



County of Alameda

Information Technology Department

2017 CSAC Challenge Awards – Alameda County Automated Employee Onboarding System

OVERVIEW

The Onboarding system consolidates over 100 potential forms for online completion and electronic signing by prospective employees, stores the data, and initiates the workflow.

CHALLENGE

For each new employee hired, approximately 50 forms must be printed and signed. This paper intensive process required repetitive data on different forms, staff time to enter the data into the system, and coordination with the employee for scheduling and assistance during the completion and signing. Incomplete forms had to be returned and processed again. The challenge was to transform the entire process into a digital transaction, which would eliminate errors, save both the candidate and the staff time and effort, and speed up the hiring process. The Human Resource Services Department asked the Information Technology Department (ITD) for a solution.

INNOVATIVE SOLUTION

SmartERP, a cloud-based solution, was purchased to automate the process, and ITD modified it to fit the County's business processes with PeopleSoft Human Resource Management System (HRMS).

ORIGINALITY

Data now flows into the enterprise resource planning (ERP) system as soon as the digital Onboarding System begins. Paper has been eliminated and the historical hiring data can move with the employee as they change jobs within the County.

COST EFFECTIVENESS (IF APPLICABLE)

The SmartERP software cost was \$55,000. Budget for planning and implementation was \$275,000. In the first year, over 1,200 new employees have used the new Onboarding System, saving 3,200 hours of staff



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time, with an estimated cost savings of \$240,000. Additionally, 36,000 pages of paper was saved, and candidates saved 1,600 hours of time previously required to fill out, sign, copy, and deliver the forms to Human Resource Services.

RESULTS

Alameda County's new hire process is now a fully online digital transaction. Required notifications and policies can be reviewed in advance and signed by the candidates at their own pace. The data submitted automatically flows into the County's PeopleSoft ERP system, reducing the amount of information that needs to be verified and keyed in by agencies/departments and Human Resource Services. Moreover, hiring data is easily available to other County agencies/departments where the employee may work in the future. The solution can be easily replicated by other counties who use PeopleSoft HRMS as their ERP System.

PROJECT OR PROGRAM CONTACT

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