

Statewide Payroll System Availability Expands 70 percent in Two Years, Giving Agencies More Time to Input Payroll



In 2002, the Washington State Legislature funded a modern statewide payroll and human resource management computer system to replace the state's 30-year-old mainframe system.

The state selected a ready-made application, which was then customized according to the needs of Washington state government. The new Human Resource Management System, or HRMS, went live in 2006.

Early on, HRMS was available to users on a very limited schedule, both during and outside of the bi-monthly payroll processing cycle, and was closed or unsupported every weekend. This meant the statewide payroll processing system was closed TWICE as much as it was open.

Through a number of process improvements and updates, and by combining some payroll activities, system availability has greatly increased over the past few years, giving Enterprise Services customer

Current user experience is:



HRMS is **NOW OPEN 410 hours** and closed just 310 hours in a typical 30-day month. That's nearly a **70% increase** from the previous availability!

agencies more time to complete their payroll input. This also reduces the number of errors made during input. Now, HRMS availability is up nearly 70 percent. The system is currently open 410 hours in a typical 30-day month. Previous availability was just 240 hours in the same period!

As the Department of Enterprise Services continues to look for ways to make improvements to HRMS, we anticipate expanding availability of the system even more. In the meantime, we hope our customers are as excited as we are about helping to make their jobs easier by keeping an "Open" sign on HRMS!

Past user experience was:



HRMS was previously **CLOSED 480 hours** and **OPEN only 240 hours** in a typical 30-day month.