

**CITY OF BALTIMORE
COUNCIL BILL 08-0018R
(Resolution)**

Introduced by: President Rawlings-Blake, Councilmembers D’Adamo, Curran, Kraft, Spector,
Middleton, Conaway, Holton, Branch, Henry, Young
Introduced and read first time: February 11, 2008
Assigned to: Judiciary and Legislative Investigations Committee

Committee Report: Favorable
Adopted: April 14, 2008

A COUNCIL RESOLUTION CONCERNING

**Informational Hearing – Bureau of Accounting and
Payroll Services – Payroll Activities**

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3 FOR the purpose of requesting the Director of Finance, the Director of Human Resources, and
4 the Chief, Bureau of Accounting and Payroll Services to report to the City Council on the
5 effectiveness and accuracy of the Enterprise eTIME payroll and Human Resources
6 Information System, the number and substance of complaints received from payroll
7 processors, the steps taken to address these complaints, and any plans to adapt, revise, or
8 replace the Enterprise system.

Recitals

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10 The Bureau of Accounting and Payroll Services maintains the City’s official financial and
11 payroll records, disburses City Funds, and provides for other related financial support services to
12 various components of City government. In November 2004, the Bureau began implementation
13 of a new payroll system to replace the City’s nearly 40-year-old legacy payroll system that was
14 written in a nearly extinct computer language.

15 The age and obsolescence of the legacy payroll system made the implementation of a new
16 electronic time and attendance system along with an integrated Human Resources Information
17 Systems/Payroll system necessary for the City of Baltimore to continue paying its employees and
18 retirees without interruption. In addition, it was becoming increasingly difficult to find personnel
19 to program, manage, and maintain a system that was purely a custom creation of City of
20 Baltimore employees, with specific institutional knowledge about the inner workings of specific
21 programs.

22 The Bureau reports that as of January 31, 2008, over 400,000 payments have been made to
23 employees and retirees using the new Enterprise HRIS/Payroll system, and “while there have
24 been some problems during the implementation, many of these problems have been the result of
25 the City’s workforce experiencing change management versus actual system problems. Given
26 the size of this implementation, the number of actual system issues have been minimal”.

27 Throughout City government, employees with payroll responsibilities repeatedly report
28 problems with the new system that are attributed to systemic, not processor, flaws. A thorough

EXPLANATION: Underlining indicates matter added by amendment.
~~Strike out~~ indicates matter stricken by amendment.

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1 review of the new system will provide the transparency needed to assess the effectiveness of the
2 new Enterprise HRIS/Payroll System.

3 **NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF BALTIMORE,** That the
4 Director of Finance, the Director of Human Resources, and the Chief, Bureau of Accounting and
5 Payroll Services are requested to report to the City Council on the effectiveness and accuracy of
6 the Enterprise eTIME payroll and Human Resources Information System, the number and
7 substance of complaints received from payroll processors, the steps taken to address these
8 complaints, and any plans to adapt, revise, or replace the Enterprise system.

9 **AND BE IT FURTHER RESOLVED,** That a copy of this Resolution be sent to the Mayor, the
10 Director of Finance, the Chief, Bureau of Accounting and Payroll Services, the Director of
11 Human Resources, and the Mayor's Legislative Liaison to the City Council.