

# Time Collection Enforcement

2020 Internship Showcase

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# Role of the Project Management Office

RTI International defines each of its projects as “an opportunity to drive positive change through new information, best practices, novel methods, and an integrated, multidisciplinary approach” (Projects, n.d.).

The Project Management Office assists the business in understanding objectives, progress, timelines, and risks to ensure these projects are completed as efficiently as possible.

## GTS PMO Dashboard

Dashboard provides a view of the overall status of projects that are being managed by the GTS PMO. It is updated on a weekly basis to provide transparency in reporting baseline and enables a formal reporting process.

Project Name	PII Name	Overall Health	% Complete	Target Release	Key Status Highlights
<a href="#">GTS Initiative</a>	Christine Watkins	Green	65%	9/30/2020 11/14/2020	Requirement finalization, communication, and risk analysis scheduled for next two weeks. Additional work and communication on milestone 1
<a href="#">GTS Equipment Management</a>	Amy Shoop	Yellow	40%	9/30/2020	Identifying target data for migration to device release schedule for steering committee review and approval on July 28.
<a href="#">Workstation Privilege Management</a>	Christine Watkins	Green	75%	2/3 Aug	Work on operations plan and communication continues. Team continue to work issues from pilot testing. Issues 7 closed 3 open
<a href="#">GSM Tool</a>	Amy Shoop, Christine Watkins	Green	0%	190	Requirement gathering meetings have been completed for GTS National teams. All requirements gathering sessions have been scheduled.
<a href="#">GTS Website Remediation</a>	Amy Shoop	Green	20%	190	1,318 remediation tickets have successfully completed. Phase 1 and Phase 2 reviews are open to clients. 22,000 period website have gone through remediation process to be addressed by clients.
<a href="#">ServiceNow Alert Management</a>	Amy Shoop	Green	2%	10/2/2021	Vendor questions for RFP have been received to be addressed by 8/31 exactly July 31.
<a href="#">MSI Assessment</a>	Amy Shoop	Green	0%	8/31/2020	Team will be focused on completing discovery questionnaire for the next three weeks in preparation for workbooks.
Business Sponsored Projects					
Project Name	PII Name	Overall Health	% Complete	Target Release	Key Issue Highlights
<a href="#">Learner Reporting Tool</a>	Christine Watkins	Green	40%	9/4/2020	Demos have been scheduled with Learners and Educators for July 24 and July 28. Microsoft Booking tool was reviewed with GTR Learning submitted the process for use off campus during week.
<a href="#">Career Pathways</a>	Christine Watkins	Green	85%	10/5/2020	Team continues to plan and work out operational tasks. Pilot in progress. Issues 4 closed 3 open.
<a href="#">Context Licensure Site Work</a>	Christine Black	Yellow	60%	4/15/2020 (Pilot)	State for enhancements & state queries have been submitted to target and are pending long-term review. Work in progress on determining use of
<a href="#">MS</a>	Earl Shoop	Green	0%	190	MS working with procurement to review vendor options.
<a href="#">Demographics Improvement Plan</a>	Christine Black	Green	80%	8/24/2020	Team is working on a pilot campaign for mobile penetration and a targeting effort for all of Texas school districts.
<a href="#">Digital Transformation</a>	Blaine Midgess	Green	87%	Phase 1 8/30/2020	Stakeholder engagement and communication approach was approved by steering committee with slight modifications. Accommodations for 4 state districts. Planning for August 28 kickoff activities. Final customer feedback report issued with the steering committee and to media on
<a href="#">Demos MS</a>	Devinne Smith	Green	85%	Phase 2 8/27/2020	RAM B11 next Demo Preparation is in progress. Pre demo sessions have started with vendors. Demos in process for the next 2 weeks. MSPT to
<a href="#">MSI Assessment</a>	Dale Shoop	Yellow	75%	8/24/2020	1st MSPT in progress. Analysis has started during period 1st week. Resolution being tested but will not start the next completion until
<a href="#">Demos Pathways</a>	Ruben Parker	Green	85%	7/14/2020	Two significant deliverables towards Model 4 have been completed, adding that spread model by final year and adding to learn opportunities
<a href="#">Site Search Enhancement</a>	Darvish Basir	Green	85%	9/24/2020	We are wrapping up UAT and will be providing the vendor results next week. Test week will begin our testing phase of the review and rollout
<a href="#">Texas Database Advancement</a>	Mirella Lewis	Green	50%	8/18/2020	All three phases of application design have been completed. Self-reliance phase added to project plan, moving to 50% next week. Developing a
<a href="#">Virtual Desktop</a>	Christine Black	Green	10%	9/28/2020	Virtual Desktop-Catalogue environment has been set up and the agreement with the Catalogue consultant executed. Project plan will be done

# Time Collection and Compliance at RTI

The *Time Collection Enforcement Enhancements* project aims to improve timesheet entry compliance rates across the Institute through the following three objectives:



Update application's behavior and frequency.



