

# SNOW Timesheets

## What are SNOW Timesheets?

SNOW timesheets are how we track our time by project or activity. Every department has a budget for their needs that is evaluated every month to make sure we are sticking to our budget. Associates may charge to either Project ID's or some combination of Project ID's and LO ID's. See below for details on each.

**Each associate is responsible for completing a timesheet in SNOW weekly, typically submitting before noon EST on Fridays.**

**Adding PTO in your SNOW timesheet is NOT the same thing as getting approval and formally requesting PTO. That is done through PeopleSoft on Pulse. Contractors do not bill to the "Time Off" category.**

## Lights On budget (LO)

This budget is often referred to as "Lights On" or "LO." Anything that is related to "keeping the lights on" is tied to this budget: office space, travel, training, software licenses, a % of FTE salary. If you are an FTE, the LO budget does not cover 100% of your salary only a (small) portion. If you are a contractor, our LO budget covers 0% of your salary. This is why SNOW timesheet accuracy is important. If too much time is reported to LO, we are over budget.

**If you are adding LO hours to your timesheet, below is a table that explains the different LO categories and when you should bill to them:**

|  |  | Includes  | Excludes/Does NOT Include   |
|--|--|---|---|
| <b>Primary LO Project:<br/>PRJ0010281 CTO<br/>Lights On Standard</b>   | Sub Project 1<br>PRJ0010284 Break<br>Fix Production<br>Defects | This Sub-Project is for activities related to the correction of production defects found on products and services that are out of warranty.   | Excludes resolution of defects identified during a the project or warranty periods and any "missed requirements." |
|  | Sub Project 2<br>PRJ0010286 IT<br>Compliance/Security          | This Sub-Project is for activities related to the correction of security vulnerabilities and compliance with organizational IT mandates that are not funded under Maintain IT or POR. | Excludes Medicare/Medicaid compliance work and any other mandates funded by SSCR, Maintain IT, or POR.            |
|  | Sub Project 3<br>PRJ0010288<br>Production Support              | This Sub-Project is for activities related to end-user support, including but not limited to investigation of incidents, standard reporting, and regular data loads/data input.       | Excludes activities to resolve any defects identified and creation of customized reporting.                       |
|  | Sub Project 4<br>PRJ0010290<br>Maintenance                     | This Sub-Project is for scheduled activities required to preserve the operational integrity of our systems, software, and services.   | Excludes enhancements and any non-mandatory upgrades.   |
|  | Sub Project 5<br>PRJ0101326 CTO<br>Product Operations          |   |   |
| <b>These are for FTEs<br/>only</b>   | Planning and<br>Communications                                 | 1:1 w/manager, town halls, team meetings, any meetings not project specific   | Meetings NOT covering a specific project  |
|  | Training   | Any mandatory enterprise training or conference   | Training or conference approved by manager  |
|  | Time Off   | PTO   | Contractors do NOT bill to this code  |
|  | Contractor Time Off  | PTO for Contractors   |   |
|  | Management<br>Oversight  | Management support: admin support, portfolio support, etc.  | Used only by people in an admin or management title   |
| <b>IF YOUR WORK DOES NOT FIT in one of these four LO Standard sub-projects, you need to request a Lights On Project - please contact Erin Dexter for guidance.</b> |  |   |   |

## Project work

Every project that results in new production software is a capitalizable asset.

**FTEs** are forecasted to spend as much as 90% of their time on projects. **Contractors** are forecasted to spend 100% of their time on project work. Projects do not count towards our LO budget. Some examples of project work are: Link, Fusion, and Fast Forward.

**Process to get projects added to your timesheet so that you can bill to them:**

1. Make sure the project manager/budget owner knows that you will be billing to the project. Estimate for your work should have been accounted for at a high level when initial project budget was requested from OTIC.
2. Go to <https://collaborate.wellpoint.com/sites/soa/SitePages/PPM%20Requests.aspx> and fill in the form. Once the form is filled out, it may take several days for the project ID to show up on your timesheet so that you can bill to it. **PLAN AHEAD.**
3. Timesheet Portal: <https://elevancehealth.service-now.com/>  
Timesheets are due by noon on Fridays. There may be additional timesheet deadlines to support "accelerate the close."

## **What is "Accelerate the Close"?**

Accelerate the close occurs once a month with the intent of getting all time information entered and accurate for month to date. During this week (typically the third week of the month):

- Complete and submit all recalled/missing/pending timesheets
- Complete and submit the timesheet for that week.

During Accelerate the close, timesheets are due no later than noon on Thursday of that week. Typically, a reminder is sent out.

## **Do you need to make a correction to your timesheet?**

Go to this link and submit a request: <https://collaborate.wellpoint.com/sites/soa/SitePages/APM%20Requests.aspx> Then let Ruth Zinser know so that she is able to process the request.