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Kronos Timekeeping Support

OFFICE OF THE CIO

December 15, 2014

Last updated: December 15, 2014

1. Rate

$0.87 per User / Month

2. General Overview:

Kronos is a timekeeping system used by agencies that need a clock-in and clock-out system for their employees. Kronos augments the state's payroll system (EnterpriseOne) by collecting time punches, calculating hours of pay based upon user defined pay rules, providing leave balances, providing audit capabilities, and reporting. It consists of server-based software and hardware that uses IBM AS/400 (iSeries) servers, swipe clocks, proximity clocks, and TTE clocks. Kronos can support small or large installations. The Office of the Chief Information Officer (OCIO) coordinates support and maintenance of the Kronos timekeeping system for DCS and DHHS for payroll services.

3. Service Description:

Kronos Timekeeping Support includes:

- Hardware management
    - iSeries server and replacement costs
    - PC server (GUI/Jwalk component for Kronos prior to version 6.0)
    - iSeries IBM Hardware Maintenance Agreement
    - iSeries IBM SWA Agreement (Operating System & Database)
- PC Server maintenance (for GUI/JWALK component)
- Software maintenance
    - Installation and initial testing of Kronos releases
    - iSeries database and operating system
    - Kronos customization costs for new releases
    - Support of EnterpriseOne/Kronos interfaces
- Software support
    - User support/Help Desk
- Security setup/addition/deletion of users
- License and hardware management

The service does **NOT** include:

- Cost of the individual Kronos licenses and annual maintenance
- Initial training
- Customization, such as rule creation, and initial setup/configuration
- EnterpriseOne/Kronos interface setup
- Equipment used to record time (TTE – Telephone Entry, Time Clocks, PC)

- Cost of individual Kronos licenses and annual software maintenance
- Enhancements to the system (billed separately).

Benefits:
- Automates complex payroll rules eliminating errors caused by manual calculations.
- Ability to approve a large volume of time sheets because the calculations are automated and based upon pay rules.
- Designed to interface the time information into EnterpriseOne Payroll (one interface for all agencies).
- Designed to provide new employee information from EnterpriseOne (no extra EnterpriseOne technical support set up required).
- Real time accrual balances which are synchronized with EnterpriseOne each pay period with a difference no greater than 1 hour.
- Audit trial in support of labor law compliance.
- Scalability – the more people who use the hardware the lower the per user cost.
- Kronos is a proven time entry system at the State of Nebraska, specifically in complex pay rule facilities.
- Flexible time entry options – time clock, telephone, web based time punching or web based time entry.
- Office of the CIO maintains a Terms and Conditions agreement with Kronos which may be used by any agency to purchase additional Kronos licenses.

Assumptions:
- New users must pay Kronos Client Access License (CAL's) fee directly and the annual maintenance for these licenses
- System maintenance first Sunday of each month from 21:00-24:00
- System IPL every Sunday 3:00-4:00AM
- Agencies have alternate procedure for system downtimes
- Accrual balances are as accurate as the leave information entered in timesheets

4. Roles and Responsibilities:

OCIO responsibilities include:
- Ordering software and hardware;
- Processing invoices;
- Coordinating Kronos services between participating agencies;
- Scheduling meetings with Kronos staff and resolving production processing problems.

The responsibilities of the customer include:
- The customer is responsible for entering and processing approved payroll processing rules into Kronos, generating reports from Kronos data for their staff, coordinating software upgrades with OCIO support in cooperation with the other agency, coordinating the

TeleStaff component with Kronos, ensuring successful data transfer between Kronos/TeleStaff and the EnterpriseOne accounting system, and training agency staff in the use of Kronos and TeleStaff.

- Personnel at each agency also monitor clocks (time punch downloading) and report problems to OCIO if additional support is needed. If necessary, agency staff may write additional Kronos support software or request its creation by Kronos on a contract basis (coordinated through OCIO).

5. Requesting Service

The following information is needed when ordering service:

1 – *Number of Users* (and their names). This should be split into employees and managers. Billing is based on the number of users, but software licenses and account information requires a distinction between employee and manager functions.

2 – *Number of Clocks*. Special clocks are used to enter time, and the OCIO orders these for the agencies. The new version of Kronos is HTML based, so timesheet entry can also be done via PC. But there is a possibility clocks will be used more frequently in the future.

3 – *Job Code / Work Order*. The OCIO needs at least one Job Code / Work Order combination so Kronos charges can be billed back to the agency. One customer uses multiple JC/WO combinations for the various facilities that use Kronos.

4 – *Name of a Technical Contact*. Currently, two customers have technical people on site to support their hardware (clocks) and users. This is an area the OCIO does not support, other than coordinating with Kronos on behalf of the client agencies.

6. Billing Information:

The Office of the CIO uses a system of Billing Accounts, Job Codes and Work Orders for authorizing work and tracking costs for specific projects. The customer may designate which job code and work order to use or request a new job code and work order. Contact the Office of the CIO for assistance with developing an accounting structure that meets the needs of the agency.

Costs per user are billed monthly based on user statistics kept by the Kronos system. Other costs such as annual maintenance, software and hardware purchases, and Kronos consulting support, etc., are all paid by OCIO and billed back to the respective agencies using Job Codes and Work Orders as appropriate.

7. Service Hours, Response Times and Escalation:

The Kronos system operates 24x7 to support 24-hour facilities of customers. Downtime is tracked by the Weekly Availability Report. There has not been any unscheduled downtime occurrences. Production problems are reported to OCIO Operations during non-prime hours and to the OCIO Help Desk and to the assigned analyst(s) during prime hours.

For further information, please contact:

Office of the CIO Help Desk
cio.help@nebraska.gov
402-471-4636 or 800-982-2468