

Meeting Notes

Program Advisory Committee Meeting

Date: 06/10/10

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:

- Break/Fix/Maintenance-
 - Altiris Tickets

The number of tickets resolved for Feb -273, March -292, April -288.
The number of tickets received for Feb – 292, March -298, April -290.
Current open tickets for Feb – 270, March -267, April -284, May -297 (265 were incidents).
Filo tickets -12, HCM tickets -253
 - System Patching

System patching upgrade was completed June 5-6 with planned implementation June 19-20. SAP software patching is delayed. We encountered 4 open issues that were considered high. There were code changes that were made in SAP causing problems with our original configuration. The team submitted OSS notes with SAP in Germany. These OSS notes are the same as a help desk ticket. We received a reply from SAP Germany this morning with the necessary information to fix the configuration.

Discussion

Bruce indicated that we are changing to reporting to incidents only. Carol Brune wanted to know if we could have a total number as well as an incident only number to show all the work EBS Team was involved with. Bruce responded that we could do this. He explained the reason that we planned to report the incidents only was just to bring up what impacted our users (PAC and Bureaus) the most.

Change Requests

Bruce reported the following statistics:

- New received in May – 9, 4 were rated as High by the PAC Sub committee.
- Completed in May- 0,
- Scheduled for May – 3 , Bruce noted there were 3 scheduled in May that were not delivered as planned due to the team focusing on patching.
- Total Open Requests - 42 (rated high)

New Prioritized Requests

- High
 - 2 tentative agreements –legal requirements that are at the top of all requests.
 - AP Bank Account Change –maintenance issue
 - Create Reports to Facilitate Grants Billing
 - CAFR Maintenance Role for Tech Acctg.
 - Positive time entry Employees to ESS
- Medium
 - DCTU Shift Differential Calculation
 - PPA Court Plus Other Overtime
- Business Process
 - DCTU Holiday Pay / Comp for Night Shift – Anna Kanwit has ownership on this.

Discussion

Christine Moody asked for clarification on the change request process with regards to the role of the PAC and Executive Steering Committee. Bruce explained the process was to submit the request in TRACKIT. The requests are then reviewed and prioritized by the PAC subcommittee. Any new functionality goes to the ESC to review. Christine wanted to know what happened with MSS. Bruce stated we will do a roadmap that will help us see what to prioritize and what gives the City the most value. Jane Braaten stated that the ESC needs to be involved and also a decision can come from council.

Paperless Pay Advices

- Pilot with OMF implemented and 272 out of 663 opted to go paperless. (41%)
- Roll out City-wide will be June 22nd with July 1st the first pay day. There will be a communication to change agents, Bureaus, and information in the elevators.

Business Transformation Study /Roadmap

Engagement has started with a consultant from SAP from the value engineering team who will provide a roadmap on where we should proceed in the future. Carole Brune asked if there will be a communication after the process is completed. Bruce responded that we could provide the PAC with information from the executive summary. He also mentioned that some of the PAC members might be interviewed in the processed.

New Functionality

- Business Objects (Bobj) - Software is installed in the development environment. PTE contract is in process. Selection is made (Meridan).
- Loan Servicing for PHB – System testing in process.
- ERecruitment (NEOGOV) – We are working on the analysis. Attempting to piggy-back another entity's contract.
- BES Synergen Interface – Labor Costing. Targeting in July with a September implementation.
- Risk Management – Engaging consultant to complete the scope definition.
- Lien accounting – Auditor's office needs the old application off the mainframe. We are gathering requirements. This was presented June 10th to the Executive Steering Committee and a strategy was approved. We will be conferring with the Auditor's office on the requirements.

New Initiatives

- Add interfaces between Water's Synergen system and SAP (Time Entry, Work Order)
- Implement Manager Self Service – road mapping will help us prioritize what work we do next with input from the ESC and council. But we are aware of the need for this functionality.

Issues

- Patching delay – Part of the delay was caused by the SAP code fixes as mentioned earlier. Part is due to timing to allowing for the payroll run to take place first.
- HCM stability: There continues to be a high number of support tickets, some of which were impacted by patching. Changes to production have been on hold during patching. The plan of action is to release the changes into production which will resolve 40 tickets. This will be the first week after patching –June 21st. We are recruiting an experienced resource beginning July 1 assuming the budget is approved.

Discussion

Jim Hagerman stated we may need to look at additional resources in the HCM Time period. Bruce agreed and stated that it has been a problem in recruiting qualified resources. Bruce is concerned that we have not been able to delivered items on the work plan due to the time needed to resolve patching issues. Bruce mentioned that Mark Schackart will be returning in mid July and will be able to help with HCM time issues. Rich Goward, Jr. concluded the meeting stating that he and Bruce would confer on the process of how change requests are handled and the role of the PAC and ESC.