

Telework (PILOT) Paperless Automation

New Jersey Housing and Mortgage Finance Agency

Management Innovation: Technology

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Overview

The Telework (PILOT) Paperless Automation project implemented by NJHMFA meets the criteria for the NCSHA Award for Program Excellence in the category of Management Innovation. The project was a quick and efficient in-house design that used Microsoft Power Platforms to create a centralized system for telework applications. The system streamlined the data and provided on-demand and real-time analyses, making the process paperless and digitized. The Telework application process was a true digitization process that provided benefits that outweighed costs, demonstrated effective use of resources, and achieved strategic objectives.

Background

The NJHMFA's Telework (PILOT) Paperless Automation project was implemented in response to the need to establish a process for telework applications between April 6, 2022, and June 1, 2022, with implementation by July 1, 2022. The project aimed to provide a paperless, efficient, and streamlined process that would allow users to submit applications online, receive application receipt notifications, and establish an electronic workflow for the approval process. The project was designed to be transparent, easily replicable, and provide measurable improvements in agency operations.

The project was developed in-house with no additional cost using the technology available on hand. IT employees developed the project with a quick turnaround after the policy was approved and signed off. The Telework (PILOT) Paperless Automation project met the criteria for the NCSHA Award for Program Excellence in the category of Management Innovation by providing innovative solutions, replicable strategies, achieving measurable improvements in agency operations, providing benefits that outweigh costs, demonstrating effective use of resources, and achieving strategic objectives.

Methods and Results

The Telework (PILOT) Paperless Automation project was developed in-house by the IT department of NJHMFA using Microsoft Power Platforms. The goal was to create a paperless telework application process that would allow users to submit applications online via a hyperlink, providing application receipt notifications, and establishing an electronic workflow for the approval process. The system was designed to be centralized, transparent, and easily replicable. The IT team worked quickly to develop the system and meet the tight deadline of establishing the process between April 6, 2022 to June 1, 2022 with implementation by July 1, 2022. The development process took place from May 24, 2022, to June 28, 2022.

The Telework (PILOT) Paperless Automation project achieved significant improvements in agency operations. The paperless application process eliminated the need for printing and centralizing documents to avoid multiple and duplicate copies. This streamlined the application process and made it more efficient for both users and management approvers. The system provided timely notifications, alerts, and to-do tasks for employees, supervisors, and management involved, making the process faster and more organized.

Real-time analyses and statistics could be viewed immediately after responses were submitted, providing instant tracking with alerts, email notifications, reporting, and intelligent rejection based on audits, requirements, and deadlines. The system's transparent and subtle design ensured that strategies were built to clearly define the robust application, results, workflows, notification, and validation processes, making it easily replicable.

Overall, the Telework (PILOT) Paperless Automation project achieved measurable improvements in agency operations, demonstrating effective use of resources, and achieving strategic objectives. If a paper trail had been started and the application process had been done manually, it would have been time-consuming for employees, management approvers, and additional manpower would have been needed for statistical analyses and reporting. However, the paperless automation process was achieved with zero additional cost and fulfilled the objectives of online, secure, user-friendly, paperless, timeliness, and provided instant tracking with alerts, email notifications, reporting, and intelligent rejection based on audits, requirements, and deadlines.

Discussion

The Telework Paperless Automation project implemented by NJHMFA IT department has shown significant improvements in agency operations towards paperless automation. This project has met the criteria for the NCSHA Award for Program Excellence under the Management Innovation category. The design and development of the system using Microsoft Power Platforms brought innovation and agility to the process, allowing for centralization of all due diligence work, efficient analysis and response, and effective use of resources.

The project also demonstrated the ability to achieve measurable improvements in agency operations by introducing an effortless process for users to submit applications online, providing application receipt notifications, and establishing an electronic workflow for the approval process. By going completely paperless, the project centralizes documents to avoid multiple and duplicate copies, provides timely notifications, alerts, and to-do tasks for employees, supervisors, and management involved, and provides on-demand and real-time analyses including statistics that can be viewed immediately after responses are submitted.

Furthermore, the project has shown replicability with a transparent and subtle application model that clearly defines the robust application, results, workflows, notification and validation processes, making the system easily replicable. The project has also demonstrated effective use of resources by being developed in-house with the technology on hand and built by IT employees with zero additional cost.

The Telework Paperless Automation project has fulfilled the objectives of Online, Secure, User Friendly, Paperless, Timeliness, and provides Instant Tracking with Alert, Email Notifications, Reporting, Intelligent Rejection based on Audits, Requirements, and Deadlines. The successful implementation of this project has made a big mark in agency operations improvements towards paperless automation and has provided benefits that outweigh costs.

Overall, the Telework Paperless Automation project is an excellent example of management innovation that has demonstrated its ability to bring significant improvements to agency operations, while being cost-effective, efficient, and replicable. It serves as a great model for other organizations to follow as they seek to digitize and automate their processes.