

“Mind Over Machines continues to provide outstanding service and resources . . . greatly improving the Integrated Time and Attendance System performance.”

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## DEPT. OF HEALTH AND HUMAN SERVICES

**The Department of Health and Human Services needed improved usability from a key tool and a reliable, innovative support partner**

The Department of Health and Human Services (HHS) had a problem. Its 65,000+ employees used the web-based Integrated Time and Attendance System (ITAS) to request leave and to report any exception to a standard 40-hour workweek. But ITAS itself was not working well. Employee satisfaction was low, and the HHS Program Support Center (PSC) help desk was deluged with calls.

Compounding the problem was the incumbent ITAS service provider. When system upgrades were made, the entire application had to be taken down for up to three days and usability problems remained. The vendor’s responsiveness and quality of service led HHS to search for a new technology partner.

HHS looked to Mind Over Machines to provide the blend of operational and application development expertise that would transform ITAS into a better tool. But when the incumbent service provider learned of this decision, it terminated all support to HHS weeks before its contract ended rather than participate in an orderly transition process. This was no trivial matter. Each pay period required support from the ITAS technical team, and now HHS was left without the resources to prepare its next payroll.

HHS called Mind Over Machines.

### OVERVIEW

**Industry**  
 Government

**Location**  
 Washington, DC

**Size**  
 65,000+ employees

**Budget**  
 \$750 billion

**Need**  
 Improve the usability of key IT systems

**Solution**  
 A properly configured system

**Results**  
 Decreased trouble calls 60% and downtime 2000%

**Services**  
 Systems Integration  
 Process Improvement  
 Operations Management

**Mind Over Machines stepped nimbly into the role of support partner, delivering everything HHS wanted and more**

Notified of the incumbent's decision to suspend support, Mind Over Machines placed a team onsite within hours. They set to work immediately to ensure the impending payroll cycle executed properly. With this urgent task completed, the team began enhancing ITAS: performing system analyses from both user and organization perspectives, providing recommendations for improving performance and automating maintenance.

Mind Over Machines improved both the front and back ends of the tool, simplifying the user experience and improving performance by reconfiguring the application and upgrading its hardware. The team also developed and implemented effective testing scenarios for new releases of the application, thus avoiding pitfalls encountered during previous upgrades.

**HHS saw improved efficiency, increased user satisfaction and decreased error rates, freeing budget dollars to meet other needs**

According to HHS, Mind Over Machines' implementation and ongoing support have completely turned around users' opinions of ITAS. Their work has had a profound impact on the system: trouble tickets have dropped from an average of 500 to 200 per month, and downtime for server maintenance and recovery has gone from two-and-a-half days to two and a half hours.

**"Mind Over Machines continues to provide outstanding service and resources. Their technical skills have been demonstrated by greatly improving the Integrated Time and Attendance System performance." – Vivian Truss**



**About the Department of Health and Human Services**

The Department of Health and Human Services (HHS) is the United States government's principal agency for protecting the health of all Americans and providing essential human services, especially for those who are least able to help themselves.

Website: [www.hhs.gov](http://www.hhs.gov)

**About Mind Over Machines**

Mind Over Machines is an experienced IT strategy and application design firm, helping clients achieve results that matter. We create sustainable competitive advantages for mid-market companies, government agencies and the Fortune 500.