



Operational Service Plans

Department:	OMB – Finance (Accounting)	Date:	June 7, 2021
Proposed Service Delivery Model (includes PPE / Sanitizing Supplies)			
Describe how your department functions will operate under the “new normal” (i.e. eliminating face to face meetings; prioritizing who we see and how we’ll service them; considering Governor’s waivers; what PPE is needed; what types of sanitizing is being done and supplies needed).			

Staff are required to follow the current [Scott County Organizational Covid Health and Safety Guidelines](#) located on the County’s Covid 19 Health and Safety site.

Overall most items can be done remotely; all staff have laptops and are familiar with using the VPN. Some changes come electronically already but there are changes that come via paper. Staff may need to come in to retrieve some mail. Checks require staff to be on site to print but only one of three staff need to be here for that.

- **Function A: Accounts Payable – Vendor setup, Invoice Entry, Produce checks**
Protocols
 - Some done remotely, except printing of checks however the staff person for Data entry of vendors and invoices is training and has limited ability given the paper document processing, to work at home.
 - Work will continue to meet regular deadlines
- **Function B: Cash management – Daily deposits, daily Bank monitoring and receipting**
Protocols
 - Bank depositing is onsite for both reconciling and check deposits to the bank.
 - Receipting of Credit card payments requires a pin pad which we don’t take home
 - Bank monitoring and Receipting AR into Infor can be done at home
 - Work will continue to meet regular deadlines
- **Function C: System Administration**
 - Principal Accountant will do what can be done remotely but may need to come in for some items
 - Work will continue to meet regular deadlines
- **Function D: Accounts Receivable**
Protocols
 - Invoices and statements need to be printed and mailed at work
 - All other done remotely, address changes come in thru the mail and need to be picked up.
 - Work will continue to meet regular deadlines
- **Function E: PCard Billing**
Protocols
 - Doing as much as possible remotely, some receipt review is still with paper.
 - Work will continue but having trouble getting PCard holders and approvers to be timely.
- **Function F: General Ledger, Project Accounting and department consulting**
Protocols
 - Done remotely

- Work will continue to meet regular deadlines

Level of Staff Changes and Resource Needs

Describe staff changes based on your department’s functioning under the “new normal” (i.e. plan for coverage; plan for rotation of staff; monitoring staffing models; resources needed – technology, supplies).

- We have 2-3 staff members that can do each function. Accounts Payable Invoice entry, we do have other accounting people in the field who are already training.
- Principal Accountant and Controller provide various system and Security support. IT is also needed for some problem resolution.
- Pin pads do not go home. Might not work without additional drivers added.
- Imaging and workflow automation absence has been difficult to manage with remote workers. Causes us to do a lot of extra scanning and printing.
- We do have 60-70% of our staff capable of working at home.

Division Director Comments

Strategic Branch Comments

County Administrator Comments

County Administrator Signature Lezlie Vermillion

Operational Service Plan Updates

Please include date the change goes into effect and reason for change.

6/7/21 Operational Service Plan updated for facilities opening on 6/14/21