

BTS – MAKING IT WORK

| To Resolve Issues More Quickly LAUSD... | LAUSD is Finding Solutions by... | We Are Improving Communications by... |
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| <ul style="list-style-type: none"> ▶ established a customer service center and is providing same-day checks ▶ has and will continue to open regional service centers ▶ is helping employees at night and on weekends if necessary to resolve issues ▶ is running off-cycle payroll for late time-reported employees and other corrections ▶ increased use of BTS mentors and super-users ▶ continues to reduce wait times in the customer service center ▶ demanded increased SAP and Deloitte Consulting resources ▶ is producing personal payroll histories for each employee ▶ established a BTS Help Desk and a fax help system ▶ hiring staff on a temporary basis to support payroll functions and clear backlogs ▶ conducted payroll traveling road-show presentations ▶ continues to increase the closure rate of faxed concerns ▶ recruited valuable additional support | <ul style="list-style-type: none"> ▶ proactively identifying the number of unpaid and underpaid employees and separately cutting those checks on payday or within 24 hours ▶ increasing the closure rate of system defects (deductions, holiday pay, etc.) ▶ shifting critical resources from other departments to Release 2 post production ▶ proactively leading all offices (Payroll, HR, IT & BTS) to work together to identify and correct errors ▶ restructuring Payroll Services to better support employee needs during implementation and BTS ▶ working with departmental users for "user acceptance testing" prior to production ▶ evaluating and prioritizing departmental requests and needs ▶ moving Release 3 consultant resources/hours to support Release 2 post-production ▶ identifying regular sources of "late time reporting" ▶ providing letters to credit agencies, financial institutions, utility companies and others on behalf of employees | <ul style="list-style-type: none"> ▶ regularly sharing information with stakeholders and releasing periodic updates from the Superintendent ▶ increasing direct outreach to employees (i.e. "How to read your paycheck") ▶ holding pre- and post-payday conference calls with union leadership ▶ producing daily updates to track service internally ▶ increasing discussions with end users ▶ sending updates to time reporters on major paydays ▶ providing monthly ABT Committee updates ▶ enhancing the Business Tools for Schools website ▶ insisting on regular executive communication with SAP and Deloitte Consulting ▶ holding regular meetings with the Superintendent and union leaders ▶ keeping the community apprised through the media ▶ bringing in counselors to help employees talk through their frustrations and stress ▶ developing "Job Aides" to enhance training |