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# Personnel Productivity System

**“Combining Workflow Management, Forms Management, Personnel Training, and Recruitment to better meet the needs of Business.”**

**Thomas J. Bronack, president  
Data Center Assistance Group, Inc.  
15180 20<sup>th</sup> Avenue  
Whitestone, New York 11357**

**Phone: (718) 591-5553**

**Cell: (917) 673-6992**

**Email: [bronackt@dcag.com](mailto:bronackt@dcag.com)**

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# Abstract

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- The two things people will always need are:
  - Training, and
  - A Job.
  
- The two things most responsible for making a business successful are:
  - The quality of its staff, and
  - Controlling how work flows within its organization.
  
- Now that technology enhancements to productivity are not returning the same percentage of improvements as in the past, **companies must look inside for performance gains.**
  
- This presentations shows how you can **achieve productivity gains** by utilizing current technologies to optimize Workflow, Personnel Productivity, and Business Profit Margins.



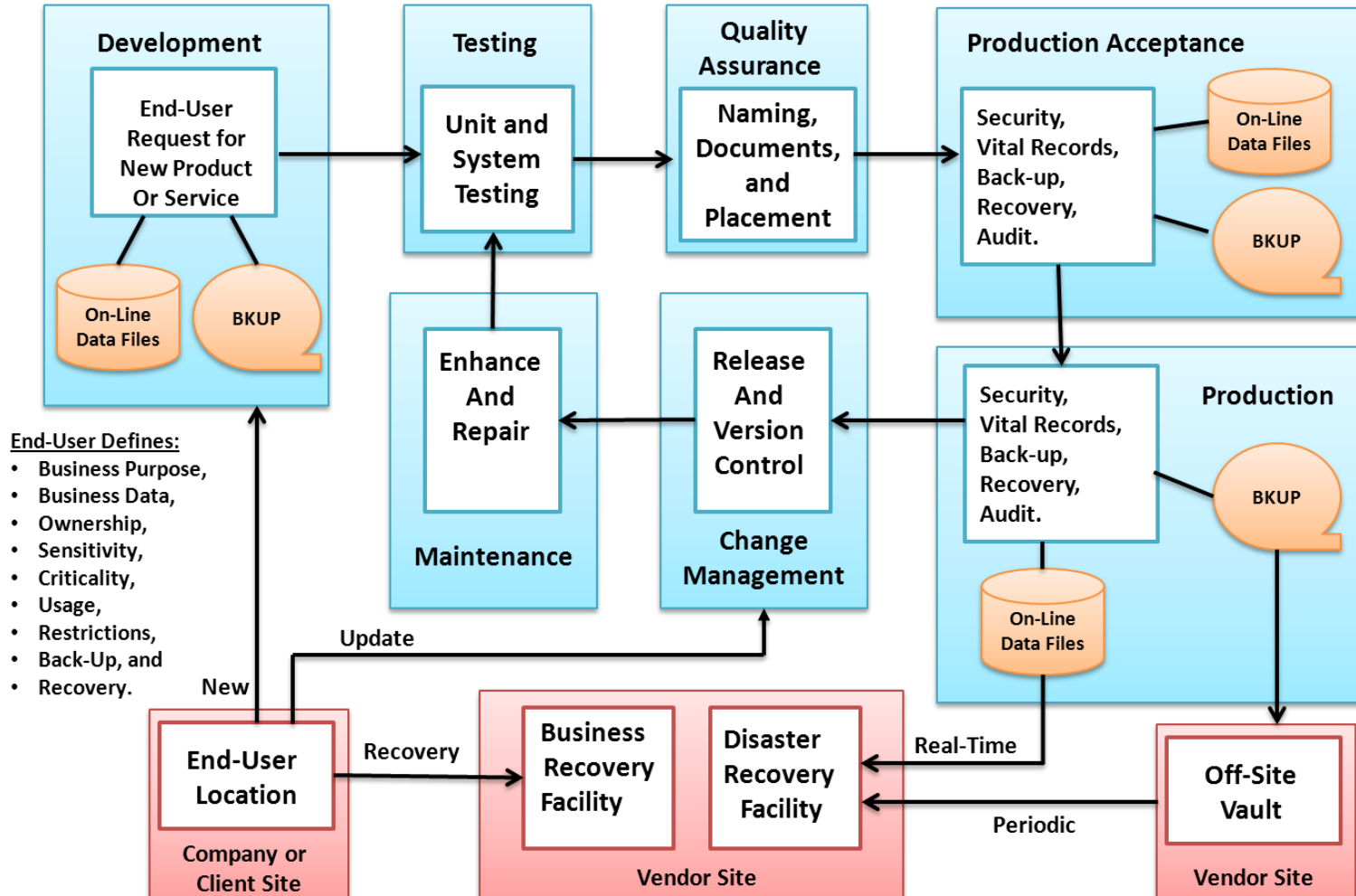
# Workflow is increasing and new technologies require training

