Meeting Notes

Program Advisory Committee Meeting
Date: 02/16/12
Time: 10:30 A.M. – 12:00 P.M.
Location: EBS Conference Room

Attendees: Jack Graham, Satish Nath, Rich Goward, Jr., Jane Braaten, Terri Williams, Amy Tuttle, Alissa Mahar, Tom Schneider, David Rhys, Jim Hagerman, Ken Kinosha, Andrew Scott, Christine Moody, Fred Kowell, Julie Prahl, Genny Dupre, Lois Somers, Elyse Rosenberg, Kevin Campbell, Suzanne Browne.

Opening Remarks
The meeting began with opening remarks by Jack Graham regarding his vision for SAP in the City. The vision is to improve effectiveness and efficiency of the services. He would like to leverage our investment in SAP by having full implementation of MSS, ESS and other functionality and by researching and exploring other opportunities to enhance use of SAP. The vision is to engage Bureaus to take full advantage of SAP.

We will be addressing the City Council and elected official's expectations regarding the budget note and the audit report. The budget note states that OMF will work with City Bureaus to document efficiencies resulting form the effective use of SAP and how those efficiencies improved service delivery. The first priority of any identified savings will be to reinvest those resources to fund future automation projects that will further increase operational efficiency.

He would like to look at the roles and responsibilities of the PAC and ESC. A question was delivered to the PAC as to do we need a different form for this meeting. His vision is that the PAC be more involved in decision making on new functionality. After the AKT survey is completed, this will begin the process of making changes.

Feedback
It was mentioned that we need to focus on multiple Bureaus needs and not on what a single Bureau needs. It was brought up that Bureaus needs are discussed in the PAC and should continue to be discussed at the PAC level. It was mentioned that criteria needs to be used on what new functionality moves forward and that the PAC should review new functionality before the ESC and not after the ESC has already made a decision. It was pointed out that the Sub Committee is where the ranking of new functionality occurs. It was mentioned that the PAC and the CMT meetings are basically the same meeting. The question is do we really need the CMT meetings. It was mentioned that HCM and the Labor changes received priority over the financial change requests. It was mentioned that some would like to see the backlog of old tickets cleaned up before moving onto new functionality. It was pointed out that we would need to look at the resources available to do the work and how resources are being spent. It was mentioned that EBS is in the process of looking at resources and skill sets and if they are flexible. Most PAC members agreed that they are interested in making this work.

Key Challenges
Three Key challenges were discussed by Satish Nath. The first challenge is to reduce the number of tickets and change requests. We currently have 135 open tickets in time and payroll and are closing 5-6 per month. For Filo we have 65 tickets open and are closing 7-10 per month.   There are currently 48 open High priority change requests and we are closing 2-3 per month. There are currently 27 medium and 3 low change requests and closure rates vary on those based on the high priority workload. The proposed approach is to eliminate the time/payroll ticket backlog using a SWAT team strategy. There is a new project starting the 21st of Feb. with a schedule to resolve the backlog of tickets in 6 months. They will meet twice daily to resolve issues. Bureaus that send resources to the meeting will know the expectations and outcomes will be communicated. Also we want to reduce the ongoing consulting costs. Consultants will no longer be working remotely but be on site and will be

providing knowledge transfer to our employees thus enhancing their skill sets. We will be looking at changing the HCM schema if needed to include more tables and less programming. We will be assessing FILO tickets/CRs for the best approach.

The second challenge is to improve Time entry. Currently Bureaus find ESS to be not fully effective without MSS leave/time approval. Interim systems and workarounds remain in use in response to partial ESS implementation. The proposed approach is to assess usability of current ESS user interface, use OMF as a Pilot for the City, work with OMF cross –functional team and bureaus to create a business process template and make ESS/MSS workable for Citywide implementation. The when successful, implement a fully integrated ESS/MSS in other bureaus.

The third challenge is to meet the City's reporting needs. BOBJ is a good way to meet City wide complex reporting needs. We currently have 13 BOBJ reports and are averaging two new ones per month. Our highest priority for BOBJ is open contract and Budget to actuals. The proposed approach is to develop and share existing reports. We need to create a report tree, gather reports and communicate where and how to access these reports. We will be assessing Bureau needs and getting their input. We will then develop a work plan to address these needs.

Feedback
It was indicated the Swat approach is good and that the PAC would be supportive.

Next Steps
Jack Graham addressed the next steps. The AKT study will be completed soon and used as guide for the future. PAC members were request to think of what the PAC roles and responsibilities should be and there will be a revision of the ESC and PAC roles. There may be a sub committee to discuss the role of the governances. There will not be a PAC meeting in March to allow EBS to develop a work plan with phases to address key issues and gather data to report progress in critical areas. The next meeting will be in April with email updates provided in the interim.