
CASE STUDY

Time and Attendance Solution

Dallas Independent School District
Dallas, TX

Customer Profile: Dallas Independent School District is the second largest school district in Texas and the twelfth largest district in the United States, serving Kindergarten through 12th grade. It has an annual operating budget of \$1.155 Billion dollars and more than 20,000 employees serving the children of the greater Dallas area, making Dallas ISD one of the largest employers in the city.

Key demographic information includes:

- The District serves a 351-square mile area and 11 municipalities.
- There are 227 schools and dozens of other administrative facilities.
- About 158,000 students are enrolled for the 2012-2013 school year, making up the highly diverse student population of Dallas ISD.



“SAVING \$4.8 MILLION DOLLARS, MORE THAN DOUBLE THE SYSTEM COST INCLUDING ALL OF THE ENHANCEMENTS”



CHALLENGE: Like most districts, payroll was always a challenge for Dallas Independent School District. The particulars of Stipends, Substitute Teachers, Supplemental Pay, along with the entire regular payroll is complicated. With more than 20,000 employees Dallas ISD was spending large amounts of time processing payroll. Having just gone through converting its systems over to Oracle[®] and using Oracle Time and Labor system, Dallas ISD was

looking for a way to make payroll more accurate and efficient for both the time keepers and time approvers in the District.

VISION: Dallas ISD sought to create a solution that would make payroll more accurate by using biometric authentication, make it easy for people to use with touch screen technology, make it interface directly into the district's new Oracle Time and Labor system, and make it expandable to grow beyond these initial goals.

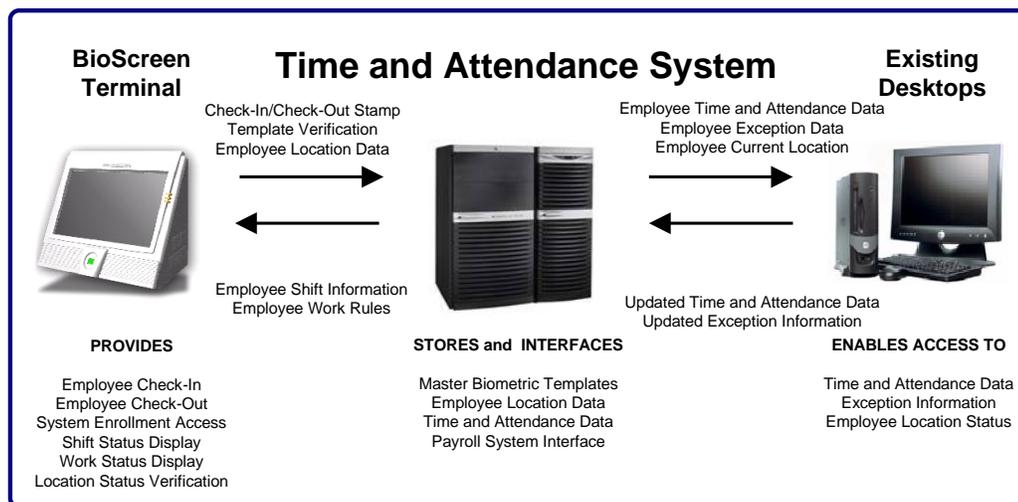


SOLUTION: iSphere consultants created a unique solution that met all of the criteria of the vision. Using a small self-contained terminal called the BioScreen™ from Timeware, Inc, we created a touch screen Time and Attendance interface that allowed employees to sign in and out for their daily attendance. This Time and Attendance module processes time and attendance and updates Payroll system information. Using a combination of Biometric fingerprint sensing technologies and existing Human Resources information, district employees can clock-in and clock-out, without administrative assistance. This time information is available in “real time” such that reports have been written that show who has clocked in and at what time and location anywhere in the District.



The BioScreen™ device and Time and Attendance module securely integrates with human resource data, based on the following steps:

- The employee enters their employee ID into the Biometric Self Service Terminal.
- The terminal then activates the Biometric reader which senses the fingerprint and it retrieves the biometric data.
- The Terminal then compares the sensed biometric data to the user’s biometric profile stored locally. Mathematical algorithms are then used to extract data from the image by mapping the distinguishing characteristics of the fingerprint such as ridge ends, loops, splits, upper and lower cores, etc. If the user’s biometric profile is not present locally, the software requests the information from the centralized system allowing employees to use the devices at any District location.
- The system then verifies the user’s identity based on the comparison of the biometric data and validates that the user is, or is not, an authorized employee, as well as validating all pertinent information such as Exempt status, shifts and location information.



DEPLOYMENT: Dallas Independent School District's response to the proof of concept was outstanding. iSphere consultants were asked to Pilot the system in three of the schools and several administrative buildings, including the main administration building. In spring of 2003 BioScreen™ was deployed at the facilities, enrolling the users and soliciting feedback. The Pilot went extremely well and there were numerous media spots about the system in both print and television.



In the fall of 2004, funding to take the system district-wide had been secured. iSphere consultants embarked upon the large task of deploying the BioScreen™ in all of the District's facilities. This process began with surveying all locations and determining the most appropriate, and reasonable secure place to locate the BioScreen™.

Each Dallas ISD facility was to receive at least two BioScreen™ terminals. One would be placed in the food service and custodial area, and the other would be placed in the main office area. Once the site surveys were complete, electrical and networking wiring crews were deployed to bring power and networking connections to the surveyed locations.

