



Program Advisory Committee

October 14, 2010



Agenda

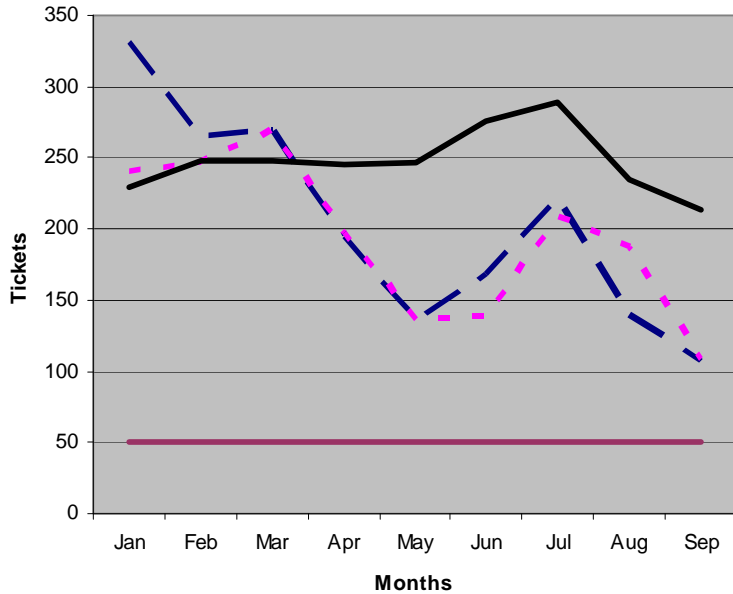
- Work Plan Status
 - Break/Fix
 - Change Requests (new priorities)
 - Interface Maintenance
 - New Functionality Status
- ESS Deployment status
- Other Topics
 - Value and Roadmap Status
 - Budget
 - New Initiative: Project Portfolio Management
- Issues
- EBS Organizational Changes
- Discussion Topics
 - Limiting the time for an open role request
 - Review of PAC responsibilities as outlined in Operating Principles



Work Plan Update

- Break/Fix/Maintenance as of 10/1

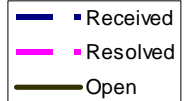
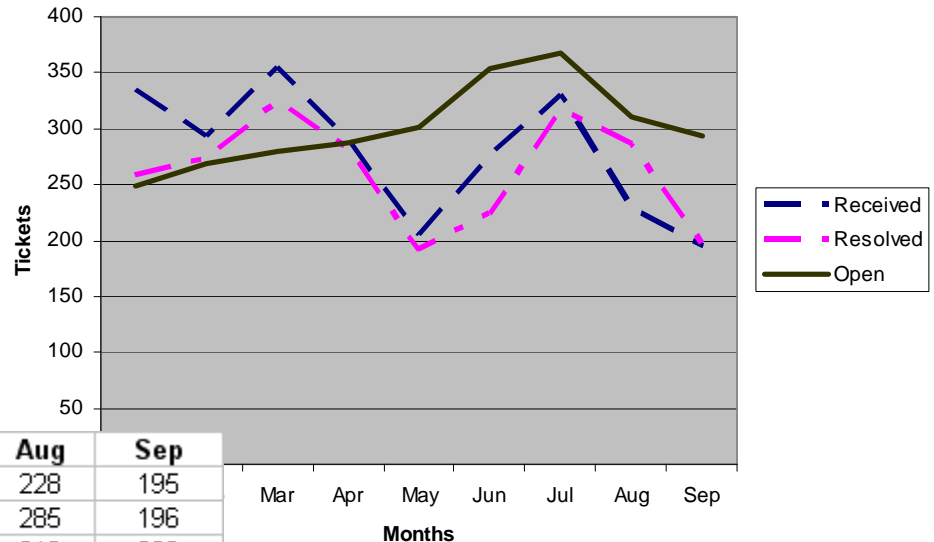
Incident HelpDesk Tickets



Incidents	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Received	331	265	269	195	137	168	221	139	108
Resolved	240	247	269	198	136	138	208	187	109
Open	230	248	248	245	246	276	289	234	214
Goal	50	50	50	50	50	50	50	50	50



Total HelpDesk Tickets



Total	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
Received	335	293	355	290	205	276	331	228	195
Resolved	258	273	324	282	191	224	316	285	196
Open	248	268	279	287	301	353	368	310	293



