

Creating Funding Opportunities Through Accurate Time Tracking

Josh Klein

July 12, 2012

25th Annual STATS-DC 2012 Data Conference



Agenda

- SEA Background
- Project Request Form
- Time Tracking
 - Tracker System
- Project Billing
 - E-Timesheet
- Documentation Targets
 - Performance Evaluations
 - Met Goal Report
- Other Data Uses

Oregon SEA

- ~270 FTE employed
 - Additional Staff at School for the Deaf
- 45 Staff in Information Services
 - 4 division managers report to CIO
 - 5 Team Leads, 3 Additional Lead Workers
 - Required to record time in “Tracker” ticketing system
 - Annual performance evaluations every July

Project Initiation

- All requests for technology work are processed through ODE Helpdesk
- Helpdesk creates a ticket in “Tracker” system
- Some issues resolved immediately, some escalated
- Enhancements require signed project request form



The image shows a document titled "Internal Project Request Form" from the Oregon Department of Education. At the top, it says "Business Analyst Team" and "Internal Project Request Form 01/12/14". Below this is a header with fields for "Request Number", "Request Date", "Requester", "Request Category", "Request Status", and "Request Priority". The main body of the form contains several sections with checkboxes and text boxes. Section 1, "Directly within ODE", has four numbered items. Section 2, "Project Title / Summary", has a text box. Section 3, "Requester Information", has three checkboxes. Section 4, "Is the project mandated by a legislative or public policy?", has two checkboxes. Section 5, "Is the project consistent with ODE strategic interest?", has two checkboxes. Section 6, "Project Justification", has a text box. Section 7, "Requesting Director", has a text box. Section 8, "Approved", has a text box. Section 9, "Requester", has a text box. At the bottom, it says "Oregon Department of Education" and "Office of Information and Information Services".

Project Billing

- Staff submit electronic timesheet at end of each month
 - Record vacation, sick leave, telecommute time, etc.
- Button automatically imports time from “Tracker”
- Supervisor reviews timesheet and approves
- HR reviews and uploads batch to state payroll system

Timesheet - User: KLEEN, KRISTINA - Issue: ODE Page 1 of 2

KLEEN, KRISTINA

Month: 01/2010

Day	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	Hours		
Category																																		
Scheduled Hours	17.00																														Actual Hours	17.00		
Department Comment																																		
Administrative Comment																																		
Printed on 01/20/10 at 4:02:02 PM by KRISTINA																																		
http://apps.wv.gov/it/issue/IssueDetail.aspx																																		

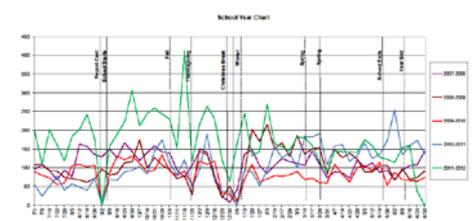
Other Data Uses

- Product Costing Reports
- Project Status Reports
- Ticket Count Over Time Reports
- Deployment Reports
- Many Others . . .

Product	Description	Cost	...
...

Project	Start Date	End Date	Status
...

Product	Version	Date	Status
...



Resources

ODE Public Site

<http://www.ode.state.or.us>



ODE District Site

<https://district.ode.state.or.us>



Project ALDER

<http://alder.orvsd.org/>



Contacts

Josh Klein

Chief Information Officer

Oregon Department of Education

josh.klein@ode.state.or.us

503-947-5708