

Project Name: Time Tracking System

HR/Accounting SME Session 1

Date: Nov 11th, 2015

Time: 2:00PM

Duration: 1 hour

Location: Telephone conference

Unique ID: HRAccountingSME_11112015_1400

Stakeholder:	<i>Name: Kris Liliencrantz Title: HR Director Employer: Solutia Consulting Email: kris_liliencrantz@solutiaconsulting.com Phone: n/a Viewpoint: HR/Accounting SME (Customer)</i>	Stakeholder	<i>Name: Title: Employer: Email: Phone: Viewpoint:</i>
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Requirements Engineer:	<i>Name: Adam Whipple Email: awhipple@utexas.edu Phone: 512-965-5859</i>	Scribe:	<i>Name: Robert Pate Email: robert.pate@gmail.com Phone: 512-827-8137</i>
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Session Goals and Desired Outcomes

Goal	Description
Topics for goals may include:	<ul style="list-style-type: none">Understand difficulties with current system and identify what this user envisions to solve themDrill down on key functions with descriptionsExpand on key scenarios - uncover additional scenariosBegin layout of timing requirementsExpand on data requirementsClarify key expectations, success factors, etc.Key decision factors in purchase decisionSeek out any unidentified stakeholders

Outcomes and Products	Description
Outcomes and Products may include:	<ul style="list-style-type: none">Q&A TranscriptEnough information to represent the requirements for this userAdditional information required to formulate Vision Document.Additional scope (functional).Stakeholder expectations (nonfunctional, project)Detailed process diagrams from this user's perspective.Expanded detail of data - Data dictionary.

- *Stakeholder Analysis for Accounting / HR SME.*

Input to Guide Requirements Acquisition Session

Portion of System under Discussion	Accounting / HR Functions, Export / Import, Reporting, Key Scenarios
Guiding Scenario (if used)	Admin Creates Report and Export
Reference Documents	Project Scope

Action Items or Outstanding Issues/Requirements from Previous Sessions (if necessary)

Previous Session Date	n/a	Previous Meeting Purpose	n/a
Number	Description	Assigned To	Status

Planned Questions

Question #	Description
1	Walk us through the process of a normal payroll flow
2	What happens if there is an error in someone's timesheet?
3	How do you export data to the payroll system?
4	What's the process for adding a new task/project?
5	What's the process for closing out a task/project?
6	What are some common issues you have, such as dealing with comp time?

Notes:

Talk about scenario of normal payroll cycle. what starts the process off? Walk us through it.

- Yeah, in the beginning you need to setup the person in your system to be paid. Do you want all those requirements about the person?

Absolutely, let's take it back a little high level. Scenario 1 can be setting up a person. Any other scenarios?

- Do you want to know what info you need on the person to process payroll?

Sure.

- Have their full name, typically what the government wants the name as listed on their social security card. important to document that - it needs to match the info on their social security card.
- Then obviously their address, street, city, state, zipcode

Let's talk about the system boundary. We see it stopping at the point where you export the timekeeping portion. The point where you export it into payroll.

- Ok that's a little different than what i thought you were asking. You want to know how we setup the person in time entry so we can invoice their hours and collect time.

Yeah, exactly.

- Ok first, set them up as a user in the system with their name and the company they are employed by.

Do you mean Solutia Consulting?

- No, our time entry system we have all sorts in there, not just us but customers. So you need something to mark them.

Do we have outside vendors?

- No not currently, but I do put outside vendor information in.
- For example we have an independent contractor on a contract for a customer. They're in the system but not as an employee of Solutia. We need to have their name in there to record hours

Got it, good to know.

- So you'll have a salaried person,
- an independent contractor,
- and an hourly person
- It depends on how specific the requirements for the customer are and what you'd need there.

So on the user setup you'd have a toggle that says what kind of user to see... contractor, salaried, etc.

Do we identify any other info about outside vendor?

- Yeah set them up as separate entity. Let's do employee first, then go to vendor.

Ok perfect.

- Employee:
 - Name
 - Company: e.g. Solutia
 - Type: Hourly, Salaried, Independent Consultant (in which case the company would not be Solutia)
 - Home address.
 - Ability to assign them to a project
- Need to do a client setup now:
 - Cell phone
 - home phone
 - email address
 - Projects, which always under that client
 - even if name is same, a project is always attached to that client

- User role category, meaning you assign their role within time entry system.
 - Most are “Time entry user”, but some are administrative and can go a little deeper than average user
 - Roles:
 - company manager admin
 - global administrator
 - person manager admin
 - project manager admin
 - time entry admin
 - time entry user (majority of users here)
 - Refer questions to Tom S. for details on behavior of each role

What about project roles for these users?