Work Plan Update



- Change Requests

- New Received in Sept: 4 (Medium)
 - Add Info type 40 Objects on Loan to Time Keeper Role
 - Employee Count in January 2010
 - New Contract Balance Remaining Unspent Report
 - Average daily cash balance report
- Completed in Sept: 1
 - CAFR Maintenance Role for Tech. Accounting
- Total Open High Requests: 34
- TA's for Labor Agreements: 26

- Paperless Pay advices

- 2418 out of 5604 (43%)





Interface Maintenance



- Water Synergen Upgrade Done
- BES Synergen Upgrade Jan - Feb
- PBOT Maximo Upgrade Oct/Feb



New Functionality

- BOBJ
 - Design in process, Consultant on site 10/25
- Loans (PHB)
 - GL interface: ~~Sept~~ Oct
- BES Synergen Interface
 - Labor Costing Done
- Risk Mgmt - Scoping
 - Contract Issues with SAP
- eRecruit: NEOGOV Non-EBS project
- Lien Accounting
- Water interfaces (CATS Time-Entry, Work Order Inbound)
- Manager Self Service



ESS Deployment Status



Personnel Area	Original Bureau Plan #	Eligible	Actual with ESS Role	% of Eligible	Date of Deployment
Comm #3- Human Relations	n/a	5	0	0%	10/14/2010
Development Services	172	145	140	97%	Completed
Environmental Services	322	498	414	83%	Completed
Housing	n/a	63	64	100%	Completed
OMF-BTS	223	206	18	9%	10/14/10
OMF-CAO	217	199	25	13%	10/14/10
OMF-Financial Services	57	54	41	76%	10/14/10
OMF-Human Resources	67	66	65	98%	Completed
OMF-Purchases	44	41	40	98%	Completed
OMF-Revenue	65	64	64	100%	Completed
Parks	200	324	81	25%	Completed
Transportation	275	686	331	48%	Completed
Water	410	603	271	45%	10/14 thru 11/28/10
Grand Total	2052	3264	1559	48%	

Does not include bureaus that by policy will not do ESS time entry (i.e. Public Safety)

- Piloting ESS for some positive time entry employees



Other Topics

- Value and Roadmap
 - SAP
 - Business Transformation Study Complete
 - Roadmap: Negotiating free services vs consulting based
 - Feedback from bureaus Report in draft
- Budget
- Audit Report



Issues



- HCM Issues:
 - Number of support tickets continues high
 - Payroll processes need continued work to stabilize



