



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
OFFICE OF THE COMMISSIONER
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January 16, 2018

His Excellency, Governor Christopher T. Sununu
and the Honorable Executive Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 99-E: 7, Suggestion and Extraordinary Service Award Program, the State Suggestion and Extraordinary Service Award Evaluation Committee respectfully requests approval to award a net sum of \$1,500 to Ted Chen from the Department of Information Technology, effective upon Governor and Council approval.

EXPLANATION

The Suggestion and Extraordinary Service Award Program provides for monetary and non-monetary recognition to classified executive branch employees who perform extraordinary services or who provide original suggestions of substantial value to the State. RSA 99-E integrates each Department into the process of reviewing employee suggestions and services by incorporating the input of Departmental award evaluation committees who are authorized to forward suggestions to the State Committee.

The State Committee received a written submission from the Department of Revenue Administration nominating Ted Chen, Systems Development Specialist, of the Department of Information Technology, for monetary recognition as a result of savings involving demonstration of efforts above and beyond any expected standard of work performance.

Ted Chen is a DOIT employee, whose position is embedded within the Department of Revenue Administration, and his extraordinary service relates to the development of a new method to access, view and electronically extract scanned tax returns through the WebFocus Single View taxpayer portal. Most taxpayers' business tax returns are scanned into the Revenue Administration system when they are submitted and filed. Previously, when Tax Auditors viewed scanned tax returns, they accessed the return electronically via Quickweb. However, Quickweb does not allow continuous scrolling and has a lag of three to five seconds in response time for every page that is selected to view. Some tax returns are thousands of pages and this cumbersome process created delays when auditing the return or when searching for a particular page in the return. Mr. Chen took the initiative to look into this problem and find a solution. Mr. Chen's solution allows continuous scrolling of the return and gives users the ability to download

all images in a matter of seconds into a format where they can easily include or exclude information and documents as needed. This accomplishment was particularly notable because the process that Mr. Chen designed was thought to be impossible, not only by Department of Revenue Administration and DOIT staff, but also by the software vendor. When the vendor found out about Mr. Chen's breakthrough, they reached out to him to understand how he was able to solve this problem. Mr. Chen's solution has saved the Department of Revenue Administration approximately 3,900 hours of auditors' time annually resulting in a savings in excess of \$117,000 the first year, with additional savings anticipated in future years. In addition, savings is expected for SingleView users in other divisions within the Department.

Under RSA 99-E, a fund of \$10,000 has been established in the Governor's Office for the implementation of this program. Maximum award amounts and a suggested table of monetary awards appear in the statute at RSA 99-E: 7. In this case, the Committee has decided to recommend an award of a net sum of \$1,500.00 to Mr. Chen for his knowledge in providing service above and beyond any expected standard of work performance and ensuring cost savings to the State of New Hampshire.

Whether or not to issue any monetary award is a matter that is solely in the discretion of the Governor and Council. The Committee believes that this nomination presents an example of the type of extraordinary service that merits recognition under RSA 99-E. It therefore respectfully requests approval of the award contemplated herein.

Respectfully submitted,



Charles M. Arlinghaus,
Commissioner



Sara J. Willingham,
Director of Personnel
Committee Chair