- **Workflow is increasing** as new applications and technologies are adopted into the IT Production Environment through the Systems Development Life Cycle (SDLC).
- New technologies and **procedures must be maintained** to reflect changes and new functional responsibilities.
- **Problems and Enhancements** can overburden the Maintenance process, especially since personnel are already struggling to maintain development efforts.
- **Version and Release Management** adherence is suffering due to overworked personnel, which can result in more problems due to procedure mistakes and out-of-date information causing loss of confidence in documentation.
- A method for **matching personnel training levels and preparedness** must be created to better respond to workload and new technology demands.
- **Employee skills levels** must be documented and their **career path desires** listed so that every effort can be made to assist personnel achieve their goals, thereby insuring a happy staff and the retention of skilled personnel through company loyalty.

# Systems Development Lifecycle Workflow overview

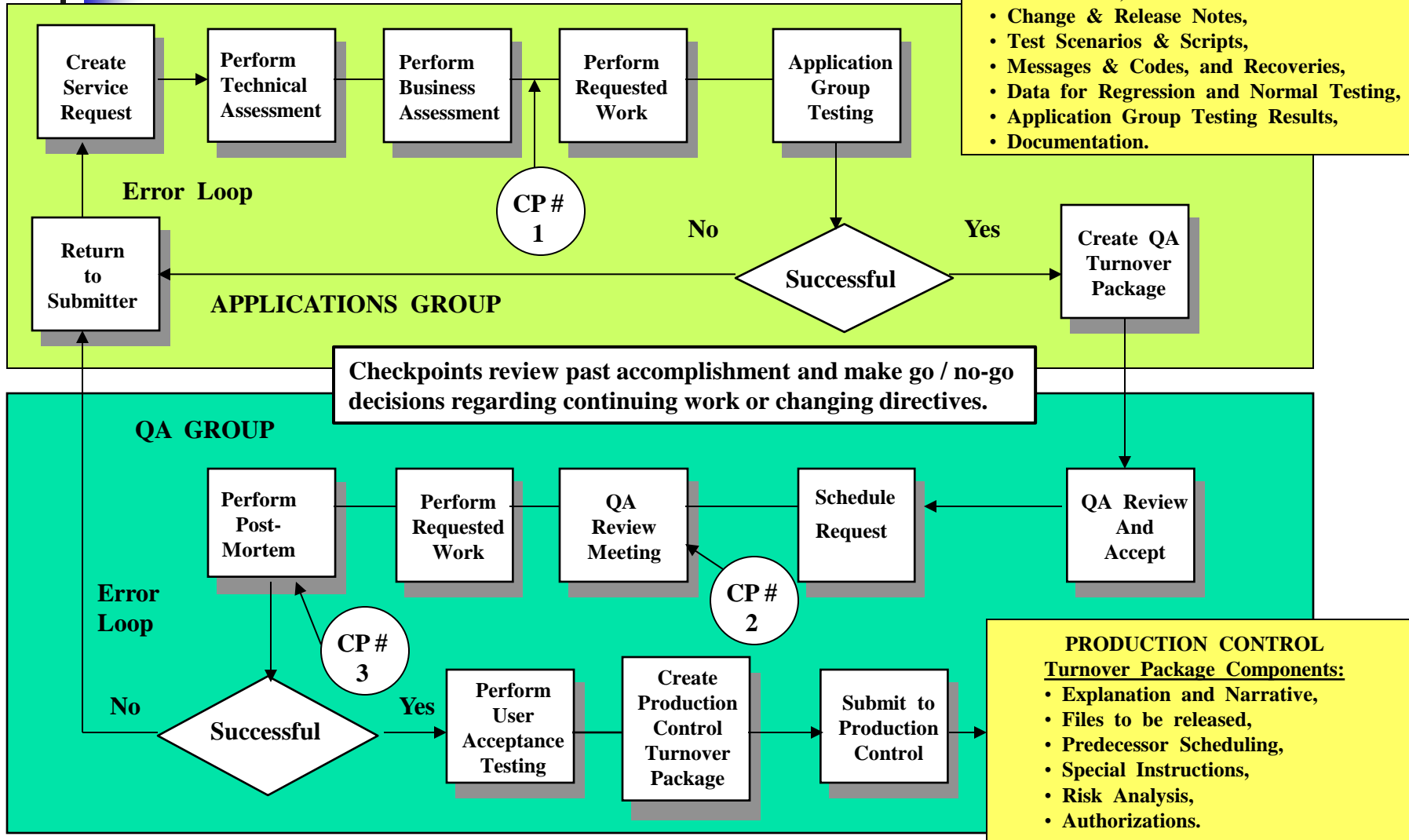
(The many tasks performed in developing and maintaining applications and the IT Environment)

## Systems Development Life Cycle (SDLC), Components and flow



# Request Processing Phases and Steps

Interfaces Between Applications, QA, and Production Groups.