Develop a Mac-compatible version.



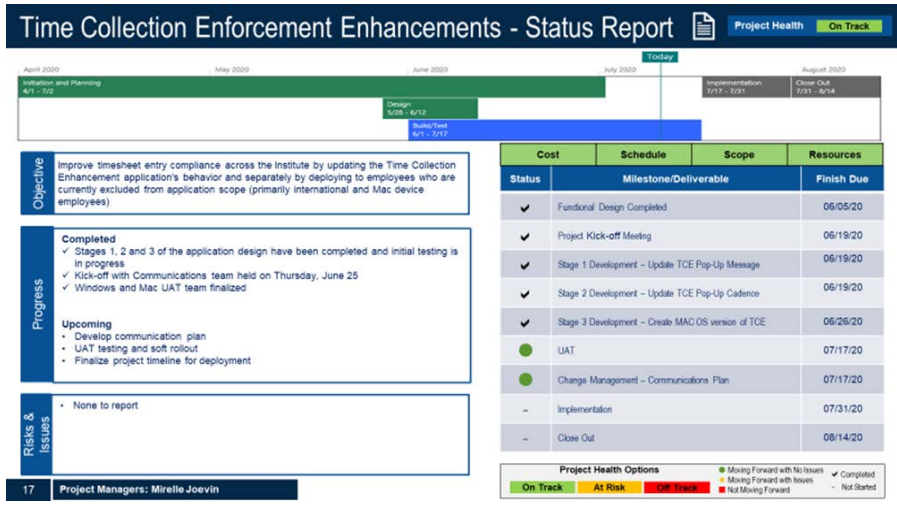
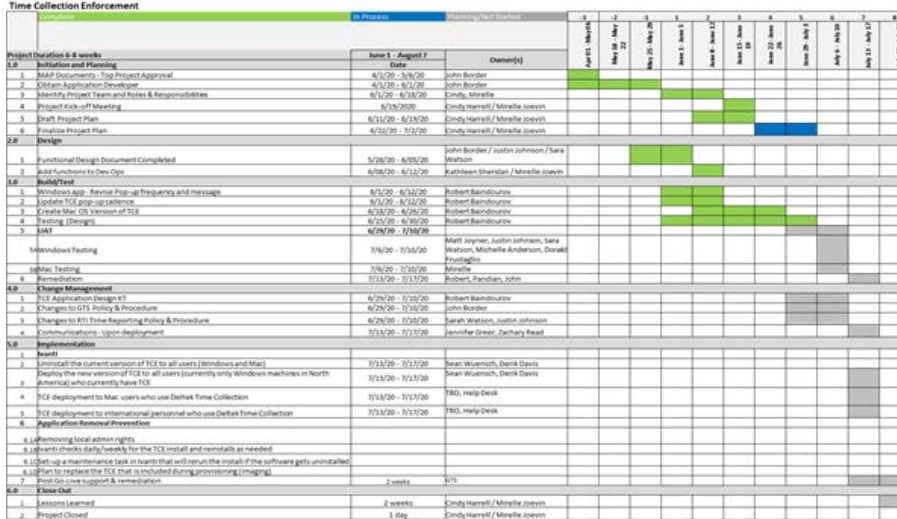
Deploy to international employees.

Timesheet compliance is affected by almost every employee and low rates can jeopardize RTI's eligibility for contracts and lead to financial repercussions.



# Managing Time Collection Enforcement (TCE) and Documentation

- *Develop* a project timeline/plan (shown) to document all tasks, owners, and due dates.
- *Lead* weekly meetings with project team to check progress.
- *Coordinate* resource engagements across departments.
- *Build* record of action items, decisions, risks/issues, and mitigation.
- *Create* communication plan to keep employees informed.
- *Present* status reports (shown) during Chief Information Officer and Senior Leadership Team reviews.



# Risk and Change Management

- Weeks before scheduled implementation, an addition to the application's features was proposed.
- New feature
  - would acknowledge employees working off-network and protect from being considered non-compliant.
  - categorized as a scope change, would require revising the timeline, resources, and cost.
- Cost-benefit analysis led the TCE team to quickly recalibrate, develop feature behavior and re-baseline schedule.





