CTS Employment Agency
(Description for all three phases of project)

- **General Description**

CTS is an employment agency that provides temporary technology help to its clients. It operates in a single location in a large city, and has about 500 clients and 2000 workers. The agency is owned and managed by Katia Maxwell. Her support staff includes a personnel director, a client representative, and an accounting manager. The agency currently uses multiple spreadsheets to keep track of its operations, but that system cannot support all the information needs of the company. In addition, the company may expand to additional locations in the future.

- **Basic Operations**

Prospective workers contact the agency to request jobs. They provide a resume with their contact information, educational background, work history, references, availability, and list of skills. They are tested to verify their skills and to determine a skill level for each skill. Their educational background and references are checked, and they are interviewed by the personnel director. The director determines the job types and job levels for which each candidate is suitable, based on the facts presented and on the impression the candidate makes during the interview. If they are chosen to join the agency's workforce, they inform the agency of the starting date and days and hours they are available to work. They contact the personnel manager to update this information if their availability changes.

Employers who need temporary workers call the agency to request help. They discuss their needs with the client representative, who informs them about the agency's policies and practices. The client representative also negotiates the daily rate the employer will pay for each job to be filled. Jobs may be classified as Professional or Temporary. Professional positions generally require at least a college degree, while temporary positions do not, but they usually require specific skills. For each position, a job requisition is completed. Each job requisition is for only one worker. Each job lasts at least one day. There is no maximum length of time for a job. Information on the job requisition includes the job title, job level, daily pay rate, skills required, education level desired, desired starting date, desired ending date, hours, and the name of the contact person for hiring.

The personnel director attempts to match workers with jobs. If a match is found, the worker is sent to the client for an interview. The date, time, and outcome of the interview are kept. Many workers may be sent to interview for the same job. A worker may be sent on many interviews, for different jobs. Some interviews result in a hire. When a worker is hired, the starting date and expected ending date of that hire are kept. These might differ from the dates initially requested by the client.

At the end of a job, the client returns an evaluation form for the worker to the agency. If the job lasts more than six months, a form is completed at the end of each half year employed. Since these are temporary jobs, a worker may be hired many times, for different jobs. All ratings for each worker are kept, and workers who have excellent average ratings over a period of time are given preference for new jobs, and may have their skill ratings and/or job levels raised, it the personnel director determines the raise is suitable.

If the client is dissatisfied with a worker's performance on a job, and wishes to have the worker replaced, the job is considered terminated. The client representative contacts the client to determine the exact nature of the problem, and the personnel director discusses the problem with the worker. A rating form is filled out for the terminated worker. Adjustments may be made to the worker's status, or the client may be advised about the agency's job or skill classifications. Normally a new job requisition is generated for a replacement worker.

Clients are charged a daily rate for each filled job, and are billed weekly. The client submits the number of days and hours for each employed worker each week. Employed workers are paid weekly by the agency, not by the client. The amount paid to the worker is a fixed percentage of the daily rate the employer pays the agency. The agency handles all government-required wage and tax reporting. Required income taxes are withheld and paid to the government. No medical, pension, or other benefits are offered to the workers. The accounting manager handles all billing and payroll.

- **Information Needs**

A system is needed to keep track of clients, workers, job requests, job assignments, accounts receivable, and payroll. Besides providing necessary reports and supporting routine transactions, the system will be used to handle the time-sensitive task of matching workers to jobs, since jobs may be same-day or have short lead time.

At present, the following forms are filled out by the appropriate people

Worker Application Form-The prospective worker provides the following information:
date of application, name, address, telephone, alternate phone, social security number, highest education level, degree(s), institution(s) where earned, year(s) granted, skills, available dates and times.

Personnel Director Interview Form- After testing and interviewing the prospective worker, and checking references, the personnel director completes a confidential form that includes:
worker name, social security number, interview date, skill(s), level(s), recommended job type(s), recommended job level(s), reason for rejection (if not accepted).

Job Requisition-The client representative completes a form with the following information for each job:
client name, client address, client telephone, contact person, job title, skills required, education level desired, desired start date, expected end date, days needed, daily hours, daily rate
(Note that the daily rate is the amount the client will pay the agency, not the amount the worker will be paid.)

Worker Evaluation Form – The client fills out this form when a job is completed, or at the end of six months' employment. A numeric rating from 1 (unsatisfactory) to 5 (excellent) is given, along with a comment to explain the rating, if desired. It includes
worker name, social security number, job title, evaluation date, rater name, rating, rating comment

Some of the reports that the system should be able to produce include the following

Weekly Client Bill – For the week just completed, the system should produce client bills that cover the charges for the verified time for each worker employed during that week. Besides the new charges, the bill should include the previous amount due, amount paid, and new amount due.

Weekly Pay Stub – Each employed worker receives a pay stub along with a check for the previous week's work. Information includes the check number, employee social security number, name, address, number of days worked, gross pay, taxes withheld, net pay, and year to date summaries of the payments and taxes.

Weekly Payroll Report – Each week, the payroll report includes information about each worker's hours worked, gross pay, taxes withheld, net pay, and year-to-date totals, as well as a weekly summary and year-to-date summary of these amounts for all workers.

Client Account Receivables Report - For any desired period, the accounting manager would like to have a report that shows each client and the amount in billings and amount of payments received from that client during the period, as well as any current billings and payments.

Worker Jobs Report – For any period, the personnel director would like to have a report for each worker, including the worker's contact information, skills, skill levels, recommended jobs and levels, date hired, last date worked, average rating, and, for each job held during the period, the job title, client, and rating.

Report of Current Assignments – At any time, the personnel director would like to be able to produce a report that shows all current assignments, including the client information, worker information, and job information.

End-of-year Wage and Tax Statement – At the end of the year, each worker receives a report of gross earnings, taxes withheld, and net earnings for use in income tax reporting. The same information is submitted to the appropriate local and national tax agencies.

The system must also support the time-sensitive transaction of matching potential workers to a job. The personnel director should be able to look at the information included in a job requisition and get a list of available workers who meet the job requirements along with their contact information.