- Need to add client to add a project to add the users to it.
- This is a company tab, let's go to Company A
 - Name
 - Industry type code
 - account size type (\$ per year): small medium or large
 - select them as a client (versus a vendor, e.g. a independent consultant company)
- Now we can add an employee to that company. Generally it's the person we invoice:
 - name
 - work phone,
 - work email
 - company address
- Now we can add a project to this company
 - which Branch gets credit (dallas, austin, etc)
 - account manager, could be multiple employees
 - list is based on account admin role (assigned under employee)
 - Project Name, usually driven by the customer
 - estimate hours and estimated cost
 - is it billable? yes/no
 - is it active? yes/no
 - if not active, employees can't bill hours to it anymore
 - not visible on their timesheet any longer?
- Billing section:
 - client name
 - client contact info (you entered this previously)
 - new sale or extension of existing project
 - billing method
 - internal invoice, if employee doing work and putting time into that customer's system. we'd still make an invoice

Is this billing section within the time keeping system here?

- yes, we don't bill from the timekeeping system, but we'd like to eventually

- bill frequency: biweekly, monthly, whole project, semi-monthly, weekly
- billing type: e.g. consolidated invoice if they want everyone on a single invoice
- billing instructions: free text box

Anything else to set up?

- yes, attach consultant to the project.
 - go to Add within the project, find the consultant, click add.
 - Includes project name
 - the name of the consultant
 - the type of role they have. The 4 core categories we use are:
 - (BA,
 - Developer,
 - Project Manager,
 - QA
- add start date to project
- add end date to project
- bill rate on project
- final step for project is referrals tab.
 - we may be paying a referral fee for someone's hours. because maybe we found the person through their company, so we pay on each of their hours each month. or we have another program in place where we assist in getting placement on a project, we pay dollars per hour. this helps us determine if someone else gets the sales bonus.

The employee is attached to project which is attached to a client. So all the records for that accounted for. What happens next?

- Yes, basically then the employees can record their time on that project or additional projects. they record the time by day in the system.
- You also have billable work and maybe not billable work., PTO, holidays, etc

Are those set up as projects under solutia?

- Yes they are setup as non-billable projects, but are payable. For instance if your customer is providing vacation time or holiday.

When setting up employee you can set them up with non-project related. Are employees set up automatically with these non-billable projects?

- Yes they're part of the new employee template.
- so basically we have - Standard
 - comp time
 - non-company holidays
 - jury duty
 - floating holidays
 - paid time off
 - recruiting
 - sales
- Could have other things, e.g. working on an internal project. (e.g. timekeeping system)
 - Internal projects are actually in the billable section... but don't have a bill rate because

they're not invoiced to anyone.

- PTO, holidays, not considered billable.

What's that mean?

- We look for people to bill an 8 hour day and look at the number of hours in october. So say somebody used a floating holiday, they each have 2 to use. they're another vacation day. Say they worked their 176 hours for customer, but used a floating holiday, so they got a billable bonus or overtime for the month. or they could not use it and be even for the month. They'd use it if they wanted overtime payout.
- We also allow a comp-time account, let them build that account under 40 hours any time and then use it and build it back up again.
- Let those hours be banked for them to use later rather than be paid out. helps people who need to set hours aside for a bigger vacation.

Let's switch gears to a normal payroll cycle. We do bi-monthly and you're at mid-month payroll. What steps would you take? What triggers you to start?

- 1st of the month payroll and middle of month, usually 15th (sometimes 16th if 15th is sunday)
- I look at hours recorded for october and figure out if the people have used PTO, floating holidays, comp-time. Figure out if they earned any billable bonus hours for the month.
- It's really 2 different systems. The time entry system doesn't do payroll. Payroll is handled through the paychecks system, and I gather all this info from time entry.
- i have to put it into quickbooks which is our accounting package. I key everybody's hours into that system to make our invoices. I can then run reports, set up invoicing.
- Then i do payroll after that. There are different things to look at for payroll, key all that info into the payroll company's site to process that.

So you always send a reminder to everyone ahead of time right? And hopefully everyone has inputted that time. You comb through and make sure they did indeed input their time. Once you're happy they all did that, what's next? What do you do to comb the data, to catch discrepancies? What's the process?

- When everyone has their time in the system and submitted to me, I actually get an email from the system for each employee automatic when they submit. I go to a site where i can run reports on the time entry. That's when i run the timesheet and get each day you entered. I use that to put into quickbooks.
- I use what projects, when you used PTO, and take everyone's time report, turn around and put into quickbooks.
- Then I prepare my invoice.
- I look through things to make sure we hit the target.
 - Here's where i catch where we are short for the month.
 - And I reach out to people - did you forget to take PTO?
- I see if employees have earned billable bonus hours and either bank or have it paid out to you.

In a perfect world, you're entering time and looking for errors (and hopefully there are none). So you review and input into the new system?

- Yes I run reports in quickbooks.
- I go and compare those reports to the timekeeping info for the employees
- I also do a similar check for the invoices. I eyeball them for accuracy before sending

- e.g. captured all the hours and the bill rate is correct

As we envision the next version of this system, we need areas to improve. From a process perspective this is a place we could do better. We're at the boundary between the timekeeping and payroll systems. We want to automate this so users aren't keeping data into both systems. We want to have an export. What do you think?

