Workforce Management Technology Project

• Long Term Workforce Technology Strategy to support City’s $675M investment in Human Capital Investment

• Current system is manual and fragmented electronic solutions.
On any given day, we are not able to answer basic questions about…

- How many people called in sick
- Who/how many people are at work today
- Who is available to work today (scheduling)
- Who/how many people are on vacation/have booked vacation
- Absenteeism trends and analysis, patterns, quick and accurate data
Advantages of Enhanced Workforce Technology

1. Administration Efficiencies

2. Risk Management

3. Improved Productivity
Current Technology

• Water Distribution and Water Collection and Lodges
  – Advantages:
    • MOL and Highway Traffic Act
    • Lodges – complex paper-based scheduling system
Leverage technology across City

Phase 1 implementation:

1. Macassa and Wentworth Lodges
2. Plant Operations, W/WW, Public Works
3. Recreation
4. EMS
5. Hamilton Police Services
6. Information Services & Human Resources
Recommendations

- Approve $1.1M and find project through unallocated Capital Reserve
  - $565,000 for Kronos software license, support services and hardware
  - $250,000 for customized professional services (Katalogic) for implementation / knowledge transfer
  - $285,000 staff replacement cost for 10 month implementation period

- Negotiate Agreements with Kronos Global Workforce Management Solutions
- Authorize single source of Katalogic system
SMT Commitment…

- SMT is committed to investing in technology that will create efficiencies and increase productivity.
- SMT will report back in efficiencies realized and key performance measurements.
Questions?