


COMMUNITY CONNECTIONS

CALAVERAS COUNTY TESTS NEW SOFTWARE, ENABLES USERS TO WORK EXPONENTIALLY FASTER

CONTACT INFORMATION:



County of Calaveras
891 Mountain Ranch Road
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Population: 45,000

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PRODUCT PROFILE:


IFAS Financials
IFAS Human Resources & Payroll
IFAS Productivity Tools

BACKGROUND:


Calaveras County, one of California's original counties, is located in the heart of California's Gold Country. The County boasts a rich, colorful history and holds a special place in literature. Mark Twain spent many writing years in Calaveras County, including his famous collection of short stories *The Celebrated Jumping Frog of Calaveras County*. The geography features beautiful landmarks, rolling hills, and giant valleys, and it is also home to numerous caverns, wineries, and lakes, making Calaveras County a true vacation destination.

While Calaveras County hosts over 1,000,000 annual tourists, the population has slowly increased over the past ten years. With a moderate tax base, shrinking property values, and State Revenue sources declining, the County's revenues have declined sharply in the last twenty four months. Like many counties around the country, Calaveras County has initiated a push towards more effective and efficient operations. "Doing more with less" is their new motto.

SITUATION:



In 1997 the County purchased IFAS, Integrated Financial and Administrative Solution, Software to handle its financial, human resource, and payroll needs. The Web-based, ERP IFAS suite has been a reliable solution for Calaveras County, but with changes to the economic landscape, the County has been forced to further improve its organizational efficiency. The County examined workflow in areas it never considered before. One of their workflow changes included decentralizing some services performed by the Auditor, Administration, and Human Resources' offices.



"Historically the financial accounting reporting, dissemination, and data entry was done by the Auditor/Controller's office," says Rebecca Callen, business analyst for Calaveras County. "The Auditor's office would distribute paper reports directly to various departments. Because of the staffing decrease County wide and a push for more readily available information by departments, we've pushed report generation and part of the data entry to the individual departments. We've given the departments tools by building specialized reports and enabling workflow within the system. This has been carried through to Budget Analysis, Payroll, and Human Resource Reporting too."

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SITUATION CONTINUED:

Calaveras County accesses its IFAS software via SunGard Public Sector's Application Service Provider (ASP) application. The servers are housed in SunGard's Chico, CA office, and users retrieve applications and data via the web. The County uses all of the IFAS Financial applications with the exception of Grants Management, Project Allocation, and Business Intelligence. In addition they utilize Human Resources and Payroll applications, and Productivity Tools such as Click, Drag, and Drill (CDD), Documents Online, and Easy Laser Forms. While the County has reaped numerous benefits with the ASP system, there have been some shortcomings.

"Working over the web has been slower than most of us in the County would like," notes Callen. When you have a lot of data entry, every second counts, it adds up quickly. So when we heard that SunGard had a faster, next generation IFAS, we wanted to be the first to experience it."

SOLUTION:

Calaveras County is one of eight Beta sites currently testing **ONESolution**—the next generation of the IFAS software suite. **ONESolution** is an enterprise-wide solution set written in Microsoft .NET that employs a Service Oriented Architecture. The **ONESolution** product line not only includes a public administration solution but offers public safety, justice, and citizen services ePortal solutions. **ONESolution** offers a leading, universal Windows Presentation Foundation (WPF)-based user experience to improve training comprehension, efficiency, and adoption across the enterprise.

"With our current IFAS version 7.9, users pull up a screen, and the whole screen needs to be rendered as well as the data behind it," says Callen. "With **ONESolution**, screens just render faster. We see response times go from 30 seconds in IFAS to 5 seconds in **ONESolution**. When you are a data entry user, those seconds add up very quickly. **ONESolution** supports how people work—it's based on the user experience, and because of this we are working exponentially faster."

After taking extensive customer interviews, SunGard Public Sector developed the role-based user interface to define ideal information and workflow scenarios. Users can configure individual dashboards, access system data, and monitor processes.

"With our IFAS system, we set up our dashboard and put users into functional roles," remarks Callen. "It's not user specific but role specific." "With **ONESolution** the homepage is really specific to how that user works. If the user has visited 12 different pages, **ONESolution** keeps track of that activity. We do limit what each user can see via our security, but **ONESolution** does a better job of keeping track of how a user works. With the IFAS system, we are trying to guess, but the user may have a broader range of workflow because of a shift in duties and we may not know that. **ONESolution** knows and does a better job of managing that."