

THROUGH-PUT

a quarterly publication brought to you by
MICHIGAN GOVERNMENT MANAGEMENT INFORMATION SYSTEMS

OUR MISSION:

- Provide a forum for interactive communication between governmental units
- Provide a central technology resource for any and all other governmental agencies and associations, using – among other resources – the following:
 - Mi-GMIS Website
 - Mi-GMIS List Serve
 - Mi-GMIS Conferences
- To foster a unified effort among state and local government entities to integrate and disseminate their respective research and design efforts in the area of automated information sciences
- Through cooperation, foster cost effectiveness and efficiencies within and between member organizations
- To serve as a cooperative organization with respect to all suppliers of hardware, software and related information technologies, systems, and services
- To work for the common good of all governmental agencies and their information and technology professionals
- Elevate our members within their governmental organizations

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Letter From the President

As with all the members of the Mi-GMIS Board, I deeply value the participation and involvement of our membership in the direction of Mi-GMIS. Recently, there have been discussion regarding our chapter's affiliation with the national organization GMIS. Questions regarding the value of this affiliation and have been raised, and so I feel it is important to address them and provide the necessary background of what has transpired since our affiliation began.

In 2006, the MAGCU Board felt that being part of a larger organization would help our Michigan base grow and add value to our members. Members were in favor of the change and by vote of the members at General Board meeting, MAGCU became a chapter of GMIS and our name was changed to Mi-GMIS.

In 2007, one of the leading members of the GMIS organization died unexpectedly. His passing turned the GMIS organization upside-down and was described by GMIS leaders as a "national disaster". Similar to when an unexpected national disaster strikes an area, confusion set in. Information, policies, and procedures were lost and GMIS leaders were unsure on how to move forward. They had to rebuild the organization from the ground up.

The Mi-GMIS board acknowledged that the national group seemed disorganized and we were concerned about the future of GMIS. By the end of 2009, it became obvious that the Mi-GMIS board had to make a decision about the value of continuing with GMIS.

Through research and by connecting with GMIS directly, we discovered that GMIS was making strides to become the organization the 2006 membership had envisioned it to be.



"They had to rebuild the organization from the ground up."

- GMIS revamped the By-Laws to make them current and

more productive.

- They are researching a website solution that could offer Chapters (such as Michigan) a free website. We pay \$4500 a year for the current website.
- GMIS offers the listserv to Michigan members. GMIS realizes the importance of the listserv to members and will continue to offer such a solution.
- GMIS offers a certification program for members at a discount price. The certification is offered on-line and travel is not necessary. Two Michigan members have already completed this program.
- GMIS collects membership dues and maintains the bookkeeping,

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Battle Creek 'Goes Green' The City is leveraging advancements in new ERP technology to increase efficiencies, reduce paperwork and empower employees to do more with less.

Doing more with less is not a new concept, especially for our home State of Michigan. Municipalities across the nation are all faced with the challenges of balancing budgets amongst declining revenue. Many are putting off major investments in technology because they feel they can't afford to make a change. Others are making investments in technology to position themselves for the future by improving the way they do business. By utilizing newer, advanced technologies to streamline business processes and create self-service applications for citizens and employees, the City of Battle Creek is positioning itself to improve service levels to its community with a smaller workforce.

Leveraging advancements in the local government ERP Software market Battle Creek is quickly eliminating a number of cumbersome paper-based processes from City Hall. We all want to 'go green' these days, not just for environmental reasons but also for the efficiencies gained.

The City of Battle Creek, known as 'Cereal City', is home to Post® Cereals and the Kellogg® Company World Headquarters. It is the third largest city in Michigan by area, after Detroit and Grand Rapids. Like many cities across the Country, it was hit hard by the economy in 2008/2009. . The City of Battle Creek has been able to leverage the technology, available in the market from various vendors, to "Go Green" and lower costs. Some examples include:

Payroll / Paystubs

In November 2009, the City was able to implement a completely paperless payroll providing considerable cost savings. The City has required direct deposit of payroll for 10 years, but was still sending paper remittance stubs to more than 600 employees each week.

"We realized many employees never even opened the paper stubs we were sending them," said Marcia Wentworth, Special Projects Task Leader. "Each week there was a cost for materials, and an accountant who would handle the printing, folding, and distributing of these pay stubs. We took a close look at this process and the functionality that employee self-service software could provide. We discovered a real opportunity for significant time and cost savings by eliminating the printed paystubs."

Through employee self-service software, the City eliminated printed paystubs and directed employees to access their personal information, including benefits, address, emergency contacts, pay history and of course pay stubs online through the secure web portal. For employees that do not have access to computers from

home or their offices, the City installed kiosks at city offices where individuals can log on to this portal to view or even print their pay stub on demand.

