



# Canadian Nuclear Safety Commission

## Canadian Nuclear Safety Commission improves key business processes and lowers operating costs with Adobe® solutions

### Canadian Nuclear Safety Commission (CNSC)

- An independent government agency overseeing the use of nuclear energy and materials in Canada
- Location: Headquarters in Ottawa, Canada, and 10 offices nationwide
- Employees: 500

[www.nuclearsafety.gc.ca](http://www.nuclearsafety.gc.ca)

### Industry

Government

### Solutions

- Forms Automation and Management
- Timesheet Recording and Approval

### Products Used

- Adobe Form Designer
- Adobe Form Client
- Adobe Workflow Server

### Organization Profile

The Canadian Nuclear Safety Commission (CNSC), an independent agency of the Government of Canada, monitors and regulates the use of nuclear energy and materials in Canada. In addition to nuclear power plants and research facilities, CNSC regulates other uses of nuclear material, such as the operation of uranium mines and refineries and the use of radioisotopes in cancer treatment.

### Challenges Faced

#### Streamline costly, labor-intensive forms processing

CNSC wanted to become more efficient through the use of technology. Outdated, manual tasks put a strain on the agency's limited resources and forced highly skilled employees to devote valuable time to routine administrative processes. In particular, CNSC wanted to automate manual tasks involving frequently used forms such as timesheets. The result would be improved operations for the finance department and more time for trained licensing personnel, including inspectors, project and assessment officers, and licensing specialists, to devote to their main responsibilities.

To enable the agency to accurately track time spent on all licensing, assessment, and regulatory activities, CNSC personnel fill out monthly timesheets that are submitted to the finance department. The manual paper-based process of submitting these timesheets—completing the form by hand and gaining manager approval to submitting the approved forms to finance—typically took six to eight weeks. If there were problems, such as missing or incorrect information, the timesheet had to be routed back to the originator for correction and resubmission.

#### Eliminate errors on timesheets

Errors on timesheets could delay billing licensees, which include the companies regulated by the agency, for services provided by CNSC licensing personnel. Inaccuracies on timesheets could even invalidate inspectors' work for a licensee. Unfortunately, paper-based processes for handling timesheets resulted in high error rates. Kevin Atkinson, senior analyst/programmer for CNSC, explains, "Eighty-five percent of inspectors' timesheets had errors or missing information, which slowed the whole process. We needed a solution that could immediately validate entered data, preventing errors right from the start."

#### Support end-to-end electronic document processes

In addition to improving data capture and the timesheet process, any solution considered by CNSC had to meet four criteria, including support for a Web-based user interface, Extensible Markup Language (XML), Entrust® digital signatures, and integration with a Sybase database.

### Success Strategy

CNSC chose Adobe Intelligent Document Solutions. Within six months, CNSC integrated the Adobe solution into the agency's existing processes and quickly began realizing the benefits of automated timesheet processing. Approximately 500 CNSC employees now submit their timesheets monthly through the system.



CNSC leverages an Adobe solution to automate its timesheet processing. Timesheet forms are completed online where built-in data validation capabilities flag errors or missing information. Forms are then routed automatically for approval and processing. The company has improved access to timely, accurate financial data and reduced the costs associated with completing, processing, and storing timesheets.

Description	CC	TP	CA	MDC	Total	DEP
Vacation - Leave form required	L00001	NN	NN		45.00	
Sick - Leave form required	L00002	NN	NN			
Family Related - Leave form require	L00003	NN	NN			
Compensatory Time Off	L00004	NN	NN			
Medical/Dental	L00005	NN	NN			
Systems Development	T00010	NN	NN	300	93.00	
Technical Support	T00020	NN	NN	200	15.00	
Client Services	S00010	NN	NN		12.00	
<b>TOTAL HOURS WORKED</b>					<b>165.00</b>	
Normal Workday					165.00	
Difference					0.00	
Allocation of Difference						
Banked Time - Earned					0.00	0.00
Banked Time - Used					0.00	0.00
Banked Time - Carry Forward					0.00	
Balance (earned + carry forward - used)					0.00	
Overtime - Cash or Leave					0.00	0.00
Uncompensated Overtime					0.00	0.00

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Frank Jones,  
Manager, Network  
Infrastructure and Security,  
Canadian Nuclear Safety  
Commission

The automated process links individuals, departments, and existing technology infrastructure into a seamless workflow. Every month, the finance department sends blank electronic timesheets to inspectors, prompting them to enter their information into the Web-based forms. Built-in data validation capabilities immediately alert inspectors if their timesheets have errors or are missing information. The completed forms are routed electronically to managers, who can approve the timesheets online using digital signatures. Approved timesheets are then directly sent to the licensing application database for processing.

## Business Benefits

- Improved access to timely, accurate financial data due to faster timesheet processing and eliminating errors common in manual workflows
- Reduced time required by employees to complete and process timesheets from weeks to hours
- Substantially lowered costs to complete, process, and store timesheets
- Enables employees to spend more time on core responsibilities and less time on routine administrative tasks

One of the most significant benefits at CNSC is time savings. “The manual timesheet process took weeks, but with the Adobe solutions, the new process can be completed in hours or even minutes,” says Frank Jones, manager of network infrastructure and security at CNSC. Also, CNSC staff now has the ability to insert questions or comments directly on timesheet forms and reroute them instantly for clarification. Under the manual system, that could have taken days.

The Adobe solution is flexible enough to support the changing needs of CNSC to accommodate new ways of working and processing timesheet-related information. In addition, the solution eliminated the need to store multiple copies of paper timesheets and made it easy for designated staff to quickly retrieve archived documents. Under the old system, inspectors, managers, and finance staff all kept copies of timesheets. With the new process, electronic timesheets are automatically stored in individual worklists, related data is stored in a database, and electronic signatures are retained for auditing. Says Jones, “The new system is a lot simpler and more efficient for everyone.”

Based on the success of the electronic timesheet application, CNSC plans to use Adobe technology to make additional efficiency improvements, including streamlining the processing and approval of forms for travel management and leave accounting.

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