EBS PAC Meeting

Date: 3/5/09
Time: 10:30 A.M. – 12:00 P.M.
Location: EBS West Conference Room

Introduction
PAC meeting focused on parallel 2 status, plans for conversion, bureaus' time entry readiness, training, the dashboard, and review of the Go/No Go checklist.

Parallel Testing – Status
These numbers reflect each and every issue reported by the bureaus. Kelley reminded the PAC of the process. 1) bureaus report issues, 2) team reviews each issue and determines resolution, 3) communicate to bureaus, and 4) close. If bureaus feel the issue is not closed, the team will reopen for further resolution. Issue resolution review meetings are taking place through March 11 with the bureaus.

- Parallel 1:
    - 132 Issues Reported (1 remains open – working with SAP on resolution)

- Parallel 2:
    - 311 Issues Reported (270 resolved, 41 open)
        - 61 Configuration/ Requirements
        - 163 Time Entry/Training
        - 45 Data Conversion (mostly deduction conversion related)
        - 19 Other
        - 23 Known Difference (no go-live impact) (1 issue entered 23 times, relating to holiday pay)

    - 41 Open (# will fluctuate should Project reopen a closed item)
        - 15 Configuration/Requirements
        - 14 Training/Time Entry
        - 2 Conversion
        - 10 Unclassified

Consolidated Issues
The Project then consolidates all reported issues (since many of the issues are duplicative from the bureaus) into a Consolidated Issue Log.   This reflects the actual number of total issues, and the work that needs to be done.

- 105 Total Issues
    - 79 Open
        - 23 Requirements related
        - 5 Configuration
        - 45 Communications
        - 2 Data Conversion
        - 4 Process (Team)
        - 1 Other

After review, BTS is concerned that we have not had a clean parallel test, and the number of issues increased in parallel 2. This is creating a lot of anxiety going live.

Kelley said the two systems, IBIS and SAP, run very differently in the City so it is difficult to have a clean parallel. We had two different parallel tests with different test conditions and variables involved. For example, there were

no deductions in parallel 1 but there were deductions in parallel 2, which resulted in issues relating to conversion. There was deeper participation from the bureaus in parallel 2. There was a time entry issue associated with holiday pay.

Jennifer Sims said ESC raised similar concerns relative to parallel testing. For example, are all issues being resolved, are things being re-tested, and is there other testing we need to be doing.

The Project is meeting with bureaus every day to go through and resolve their issues and concerns. We are still working on parallel 2. Things are having to be corrected, and then retested. For example, with FSLA, Fire has some new overtime requirements we need to have configured; Water has identified 25+ operations employees that did not get their pay right, so we are working with them on that; and PBOT needs to test their 12 hour shifts in emergency conditions.

Once we complete parallel 2 and the additional testing, we will have a better sense of where we are and what we need to do.

WRICEF Development
Bruce reviewed the status of the WRICEF (interface) items, and provided a schedule (handout) of when testing is to be completed. PAC has been asked to review this handout and confirm with the Project by the end of this week that the date the Project listed for completion is correct.
- WRICEF development - 74 total objects
  - 37 objects complete (3 of 23 interfaces)
  - 27 objects in integration testing (19 interfaces)
  - Focus on critical objects (priority list)

Data Conversion
Bruce reviewed the status of the data conversion activities.

- **Organizational Management Data (done)**

- **Review Personnel Data**
  - Corrections completed in IBIS by **3/20**.
  - Personnel actions will need to be approved and entered by **3/13.**

- **Work Schedules**
  - Packet to be sent 3/6; due **3/13**

- **Retros**
  - Need to be paid in the Pay period ending **3/18**

Cutover Plan (*see calendar below*)
Bruce reviewed the Cutover Plan. In sum,
- All personnel data is due on March 13
- All HR transactions in IBIS completed by March 19
- Start data conversion on March 22
- No financial processing in SAP (March 22-25)
- PA actions open to in SAP on March 30
- Payroll simulation is tentative – may extend to Thursday, April 2, at noon.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
8 MARCH	**9**	**10**	**11**	**12**	**13** Deadline for IBIS changes to HR/ Central Payroll	**14**
15	**16**	**17**	**18**	**19** Final HR transactions in IBIS	**20** Final IBIS Time Entry / Pseudo Payroll	**21** Pseudo Payroll / OMF Checkout / Final IBIS Payroll
22 IBIS Data Availa Data Conversion	**23**	**24**	**25**	**26** PAY DAY (IBIS) / TK access to SAP	**27**	**28**
	SAP Downtime / Data Conversion →			← SAP Time Entry →		
		No Employee Transactions →				
29	**30**	**31**	**1** APRIL	**2**	**3**	**4**
	SAP Time Entry →					
	SAP Employee Transactions Begin			PY Simulation →		
5	**6** Final Corrections	**7** PY run in SAP	**8**	**9** PAY DAY (SAP)	**10**	**11**
PY Simulaiton						

Time Entry Target Dates
The OCM team provided the PAC with target dates for the three time entry groups and the tasks that need to be completed. Jane said the change agents will be providing us with a snapshot of their bureau's readiness by completing a time entry readiness checklist, which will be going out to them today.