Following a rolling schedule, iSphere consultants went to each facility to install the BioScreen™ terminals. At installation, key people from each facility were identified who would enroll and train the staff members on the Biometric System. Through the use of the Touch Screen Interface, users were easily enrolled in only a few minutes and they began using the system right away.

Over the course of several months, the system was installed in all of the Dallas ISD facilities. During this time, the District set up a Biometric steering committee that met each week to review the status of the deployment and to plan for each group of employees that was coming up live in production on the Biometric system. This committee was also instrumental in identifying new modules that should be enabled in the Biometric system.

ENHANCEMENTS SINCE INITIAL DEPLOYMENT:



Supplemental Pay Module – One of the most time consuming things for a school district to do is to reconcile its Supplemental Pay. This Supplemental Pay can come in many ways such as a before or after school program, tutors, activity sponsors, professional development outside of the regular school day, and numerous other ways. Each of these activities must be tracked and the employees compensated for their time at a specific rate per hour worked. Often this Supplemental Pay comes out of different budget codes than the employee's regular pay, thus requiring reconciliation between

accounts. All of this time entry had been handled by the campus timekeepers using manual processes and written timesheets that were keyed into the system for the employee to get paid. iSphere consultants created a specific module to automate this entire process using the BioScreen™. Through the use of activity codes, campuses across the District could setup unique codes that contained all of the budget codes and time approval routing for each activity they needed. These activity codes could be given to an employee for their class of activity. A “Supplemental Pay” button was added to the BioScreen™ so that after an employee signed out of their regular Time and Attendance transaction, they could sign in through “Supplemental Pay” and enter their activity code. Upon sign out, that supplemental transaction would then be written to their time card with the charging instructions automatically.

Human Resource and Payroll Inquiry – Some of the most common questions employees ask their supervisors and their administrative assistants are about their hours worked and vacation information. Additionally, many calls are received by the payroll department for problems with employees pay checks. The BioScreen™ Self Service Terminal was just the right thing to help alleviate some of these issues. The HR Inquiry module puts all of that information directly at the employee’s fingertips. An employee presses the “HR Inquiry” button; the BioScreen™ will then ask them to enter their employee number and then biometrically authenticate them to the Terminal. It then runs a query on the Payroll system retrieving their information, such as time paid off and timecard information. Because of the Biometric technology, the District is assured that it is the employee accessing the information.



Password Resets – Being such a large organization, something as simple as resetting user passwords can take up a large amount of resources. The District’s Technical Assistance Center can take over 5,000 calls a year related to resetting passwords. A custom module for the BioScreen™ was written for Dallas ISD that used the same biometric profile for a user to link to the Oracle® system and trigger a password reset using information from an employee’s HR record.

Substitutes – *As it is with all school districts, substitutes present a unique challenge for Dallas ISD. During the 2012 school year, Dallas ISD budgeted some \$12 Million to cover substitutes. There are a number of positions within the District where the use of substitutes are approved and funded. Each population has different operating parameters and financial reconciliations associated with them. The primary population of substitutes within the District are Substitute Teachers, which is no surprise. Of the \$12 Million budgeted in 2012 to cover all substitutes, \$9.7 Million was budgeted for Substitute Teachers.*

Substitute Teachers – The complexity behind how substitute teachers are paid is generally underestimated. When a teacher is out and a substitute teacher fills in, a complex financial transaction begins. A myriad of items must be accounted for, including:

- Who is out
- Where do they work
- When will they be out
- How long will they be out
- Who is going to fill in, and
- What is the job number



These items are typically handled by a substitute call-in system, which the Dallas ISD wrote to coincide with the BioScreen™. A custom BioScreen™ module was then written to access all of this information on the call-in system to validate that a substitute teacher is at the right place at the right time. The system will then automatically create the pay entry using the unique school cost center, as well as the critical link of marking the teacher absent. This system is so unique and innovative that it won **Oracle Corporations “Innovator of the Year”** award in 2005!

Two additional Substitute areas where enhancements were made during initial deployment were Food Service Substitutes and Substitute Custodians. During the 2012-2013 school year, Dallas ISD approved several changes to their Custodial Services, which included eliminating the use of substitutes when custodians are absent.



Food Service Substitutes – This itinerant population is much less demanding in its requirements. Each of the 8 “Areas” (a group of about 30 schools) are serviced by a pool of people who substitute when a food service worker is out. These substitutes are called into work at a particular school on a daily basis. Their pay assignment is also created by the BioScreen™ and is attached to an “Area” cost center.

Substitute Custodians – This population is very straight forward in its processes. A substitute custodian is called to work at a particular school. The BioScreen™ creates their financial transaction according to the unique school cost center for them, as well.



**However beautiful the strategy,
you should occasionally look at
the results.**

Winston Churchill



Overall ROI

Adding it up...

General Time and Attendance ROI	\$ 3,361,707
Supplemental Pay ROI	\$ 493,383
Password Resets ROI	\$ 225,600
Substitute Integration ROI	\$ 155,354
HR Information ROI	\$ 636,952
Total ROI	\$ 4,872,996

ORACLE®

iSphere: A Premier Provider of Technology Solutions

As Corporate and Government Solution strategists and architects, iSphere provides innovative products and professional services to help public and private sector clients achieve their goals and transform their technology driven business models.

©Copyright 2013 by iSphere. All rights reserved. The iSphere logo is a registered service mark of iSphere Innovation Partners LLC. BioScreen™ and PrimeTime™ are registered trademarks of TimeWare Inc. Any other company and product names that appear in this case study are trademarks of their respective companies.

