SIMPLIGOV

State Department of Education Modernizes Telework Process in Less Than Six Weeks

Hybrid Scheduling Process Supports 600 Staff

A state's department of education supports a public school system that serves over one million students. Hundreds of teachers, field service specialists, policy makers, IT people, legal professionals, administrative personnel, and other support workers deliver on the department's mission to deliver high-quality education from K–12.

CHALLENGE

At the end of the school year, the state was ready to align itself with post-pandemic operational best practices and implement a new telework policy. The updated policy would enable employees to work from home two days a week. Since the department operates in an "always-on" capacity, it required a system that would accommodate employees without leaving any office understaffed.

The department is complex, and several layers of leadership were required to approve and coordinate the new "hybrid" schedules. Senior management and division managers had to oversee the requests, and approve them in such way that would ensure sufficient in-person coverage at all times.

"It would have required hundreds of emails to reconcile dozens of managers' personal spreadsheets to balance all of these requests, and sorting out 700 people's schedules in Outlook and Excel was impractical," said an executive leading the implementation.

In addition, the department was also under intense pressure to get a sophisticated telework request system in place by the beginning of the next school year (less than three months). There simply wasn't enough time for a long implementation cycle.

SOLUTION

The education department turned to SimpliGov's no-code integrated **digital forms**, **workflow automation**, and **SimpliSign** electronic signature solution for its proven track record of rapid implementations. The intuitive form wizard allowed a team of state employees to build a straightforward work-from-home request.

To create an up-to-date employee list for drop-down form selections, the state Integrated with Active Directory. After selecting their first and second preferences for remote work days, users tag their direct manager from the Active Directory database.

Upon submission, an automated workflow instantly delivers the form to the applicant's supervisor, who reviews the request and digitally moves it along to the head of the division. To further keep requests on track, auto-generated email alerts are sent through SimpliGov to division heads for final approval.

Now, HR can review all requested telework days on SimpliGov dashboards in order to allocate remote days equally across the week. In addition, the commissioner's and governor's offices can download spreadsheets from SimpliGov to quickly validate that enough managers are present at each physical location at all times.

RESULTS

- Using SimpliGov's intuitive, user-friendly tools, the department was able to go live with the telework form in **less than six weeks.**

- The agency received an unprecedented 450 forms on launch day and processed close to 650 forms in the first month.

- Automation brings submissions to the commissioner's office in an average of three days.

- Centralization provides visibility of all requests, ensuring that none are lost or deleted.

- Leveraging the SimpliGov dashboard, managers are able to grant a majority of requested telework days and suggest alternate options.

- On-site staffing is always provisioned, enabling greater telework options and a significantly higher level of employee satisfaction.

"In the world of government, you almost never see a team of mostly nontechnical people develop a form and process in six weeks – and handle 600 transactions in the first week quickly and seamlessly. The speed in which we were able to build a robust and efficient work–from–home request system from scratch and flip the switch was amazing."

Executive Officer
State Department of Education

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