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Reference
Berlin-Neukölln district office

More security and efficiency

This is how time recording modernizes administration in the Berlin-Neukölln district office

Neukölln city district is one of the most exciting and diverse city districts in Berlin. Student apartments and busy streets with many oriental bars and shops resulting in a multicultural flair. The city district, which is administered by the Neukölln district office, has about 330,000 inhabitants from more than 150 countries.

The district office's approx. 2,000 employees, working in areas such as urban planning, citizen services or the local school authority, as well as youth, family and social services, attend to the concerns of the multicultural people living in the neighborhoods.

The expansion of the range of digital services offered to the residents of Neukölln is one of the most important projects for the district administration in the past and future years. But also the topics digitalization of internal administrative processes and greater involvement are at the very top of the agenda at Berlin-Neukölln's district office. It became clear after the employee survey in 2016 that the effort involved in recording work times could be significantly reduced using an electronic solution. In the spring of 2021, after a public tender, the district administration chose the solution of Interflex and to digitalize time recording for employees in the long term.

Time recording saves work time

"Until recently, work time was manually entered and maintained using Excel applications," recalls Jörg Grieswald, Head of Human Resources Service Unit. "The work times were then checked again randomly by

Line of business:
Public Services

Size of enterprise:
approx. 2,000 employees

Solution:
Time Registration and Time Management

Products used:
· IF-6040
· Time-Recording
 terminal IF-5735
· Time-Recording
 terminal IF-815
 (outdoor use)
· RFID credential media

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persons responsible in the office's management. We wanted to get away from any type of manual recording in lists, where you often didn't know whether it was calculated correctly for part-time employees." Our foremost goals were security and efficiency for all parties involved. "With the conversion to an electronic recording system, these frequently time-consuming checks and control mechanisms were no longer necessary. This saves us a couple of work days every month."

In addition to trimming the processes toward electronic and easier recording of work times, the following two points were particularly important for the implementation: The presentation of flexible work time models as well as the implementation of an electronic workflow, which employees can easily use to submit requests for vacation and a day-off and transparently view them.

Implemented solution

Today the solution for time recording, the rollout of which started in 2021 with skeleton operations and 20 testers and which was successfully expanded via test operations over several months, is the central software system IF-6040 for currently 1,800 employees. The solution has been running since 01 January 2023. The software is used to control seven series IF-5735 terminals in six buildings at which the employees record their work times via RDID credential. The initial goal was to connect the main building of the large city hall and the large branch offices. This includes up to 30 locations.
In these branch offices, however, the employees do not use the terminal solution, but rather primarily the web user interface of the IF-6040 software with the Employee Self-Service. The connection of additional locations is planned for future years.

Special structures and work time models in one system

"The time recording has been established in our office", explains Gundula Pazelt, who is in charge of the support and introduction of the Interflex solution and adds: "We have a special structure in our office. It was a challenge to represent this in the new time recording system." This has been successfully achieved overall. Interflex responded really well to our individual requests and specifics".

For example, a so-called "Setup time" was defined as a requirement in the IF-6040 system for employees in the branch offices without terminal access, whose work time technically counts as of shortly before setting up the workstation and logging on to their PC via the Employee Self-Service. In addition, the district administration used the opportunity when implementing digital time recording and introduced special features, such as an "exercise hour", which is counted as compensatory time-off in the employer's system.

However, mapping the numerous work time models with different professions and substitute rules of the district office was the core requirement for the IF-6040 system.

„While we have public officials who work 40 hours a week, we also have salaried employees who work 39.4 hours. There are also various part-time models, in which the work time is reduced, e.g., by just one hour a day, or employees who only work five hours," explains Jörg

Time recording terminal IF-5735

Time recording terminal IF-815

Grieswald. "It was necessary to transparently map this complexity in the electronic application."

In total, this resulted in defining 350 shifts or daily variations of work time models and 400 shift patterns with rules for part-time employees. The special types of absence, such as "partial-day shift interruption" and the "Hamburg model" that regulates the gradual reintegration of employees on long-term sick leave were also integrated in the system. Four administrators were added for support and data maintenance of the system in each of the six divisions of the district office that are self-sufficient with respect to administration.

The district office and its employees furthermore profit from the introduction of an approval workflow for vacation requests and flexitimes. In here, employees can submit their electronic requests themselves via the user interface of the Employee Self-Service with just a few clicks. A defined two-step approval process in which first the direct supervisor and in the second step, office management approve the request is transparently mapping this specific feature.
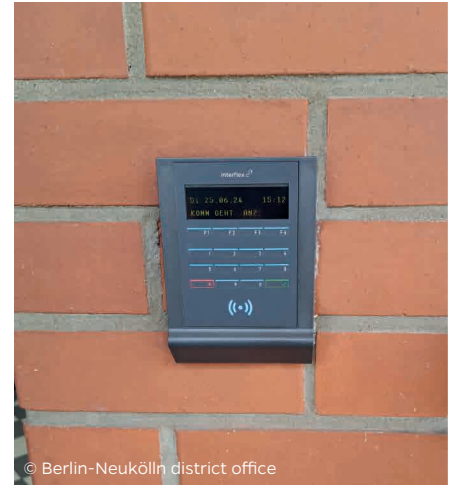
Within the scope of adjusting the software system, an additional important requirement came into effect: Integration of barrier-free functions. In its role as a public service, Berlin-Neukölln's district office is obligated to meet legal requirements, such as BITV 2.0 (German Ordinance on Barrier-free Information Technology), according to which the design of digital services offered must be accessible. Interflex therefore adapted and further developed the self-service of time management and had its accessibility checked by corresponding tests and confirmed by external expert opinions.

The customer says:

"We have a special structure in our office. It was a challenge to represent this in the new time recording system. Interflex responded really well to our individual requests and specifics".
Gundula Pazelt,
District Mayor's Division,
Project Management

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Time recording: flexible and reliable

"In my opinion, the time recording system is a modern and reliable system and can be flexibly used," is the positive summary given by Ms. Pazelt. The introduction of the electronic time recording system was also well received and accepted by the employees. In addition to month journals in which employees can view their work times, a so-called traffic lights model was introduced, in which they now have full control over incurred overtime hours. Beside transparency and simplification, the workload reduction for all parties involved should be mentioned above all; in particular, because manual recording by paper and checking of work times was omitted saves several working days all in all. And the certainty that work times are now entered correctly and trackable and calculated automatically is an important aspect.

Since the time recording system was overall received favorably is also thanks to the good cooperation with the employee representatives (staff council) who were involved from the beginning. For example, the access rights to the system were defined for the administrators in the different divisions based on specific roles and rights. This allowed for producing reliable data protection of the employees. Ultimately, it is important that a new system integrates into the daily business operations smoothly. Jörg Grieswald is also very satisfied with respect to this point:
"It is remarkably stable. Unlike other software, we don't experience any outages. Everything runs smoothly."

The customer says:

"In my opinion, the time recording system is a modern and reliable system and can be flexibly used".
**Gundula Pazelt,
District Mayor's Division,
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