Executive Steering Committee
Program Advisory Committee

September 26, 2013

Agenda

- ❑ EBS Annual Work Cycle
- ❑ EBS Tickets
- ❑ Statistics on Time and Payroll Tickets
- ❑ Other Accomplishments
- ❑ SAP Modules Implemented
- ❑ New Time Management Tools
- ❑ CAFR Project
- ❑ Patch

EBS Annual Work Cycle

July   Fiscal Year   June

Priority #1: Production support such as system availability, security roles, training, etc.

Priority #2: Keep system compliant to Federal/State laws, union rules, etc.

6 Union Contracts

COPPEA – targeted completion 12/31/2013

Priority #3: Planned Work

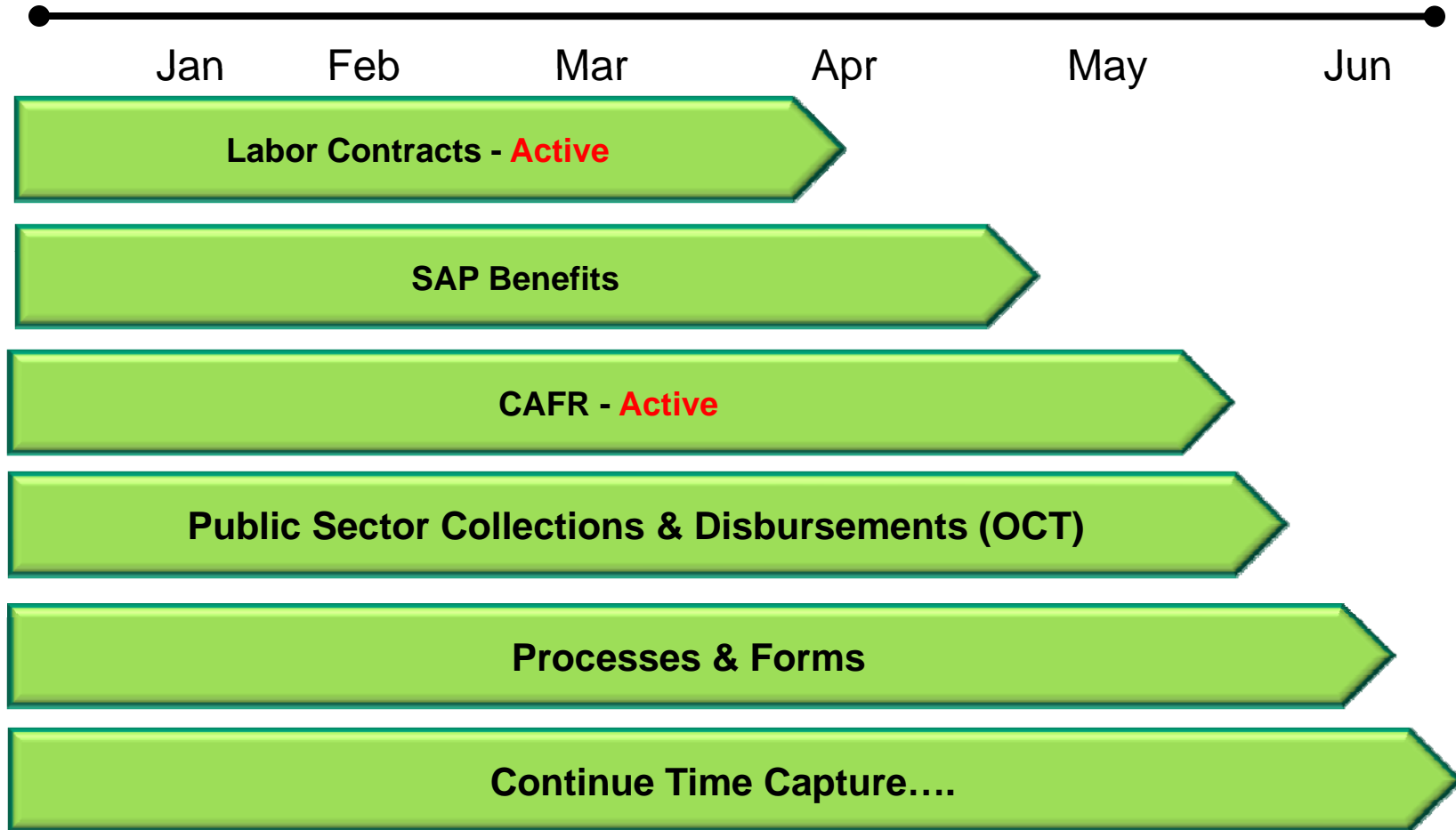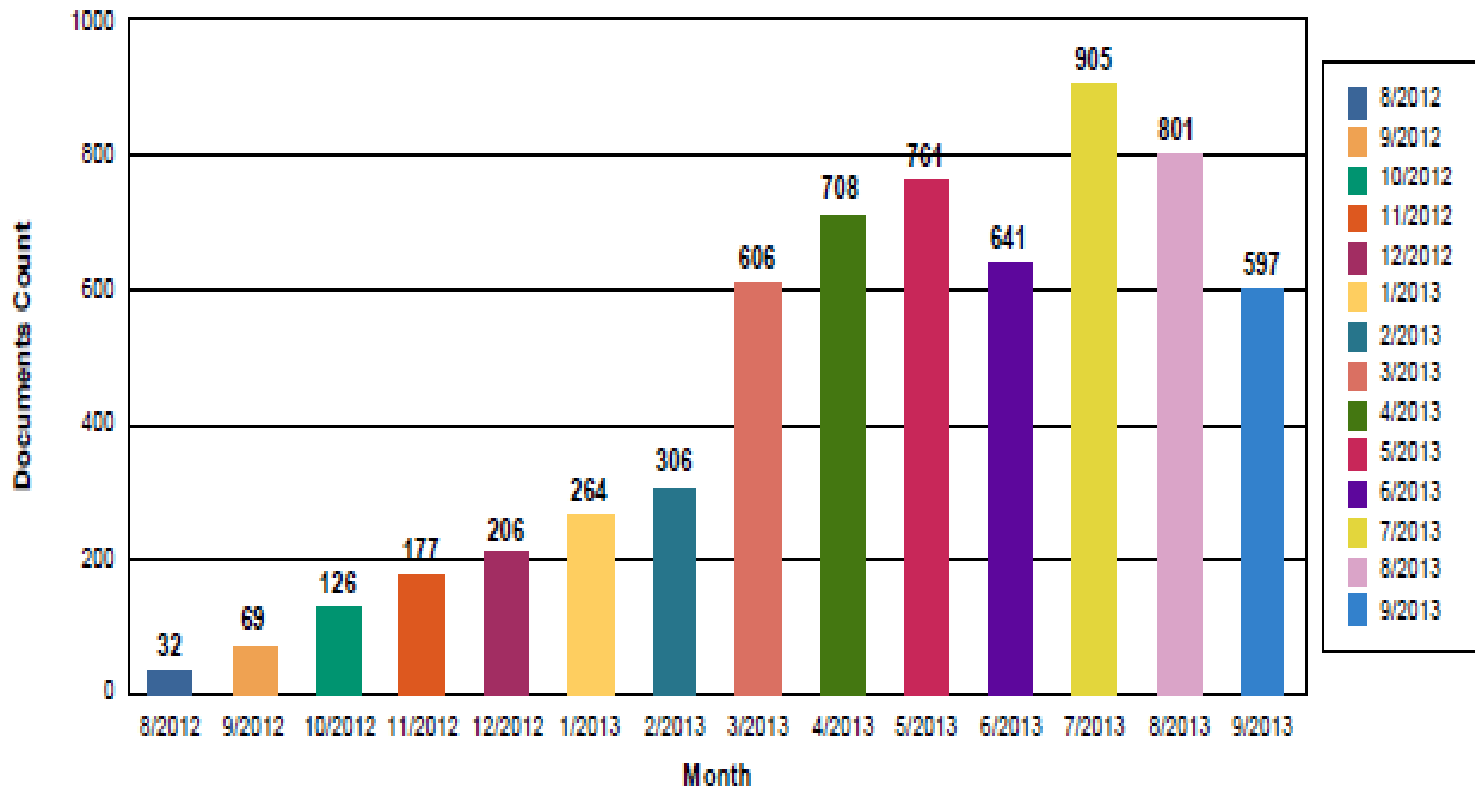| Stabilize FY 13 Projects; New Project Intake *July - Aug* | Hot Pack Testing Year-End Updates *Sept - Dec* | Work on Projects *Jan - June* |

