Transitioning to an Electronic Contract Approval Process

Team **Girl T.A.L.K.S.**
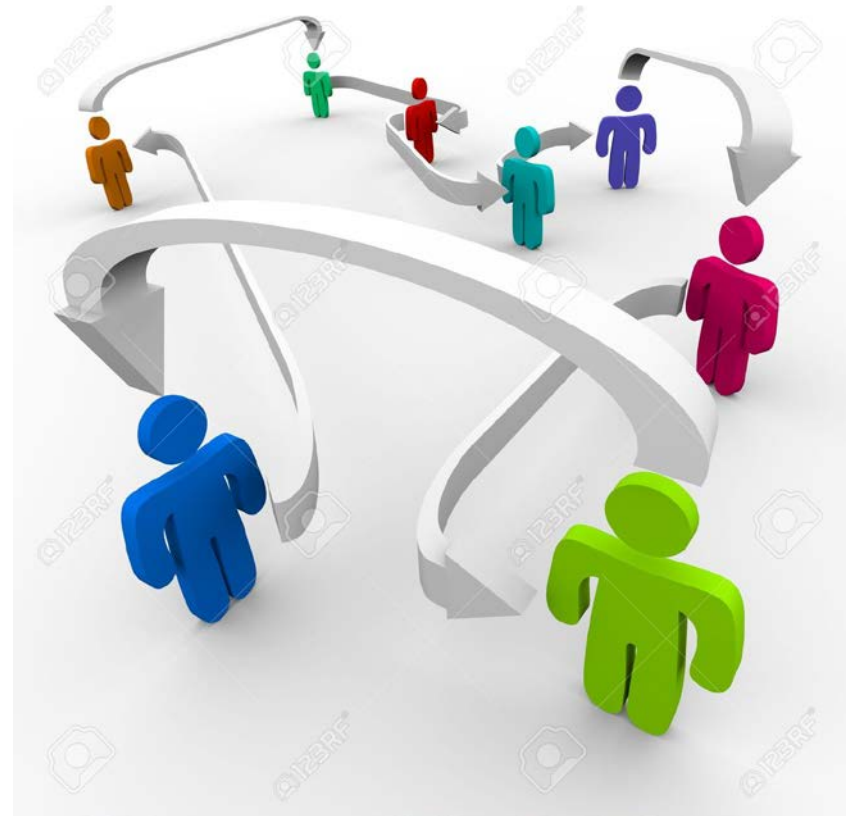**T**ammy Johnson
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Lavaun Pinckney
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Sherry Webb-Greer

Fiscal Academy, Cohort 5, 2015

Problem Statement

For some agencies, contracts are physically walked through the different levels of approval for authorized signatures.

Manual Process

The issues with a manual process are:

- Delays in the process
- Documents are lost
- Not sure where the document is at in the process
- Have to physically be present to move document forward

Our Goal

Utilize an agency Intranet, SharePoint, or footprint workflow system (similar to an IT ticketing system) to:

- ❖ expedite the approval process
- ❖ show accountability
- ❖ provide transparency
- ❖ create a centralized repository

SWOT Analysis – Transitioning to an Electronic Contract Approval Workflow Process

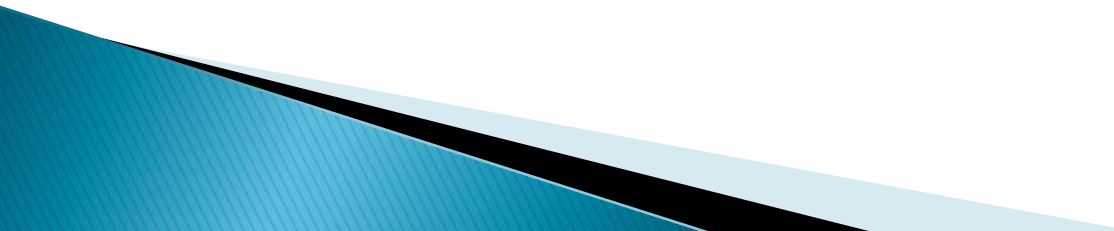|	STRENGTHS	WEAKNESSES
INTERNAL	•Eliminates paper •Able to locate contract in the process •No need to be in the same physical location •Provides standardization	•Training for using the new system •Absences could cause delays •Staffing changes/turnovers
	OPPORTUNITIES	**THREATS**
EXTERNAL	•Reduce processing time •Eliminate the travel/transportation process •Automated workflow for contract review and approvals •Opportunity for centralized repository •Provides transparency	•Technology/software •Lack of support at the executive level •Receiving the support and commitment of program areas •Unknown costs •Changes in law, policies, etc.