# Key Takeaways



## Objective of TCE

Improve RTI compliance rates; scope expanded to accommodate remote working conditions



## Role of a Project Manager

The individual assigned to lead the team that is responsible for achieving the project objectives



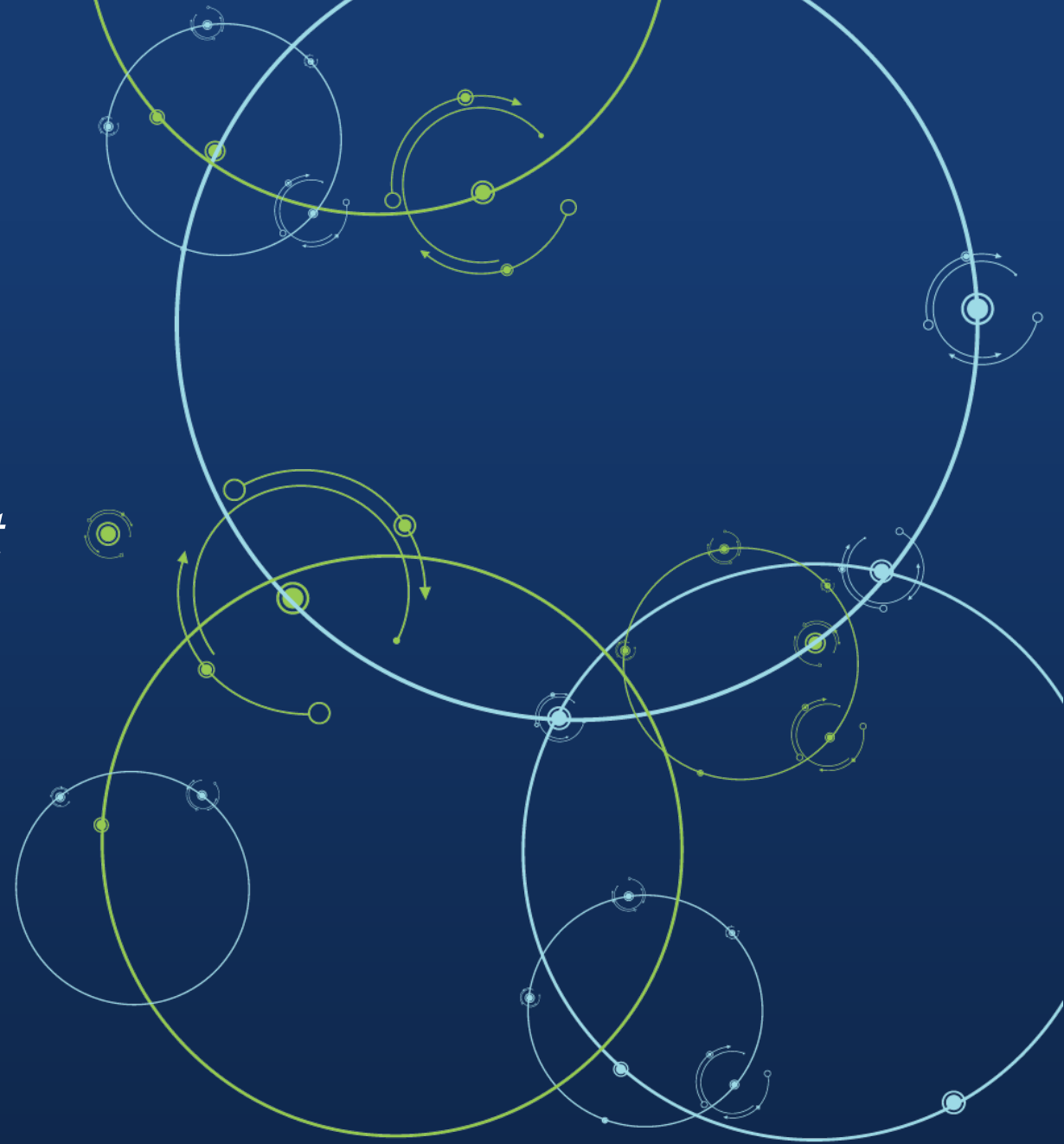
## Key Skills

Adaptability, communication, and risk management



# Acknowledgments

- Cindy Harrell, Senior Manager  
*Project Management Office (GTS)*
- Dale Downey, *Project Management Office (GTS)*
- Time Collection  
Enforcement Project Team
- University Collaboration Office



# References

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# Thank you

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