

Quality and Productivity Commission
34th Annual Productivity and Quality Awards Program
“Leading with Excellence”

2021 APPLICATION

Title of Project (Limited to 50 characters, including spaces, using Arial 12-point font):

NAME OF PROJECT: COUNTYWIDE ONLINE TELEWORK FORM PORTAL

DATE OF IMPLEMENTATION/ADOPTION: APRIL 1, 2020

(Must have been **fully** implemented for a minimum of at least one year - on or before July 1, 2020)

CHECK HERE IF THIS PROJECT IS BEING SUBMITTED FOR THE COVID-19 IMPACT AWARD ONLY. (Projects must be implemented on or before December 31, 2020. **Note:** Projects implemented less than one year ago will not be eligible for any other PQA awards. In addition, once a project is submitted, you cannot submit the same project for awards consideration in subsequent years).

PROJECT STATUS: Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes No

EXECUTIVE SUMMARY: Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 The ISD’s Customer Assistance Branch (CAB) enhanced the cloud-based application
 2 titled the Countywide Online Telework Form Portal (COTFP), a collections tool, by
 3 developing a Telework Form segment to facilitate and manage daily task reporting for
 4 L.A. County employees while teleworking. This application allows employees to record
 5 and submit daily tasks performed electronically and securely using a modern mobile-
 6 responsive web application. The application serves as a repository for submitted
 7 Telework forms (check-in process, logging of daily tasks, scheduling of Telework
 8 schedules) by employees and allows managers/supervisors a more efficient approach
 9 to review staff’s daily and history of tasks completed, including performance reviews.
 10 With the successful deployment of ISD’s Telework Program, 8 County Departments
 11 were onboarded to this application platform making teleworking more efficient and
 12 productive for L.A. County employees and management.
 13
 14
 15

BENEFITS TO THE COUNTY

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS Internal Services Department, 1100 N. Eastern Ave., LA CA 90063		TELEPHONE NUMBER (323) 267-2101
PROGRAM MANAGER’S NAME Trinh Mac EMAIL TMac@isd.lacounty.gov		TELEPHONE NUMBER (562) 419-4064
PRODUCTIVITY MANAGER’S NAME AND SIGNATURE <small>(PLEASE CALL (213) 893-0322 YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER’S NAME)</small> Leticia H. Perez <i>Leticia H. Perez</i>		TELEPHONE NUMBER (323) 267-3038 EMAIL lperez@isd.lacounty.gov
DEPARTMENT HEAD’S NAME AND SIGNATURE Selwyn Hollins <i>Selwyn Hollins</i>		TELEPHONE NUMBER (323) 267-2101

****ELECTRONIC, WET, OR SCANNED SIGNATURES ARE ACCEPTABLE****

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1st FACT SHEET – LIMITED UP TO 3 PAGES ONLY: Describe the **challenge(s), solution(s), and benefit(s)** of the project **to the County**. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success **and specify assessment time frame**. Use Arial 12 point font.

The Countywide Online Telework Form Portal (COTFP) was designed during the COVID-19 pandemic, providing a single portal for supervisors to review the daily work and check-ins of staff. Prior to its release, each staff member was creating a new Microsoft Word Document per day to track their daily task. This process was difficult to manage due to the large number of files that had to be tracked and maintained, and it quickly became apparent that the management and review of these Word Documents were becoming unmanageable. To date, the COTFP has captured 253,533 telework forms, 936,454 individual tasks, and accounts for 2,373,193 hours of staff work across 8 County departments electronically in a web application instead of individual files.

The idea for the COTFP came from ISD’s Administrative and Finance Services and Information Technology Services management on March 22, 2020 to find a solution for this unmanageable data. The CAB Cloud team worked tirelessly over a period of 15 days to design a cloud-based solution using cutting-edge technology to implement a successful web application. The enhancement went into production on April 6, 2020 with a successful deployment in a little over two weeks, as a result, 8 County Departments (Human Resources, Parks & Recreation, Assessor, Chief Executive Office, Workforce Development, Aging and Community Services, Auditor-Controller, Fire, and Internal Services) are now using a solution that enables managers/supervisors to stay connected with staff to improve the efficiency of operations through improved information management and communication.

Telework Forms

- Create new forms and submit your daily tasks list electronically.
- Flag special tasks
- Use our copy-form feature to easily clone existing forms.
- View and Edit your forms

The screenshot displays two main components of the application. On the left is the 'Add Task' form, which includes a 'Task Name' field, a 'Task Details' section with a rich text editor, and an 'Actual Hours' section with checkboxes for 'Overtime' and 'Covid-19 related'. On the right is the 'My Telework Forms' dashboard, which shows a list of submitted forms for two dates: 'Mon May 18 2020' and 'Fri May 15 2020'. Each form entry includes fields for 'Entered By', 'Supervisor', 'Start Time', 'End Time', 'Number of Tasks', and 'Total Hours', along with 'Copy' and 'Delete' buttons.