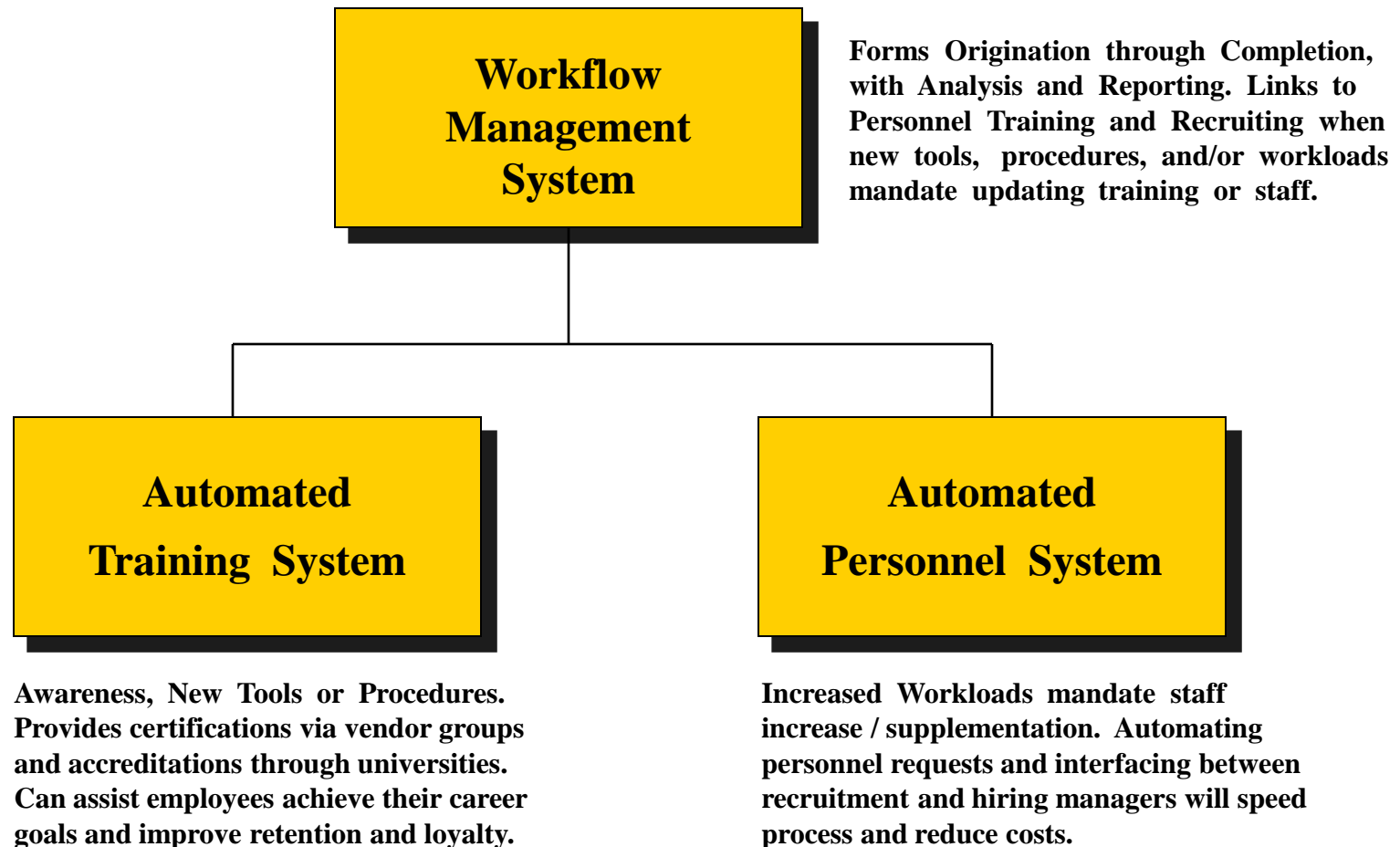


# The Problem and Your Most Valuable Resource

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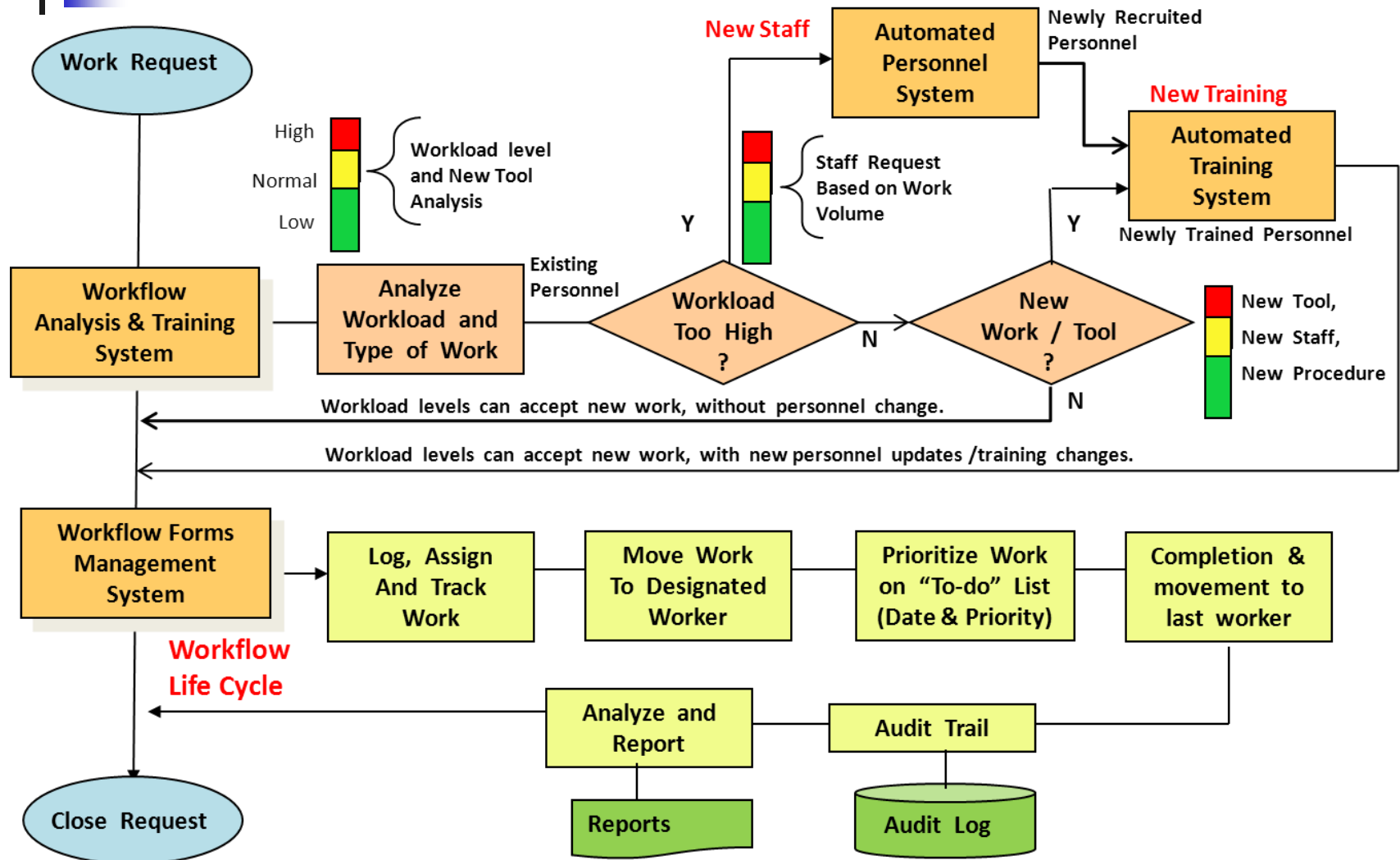
- Organizations aren't **implementing Business Imperatives** efficiently, due to employee awareness, training, and workflow deficiencies.
- **Cost overruns** inhibit organizations, delaying productivity improvements, and reducing profit margins.
- **Personnel Productivity** isn't being measured and reported on, causing management decisions to be based on reactive and not proactive directives.
- **Workflow optimization** methodologies are not being implemented, even though they would improve profits and enhance personnel productivity.
- **Service Level Agreements and Service Level Reporting** methodologies should be expanded to include Personnel Productivity remedies that ensure optimal performance and business profit margins, while satisfying client service and revenue desires.
- Companies should concentrate on employee needs more, to improve morale, productivity, and retention. After all, **your employees are your most valuable resource.**

