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With OrgPublisher by Aquire, the City of Boulder efficiently charts its employees - and its future

Overview
Known for its environmentally friendly lifestyle, the City of Boulder, Colorado, needed to enlist some modern technology to clean up the way it manages information.

Challenge
With more than 1,200 employees and 1,000 seasonal and temporary workers, maintaining an accurate, up-to-date organizational chart became a challenge.

"The structure of our organization is constantly changing, and so our organizational charts change constantly too," said Hillary Howard, a human resources specialist for Boulder. "Previously, we entered employee information by hand—a cumbersome and time-consuming task that was rarely accurate. We needed a tool that easily links to our HRIS system, something that streamlines the process and helps us publish organizational charts quickly and accurately."

Solution
Boulder turned to Aquire and its flagship product OrgPublisher to make accurate organizational charts available to city employees. OrgPublisher automatically links to the city's HRIS system, which means the process is now much more streamlined. This saves employee time that is in turn directed toward better-serving residents, and enables the city to align its staff to operate more efficiently.

Implementing the product into the system was relatively easy. A single Access database, maintained by the human resource department, is linked to the existing PDS-Vista HRIS system. Today, it is used to create 14 separate organizational charts, one for each department, including department hierarchy, employee name, title, budgeted hours and weekly hours. In the future, the city hopes to develop an HTML version of the charts for public use on its Web site.
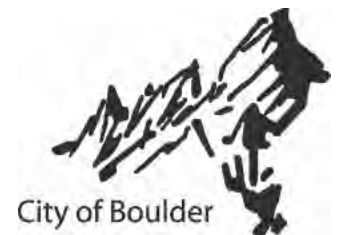
Results
The city currently publishes organizational charts that include all 1,200 full-time employees. Employees from all departments, including the City Council, City Manager's Office and City Attorney's Office use the charts on a regular basis when, for example, a departmental reorganization is being considered, or when employees simply need to double-check titles, duties and positions or to check or change HR information.

"Now a department can put their organizational chart out on their internal system where anybody who needs it can get it easily," said Krissy Kaplan, a HR Specialist with the city. "We like the fact that departments have the ability to go in and print it for themselves – it's a real time-saving factor."

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~ Hillary Howard, Human Resource Specialist, City of Boulder

City of Boulder

Results (continued)

"It makes it a lot easier if they don't have to come through HR to do it," said Kaplan. "Instead they just do it on their own."

Even Public Works employees and individuals whose job responsibilities do not require the regular use of a computer can access the charts via the city's intranet. The end user's experience was important to the city when it implemented the product, and that user-friendly aspect has paid off. With updates occurring every 24 hours, employees can access information via the intranet daily, creating increased awareness of the city's organizational structure on the part of the employees. This transparency helps the city run more smoothly and increases communication.

"Since everyone can view the intranet, many employees are taking a more active role in ensuring information is updated and correct—a helpful, unforeseen benefit of the product," added Howard.

Additionally, when other municipalities are restructuring they often turn to Boulder and its organizational charts for assistance. After all, Boulder is now known as a leader in organizational efficiency, thanks in part to Aquire.

More information about Boulder, CO can be found at www.ci.boulder.co.us. For more information about OrgPublisher, please visit www.aquire.com.