System Requirements

- Electronic workflow
- Application serves as a document repository
- Contracts have footprints within the system
- Electronic signature/approval capabilities
- Various templates for different types of contracts
- Potentially be used for grant applications
- Standardize forms/templates
- Provide transparency
- Possibility of approvals via mobile devices

Gartner Market Guide for Contract Life Cycle Management

Figure 5. Average Rank of Functional Depth of Vendor Solutions (Vendor-Reported Data)
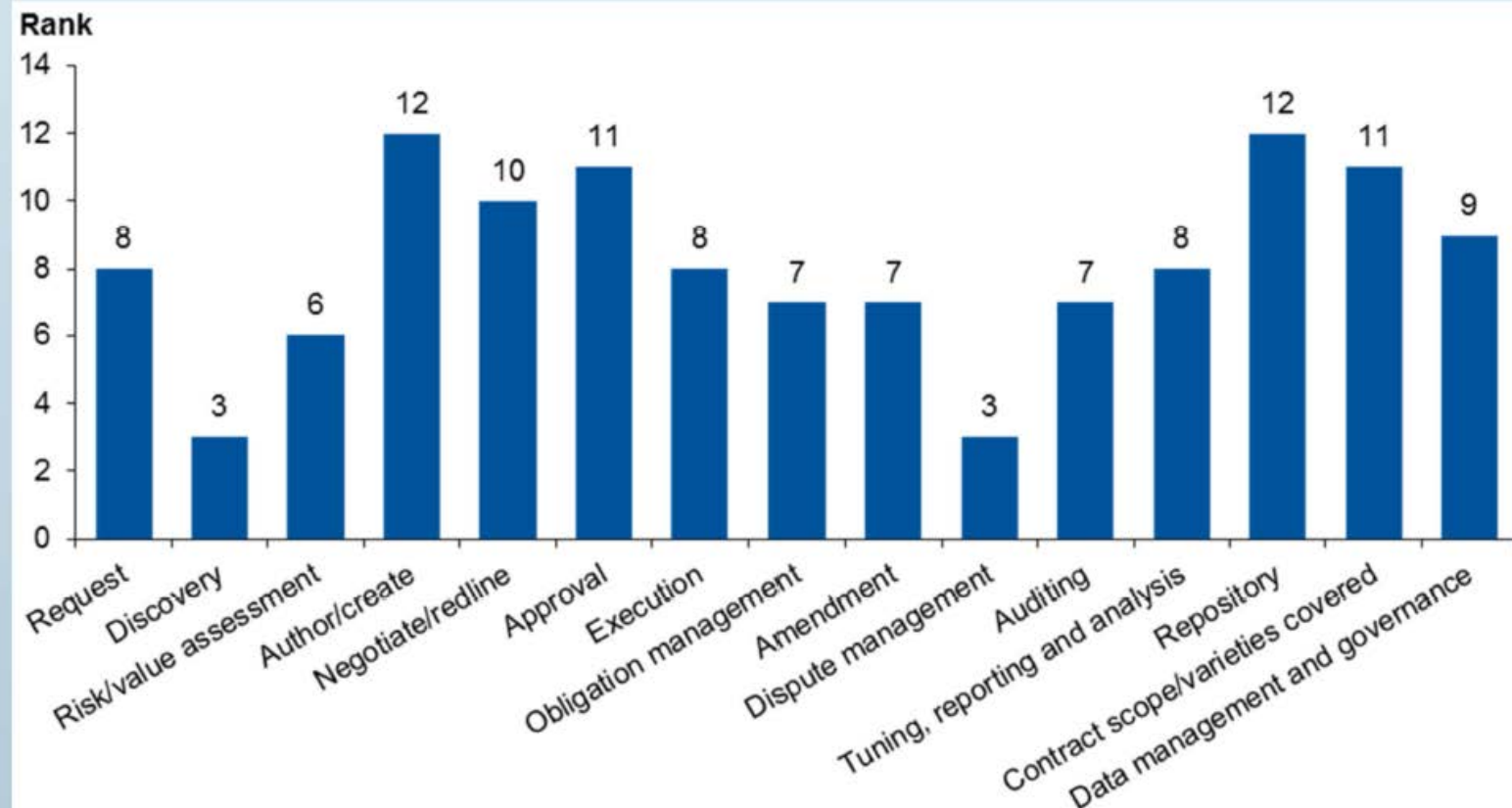
Source: Gartner (July 2015)

