



Enterprise Applications Evaluation

Presented to



CITY OF SIMI VALLEY

August 2013

Client Locations
Coast-to-Coast

Practice Locations
California
Illinois
North Carolina

1.800.806.3080

Agenda

- Introductions
- Current Systems Support Status
- Project Goals & Objectives
- Project Plan
- PMO – Roles & Responsibilities
- Immediate Next Steps
- Questions, Concerns & Answers

David Krout, CPA (inactive), Managing Partner Applications Consulting Practice Leader

Mr. Krout has assisted local government agencies with a broad scope of information technology needs for nearly 20 years.

- Specialties include:

- Business Process Reviews
- Application Requirements
- Current System Analysis and Improvement
- Software Procurement
- Master Technology Planning
- Project Management and Oversight
- Conversion Assistance and Planning
- Contract Reviews and Negotiations

“From the beginning, I was impressed with how inclusive the process has been. I’ve never been associated with such a collaborative, cooperative, and engaged selection process.

Outstanding.”

—Illinois City Manager

CLIENTFIRST A Municipal Focus



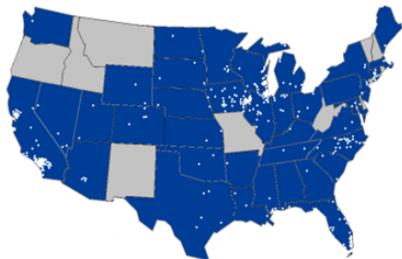
Corona, CA



Chapel Hill, NC



Schaumburg, IL



Nationwide Clients

CLIENTFIRST
TECHNOLOGY CONSULTING



Stable and Growing



IT Consulting & Services

Similar Projects Examples



Current Support Status

- Financials No longer supported by SAP
 - Currently under a 3rd Party Support Contract
 - Payroll tables and regulatory compliance not supported after Spring 2016
- SAP must be Upgraded/Migrated or Replaced
- Permits Plus Support Limited
 - Near end of life

PROJECT GOALS & OBJECTIVES

Project Scope

Administration

Financial Management

- General Ledger
- Budgeting
- Bank Reconciliation
- Project Accounting
- Grant Accounting
- Requisitions
- Purchasing
- Bids Management
- Contract Management
- Accounts Payable
- Accounts Receivable
- Loans
- Cashiering
- Online Payments
- Fixed Assets
- Investment/Cash Management
- Trust Account Tracking
- Financial Reporting
- Ad Hoc Reporting
- User Dashboards

People Management

- Applicant Tracking
- Online Applicant Tracking
- Human Resources
- Benefits Tracking
- Employee Self Service
- Payroll
- Time Tracking
- Personnel Scheduling
- Employee Travel Expense

Utility Billing

- Customer Information System
- Service Orders
- Online Utility Billing

CRM

- Customer Request Management

Land Management

- Planning Projects
- Permitting
- Online Permits
- Inspections
- Code Enforcement
- Online Code Enforcement
- Business Licenses
- Online Business Licenses
- Address/Parcel Management
- GIS Viewer

Maintenance & Asset Management

- Work Orders
- Preventative Maintenance
- Fleet Maintenance
- Inventory Management
- Asset Tracking

Project Goals & Objectives

- Evaluate ALL Options
- Collaborative & Transparent Process
- Citywide Buy-in/Acceptance of Decisions
- Improve Automation, Efficiency & Productivity
- Improve Systems Integration
- Improve Customer Service
- Improve Information Transparency
- Best Practice Implementation Management
- On-Time and On-Budget

PROJECT BENEFITS

Benefits – New Finance Implementation

- Improved automation and reduction in manual processes and work-arounds
- Implementation of an easier-to-use and more intuitive solution
- Similar look-and-feel of standard office automation software (e.g., Microsoft)
- Easier to train new employees
- Greater overall system functionality than currently being utilized
- Improved integration between systems

Benefits – New Land Mgmt. Implementation

- Greater workflow efficiencies
- Reduced risk of lost institutional knowledge
- Improved project and permit tracking and reporting
- Ability to implement laptop field units for inspectors and code enforcement officers
- Financial system integration
- Automated time tracking and workload tracking of billable and non-billable hours

Benefits – New Land Mgmt. Implementation

- Online citizen access capabilities
 - ◆ Improve community relations through 24-hour access
 - ◆ Ability to automate inspection scheduling
 - ◆ Ability to apply for and pay for permits online
 - ◆ Instant inspection result retrieval (contractor, applicant)
 - ◆ Automated permit status checking

