

Phone Stipend Process

Agency: Washington State Department of Transportation (WSDOT)

Partners and Customers: Payroll (Accounting and Financial Services) and Information Technology Department

Project Impact

WSDOT improved phone stipend process, resulting in the eliminating the need for two forms to be filled out and approved for employees who sign up for a phone stipend.

This is a perfect example of how a process improvement can be very simple and benefit several employees not only processing the forms but those that request the stipend.

Project Summary

Members of the Payroll Department and the IT Department got together and discussed what the need for two forms was. It discovered that the IT Department did not need the form for a Phone Stipend, only for a WSDOT issued phone. The employee is required to read Policy 2037.02 on line before a phone stipend approval can occur. This Policy established requirements for employee use of wireless communications devices (WCDs) to conduct department business. It also establishes the option for employees to use their own personal WCDs instead of agency-owned WCDs and receive a stipend. The Payroll and IT departments got together to update the policy to include requiring a password protection on the phone. They also added a note that the WCDs will be subject to public disclosure. There were other small changes to the policy and as long as the employee reads and signs the Phone Stipend Request Form, it did not need to be involved unless the employee needed help setting up their work e-mail on their WCD. The new policy is 2037.03.

Currently there are two forms to be filled out and approved that travel thru two different departments. This takes extra time and is redundant to our target of only having one form, which we want to reach by 3/31/17

The new process:

- Eliminated the need for two separate forms to be completed.
- Reduced redundancy and process of the forms.
- Simplified the process for WSDOT employees

Project Results



Time

Decreased time in filling out **from** two different forms to two different departments for approval **to** one form and process.



Time saved for Payroll and IT.

Project Details

Date improvement project was initiated: 2/13/2017

Project Contact: Amber Sander

Email: Sandea@wsdot.wa.gov

Phone: 360-705-7732

Report reviewed and approved by: Keith Metcalf, Deputy Secretary, Secretary of Transportation