"Reconciling a payroll bank account is certainly a lot easier when we do not have to write checks," said Linda Morrison, Finance Services Manager. "We're encouraging people to use the web-portal for more than just looking up their pay stubs. They can use it for direct deposit changes, building a contact list for us and more. By empowering our employees we are also freeing up time that would normally be spent processing paper or fielding calls for personnel information."

Purchasing

The Purchasing Department is another area of the City that has really taken advantage of electronic workflow technology to streamline its once paper-driven process. Instead of printing and manually routing purchase orders and copies of quotes, the City now requires all supporting documents be scanned and attached to the requisition/purchase order within the software itself.

Electronic workflow in the software automatically routes all purchase requisitions and electronic documentation to the required individuals for approval, freeing City employees' time and ensuring all necessary departments are included in the purchasing process, saving valuable time and eliminating the cost of managing unnecessary paperwork.

"One of the main reasons we've been able to successfully make these improvements to our purchasing process is because City employees can understand how to use the new system," said Christine Huff, Purchasing Agent. "Even people that are not computer-savvy are learning the workflow and catching on quickly because of the ease of use of modern technology."

Reporting

Leveraging flexible and easy to use software has allowed more City departments to run reports and access information on their own, eliminating the need for the Finance Department to run, print, and distribute monthly reports. Open purchase orders and miscellaneous accounts receivable are among the reports Finance use to print on a monthly basis and distributed throughout the City. Today, departments don't have to wait for us to run/print reports; they can look this information up anytime they want on their own through simple queries.

Like any enterprise software project, proper internal preparation is a key to the success. It took months of announcements, encouragement and training, but once it was rolled out the ability for employees to take charge of their own information and access their system anytime, anywhere was very well received.

Letter from the President Mi-GMIS Affiliation with GMIS

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and is now providing Mi-GMIS a monthly report detailing the membership.

We acknowledge another large concern for our membership is that dues are higher than they were with MAGCU. The Mi-GMIS Board felt this may be a deterrent for Michigan members. Mi-GMIS approached GMIS president with these concerns and ask for a reduction in membership fees due to the economic conditions. The GMIS President, June Randall was sympathetic to our situation, but felt GMIS could not reduce membership fees.

The Mi-GMIS Board can not set the price of membership dues. But the Board approved a motion in February to reduce the Registration Fee for members to attend the 2010 conference from \$250 to \$100. That savings of \$150 will help offset the cost of the membership dues and hopefully assist members' ability to attend the conference.

The board found that positive changes are being made at the national level that will bring more value to Michigan members. It was determined that the 2006 vote was made for the right reasons and since significant improvements at the national level are being noticed, MI-GMIS will continue to be affiliated with GMIS.

In conclusion, the board decided to continue to be affiliated with the national GMIS organization for a period of two years with a re-evaluation prior to the fall Mi-GMIS conference of 2012.

We continue to value your feedback as well as any questions or input you have to continue to keep Mi-GMIS the valued resource that it is.

Judy Rumps, City of Birmingham
Mi-GMIS President

E Poll Book Laptop Procurement Program

The State's Department of Bureau of Elections rolled out a new program to provide laptop computers to city and township clerks who wish to use the QVF's Electronic Poll Book (E Poll Book). The voluntary program, which required submission of a completed grant agreement by March 24th, was initially piloted by many clerks who used the E Poll Book either alone or in tandem with a paper system. The response from the clerks conducting the pilots was reported as very favorable. Additionally, the Bureau of Elections will offer another purchase period in early 2011.

However, some IT departments have expressed concerns that the program poses undue burden on the already overtaxed IT departments. Because the program mandates that the laptops be used only for E Poll Book or similar election related purposes, the question has been raised over LISTSERV as to the validity of maintaining a PC notebook that is used only 4 times a year. Furthermore, the question of Who will get the job of updating the Anti-Virus and OS patches before elections has been raised.

Another seeming oversight as to the efficacy of the program is the requirement that, despite the fact the notebook PC is used to replace writing the info in a paper book, the book still has to be printed out on paper and retained for 2 years.

In addition, concerns regarding who will handle election-day tech support, should the state helpdesk get overwhelmed, resulted in speculation that the local IT shop, will get hammered with the overflow.

Where does your IT department stand in this debate? Has your clerk implemented use of the E Poll Book effectively, or have you run into issues or concerns? Join the debate and share your ideas on the Michigan LISTSERV available at GMIS.org.

2010 Conference

information is available on-line...

Visit Mi-GMIS.org today for more information!