- Yeah, I think the situation would be all this info in the time entry system to go into quickbooks directly. I haven't figured that out yet.
- Quickbooks is a little different too. It's similar i have to set up all employees, customers, projects. The problem is when i put in the time for each person tied to each project. I pull up the invoice and a lot of manual input needs to happen.
 - e.g. bill rate, name, project.
- It's very manual process. in perfect world they'd work together.

So not just from payroll, but also from billable position we want the system more interactive. When we import/export from quickbooks, want to make sure we also have capabilities around billing, yes?

- Yes quickbooks is actually not related to payroll. I use Paychex for that system. It's not as a big of a deal as quickbooks. there's 3 parts:
 - time entry
 - quickbooks for accounting
 - paychex for payroll

We covered normal payroll, covered errors. When you close out a payroll or project is there a special process or workflow?

- Yes that's changing that project from active to inactive. This could be much improved.
 - If you went into your time entry system now you'd probably see all the projects because we're not very good about closing out projects.
 - It's hard for me to know if it's permanently done. It's hard to know when we can close them out for sure. So they keep bogging down your list of available projects.
 - You want to close these out for people so people don't log their time against the wrong project (Which i usually catch, but if i'm not doing it this could be missed.)
 - We could do a better job getting them off the available project list

Any other places for improvement or automation?

- Yeah, the industry thing is a little weird.
- I'm still working on the old version of time entry. I know there is a new version floating around but i'm not on that yet. It hasn't been rolled out to me. looks different. I think that project is also going in with the recruiting database to be rolled out at the same time.

What do you mean industry is a little weird?

- We have to put in industry for a new client, but if they don't work in an industry that we already have then I have to bother Tom to add it. And I'm not sure how easy it is for him to add it.
- I can put some more thought into the other areas i mentioned, where we could improve them.

Yeah great, we're hoping we can make these requirements strong enough i can return them to the company as thanks for your time. So do let us know if you think anything it could make it back into the

company.

I think we covered the majority of the processes. Let's spend a little time thinking through customers. Take your HR hat off and put on the customer hat. If you were out shopping for a system like this, say you didn't have a system already, or it was paper. What are you looking for? What are the selling features?

- Easily accessible for mobile, laptops, etc. Employees should have easy access to entering time and it should be simplified so they're not jumping through hoops to get the time in and approved if it needs to be approved.
- We don't approve right now, but that our customers may need that feature.
 - e.g. United Health Group. They enter their time in a 3rd party system which goes through an approval process. We don't have that in our system, looking to have a manager in the system so he'd approve it. Would be good if we thought we needed it. Maybe not for our industry, but definitely for others.
- Being able to capture everything in one database would be great. If i was the customer I'd love to have everything in one system.
- Security is a big thing. Environment that can't be tampered with and only accessible to authorized personnel.

This is hitting the nail on the head. These are good attributes. e.g. security, accessibility. the -ilities. Anything else? Manageability?

- Well... reportability? Hah, we need to be able to run reports to see where we are at for the organization.

What would that look like, design your own?

- Yeah. It's nice to have canned reports that are simple, but customized reports would be a useful ability

How do you expect to purchase?

- You mean app for one time fee or monthly fee? I think that would be interesting, but not sure how it would work. I think it would have to be a custom thing for most people. Unless an industry maybe is standard enough to not need the customization? I'm not sure how to answer.

What about support?

- We'd definitely need support. We're going to run into different stuff. Just the training is going to be important to figure out all the features. And and getting things setup right from the beginning.
- Having a help line of sorts, or youtube videos, some videos, how to setup a user, company setup, project setup. walkthrough the screens on how to do it would be helpful.

Email support?

- yes

Live chat?

- Yeah, I've had good luck with web chat. It would be good thing to have available for people who like to do it that way

Do you think they'd be able to see your account from the backend?

- I think they'd have to. They'd need to be able to dial in or share the screen to see what's goin on.

Can they alter your account from their side?

- No probably not. If it's something behind the scenes i'd understand that, but wouldn't want them changing my data for me.

Who else should we talk to?

- Rick is always good if you can get his time. He's got thoughts on how it should work over the years
- Tom is good glad you talked to him.
- Maybe someone on sales side, more info for tracking or something they aren't getting? Maybe they have a wishlist.

Thank you, we have a ton of great info now. We'll make this into a final version. If you're willing, we'd like to send it your way and have you review and sign off. we want to be conscious of your time.

- Sure, yeah.

We'll also have data models and other stuff for the final project.

- Oh yeah love to see that.

Action Items

Action Number	Description	Assigned To	Due when
1.	Convert the transcription to this document	Robert	2015-11-14
2.	Represent requirements based on this document	Robert	2015-11-14

Agreements and Approvals

On the delivery date listed, I agree to deliver notes documenting this requirements session to the Stakeholder's listed below.

Requirements Engineer Name	Requirements Engineer Signature	Delivery Date
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The above requirements session report accurately reflects the session for which I served as an expert on the dates indicated above.

Stakeholder Name	Stakeholder Signature	Approval Dates
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