New EBS Organizational Structure

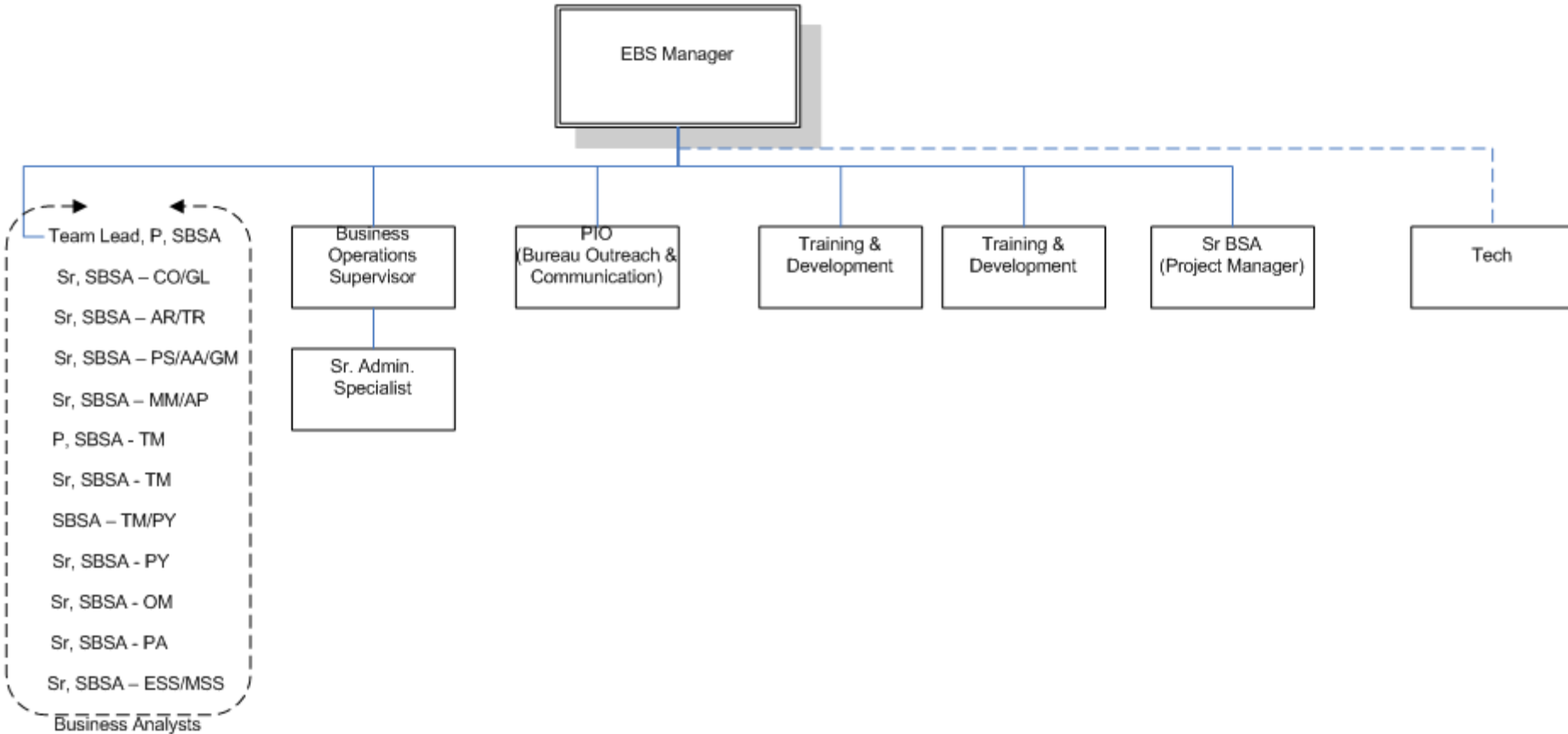


Create an effective EBS organization

- Define an organizational structure that can deliver the mission of the EBS Division.
 - Create as much as possible an integrated staff
 - Create leadership and management structure
 - Respond to the direction from the ESC & PAC
- Develop and maintain operational excellence
 - Define standard operational processes and procedures for the EBS organization.
 - Operate per the defined processes.
 - Plan and begin work to become an SAP Center of Excellence (COE)
- Define and communicate a strategic roadmap for SAP
 - Develop a roadmap of functionality that reflects the strategic priorities of the City in its use of SAP.
 - Deliver new functionality that is prioritized and funded.



EBS Organization





Changes/Impacts

- Three classifications of “SAP” analyst
 - Principal, Senior, Analyst

- Analyst Lead

- Position Changes
 - New classifications (requests to BHR)
 - Business Operations Supervisor
 - Sr. Admin Specialist
 - PIO (Bureau Outreach & Communication)
 - Training & Development
 - Sr Business System Analyst (Project Manager)