## Combining Workflow Management With Personnel and Training Systems to Optimize Productivity



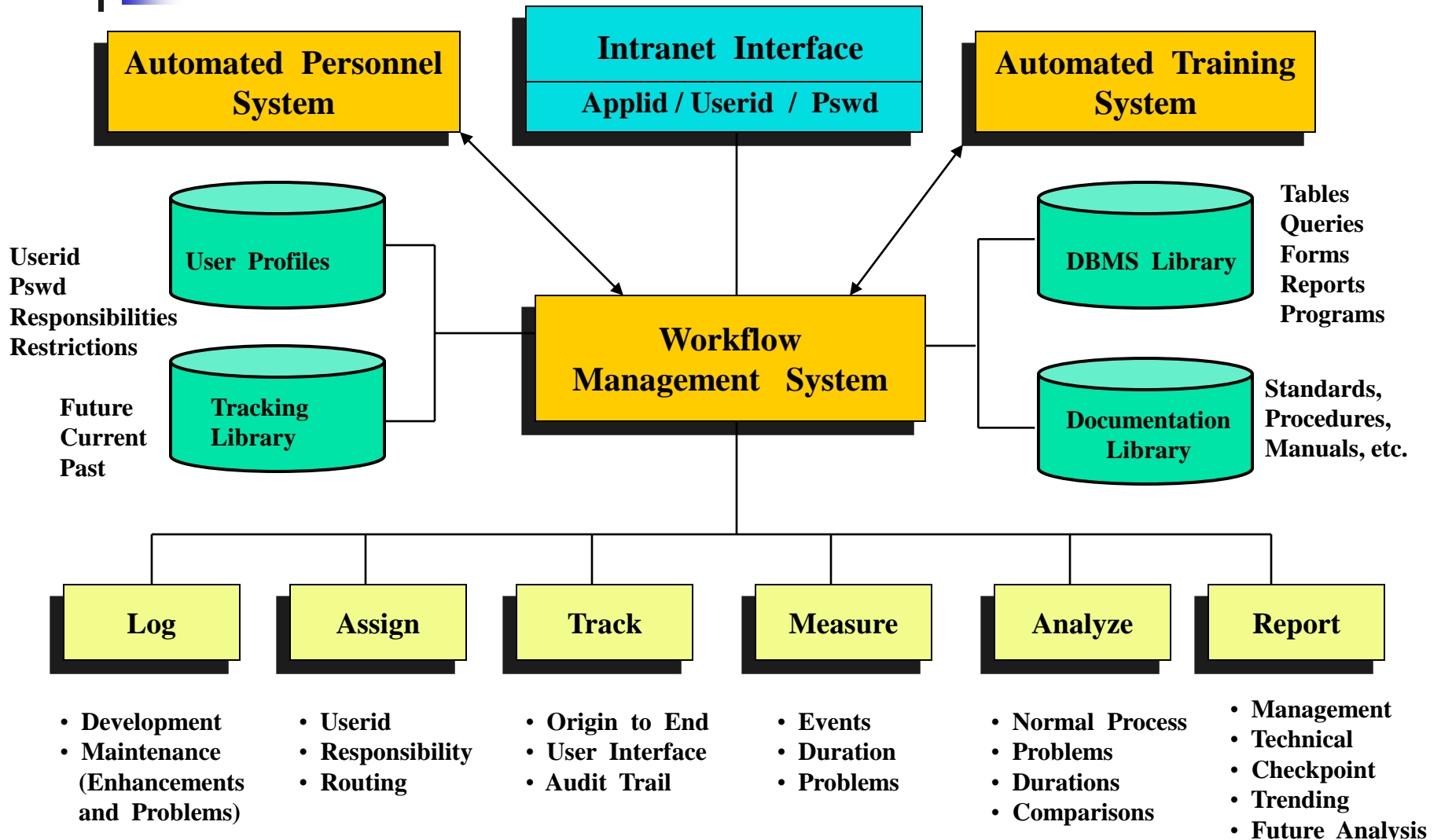
# Workflow Management / Training System Interfaces & Flow

(Request through fulfillment, with staffing increases and training as deemed necessary)



