



Legislation Text

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INTRODUCTORY*

CITY OF BALTIMORE
COUNCIL BILL R
(Resolution)

Introduced by: President Rawlings-Blake

A RESOLUTION ENTITLED

A COUNCIL RESOLUTION concerning
Informational Hearing - Bureau of Accounting and Payroll Services - Payroll Activities

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

Recitals

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

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

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

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

transparency needed to assess the effectiveness of the new Enterprise HRIS/Payroll System.

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

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

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