

Meeting Notes



Program Advisory Committee Meeting

Date: 04/08/10

Time: 10:30 A.M. – 12:00 P.M.

Location: EBS West Conference Room

Work Plan Update

Bruce opened the meeting with an update on the work plan and the support team's progress:

- Break/Fix/Maintenance- The number of tickets resolved for Feb -273, March -292.
The number of tickets received for Feb – 292, March -298
Current open tickets for Feb – 270, March -264 (245 incidents)

Bruce conveyed to the PAC that tickets will now be managed by type of ticket with the primary focus on Incidents. Other types include maintenance, Access, Misc. (Ex: update a database with new email)

- ESS Rollout - BES, PBOT, Water, EBS, BHR have all been trained, 855 users will be deployed by the end of April. There was some discussion about positive pay time entry for part time people who work the same schedule. Bruce suggested someone from the PAC submit this change request to TrackIt so the sub committee can review.

Change Requests

Bruce reported the following statistics:

New received in March - 1
Completed in March - 7
Scheduled for April - 6
Total Open Requests - 28

Work Plan

- Break/Fix -264 total
- 2010 Labor Contract Requirements – ongoing
- ESS Deployment- ongoing
- LTD Administrator Role –Done
- Paycheck Remittance Display-Timekeeper Access -Done
- Purchase Order form update –Done
- New Asset Class – Done
- Payroll Reviewer for time Keeper –Done
- Expand Internal, Order functionality (2) –Done
- FM Reporting Accrual Exclusion –Done
- 1099 file-File sent on time but not using SAP. The SAP configuration is close to being done.
- PERS Year-end Reconciliation Report –WIP - 4/30
- Costing sheets-WIP 4/30
- Benefits Deductions Audit Report – WIP with estimated completion by 4/30
- 202- Custom Report –EEO 4 Survey Reporting for EEOC –WIP 4/30

- Time Worked vs. Expected hours Report –WIP 4/30
- Custom Report for Position Data –WIP- 4/30
- System Patches :2010 estimated start date in April and end in May (done simultaneously with work plan)
The system will be off line during 1 work day noon to mid afternoon and will be announced.
- City Sick Leave Report –WIP 4/30
- Capitalized Interest –WIP with estimated completion by 6/30
- FMLA workbench and Reports – WIP with estimated completion by 6/30

Change Requests

Bruce reported the following on change requests:

- BOEC EC Supervisor Holiday Bank –WIP 5/31
- City EEO/Affirmative Action Data-WIP with estimated date of deployment 5/31
- FILO/MM enhancement contract report to show remaining balance –WIP 5/15
- FMLA Workbench and Reports –WIP 6/30
- Official Personnel File-PA 6/30
- AP Report Enhancement – WIP- Delayed due to issues with 1099 file
- Seniority Program Adjustments –WIP
- Grant-Budget upload –WIP
- Rewrite TM-FTI-CATS time entry Maximo interface –TM
- Working out of class-auto fill –in Value Basis rates –TM
- Working out of class –TM /PA
- Actuarial Report – PY
- Change Mandatory Field in Outline agreements –MM
- Contract Security –Change Access –MM
- Absence and attendance Codes -TM
- PY Clearing Acct 11097_FAGLL03 & Payroll Check reg- GL
- Add Wage type / First payment of time loss -PY
- Search by SSN(OBPA) –PA
- Public Works Permit Fee Structure Change (Ord 183419)- AR
- SAP Accounting Reports for all bases of accounting –GL-FI-FM
- TM interface Part Time and Military Leave –TM
- Maximo 7 Upgrade

Other Work

Bruce reported the following on other work of the SAP support team:

- New Prioritized Change Requests:
None at this time until the PAC Sub committee meets again on 5/6/2010 (the second Monday of every month).
- Change Requests needing Additional Research:
 - Budgeting to Statistical Internal Orders(2)
 - Automation of represented salary increase –PA
- New Functionality
 - Loan Servicing for PHB (4 interfaces) -7/1 - Interface design specifications are nearing completion. Rick Schulte is working on the hardware service aspect.
 - Business Objects (Bobj) 7/10 - RFP for PTE services in process. H/W infrastructure planning in process.
 - BES Synergen Interface - ESC approved
 - Risk Management – SAP resources on leave have delayed the progress. We are moving forward with requirements gathering.
 - eRecruitment (NEOGOV) - This is a hosted solution. In initial planning stages. Will update as it moves forward.
 - Lien accounting – Auditor's office. We are evaluating unique requirements beyond SAP capabilities.