Genesee County Employs Technology to Do More With Less

The Genesee County Board of Commissioners had long recognized the need for a comprehensive document management solution in all county wide departments. Board Chairperson Ted Henry said, "In challenging budgetary times, the need is evident for a county that can work smarter, not harder. We saw the need to provide a technological solution. Despite our budgetary constraints, we committed the funds to implement the new solution." Prior proposals for a paperless system were simply too costly.

Many departments, including the Genesee County Friend of the Court (FOC), were operating in a time-warp without the inherent efficiencies of a paperless system. Departments comprising the criminal justice system were mired in mountains of paper documents—each maintaining redundant individual files—and were further bogged down by outdated work processes and outmoded manual systems. The county experienced lagging productivity and increasing costs as individual departments struggled to maintain services to constituents. "We were stuck somewhere in the 1960s," said John Battles, of Genesee County FOC. "We had two massive file rooms overflowing with approximately 60,000 active files and no efficient way to manage the daily flow of paperwork."

In 2008, the County Board entered into an agreement with ImageSoft Inc., of Southfield, Mich., to begin implementing a customized OnBase solution in the FOC, the Family Support Division of the Prosecutor's Office, the County Clerk's office and the Probate Court. This spring, following an infusion of technology to automate their processes, the four court divisions began the process of vastly streamlining and improving their operations. The result was increased productivity, reduced costs and, at the same time, enhanced services to constituents.

Their successes have left other departments within the Genesee County court system—which serves 23 communities in Southeast Michigan—clamoring to get on board the same technological bandwagon. The County Board is currently reviewing plans for additional department implementations.

"We faced a great number of challenges that prompted us to investigate an electronic document management solution," said Katrina Fellenbaum, the county's document management system administrator. Chief among them was the physical movement, flow and processing of documents.

Like many counties, Genesee County courts were housed in two physical locations, which made sharing documents and information even more challenging. Its system for doing so was manual and time-consuming. Three times a week, a runner would load a file cart full of documents and trek from building to building to distribute information to judges, clerks, caseworkers and others.

With its new OnBase system in place, Genesee County's FOC was quickly transformed from a paper intensive workplace to a nearly paperless environment. Paper documents were scanned and digitized to allow them to be shared electronically, quickly and efficiently, by all relevant parties. Moreover, the busy FOC runner and the bulging file cart is now a relic of the past.

The use of a runner to shuttle documents also came to play in the court's bench warrant process, which Fellenbaum characterized as "the most impressive hurdle for us to overcome." Previously, Genesee County's laborious bench warrant process typically took two weeks. Not only was the process painfully slow, but often times, somewhere during the trips to and from the courthouse, the paperwork would go missing. "We would be sure that we had sent the documents over, but we had no proof and no way to track missing documents, which would sometimes mysteriously turn up months later," said Fellenbaum. "It was very frustrating and made the bench warrant process long and drawn out."

Today, with OnBase, Genesee County's bench warrant process has been drastically reduced from two weeks to just one day. This was achieved, according to Fellenbaum, in only three weeks time. "Now, all the parties involved are able to instantly access the files at their computer and can easily track the status of a bench warrant. It has greatly enhanced our ability to expedite the bench warrant process and ensure the accuracy of the warrants obtained," said Fellenbaum.

"I really can't say enough about ImageSoft and the benefits of technology in the workplace," said Fellenbaum. "We expected there to be glitches when we went live, but we have been pleasantly surprised with the smooth transition to a paperless environment. ImageSoft has surpassed our expectations as a partner, and the implementation has been fabulous. The workflow is great, and we are truly pleased with our system. We are also pleased that the County Board understood the need and was willing to commit funding to make a new document management system a reality for Genesee County."



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**Mi-GMIS**

PO Box 2474

Howell, MI 48844-2474

www.Mi-GMIS.org | info@mi-gmis.org

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Social Media Policies

Do you have them? What's working? What's not? Simply send an email to info@mi-gmis.org with Social Media in the subject line. We look forward to your input!

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GMIS Professional of the Year

GMIS has presented an outstanding professional award since 1985. The award name was changed from (MIS Annual Professional Award (MISAPA) to GMIS Outstanding Professional Award (GMISOPA) in 2008.

Each year GMIS representatives from each member organization are asked to nominate someone from their staff whose performance has favorably reflected the information technology profession. A selection committee then reviews all candidates. The chosen professional is invited to the International Conference as a guest of GMIS at which time they will be honored with the Award. Visit GMIS.org today to find out how you can participate!

MI-GMIS Awards- Submit Your Nomination Today

Mi-GMIS presents several awards each year to encourage and recognize excellence in the IT field. The awards are presented at the annual conference in September, and cover 3 categories: IT Professional of the Year, Best Website Design and Best Technology Project. Nominations can be made via the web through a simple and brief online form : <http://mi-gmis.civicplus.com/index.aspx?NID=241>