

Appendix G: *Definitions*

Employee Classification Definitions

Employees are classified as either overtime exempt or overtime eligible. The employee classification determines how to track Non-Project time in Clarity.

Overtime Exempt Employees

Overtime Eligible Employees

Overtime eligible Clarity primary roles include Radio Support, Service Center Support, Telephone Communications, Training Staff, User Support and Workstation Services.

Non-Project Time Definitions

Time Off

All leaves of absence with or without pay. A full day's leave is to be entered as 7 hours per day for 5/40 employees and 9 hours per day for 4/40 employees. A partial day's leave is not tracked for overtime exempt employees. Do not enter time for lunch, breaks, or *County* holidays.

Training

All on or off-site time for formal training, attending vendor demonstrations or trade shows, as well as all informal *Learn Every Day* reading and researching new technologies. Staff attending formal training should review time tracking with their Supervisor or Manager prior to attending. Travel time is not tracked.

Training given by an *IT* employee on specific systems should be tracked to the *Customer Support* task for that system. Both the Trainer and Trainee should track to this task.

Training given by an *IT* employee (*i.e., instructing another IT employee on the use of tools such as TFS or Visual Studio*) should be tracked as follows:

- *Trainer* – A task in *Customer Support* with *IT* as the customer.
- *Trainee* – Their *Non-Project* training task.

Time spent reviewing the Written Information Security Program (WISP) and *Strengths Finder* materials should be charged to the *Training* task. Both WISP and *Strengths Finder* must be completed within 30 days of employee hire.

Time spent developing a detail project plan should be charged to an *Initial Planning* task in the project. As with any task added to a project plan, follow the instructions in *Section 2: Planning*. Mentoring is not training - mentoring is *Initial Planning* and *Project Development* for the customer.

Attending training as a result of a project implementation or upgrade should be tracked to the *Training* task in the appropriate project plan as directed by the Project Manager. Tracking to the project plan will provide an accurate picture of the effort required for training. Project Managers should follow the instructions in *Section 2: Planning* for adding the *Training* task to a project plan.

Administration & Other

IT Department meetings, employee evaluations, attending *Countywide* meetings related to personnel, retirement, status reports, *Clarity* time entry, payroll attendance, e-mail and U.S mail that does not apply to a specific customer or project, employee evaluation preparation, budgeting, and all new employee orientation tasks.

Note: Team meetings for a specific project or support task should be tracked to that task. For example, discussing support issues for a customer or program.

Staffing & Onboarding

All time spent creating employee job postings and professional services requisitions, interviewing, evaluating candidates, completing HR or professional services paperwork, creating new employee/contractor COs, scheduling training, building tours, staff introductions, reviewing department policies, procedures, and documentation, all other interviewing and onboarding activities. This task is intended for Resource Managers. Current OCIT employees may track time to this task if they are directly participating in the staffing and onboarding of a new resource. New employees should track their onboarding time to the *Administration & Other* or *Training* tasks.

Non-Project Time Examples

| Track in Clarity | | Activity | Definition | Clarity Task |
|------------------|-------------|---------------------------|--|------------------------|
| OT Exempt | OT Eligible | | | |
| N/A | ✓ | Leave Early – Partial Day | Planned absence for leaving early or being absent a partial day for doctors and dentist appointments, etc. | Time Off |
| ✓ | ✓ | Jury Duty | Court/Civic matters. | Time Off |
| ✓ | ✓ | Disability Leave | Short-term or long-term disability, family and medical leave of absence. | Time Off |
| ✓ | ✓ | Bereavement | In accordance with Oakland County's paid time off policy. | Time Off |
| ✓ | ✓ | Sick/Personal Time | In accordance with Oakland County's paid time off policy. | Time Off |
| ✓ | ✓ | Military Duty | Serving in the U.S. Uniformed Services. | Time Off |
| ✓ | ✓ | Leave without Pay | Employee granted leave without pay for an extended period of time for personal illness, compensable injury, extended vacations, etc. | Time Off |
| N/A | N/A | Holiday | Oakland County observed holidays. | Do not track. |
| ✓ | ✓ | Vacation | In accordance with Oakland County's paid time off policy. | Time Off |
| ✓ | ✓ | Training | Non project related training. A note must be attached to the time tracked in this activity to reflect the purpose of the training. | Training |
| N/A | N/A | Travel | Travel time related to a project or training. | Do not track. |
| ✓ | ✓ | Administration | Routine department activities time tracking, organizational meetings, e-mail, etc. Use of this category should be infrequent and limited to a small amount of hours. A note must be attached to the time tracked in this activity to | Administration & Other |

| | | | | |
|---|---|----------------------------------|--|------------------------|
| | | | reflect the purpose of the administration task. | |
| ✓ | ✓ | Administration-Resource Managers | Routine Human Resource activities such as Human Resource meetings, performance reviews, goals and objective settings, etc. | Administration & Other |
| | | Staffing & Onboarding | Routine staffing and onboarding of new employees and contractors | Staffing & Onboarding |

Team Management Plan Definitions

Tracking & Control/Replanning

Weekly tracking and analysis, rescheduling, staff reallocation, and resource leveling across all projects.