Benefits – Maintenance Mgmt. Implementation

- Ability to monitor all costs (labor, materials, equipment usage)
- Track labor by task, project, specific asset, etc.
- Analyze productivity of crews, individuals, activities, projects, etc.
- Improved automation and reduction in manual processes and work-arounds
- Reduced risk of lost institutional knowledge

Benefits – Maintenance Mgmt. Implementation

- Ability to implement laptop field units for crew supervisors
- Improve current and future regulatory reporting requirements (detailed records)
- Improved budgeting and planning
- Reduce fuel costs

PROJECT PLAN

Selection Timeline

- Finalize Specifications & RFI **September**
- RFP Release **October**
- Proposal Evaluations **Nov./Dec.**
- Vendor Demonstrations **January**
- Finalist Due Diligence **February/March**
- Contract Negotiations **March/April**
- Implementation Start **Spring or July 1st**

PMO SETUP

(PROJECT MANAGEMENT OFFICE)

Why PMO?

- Major Concern by Staff – Don't want to repeat original implementation difficulties
- Want to make sure it is done right
 - Executive Management Support
 - Properly Funded
 - Apply adequate resources
 - On time and on budget
- Project Management Institute Best Practices

City of Simi Valley Enterprise Software Selection Program Management Office

Administrative

Level

Plan
Direct
Monitor
Control
Report



Functional Leads

Implementation

Level

Design
Configure
Covert Data
Train
Implement
Report

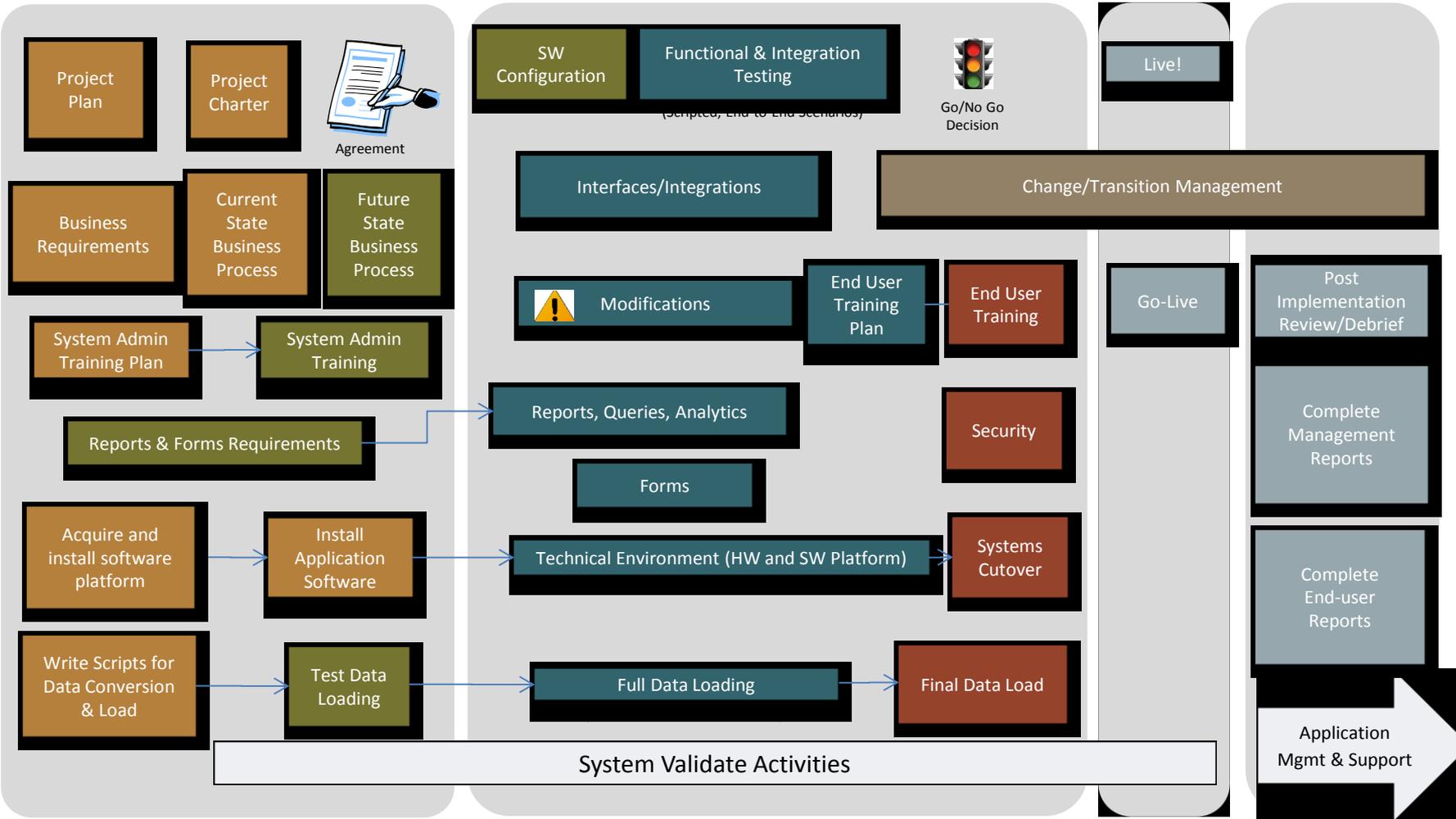


Simi Valley ERP Implementation Structure

PMO

Project Management & Oversight
Scope, Requirements, Deliverables, Work Plan, People, Budget, Quality, Risk, Reporting, Relationship Management, Value Management

Implementation Overview



CLIENTFIRST Software Selection Approach

- **Interactive, collaborative & transparent process**
 - Conducive to the sharing of ideas and the building of a single vision for the future of your organization
- Focus on your budget realities and selecting sustainable solutions
- **Constantly focused on Implementation Readiness**
- Implementation project management assistance



Immediate Next Steps

- Application Management Best Practices Roles & Responsibilities - Education & Setup
- Selection Team PMO - Education & Setup
- Feature/Function Specifications - Final Review
- RFI Documents - Finalize and City Attorney Review
- RFI Release

Questions, Concerns & Answers



Application Management Best Practices

- Background
 - Many software applications/modules are underutilized, resulting in lost productivity due to:
 - ◆ manual process
 - ◆ inefficient workarounds
 - ◆ ineffective or unnecessary reconciliations.
 - Typically, IT lacks sufficient resources on their own to drive process improvements
 - Increased application utilization is key to significant increases in productivity to ease increased workloads by fewer people

Application Management Best Practices

- Department Ownership
 - Departments are the process owners
