

# DISTRICT EMPLOYEES ARE SETTING THE STANDARD



With vast experience from both the public and private sectors, the ASMP team is utilizing a carefully constructed series of processes, practices, methodologies and acquisition strategies. This approach has proven successful in conquering the challenges of Enterprise Resource Planning.

**ASMP**   
*Working As 1*  
Administrative Services Modernization Program

## WHAT IS DC'S ASMP PROGRAM?

- The Administrative Services Modernization Program (ASMP) is a district-wide business transformation project. More than just a technology initiative, it focuses on processes, policies, organizational improvements and business areas within the 60 agencies of the District government.
- Initial planning for ASMP began in June 2001. The program implementation will span approximately 5 years across the following administrative areas: Human Resources, Budget and Planning, Payroll/Time and Attendance, Benefits, Pension, Procurement, and Property Management.
- ASMP helps fulfill Mayor Williams' "Making Government Work" initiative by modernizing back office operations and improving service delivery to the citizens of DC.
- These new business processes will flow horizontally instead of vertically through all agencies, tying District agencies together like no other time in history.

## WHY ASMP WILL WORK

- An Executive Steering Committee led by the City Administrator/Deputy Mayor includes the directors of 15 agencies across the District government
- A holistic approach – focus on people, process, policy and technology

- More than **300** District employees –at all levels – have been involved in the ASMP project so far

## BUSINESS GOAL ORIENTED

A sample of ASMP goals include the following:

### Human Resources

- Submit 70% of personnel actions on-line and update in real-time
- Increase position fill rate for non-technical employees to 95%
- Complete non-technical appointment hiring process in 2 or less days
- Send offer letters within 1 day of hiring decision

### Procurement

- Automate the procurement supply line
- Reduce the cycle time required to process procurements to:
  - 2 or less days for small procurements
  - 35 or less days for fixed price bids
  - 90 or less days for RFPs
  - 90 or less days for Human Care Agreements
- Complete and approve Statement of Works (SOWs) in 2 weeks

### Payroll

- Automate the time and attendance process
- Eliminate reconciliation between personnel and payroll through the integration of employee and payroll information
- Consolidate payroll processing to one pay date within a bi-weekly cycle

- Reduce the volume of payroll corrections and supplemental payroll adjustments by 50%

### Budget

- Perform 100% of budget processing on-line and increase the quality of submissions by reducing human error
- Decrease the time to respond to special information requests by 20%
- Reduce the total number of annual reprogrammings by 25% through increased budget accuracy
- Decrease the cycle time (agency program request through OBP review) for local and capital reprogrammings
  - *Small (OBP approval) from approximately 20 days to 5 days*
  - *Medium and Large (Council & Congressional approval) from approximately 35 days to 10 days*

## EMPLOYEE OUTREACH

To effectively communicate the benefits and progress of ASMP to all District employees, the ASMP team has developed a comprehensive communications strategy.

The purpose of this outreach effort is:

- To brand ASMP and convey our messages cost-effectively
- To provide a grassroots educational outreach strategy conveying the benefits for each and every target audience within the District government and beyond

- To include employees and allow them to take ownership of ASMP

**OUTREACH TOOLS**

The communication outreach campaign uses several different mechanisms to help ensure that employees understand and begin to embrace ASMP:

- Web site
- Employee Briefings
- ASMP Awareness Surveys
- Customer Satisfaction Surveys
- Posters and Post Cards
- Newsletter
- Email notifications

# DISTRICT EMPLOYEES ARE SETTING THE STANDARD



★ ★ ★ **We are the many faces of change.** We are just a few of the many District leaders of ASMP. We are committed to improving our collective efforts through better cross-agency cooperation. We are setting the standard for how government can work better. District citizens will see the difference; other communities will follow our lead.

To learn more about ASMP, employee briefings will be offered in the coming months. Details to follow by email. Visit the ASMP Intranet site at:

[www.asmp.in.dc.gov](http://www.asmp.in.dc.gov)



"ASMP is long overdue. It will make our lives easier and more productive. Instead of running from floor to floor with paper work, we can use the technology to access the information we need to make key management and contractual decisions."

—Janice Watson  
Agency Chief Contracting Officer  
ODP

**ASMP Working As 1**

**ROUND THE CORNER**

The Service Redesign Program is committed to going to change for the District for our administration agencies. Part of our responsibility and capabilities being Redesign and to go the extra mile for the key to our success.

Redesign will happen. We just need to plan it. The ASMP Intranet site, at [www.asmp.in.dc.gov](http://www.asmp.in.dc.gov), has information regarding your key tasks.

**ASMP Working As 1**

CONTRIBUTOR: ASMP Working As 1 is a joint effort of the District of Columbia Office of Management and Enterprise Services (OMES) and the District of Columbia Office of Information Technology (OIT). For more information on building a red design visit [www.asmp.in.dc.gov](http://www.asmp.in.dc.gov).

