



Advisory Committee Meeting

Date: 8/27/09

Time: 10:30 A.M. – 12:00 P.M.

Location: EBS West Conference Room

Introduction

The number of HCM helpdesk tickets is going down. The Advisory Committee identified their top priority items for the EBS team. Jane Braaten announced this will be her last meeting – Advisory Committee members thank her for her excellent work and contribution to the success of this Project.

Key Areas of Focus

As we move forward, the EBS Support Team and committee members must continue to stay focused on three key areas:

1. Continued focus on stabilization
2. Strengthen the core (apply support stacks, improve current scope)
3. Phase in new functionality (MSS, business objects and others)

Review Status of HCM Stabilization

- HCM Helpdesk Tickets is trending down (Open, 64; 29 paycheck/payroll related items). BHR staff has returned to the 4th floor.
- User groups will begin in September as the team phases out call ins. Team members will bring HCM end users together
- Knowledge transfer between staff – the EBS Support Team is trending down to the ongoing support level of 30 FTE's. Bruce announced we will lose 4 team members this month, 14 in September, and 4 additional members in October.

Discuss and Adopt Criteria for Prioritizing Requested Items

The following list of criteria was discussed and adopted by the Advisory Committee. The list of criteria will assist the EBS Advisory Committee in processing individual requests to create a single City list of priorities for making improvements to the current implemented scope.

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.

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 the performance of essential business processes.

Eliminate shadow systems or a 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.

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.

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.

Legally required

- The item is necessary to comply with statutory or regulatory requirements.

System maintenance

- The item is necessary to maintain the SAP system at a level necessary to receive effective support from the SAP Support Services as prescribed in the software maintenance agreement.

Review Required Items

Bruce identified those items that are #1 priority for the EBS team.

- Break/Fix – number of changes in the configuration that we have made since go live
 - FILO: 251 (and 29 improvements)
 - HCM: 54
- Apply Support Stacks – we will be upgrading the system with four support stacks this fall – will require 100% of our team to complete.
- Support of 2010 labor contract negotiations – the team recognizes the impact this will have on the configuration of the new system
- Year end Support Stack – this is a minor support stack which will happen in early December
- Year end processing: W-2's, 1099's – this will be a big effort in January/February involving data in both IBIS and SAP

Review EBS Request List and Develop High Priority List

- Each AC member proposed three highest priority items
- Duplicate items were encouraged – provide a sense of Citywide importance, i.e. ESS Rollout
- AC as a whole will evaluate list to develop top City priorities

The spreadsheet that shows the results of the group's prioritization is titled "Advisory Committee High Priority Improvement Requests," and is located on the EBS website under Toolbox, Advisory/ESC Tools. The link is <http://www.portlandonline.com/omf/index.cfm?&c=50922>

Next Steps for the EBS Support Team

1. Distribute summary from 8/27 meeting
2. Provide impact analysis to Advisory Committee on priorities selected (costing and time effort required on items)
3. Provide Support Plan Report to members for their review of the new EBS Organization - the document is on the EBS website under Toolbox, Advisory Committee/ESC Tools. The link is <http://www.portlandonline.com/omf/index.cfm?&c=50922>

Next Steps for Advisory Committee (AC)

1. Several AC members expressed concern about the level of staff support for stabilization and the level of staff support for ongoing operations. AC members were encouraged to discuss this with an ESC member.

Communications

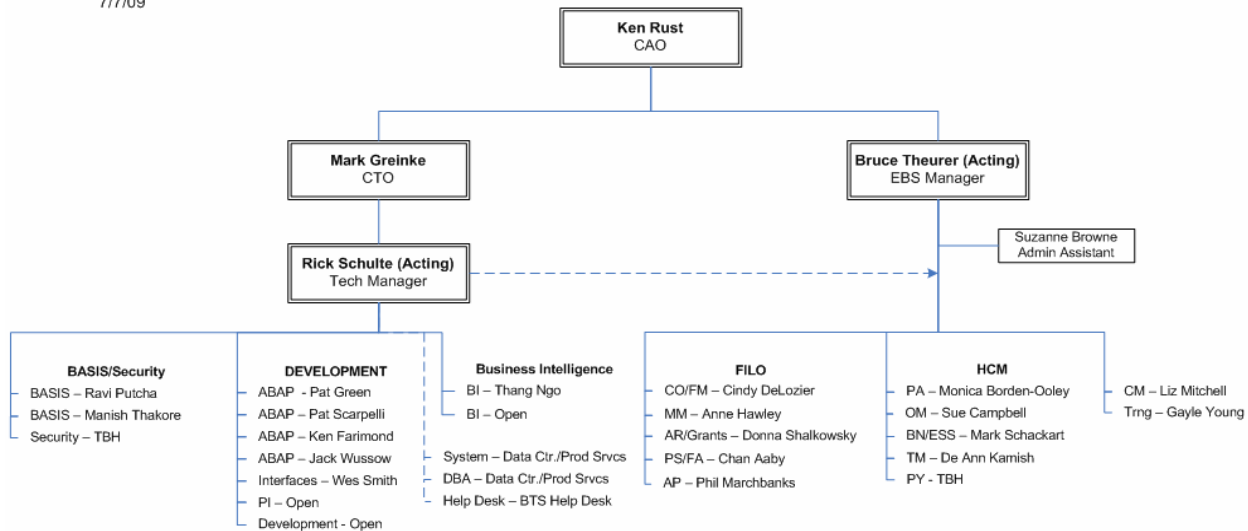
Jane briefed the AC on the ongoing team responsibilities and said she will be reviewing this in more detail with Agents next week.

- Ongoing EBS Process
 - ESC: Strategic directions (new functionality)
 - AC: Operational decisions (improvement priorities)
 - CMT: Business process implementation and communication
- EBS Support Team
 - Business process owner direction
 - Business process adaptations
 - Support – user groups, support centers, education
 - Training
 - SAP system support and testing

EBS Organization



EBS Division
7/7/09



Management	2
FILO	5
HCM	5
OCM/Trng	2
Function Total	12
Tech	16
TOTAL	30