Gartner Market Guide for Contract Life Cycle Management, Montgomery, Nigel and Wilson, Deborah, 16 July 2015

Our Requirements VS Gartner Market Guide

| GIRL T.A.L.K.S. Possible Requirements	Gartner Avg Rank of Funct. Depth – Vend Solutions
Electronic Workflow	11 – Approval
Application serves as a document repository	12 – Repository
Contracts have footprints within the system	7 – Auditing; 8 –Tuning, reporting and analysis; 9 – Data management and governance
Electronic signature/approval capabilities	11 – Approval
Various templates for different types of contracts	12 – Author/create, 11 – Contract scope
Possibility of approvals via mobile devices	n/a
Standardize forms/templates	n/a
Provide transparency	7 – Auditing; 8 – Tuning, reporting and analysis
Contract approval time reduced by 25% per agency	n/a
BONUS Could potentially be used for grant applications	n/a

Change in Direction

Research Strategies

We conducted interviews with the following agencies currently utilizing electronic workflow systems for processing contracts:

- ❖ Department of Education
- ❖ Department of Health
- ❖ Department of Commerce
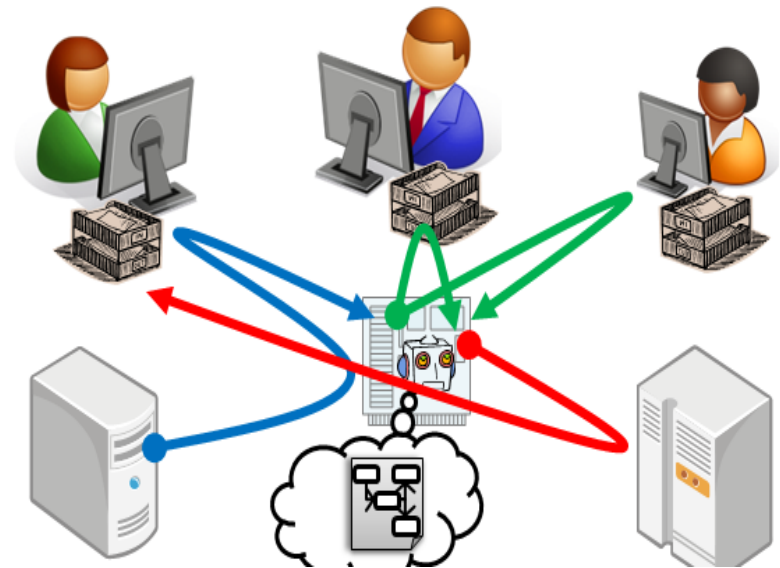
Department of Education

Project Mentor and Subject Matter Expert

Randy Russell

System Platform

SharePoint

Ohio | **Department** of Education

Department of Health

Subject Matter Expert

    Carol Cook

System Platform

    Workflow Integrated System Enterprise (WISE)