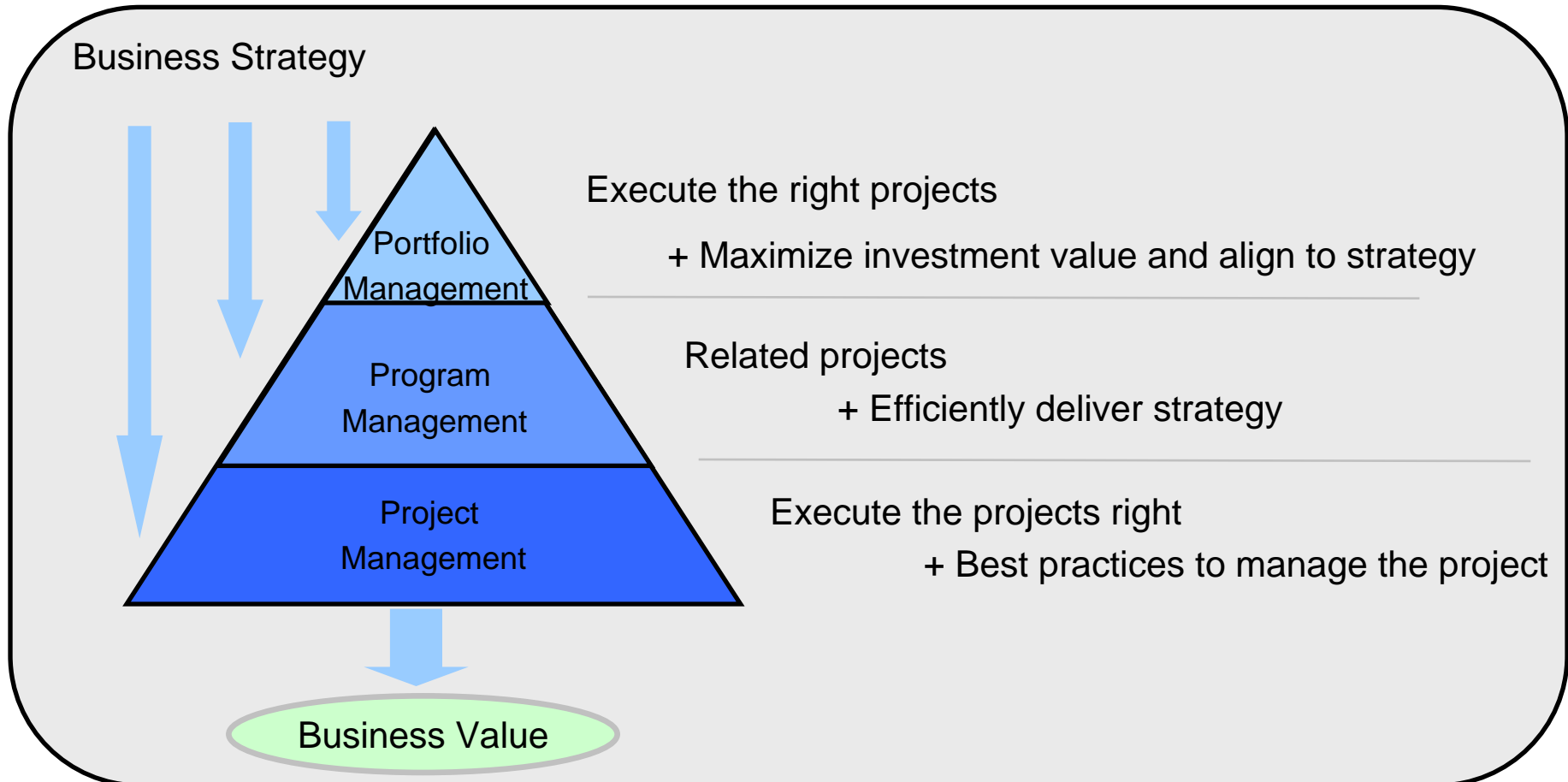
- Impacts
 - Changes to functional coverage
 - Reclassifications
 - Recruitments for new positions
 - New operational responsibilities



New Initiative: Technology Project Portfolio Management



What is Project Portfolio Management?





New Initiative: Technology Project Portfolio Management



Currently BTS has implemented PPM in-house by a series of complex spreadsheets and supporting processes. These tools are very labor intensive and do not scale to support the complexity of an organization of 209 staff that currently manages over 200 projects.

Challenges:

- Inability to track and report on BTS projects from inception to completion
- Excel spreadsheet is very complex, prone to failure, labor intensive and difficult to maintain
- Reporting on projects and programs is difficult
- No way to evaluate candidate projects based on business value
- Very difficult to manage supply and demand of resources



New Initiative: Technology Project Portfolio Management



Options under consideration

1. Purchase and implement SAP PPM module.
2. Evaluate alternate 3rd party solution.

Constraints:

- EBS team heavily committed to other projects
- Limited BTS funds (\$50K max).
- Can not continue on existing tools for another year.



New Initiative: Technology Project Portfolio Management



What is asked of the ESC today?

Can EBS team look at the viability of implementing and SAP PPM module within allocated budget and timeframe?

If yes then;

- Undertake the effort to evaluate SAP fit to business requirements
- Estimates of one time and ongoing cost for software, implementation services and maintenance and support
- Anticipated implementation duration, start and go live dates

If no then;

- BTS will pursue competitive selection of a 3rd party solutions.



Limiting the time for an open role request

Proposal: A policy that role requests that are more than 60 days old be closed and if truly needed the bureau will need to submit a new request.

Generally the requests that remain open for this length of time are ones that training has not been completed either by not attending an available class or by not completing the necessary e-learning. Removing the requests that are more than 60 days old from the database, will allow more efficient maintenance and tracking of active requests and the effective scheduling of training that is needed.



Discussion Topic

Review of PAC responsibilities as outlined in Operating Principles

- Guide and monitor the EBS Division's work plan
- Provide leadership to promote effective use of SAP and standard business processes
- Set priorities for improvements and changes within the existing SAP scope
- Recommend priorities for additional functionality to the ESC
- Approve operating policies for the City's use of SAP

- The PAC will have an advisory role to the ESC and will strive for consensus but the PAC chair will have final decision and veto authority.