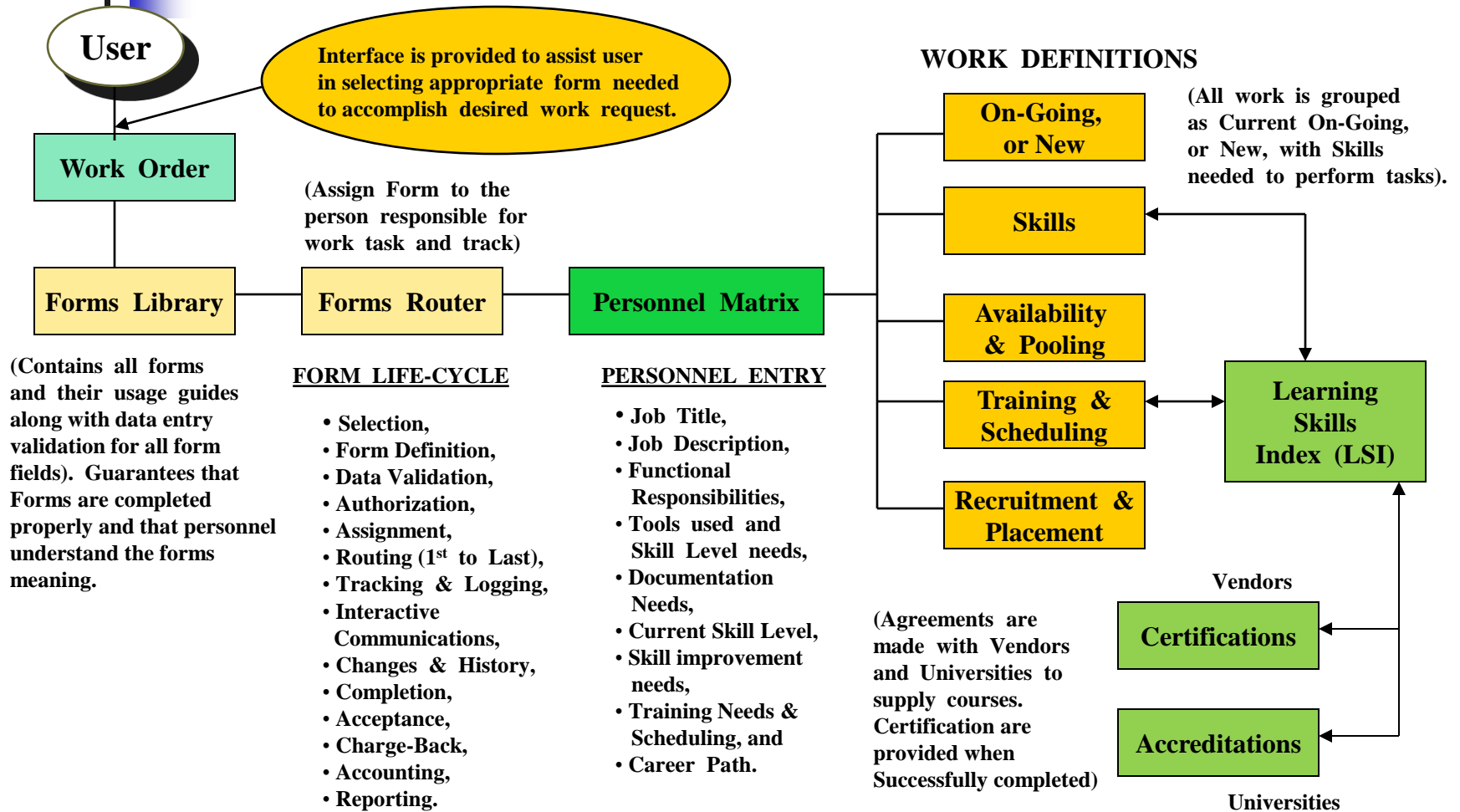


# Workflow Management System

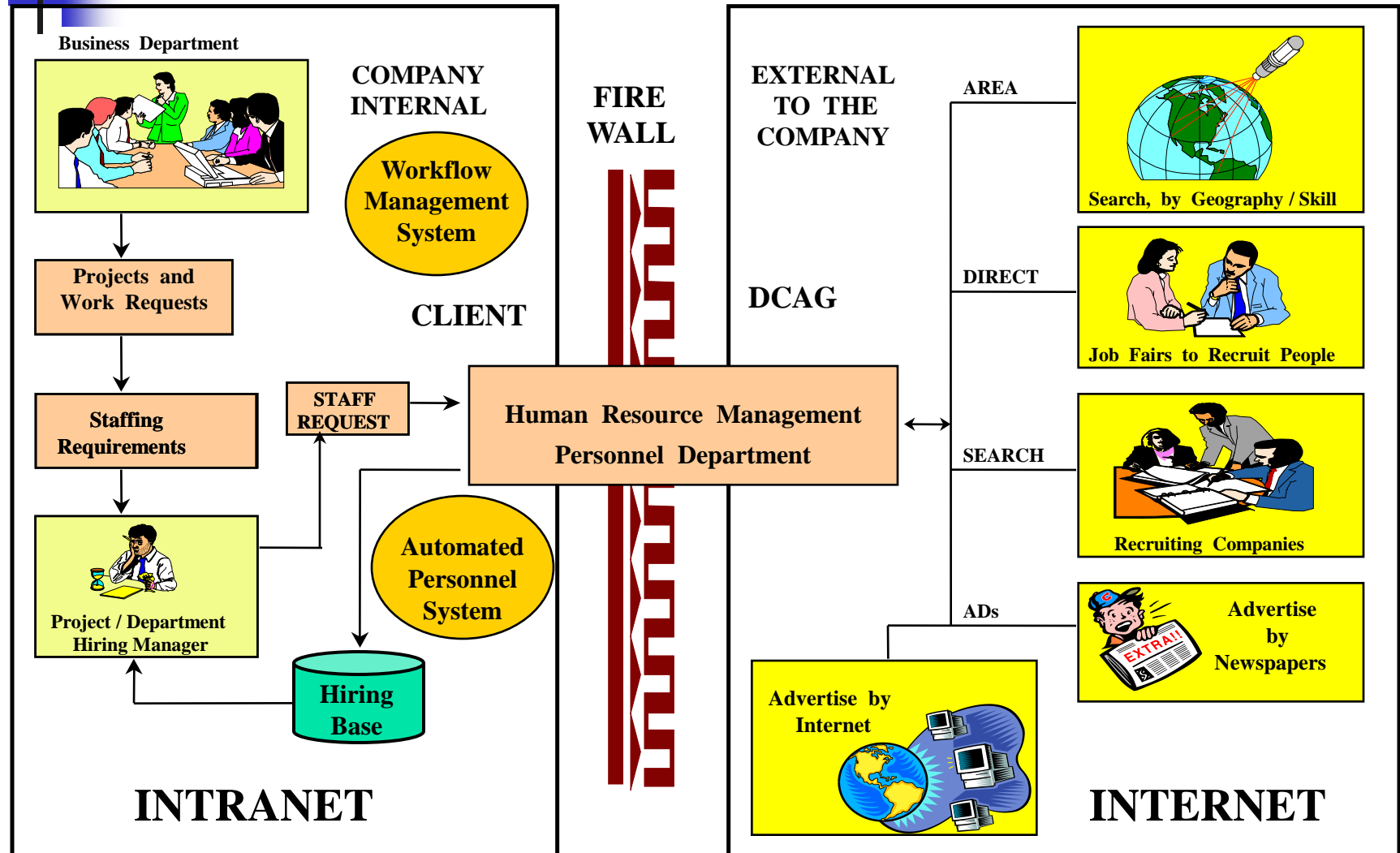


# Forms Management and Control System

(Responsible for assigning work tasks to the right person at every project phase, while ensuring that skill requirements are met and the highest possible quality is achieved)



# Connecting Workflow Management with Personnel Recruitment





## Process description

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- **Planning session** is conducted to define new projects, enhancements, and maintenance requirements.
- **Available Resources** are examined to determine if the skills and availability needed to support project requirements is present.
- A determination is made for a **consultant, permanent hire, or career path training** is to be performed to meet resource requirements.
- Consultants and new hires are sent to **personnel hiring system**, while career path resources are sent to the **training system** so that they can be trained in time to meet project time frames.
- Resumes are sent to **Hiring Manager**, along with course completion certifications for personnel going through career path training, so that he can make the appropriate selection of resources needed to support project and workflow needs.
- **Personnel are assigned to projects** or work functions to meet increased workloads or new technology requirements.
- **Functional Responsibilities and Job Descriptions are upgraded** along with all required documentation to support new workloads and technologies.



## Why use this approach

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- **Product and Service growth is supported** to maintain client satisfaction;
- **Personnel growth is controlled in an efficient manner** that best responds to needs while reducing the workload on existing staff;
- **Personnel satisfaction and loyalty** is improved through career path satisfaction;
- **A happier and more loyal staff** is achieved through these procedures, while workload and new technology demands are met in an efficient manner.
- **Management directives** are better met and the company reputation is enhanced by **loyal staff and clients**.