- **Timekeepers readiness**
    - o Timesheets adapted 3/12
    - o Communications planned 3/12
    - o Communications completed 3/19

- **Interim timekeeper readiness**
    - o Interim process determined 3/12
    - o Interim timesheet selected/created 3/12
    - o Communications planned 3/12
    - o Communications completed 3/19

- **Pilot employee self-entry**
    - o Bureau deadlines met as of 3/4
    - o Project needs to deliver ESS e-learning course

Time Entry Readiness Support
Jane reviewed the time entry readiness tools and training for the bureaus:

- **Change Discussion Guide on Time Management**
    - o Mtgs w/ BRTs to finalize plans – In Progress

- **Project-delivered training**
    - o E-learning for timekeepers: 2/11 - Done
    - o End user training for timekeepers: 2/23-3/9 - In Progress
    - o Timekeeper exceptions e-learning: 3/9 (from 2/24)
    - o ESS e-learning: 3/6 (from 3/3)

o   Time reviewer e-learning: 3/23

- **Timesheet templates**
  o   Paper and electronic: 2/19 – Done (but look for revisions)

- **Template for bureau-delivered training/education**
  o   Concepts, terms with room for bureau-specific 3/4 – Done

- **Communications on Payroll Changes and Known Differences with IBIS and SAP**
  o   PAC requested review of communications before distribution city wide. Jane will send the communications to the change agents and sponsors for review and feedback before we distribute to employees.

Training
Additional training and support sessions have been scheduled for timekeepers and managers.

- **Make up Sessions**
  o   There will be make up sessions for the timekeepers beginning Friday, March 6 and Monday, March 9. The PA make up course is on March 10.

- **Optional Training for Managers/Supervisors**
  o   Org Management overview course for managers and supervisors 3/13 – 3/23
    - Invites were sent to all Time Reviewers
    - Learn reporting functions in SAP

- **Pre go live Sessions for the Timekeepers**
  o   Timekeepers will have an opportunity to practice entering their employees' time in SAP with a time expert
  o   Support centers have been scheduled for the bureaus next week

Dashboard

5-Mar	HCM - Bureau Readiness Dashboard															
	BES	Park	BDS	PBOT	Water	Police	Fire	BOEC	FPD	B Ops	Acct	Rev	BHR	BTS	BHCD	Pur
BRT/Leadership																
BR Action Plan			↓		↓										↑	
End User			↓										↑			
Training					↓								↓			
Data Conversion				↓				↑					↓			
Interfaces				↓									↓			↑
Go Live Support									↑				↓			
	Completed/On Track - Green					Yellow - Some Risk						Red - High Risk				

General Comments:
1. There are plans in place for addressing user readiness but still a lot of concern whether they can be executed
2. A high level of concern regarding the need to get communication about the payroll changes out to employees
3. Timekeepers are overwhelmed by the amount of work to prepare for the new system while continuing to do their current job
4. Concerns expressed around the lack of detailed information about cutover and support plans
5. There is a high level of risk associated with the amount of time available to complete time entry in IBIS and then to complete time entry in SAP
6. Training for timekeeper has not been sufficient and will need supplemental training prior to go live

PAC report on reds
- **PBOT -** Interfaces completed on time; data conversion and the volume of data that needs to be reviewed and corrected; Rick said they plan to close interfaces this week
- **Police -** Overtime reporting
- **Water -** Training – lack of bureau specific training and materials; 40% of staff did not meet the $5.00 tolerance; bureau super users overwhelmed, support centers cannot accommodate. Kelley said we will need to come up with a support model that will work for you
- **BHR -** Training – process owners have not been trained; reports a big concern still
- **Parks -** Training is an issue – 120 timekeepers – major concerns there
- **Bus Ops –** A lot of work has to be done in a very short amount of time – difficult to hit all these deadlines, checking data, resolutions from testing, etc.

Go, No-Go Checklist Review
The checklist identifies the criteria required for go live. The team leads report to the PAC the status of their areas on the checklist.

Jennifer Sims did advise the PAC that the Project will have a contingency plan in place should we decide a no go on April 1. Jennifer reminded the PAC, however, that having a contingency plan does not mean we stop working or we are not going live on April 1. The plan allows the City to look at its options, and determine what needs to be done, for example, why are we not ready; what do we need to do to be ready; verify the system is ready, i.e. full parallel, a modification of that, targeted testing; how much time is needed; do we have a dress rehearsal; training requirements, etc.

Future Meetings
- Weekly – Thursday at 10:30 am
- March 12 joint ESC/PAC meeting at 3:00 pm – Go, No-Go Decision
- March 19, 26 – final check in meetings
- April 2 – post go live check in

Action Items

Action Item	Responsible	Target Date
1. Forward discussion items to Jennifer and Bruce at any time.	PAC Members	Prior to each meeting
2. Send ESC ppt presentations to PAC	PMO	Monthly