



## Program Advisory Committee Meeting

**Date:** 9/24/09

**Time:** 10:30 A.M. – 12:00 P.M.

**Location:** EBS West Conference Room

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### Introduction

Bruce Theurer reported on the Executive Steering Committee's decision to keep the current FTE level through the end of December, and the direction the PMO is taking as a result of this decision. Jennifer Sims announced the formation of a new subcommittee on the PAC, and Jen Flanagan did a brainstorming with PAC members on lessons learned from the FILO and HCM implementations.

### Update from the 9/17 Executive Steering Committee meeting

The PMO reported to the Executive Steering Committee last week the number of FTEs required for the work that needs to be done through June of 2010. The ESC agreed that it is necessary to keep the current FTE level on the EBS Support Team through the end of December 2009.

Bruce provided a graph (handout) to the PAC that represented what he told the ESC. Bruce said the original estimates show that if we keep the current level of FTEs, add consultants to help with the Service Stack patches and add four additional consultants in October, we should have sufficient resources to complete the work that needs to be done. Bruce also pointed out that the current plan would reduce the number of FTEs considerably come January due to the roll off to reach the approved staff level; however, prioritization of the requested work will determine what work will be undertaken in January and beyond. See "Estimation Results" below.

### Work plan for required work and business imperative items

The EBS Support Team is focusing right now on the next three months. Bruce is currently undertaking an evaluation of the EBS Support Team staff and the tasks associated with each work item to balance resources. For example, the FILO team is short 2.2 FTEs over the next three months. Bruce is looking at moving additional resources on the team to fill this gap.

PAC members suggested using bureau resources to fill gaps on the team, such as super users for functional support or BTS for technical support. Carol Brune noted that BTS resources have already been assigned to SAP, and they do not have additional resources available. Marty Scott recognized also that there may be a conflict using a super user since they represent a bureau and not the City as a whole.

### Reset prioritization process

With the EBS Support Team focusing on the key tasks through December, the PAC members will continue to work on prioritization of the remaining items on the improvement list.

The PAC raised concerns at the last meeting about the challenges of prioritizing the improvement list given the criteria that needs to be applied and the lack of information that they have. Therefore, Jennifer Sims announced that a new subcommittee has been formed on the PAC to refine the prioritization process. The members include Anna Kanwit, Carol Brune, Jack Graham, Marty Scott and/or Rodney O'Dell, and Bob Winthrop. The subcommittee plans to bring a recommendation to the PAC on how to prioritize items using a methodology that will benefit the City as a whole.

### Lessons Learned

Jen Flanagan brainstormed with PAC members on lessons learned from the FILO and HCM implementations that could be used in future City IT software implementations and/or future SAP module implementations. Specifically, what worked well, and what to do differently. The topics were: 1) Consultant Change (Ariston to SAP), 2) CoP and Consultant Leadership, 3) Bureau Involvement, and 4) Communication. Bruce will be providing PAC members a copy of the Lessons Learned once it has been finalized.

# Scheduling

Next PAC meeting 10:30 to noon, Thursday, October 8<sup>th</sup>

## ESTIMATION RESULTS

### FTE Requirements