# Benefits Derived from PPS Implementation

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- **Reduced training costs and enhanced personnel skills.**
- **Workflow Management and Control System** to manage and report on **WORK REQUEST FORMS** from origination through completion, thereby allowing for optimization and benefiting from lessons learned.
- **Personnel Performance Analysis and Load Balancing Reports** to help management determine personnel needs, in advance, so that **PROACTIVE SOLUTIONS** can be applied.
- **Quicker response to Business Imperatives** and a higher degree of quality associated with deliverables.
- **More efficient employee performance evaluations** through reports detailing skills and workflow achievements.
- **Better employee** retention, job performance, and career planning, through system features and facilities that help employees achieve their career goals.
- **Optimal business productivity and profit margins.**
- **Learning lessons from past work achievements are gained, so you can improve work flow and procedures, thereby optimizing performance.**

# Sample Automated Personnel System

Microsoft Access

File Home Create External Data Database Tools

View Paste Copy Format Painter Filter Filter Ascending Descending Advanced Remove Sort Toggle Filter Refresh Save Spelling All Delete More Find Go To Select Replace Go To Size to Switch Fit Form Windows Text Formatting

**Job Description Form**

Add / Update Company People in Company Job Description Form People, by NA Date Add / Update Candidate

Job ID: 577 Company: ATS - Agnes T. Snyder Associates Tag: Priority: Next Action Date: 4/3/2003

Job Title: Director of Human Resources Date Received: 4/3/2003

Skills Required: HR Benefits & entire HR for small Bank Due Date:

Location: Melville, NY Close Date:

Contract Type: 1 Salesman: AS Recruiter: TB Status: 2

Contact: Agnes Snyder Phone: 201-689-1420 Fax: 201-689-1421 Email: snyderat@aol.com

Experience: 10 yrs- Degree: BS or Equiv Length: Permanent Rate: \$150-200K

**Job Description:**  
Director of Human Resources for a small to medium sized bank located in Melville, NY. Must know entire spectrum of HR fo banking, including benefits and policies.