Team Issues Management

Only non-project related issues for the team are tracked to this task. Examples may include Personal Computer (PC) problems, new software and/or application installation problems, working with other teams to resolve issues, power outage issues, and managing/working with vendors (non-project specific work).

Labor Category Definitions

| <i>Task ID</i> | <i>Type</i> | <i>Definition</i> | <i>Examples</i> |
|-----------------------|--------------------------|---|--|
| 91 | Customer/Systems Support | Activity required as part of <i>IT</i> business or systems management processes (not project specific). | <ul style="list-style-type: none"> • Customer instruction and training. • Change order review and approval. • General customer communications including phone calls and e-mail response, not related to specific projects or maintenance items. • <i>IT</i> staff cross-training and system orientation. • System and security monitoring, system performance/capacity reporting. • General technical or application consulting. • Configurations to application, network, terminal, or database security. • Special file restores and backups for specific training (not project specific). • Archive and audit log purging. • System performance tuning. • Hours associated with the resolution of <i>Service Center</i> calls (non-break/fix). |

| Task ID | Type | Definition | Examples |
|----------------|---|--|--|
| | | | <ul style="list-style-type: none"> General team and/or management meetings regarding customers, not project-specific. |
| 92 | Unscheduled System Maintenance | Activity required to rebuild or repair a system. | <ul style="list-style-type: none"> Returning a system that is down to full production availability. Changes made to software to fix functional or processing errors. Development of one-time programs to fix data problems caused by bugs, or customer error to restore service. <i>Program Temporary Fix (PTF)</i>, hot fixes, and patches. Database refresh required for testing system maintenance issues to restore service. Apply <i>Data Definition Language (DDL)</i> required for any of the above. <i>Direct Access Storage Device (DASD)</i> allocation changes. Hours associated with resolving break/fix <i>Service Center</i> calls. Hours associated with Problem Management. Hours associated with correcting data problems or restoring service caused by security breaches. |
| 93 | Planned System Maintenance and Upgrades | Planned or re-occurring activity in upgrading an existing software package or equipment, fix existing bugs, or in anticipation of future system problems, needs, or changes. | <ul style="list-style-type: none"> Packaged software releases, service packs, or upgrades – all levels (<i>i.e.</i>, 2.03 to 2.04 or 2.03 to 3.x). Recurring system compliance requirements (<i>i.e.</i> PCI, Tax Updates), no new functionality or state / federal mandates. Database restores or refresh required for testing of <i>Planned System Maintenance and Upgrades</i>. Apply <i>DDL</i> if required for any of the above. End of life infrastructure replacement (servers, routers, personal computers, and/or |

| Task ID | Type | Definition | Examples |
|----------------|---------------------|--|---|
| | | | <p>printers).</p> <ul style="list-style-type: none"> • Cell phone upgrades. • Proactive operating system or database release research. • Contract renewals for on-going contractual services including <i>Request for Proposal (RFP)</i> preparation (on-going Professional Services contract), not project specific. • GIS Enterprise Data Updates. • Ongoing Disaster Recovery Exercises and remediation. • Modifications or updates to existing documentation. |
| 94 | System Enhancements | Discretionary modifications to an existing operational system, either to expand its current capabilities or to satisfy changed business, technical, or management requirements, or mandated changes, or to make operational changes in areas such as user procedures, production schedules, file retention procedures, or job instructions. Implementing Change Orders and department requests for relocations, hardware or software. Adding system variables to enhance customer reporting/validation. Installation of a custom or canned feature to an existing package. Enhancement budgets cannot be used for mandated projects. | <ul style="list-style-type: none"> • Change Order implementation. • Addition/deletion of terminals, printers, users, or accounts in systems. (ie AD and LDAP). • Database restore or refresh required for testing <i>System Enhancements</i>. • Apply <i>DDL</i> required for <i>System Enhancements</i>. • Equipment moves/relocations. • Need to include new variables, such as new departments, judge switch, cost codes, account numbers, or revised validation criteria. • Department moves. • New documentation. • Hours associated with proactively addressing security violations, including the evaluation of penetration tests and security scans, risk assessment, code modifications, patch installation, and architecture or infrastructure upgrades. |
| 95 | New Development | New systems work including construction of a new system, implementation of new automation to replace a manual | <ul style="list-style-type: none"> • To replace a manual or aging/end of life system (i.e. Peoplesoft, Service Center, Jail Inmate Phone System). |

| Task ID | Type | Definition | Examples |
|----------------|-------------|-------------------|--|
| | | or aging system. | <ul style="list-style-type: none">• A major extension of the capability of an existing system (additional functionality).• Identification, selection, installation, and implementation of software packages (including those replacing existing packages).• Infrastructure implementation that provides additional functionality or new services.• Database restores or refresh required for <i>New Development</i>.• Apply <i>DDL</i> required for <i>New Development</i>.• Development of new policies, processes, procedures and standards, such as the Software Development Lifecycle, Project Management, IT Service Management, and Security. |