



The iCAT team continues to march forward in pursuit of its' mission to provide CWU with excellent improvements in applications and technology. The newest efforts are the changes in how the university performs time keeping. And the changes can't come soon enough for at least two of our senior administrators who have worked with electronic time keeping with previous employers.

Melanie Palm, Director of Operations for University Centers, fondly recalls the time keeping system she had while working at the Salt Lake City Olympics. Melanie was the Resources and Logistics Manager for Quest Communications and provided voice, video, data and wireless services. Part of her responsibility was also managing payroll for 350 technicians who came from 14 different states.

The technicians electronically submitted their information every day. This included per diems, miscellaneous expenses, a variety of state laws and different unions so it could be somewhat complicated and items needed to be coded correctly. She proudly recalls that there were never any payroll errors. It took her only 45 minutes a day to keep the payroll process smoothly functioning.

Currently all six of Palm's direct reports are located in remote sites. She indicates that record keeping is her current big issue. With the paper based system that we currently have, keeping track of forms and approvals can be nightmarish. With our new Time and Labor system, she'll be able to go online and instantly approve time sheets. Additionally, she won't have to (nor will her reports have to) physically chase people down to get their time sheets to meet the payroll deadline.

Mike Moon, Director of FMD, has worked at Boise State and the Seattle Center where electronic time keeping was a common practice. Mike believes that going to the new Time and Labor system is the right thing to do. "It's an electronic world and getting out of the paper process is a move in the right direction for us". Mike sees the new process as having the potential to increase accountability and accuracy while at the same time reducing administrative overhead. He thinks all this should translate into an increase in service delivery. Of course there will be a learning curve for some when it comes time to adopt the new system. The iCAT project team has a strong focus on identifying training needs as new systems are rolled out. Stay tuned for more information on Time & Labor and keep an eye out when the time comes for training opportunities.