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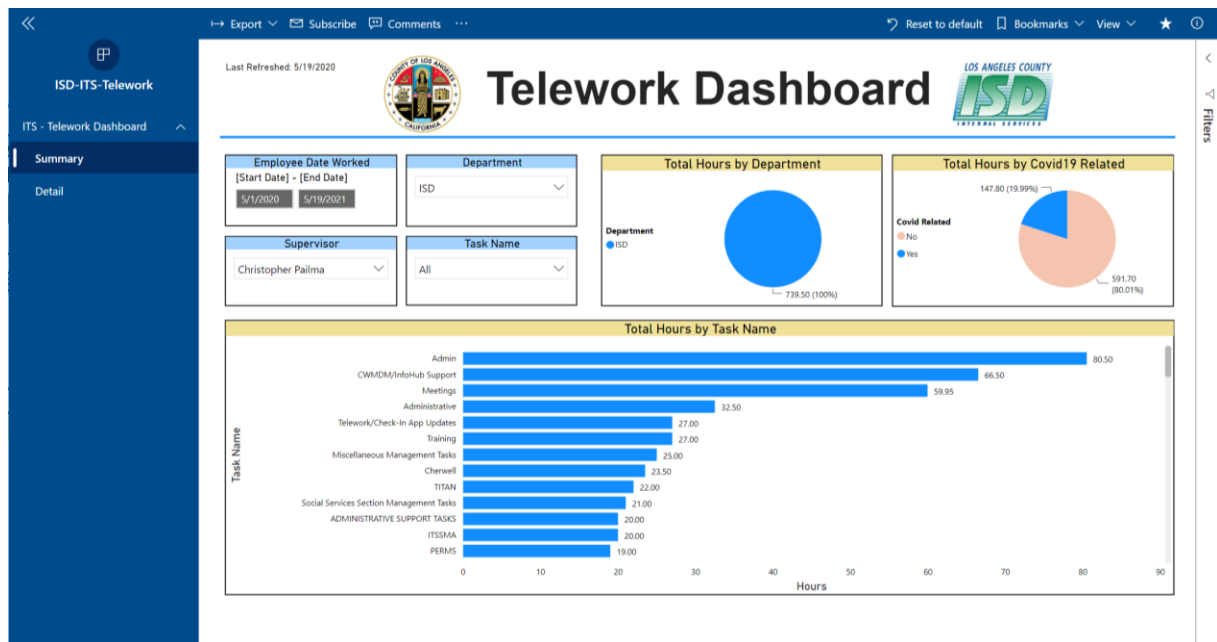
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Use Arial 12-point font.

Using DevOps and Agile software development principals, the CAB Cloud team built a modern mobile friendly web application to allow staff to enter their daily tasks in a single web portal. The system was released in a bare-bones minimal viable product (MVP) solution and new features were added every few days. This solution demonstrates the speed to delivery possibilities when applying modern design mythologies like automated build, continuous integration, continuous delivery, and static application security testing.

In order to synthesize the quickly growing data sets, the CAB Cloud team organized the information into PowerBI dashboards to help managers and supervisors review the work tasks of staff. In addition, the team build a COVID-19 tasks tracking dashboard, so disaster service worker (DSW) tasks could be quickly identified.



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Linkage to the County Strategic Plan – 1 page only. Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12-point font.

This project addresses Goal III – Realize Tomorrow’s Government Today, and it specifically meets III.2.1 - Enhance Information Technology Platforms to Securely Share and Exchange Data, III.2.3 - Prioritize and Implement Technology Initiatives That Enhance Service Delivery and Increase Efficiency, and III.3.6 - Implement a Workplace of the Future.

The COTFP reflects the innovation and technological prowess of ISD’s CAB. The application is based on established cloud software development best practice that increase the quality and re-usability of Los Angeles County’s source code intellectual property. The adoption of modern cloud tools allows the CAB Cloud team with the ability to automate integration of new code with existing code, security scanning which increases the velocity of software feature releases while also releasing software that is more secure. The project also introduced cutting edge new concepts like infrastructure-as-a-service that allows the Cloud team to deploy code to cloud containers automatically which speeds the release of new features to customers which increases service delivery and efficiency. In closing, this program was built using cutting edge software development methodologies, technologies, and techniques. It sets a precedent and raises the bar on what is achievable with in-house software development teams that are employed in Los Angeles County.

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COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY): If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12-point font

Cost Avoidance: Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

Cost Savings: A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

Revenue: Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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