

Criteria for Prioritizing FILO and HCM Improvements to Existing Scope

A bureau's change request that meets one or more of the first three criteria will be placed in a category designated "High Priority." Change requests that are included in the High Priority category will be sequentially ranked relative to each other, based on an evaluation of all applicable criteria. Change requests that are not designated as high priority will be evaluated under the remaining criteria and categorized as medium or low priority.

Primary Criteria:

- **Economic value to the City**
The item improves the collection of revenue, directly reduces the cost of business operations of the City or improves efficiency of operations. The benefit derived from the item is greater than the total cost to complete the necessary work and support it.
- **Consistent With an enterprise business system and with standardized business processes**
The item creates, enhances or maintains standard City-Wide business processes and does not create a customized, one-bureau approach to business processes.
- **Legally required**
The item is necessary to comply with statutory or regulatory requirements.

Secondary Criteria:

- **Eliminate shadow systems or labor-intensive workarounds**
The item will allow (a) shadow system(s) to be eliminated or it will automate within SAP a function currently being done manually outside the system.
- **Critical to a broad range of business groups within the City**
The item supports a number of bureaus or an entire business group (infrastructure, public safety, etc.) in performance of essential business processes.
- **The timing of the request is consistent with the City's goals and objectives**
The item does not cause duplicate work, conflict with or create a solution that will become obsolete by other strategies or initiatives.

Once the change requests within the high category are ranked, the support team will estimate the level of effort and resources needed to implement each request. Ranking of requests in the high category may be reconsidered after the estimates are completed.

Note: Criteria listed under Primary and Secondary Criteria are in no particular ranked order.