Department of Commerce

Subject Matter Experts

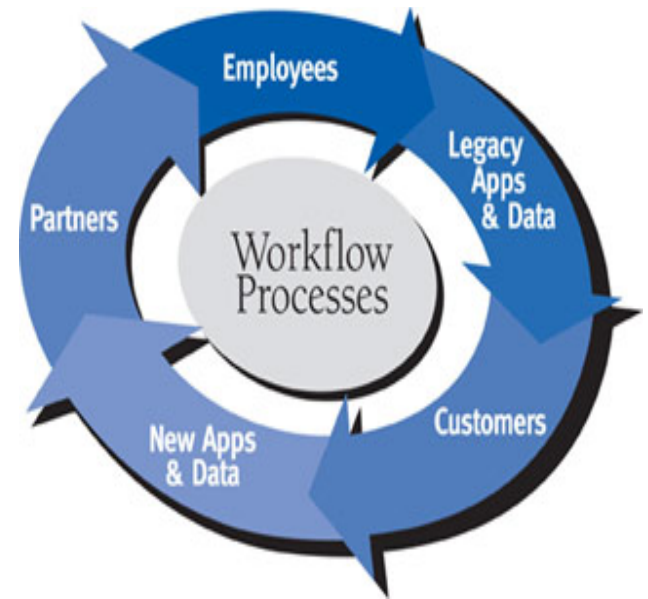David Hannan
Joy McKee

System Platform

Intellivue

Other Workflow Systems

Other agencies that use a workflow system for processes other than contracts are:

- ❖ Ohio Shared Services (OSS)
- ❖ Ohio Facilities Construction Commission (OFCC)
- ❖ Office of Budget and Management (OBM)

Ohio Shared Services

Subject Matter Experts

   Heather Tomlinson

System Platform

   SharePoint

Ohio Facilities Construction Commission

Subject Matter Experts

Sara Freetage
Shanna Hooks

System Platform

Capital Improvements (CI)

OFCC

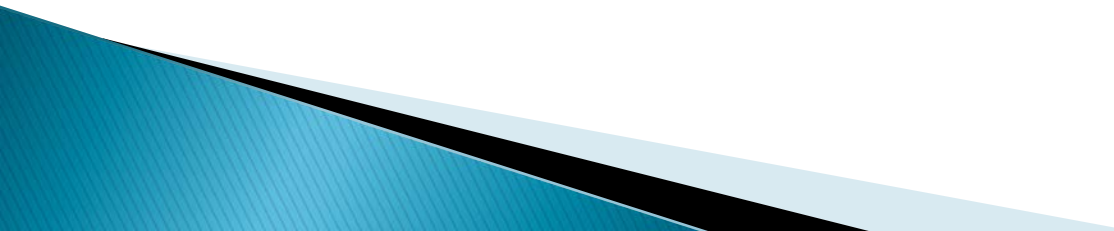# Office of Budget and Management

Subject Matter Experts
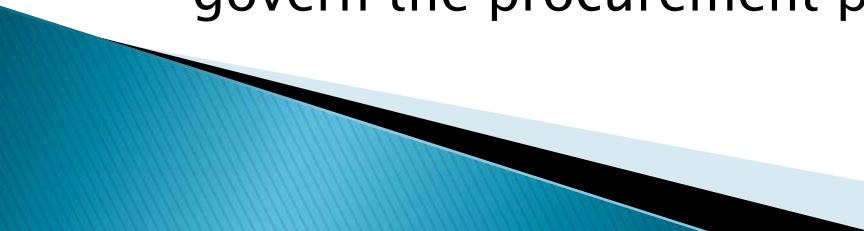
    Mark Schmidbauer

System Platform

    Service Now

Service Now

- Setup service catalog items

- Set up contract templates

- Capability of interfacing into OAKS

- Multiple levels of approval

- Reporting capabilities (ie expiring contracts)

- Secure

Recommended Requirements for a Contract Approval Workflow System

An enterprise wide solution for a contract management workflow system would provide:

- Consistent contract practices amongst agencies
- Centralized IT support for the application and maintenance by Department of Administrative Services (DAS)
- Agencies would not be responsible for maintaining the support for the enterprise-wide system.
- DAS would have the ability to determine how to best recover the cost of the enterprise system
- DAS State Procurement could provide oversight to safeguard state agencies from making purchases that do not comply with applicable statues, rules, policies, and procedures that govern the procurement process.

Additional Recommended Requirements

- Renewal flags
- Contract expiration dates
- System to interface into OAKS so invoices/POs only need to be entered into one system
- Customized reporting, (ie: days aged, supplier activity, contract activity)
- Ability to copy templates/contracts
- Templates generated based on type of request
- Boiler plate contract language
- Ease of use for requests
- Assigned security roles and secure workflow paths
- Ability to add additional tools, (ie: pcard, print requests, grants)
- Consideration of project work requiring entry into OAKS Capital Improvement (CI)

Questions