

# City of Adelaide

## Software Solutions Built For Councils

VersaDev was founded in 2000 and was soon developing software solutions for the City of Adelaide.

Over 15 years on and five of those applications are still key and in use by the council.

- DPP
- FlexiTime
- Smiley
- versaSRS
- Council Reporting

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If you picture a manual process in an office environment, chances are, it will involve a spreadsheet. But when there are upward of a thousand employees involved, things can get cumbersome rather quickly.

So in the early 2000's The City of Adelaide embarked on a mission to move away from manual processes and forged a strong relationship with Versadev Software Solutions to have in-house applications developed.

Yet the benefits don't rest there, these robust applications have been built to suit every business.

The following pages showcase three key applications used within the City of Adelaide.

- Developing Performance and Potential (DPP)
- FlexiTime
- Smiley



In a word, Performance Reviews are about insight. They are the prime opportunity for employees and managers to give feedback and to receive it. In a dynamic workforce, they should also be linked to process improvement and career development. The value they can provide is great. Where the process suffers is a lack of visibility and control. Developing Performance and Potential (DPP) is an application designed to address this with functionality to enhance each stage of the process. Workflow enables a seamless interaction between managers and employees for entering comments, ratings and goals. Career Development is further supported by a clear training and development plan outlined with due dates. Field locking by role and at each stage of the process creates a straight forward and intuitive interface for users. Formal sign-off then enables escalation to higher levels for review and reporting ties it all together, delivering visibility without compromising confidentiality.

Lloyd Templeton, Applications Support Officer at The City of Adelaide, puts a human face to DPP and the impact it can have on teams and individuals. When new managers took over his department, they requested Lloyd to provide a review of the year in DPP.

“They actually came back and said ‘we didn’t realise it has been such a tumultuous year for you guys’ which put a lot of things into perspective for them. So it’s good to be retrospective to look at what you’ve been through and what you’ve achieved for the year, which we never do enough of. On a day to day basis you regularly feel like you’re getting nowhere. But if you look back over a year, and that’s what these tools are good for, you can say ‘I’ve actually made progress’ and that’s awesome”, says Lloyd.

Performance Reviews that are easily accessible and backed up by their historical context enable insight to be put into action.

Flexible working hours can be a very valuable component of a person's role and there are two key requirements that are relied upon for it to function effectively: accuracy and the ability to track it. The Flexitime application is built to support these needs however it goes well beyond being an electronic timesheet. It is a workforce management tool.

At the fundamental level, employees enter their daily start and finish times and when they take a break. Times entered are validated according to core hours set at system level, this includes rosters for part-time employees as well as standard FTE's. Entries are flagged when they fall outside of core hours to prevent keying errors and ensure accurate data. Employees are prompted with a warning message if they don't take a break after 5 hours. From an OHS perspective this can be a really important mechanism to reinforce a safety-focused culture. A report can also be run to flag time worked without taking a break. Other reports are available to track time accrued and flexitime taken.

At The City of Adelaide, the Flexitime application has been integrated with their Payroll system. This allows new starters and leave balances to automatically flow through. Managers can view real-time data to see who is on premises along with high-level overviews and drill-down capability of hours worked and Flexitime balances. To control Flexitime as a resource liability, hours can be capped in a period. Managers then approve the hours worked each period either individually or in batches.

Ultimately Flexitime is an efficient and effective way to keep track of hours worked and benefits managers and employees alike. At The City of Adelaide it is certainly relied upon by everyone and provides accountability in a fair, measured and consistent way.

An application named 'Smiley' is almost bound to be user friendly. The functionality is simple but the visual aspect is significant. Smiley enables employees to know who's who in The City of Adelaide and whether they are currently available.

Employees are laid out according to the organisation structure and users drill down to find the person they are looking for.

"They like that drill-ability to help them find things", says Lloyd Templeton.

"The org structure information is actually available in Skype but it's not presented as well."

At The City of Adelaide, Smiley is the front end of their employee directory database and "is very crucial on a daily basis", says Lloyd.

The Windows ID for each employee in Smiley feeds through to a number of other applications which enables them to be accessed without a username and password.

Although it is integrated with their Payroll system to bring in employee data, what sets it apart is that it also contains volunteers and contractors which the payroll system doesn't.

This accounts for an additional 300-400 staff which gives it an important place in the organisation.

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