**Job Comments and History:**  
4/4/03 - sent Agnes resume of Janine Walter.  
4/3/03 - received job from Agnes

Candidate Id #

**Applicant's Form:**

| Jc  | Car  | A_Date   | Comment                             | First Name | Last Name  | Home Phon    | Work Phone   | Candidates    | Bill Rate | Consult | Salary       | Mark-Up | Revenue     | I_Date | I_Tim | S_Dat |
|-----|------|----------|-------------------------------------|------------|------------|--------------|--------------|---------------|-----------|---------|--------------|---------|-------------|--------|-------|-------|
| 577 | 3099 | 4/3/2003 | Asked for Referral                  | Kevin      | Bergin     | 732-345-1750 | 732-345-1750 | kbergin@pitc  | \$0.00    | \$0.00  | \$0.00       | 0.00%   | \$0.00      |        |       |       |
| 577 | 103  | 4/3/2003 | Replied, considering...             | Gerard     | Bergin     | 732-345-1750 | 732-345-1750 | Gerard.Bergin | \$0.00    | \$0.00  | \$0.00       | 0.00%   | \$0.00      |        |       |       |
| 577 | 5160 | 4/3/2003 | Asked for Referral                  | Steven     | Cavallo    | 516-248-1416 |              | sfcavallo@aol | \$0.00    | \$0.00  | \$0.00       | 0.00%   | \$0.00      |        |       |       |
| 577 | 262  | 4/3/2003 | No ans at home....                  | Patricia   | Collins    | 631-587-1228 | 201-557-1415 | pcollins@bani | \$0.00    | \$0.00  | \$0.00       | 0.00%   | \$0.00      |        |       |       |
| 577 | 150  | 4/3/2003 | Will fax resume today and email lat | Sal        | Leonardo   | 631-226-7953 | 212-479-5774 | sal.leonardo@ | \$0.00    | \$0.00  | \$160,000.00 | 12.50%  | \$20,000.00 |        |       |       |
| 577 | 3098 | 4/4/2003 | Sent to Agnes                       | Janine     | Walter     | 631-218-3250 |              | janinewalter@ | \$0.00    | \$0.00  | \$160,000.00 | 0.00%   | \$20,000.00 |        |       |       |
| 577 | 5165 | 4/3/2003 | Asked for Referral                  | Allan      | Weatherwax | 631-368-6190 | 518-580-1657 | atwinc1@aol   | \$0.00    | \$0.00  | \$0.00       | 0.00%   | \$0.00      |        |       |       |
| *   |      |          | (New)                               |            |            |              |              |               |           |         |              |         |             |        |       |       |

Record: 4 of 9 Filtered Search

Company Id Number

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# Automated Personnel System Features

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- **Relational database system** that ties jobs to clients to candidates, while allowing candidates to be connected to multiple jobs.
- Detailed records for **Clients and Candidates**.
- **Keyword Skills Search** for resumes in database.
- Databases can be **searched in order** of free (submitted by candidate directly) or fee paid basis (submitted by other firms).
- **Job records** tie job to client and candidate, with job description and history notes. **Revenue projections** are associated with client records.
- Work is sorted by **Next Action Date and Priority**, so staff simply takes top record off of list, performs work, and documents results.
- **Drop-down list** for clients and candidates to quickly locate desired information.
- Complete **reporting system** to generate revenue projections and status reports for salesmen and recruiters.
- **Management dashboard** to monitor activity and supply assistance as needed to speed up response to client demands.





# Goals and Objectives

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- Conduct a **NEEDS ANALYSIS** to define: the organizational structure, employee job descriptions and workloads, employee skill requirements, and employee training requirements. Compare current training to needed training to evaluate staff skill levels. Then ensure the proper training of employees on all tools and procedures associated with their job tasks, define work form requirements and life cycles, and the reporting requirements needed to track workloads, skills, and training.
- Create a **STATEMENT OF WORK** to implement the Personnel Productivity System (PPS) and optimize Employee Skills, Performance, and Work Flow Management.
- Implement **Learning Skills Index (LSI)** for personnel that defines their present skills and future training requirements, based on job definitions and workloads.
- Connect personnel to **Computer Based Training** modules needed to develop skills associated with their current positions and career paths.
- Provide **Accreditation and Certifications** from universities and vendors.
- Route **Work Requests** to personnel and track forms from inception to completion.
- **Provide reports** on lifecycle and personnel performance associated with tasks needed to complete Work Request forms.