Discussion

Teri Williams asked when MSS will be addressed. Bruce reported that this new functionality will be present to the Executive Steering Committee next month (May 6, 2010).

Issues

Bruce presented the following issues for discussion:

- Staffing challenges in the Time area such as illness and military leave have significantly impacted the ability to respond to end user issues and move changes into production. Our primary need is locate knowledgeable resources that can do testing and validation of changes.
- SAP Licenses (non ESS)- We are benchmarking with other entities to compare usage. Financial exposure remains the same. \$370,000.00 purchase and \$80,000.00 per year for maintenance. Possible solutions for reducing this is increasing the Bureau cost for usage and /or reducing the number of licenses.

Discussion

Bruce mentioned that we are thankful to BES for allowing us to keep Sandra Lillard on the EBS support team longer than anticipated. He stated the most knowledgeable resources are found in the Bureaus. Catherine Reiland of Portland Police Bureau asked if these resources would need to come to the 14th floor. Bruce stated that this would be in the best interest for testing purposes. Bruce stated issues such as quota accruals, shift differentials and other issues could be addressed and most of these issues affect multiple Bureaus. Genny explained that most timekeepers have a 3 day window of down time where they could be able to help EBS with testing. Several Bureaus indicated they would be willing to help with additional resources for short periods of time. Bruce gladly accepted the help and stressed that we need experienced timekeepers. Joyce Reyman asked if the resources would be involved in patching. Bruce replied they would not be. Bruce stated he would get the Bureau names and individuals through change management.

Bruce provided a hand out that contained the names of SAP users who have not logged on for the last 3 months for the PAC to review. Bruce requested that the Bureaus review the list and if they decide they do not need the license for an employee, then we can eliminate the license and reduce our costs. Bruce explained we have three types of licenses: Professional, Limited Professional, and ESS. Professional licenses would include employees that do SAP transactions such a Buyer or Time Entry. Limited Professional Licenses have approval or can only view transactions. Bruce requested the Bureaus consider this when reviewing the number and type of licenses they have or will request in the future in order to reduce our costs. He mentioned another solution was to increase costs to Bureaus.

Bruce explained we want to use the system correctly and maintain controls and separation of duties. Most PAC members indicated that they would review the list and wanted to help reduce costs. Bruce told the PAC members that Dorothy Elmore will work with the change agents on the users and how we could reduce the number of licenses. Jane Braaten asked about the possibility of having a which would remove users after 90 day which had been previously discussed. Bruce replied that this was a great way to manage the numbers but had not yet been implemented. He stated we could look at doing a process to remove access for those users who did not log in after 90n days. Jim Hagerman asked what the grace period with SAP was for negotiating the cost and numbers of users. Bruce replied that this is a new process and we do not currently have a set negotiation date. Jim suggested we send a message to the change agents that the list is a good start to reducing numbers but they need to look at every role being addressed. Carol Brune stated we need to communicate to employees first what we are doing so that it will not be a surprise when an employee's access is denied. Anna Kanwit agreed and suggested. Joyce Reyman requested that the communication be sent first to the change agents and Bureaus then to the employees. Bruce stated we would issue a communication about the current 145 list and the do the 90 day process. Carol Brune suggested we also mention that that we are all in a budget crunch and need to reduce total spend. Joyce Reyman asked if this would affect the Time Reviewer Role getting a limited license. Bruce stated that with more functionality being added and changes in roles needed, we will continue to review what is required. Teri Williams asked if there was a way to tie in to the 90 day automation, when an employee separates (leaves) the City. Bruce

stated this was possible. Jane Braaten asked if the rolling out of ESS and MSS would lessen the number of users and be of economic benefit to the City. Bruce stated we would look at this in the future.

Other Information

Bruce mentioned that we are moving forward on the City Wide standard to execute and deliver payroll related information electronically. Rick Schulte and his team had researched the fact that there is a toggle switch that allows users to turn off or on the selection of choice for electronic delivery. Rick also confirmed that they will put in place those users who separate from (leave) the City can still get access if needed.

Genny Dupre mentioned that some of the timekeepers are finding comp time quotas listed on the web site on ESS are not correct. Bruce assured Genny we would look at this again. He explained part of the confusion over quotas on EES was that it is the timing or posting of them a day early.