

Quality and Productivity Commission
33rd Annual Productivity and Quality Awards Program
“Empowering Innovative Solutions”

2019 APPLICATION

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

NAME OF PROJECT: ELECTRONIC MASTER AGREEMENT TRACKING SYSTEM

DATE OF IMPLEMENTATION/ADOPTION: 04/01/2017

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2018)

PROJECT STATUS: X Ongoing One-time only

HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT? Yes X 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
2 The Electronic Master Agreement Tracking System (eMATS) allows end users to
3 electronically submit and track requests for an Information Technology Support Services
4 Master Agreement (ITSSMA) or Enterprise Services Master Agreement (ESMA)
5 contract. By eliminating the delays in routing and potential misrouting of hard copy
6 request packet, it not only shortens the time period and expedite the overall ITSSMA &
7 ESMA process, eMATS also provides electronic transparency and tracking of the
8 overall progress. eMATS provides metrics to see how each component/step is
9 performing. This innovative solution allows better visibility into the Contracting Process.
10 Users from any department who submit ITSSMA and ESMA contracts can use this
11 system. In addition, the ISD approvers for these processes, and the Contracts Team at
12 ISD all use eMATS. Both ITSSMA and ESMA are Master Services Agreements that
13 contain pre-negotiated contract terms, evaluation criteria, and protest processes that
14 allow for an effective and efficient means to acquire IT contractors and deliverables
15 based projects.

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 (ISD) 1100 N. Eastern Ave. Los Angeles, CA 90063		TELEPHONE NUMBER 562-940-3286
PROGRAM MANAGER'S NAME Ivan Pacheco		TELEPHONE NUMBER 562-940-3286 EMAIL ipacheco@isd.lacounty.gov
PRODUCTIVITY MANAGER'S NAME AND SIGNATURE (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Diane Quarker <i>Diane Quarker</i>	DATE <i>6/26/19</i>	TELEPHONE NUMBER 323-881-3611 EMAIL dquarker@isd.lacounty.gov
DEPARTMENT HEAD'S NAME AND SIGNATURE Scott Minnix <i>Scott Minnix</i>	DATE 6/26/19	TELEPHONE NUMBER 323-267-2101

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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.

What is eMATS?

- ITSSMA
 - Information Technology Support Services Master Agreement (ITSSMA) provides an effective and efficient means of acquiring information technology support service professionals to assist County departments with short-term information technology needs.
 - ITSSMA contains pre-negotiated contract terms/conditions, evaluation criteria and protest processes for acquiring short-term IT staffing resources. Professional services are competitively bid to contractors who prequalify to provide services in specific information technology skill categories.

- ESMA
 - Enterprise Services Master Agreement (ESMA) is a project/solution-oriented master agreement with defined technology categories whereby qualified contractors compete for County department defined project work.
 - ESMA work orders are deliverables-based in which the contractor project team is required to produce and deliver to the County a set of deliverables.

- **Business problem** – Identifying ITSSMA contract status within ISD
 - Previous state**
 - Paper-based system
 - Required a manual hand-off for approval
 - No automated tracking capabilities. Staff had to track down via phone calls, emails, or by checking with the last person who had the documents.
 - Customers were not informed or could not get an up to date status in a timely manner

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- **Solution** – ISD’s Enterprise Content Management Team (ECM) developed an application to automate ITSSMA contracts approval process and to digitize all eMATS documents using Documentum, an enterprise content management platform.
Current state
 - Technology is used to streamline business processes
 - Process is fully electronic (no paper)
 - Electronic forms, workflows, and metrics for reporting are all leveraged
- **Benefits** – Provides electronic transparency and tracking of the overall progress to enhance business operations and service delivery
 - Provides electronic documents
 - Automated routing to work queues
 - Provides transparency and tracking of business processes at every hand-off
 - Enables customers and ISD staff to view the latest status for their eMATS request and:
 - View where request currently is in the process
 - Contact task owner for any questions
 - Provides visibility via metrics for each task group in regard to the duration of each approval step
 - Utilizes metrics to find efficiencies, eliminate redundant or unnecessary steps, and to find areas where process improvements can be made
- **Quality and/or productivity-related outcome(s)** – Average ITSSMA contract processing time by year
 - Metrics show average service delivery times have been reduced every year due to process improvements and by digitizing the process. The current reduction represents a 64% decrease in processing time.
 - 2017
 - 146 days = 4.8 months
 - 2018
 - 96 days = 3.2 months
 - 2019
 - 54 days = 1.8 months

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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.

Strategy III.2 - Embrace Digital Government for the Benefit of our Internal Customers and Communities

In developing eMATS, ISD leveraged technology to digitize business work flow processes to enhance business operations and improve service delivery by:

- creating electronic documents
- creating electronic workflows for the eMATS process
- electronically share information with customer both internal and external
- utilizing data to provide metrics
- help transforming to a digital workplace

This effort provided the benefit of transparency and significant time savings to our internal customers.

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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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