 - Applications are primary tools to conducting departmental business operations
 - Departments need to take more responsibility/ownership to drive improvements
 - IT needs to provide increased assistance to these efforts through coordination and expertise

Application Management Best Practices

- Identifying Roles & Responsibilities
 - Departments are the process owners
 - Applications are primary tools to conducting departmental business operations
 - Departments need to take more responsibility/ownership to drive improvements
 - IT needs to provide increased assistance to these efforts through coordination and methodology expertise

Application Management Best Practices

- All Major Enterprise Application Modules
 - Process Owners
 - Application Champions
 - Application Analysts
 - Ad hoc (custom) Report Writers
 - IT Dept. Responsibilities

Process Owners

- Subject Matter Expert (SME) responsible for a process/function
- Responsible for oversight and delivery of processes
- Stays current with the applicable industry best practices, technology, and application capabilities
- Stays current with current application vendors' capabilities and enhancement
- Final decision maker: policies & procedures

Application Champions

- Agency expert an software module
- Greatest knowledge of a software module
- Lead trainer/support person for other staff
- Usually has formal training
- Responsible for application configuration, setup and changes

Application Analysts

- Works with process owners, application champions, report writers and users
- Reviews processes, current utilization of application, manual processes, and shadow systems
- Coordinates effort to increase automation, improve efficiencies, and increase utilization
- Assists in developing standard operating procedures (SOPs)

Ad hoc Report Writer

- Aptitude to develop ad hoc reports with report writing tools (e.g., Crystal Reports or Microsoft SQL Server Reporting Services (SRSS))
- Assigned as the “go-to person” for complex ad hoc reports that other users cannot quickly generate on their own

IT Department Responsibilities

- Can possibly be:
 - Application Analyst
 - Ad hoc Report Writer
 - System Administrator
 - Server/Network Support

 - Never Process Owner
 - Should not be Application Champion

Homework Assignment

ERP System Roles and Responsibilities

Financial Management									
General Ledger	Budgeting	Bank Reconciliation	Project Accounting	Grant Accounting	Requisitions	Purchasing	Bids Management	Contract Management	Accounts Payable

ERP System Roles and Responsibilities

Land Management					
Planning/Development Projects and Zoning	Permits	Inspections	Code Enforcement	Business Licenses	Land/Parcel/Address Management

NOTE: Please enter all applicable Staff Names

PO = Process Owner(s)

FF = Feature Function Lead Reviewer

AC = Application Champions

AA = Application Analyst

RW = Ad hoc Report Writer

IT = IT Responsibilities (e.g. System Admin)

Need responses by Dept.

- Who do we send them to?
 - AS
 - CA
 - CC