble getting in touch with a few. Checks need to be printed in Accounting cannot be done remote.
 - Payroll processing weeks has been fully tested and done off-site.
 - Work will continue to meet regular deadlines.

- **Function B: Benefit Maintenance - Employee adds and changes to all benefits updating Infor and Vendors**
Protocols
 - Working within ER to take the paper documents and forms to scan/email to the payroll email address for processing. Directing employees and supervisors to do the same as we get questions on how to get information to payroll.
 - Benefit Billing is paper but can be processed off-site.
 - Work will continue to meet regular deadlines.

- **Function C: System Administration**
 - HRMS Supervisor will be able to work remotely with a few exceptions.
 - Work will continue to meet regular deadlines

- **Function D: Performance Review - Processing Employee Performance Reviews**
Protocols
 - Working within ER to save the Access PAF into the Payroll Scoop area after the review is calculated in Access. Payroll will than work from the SCOOP document to process the salary change.
 - Processing can be done remotely, still working on streamlining a process for supervisors to get the information to ER.
 - Work will continue to meet regular deadlines

- **Function E: Employee document filing**

Protocols

- Needs to be done on site, adding various documents to employee Personnel files.
- Done periodically when on site.
- Work will continue but will not always be current.

- **Function F: Special Data Requests**

Protocols

- Done remotely.
- Priority evaluated with in ER resources.
- Work will continue to meet regular deadlines, but some may be delayed.

Level of Staff Changes and Resource Needs

Describe staff changes based on your department’s functioning under the “new normal” (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- The HRMS Supervisor and two Payroll Specialists have laptops to support them working remotely.
- The HRMS Supervisor and two Payroll Specialists can work remotely with one in the office 3 days a week.
- Other ER Staff will be able to support the payroll area when needed.
- The HRMS Supervisor and two Payroll Specialists are crossed trained in the main functions of payroll and can support and back each up.
- The HRMS Supervisor and two Payroll Specialists will meet weekly or as needed via phone to keep each other updated.
- Hand sanitizer will be provided for the office work area.
- Principal Accountant and Controller provide various system and Security support. IT is also needed for some problem resolution.

Division Director Comments

Strategic Branch Comments

Considerations for next steps:

- Understanding that there is tremendous demand on the ER staff right now, are they a viable option for back-up on for the payroll people? If requested, the Strategy Team will put forward a request for volunteers based on the direction of the ER director.

County Administrator Comments

General note to maintain social distancing when in the office. Do supervisors/managers know what the payroll email address is and is this something that should be sent out/directed with information to Senior Leadership? How can we support the change to direct deposit - Supervisor communication?

County Administrator Signature: Lezlie Vermillion

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

6/7/21 Operational Service Plan updated for facilities opening on 6/14/21.