EBS Projects… in discussion

Jan – June 2014

Jan	Feb	Mar	Apr	May	Jun

Labor Contracts - Active

SAP Benefits

CAFR - Active

Public Sector Collections & Disbursements (OCT)

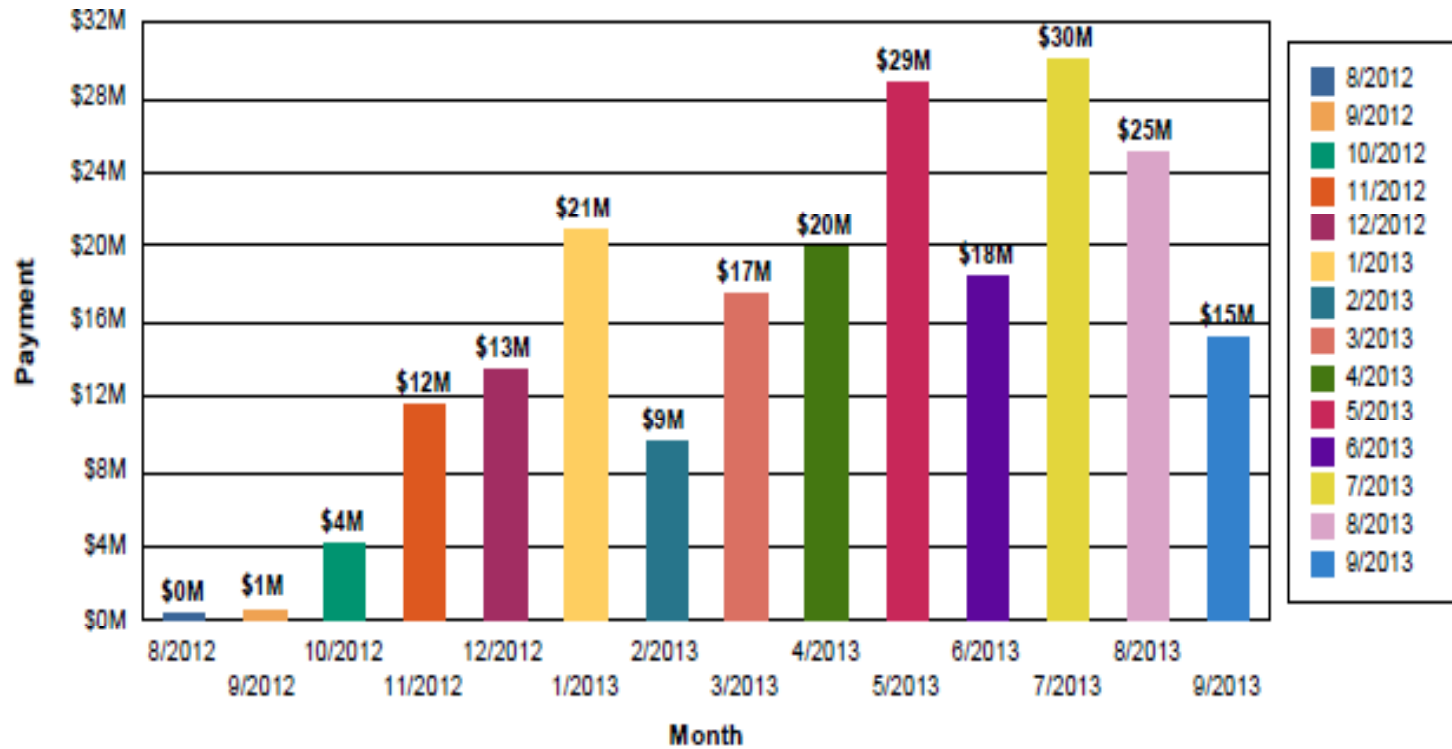**Processes & Forms**

Continue Time Capture….

Project Stabilization – Vendor ACH

Project Stabilization – Vendor ACH

Total $ amount paid by ACH per month
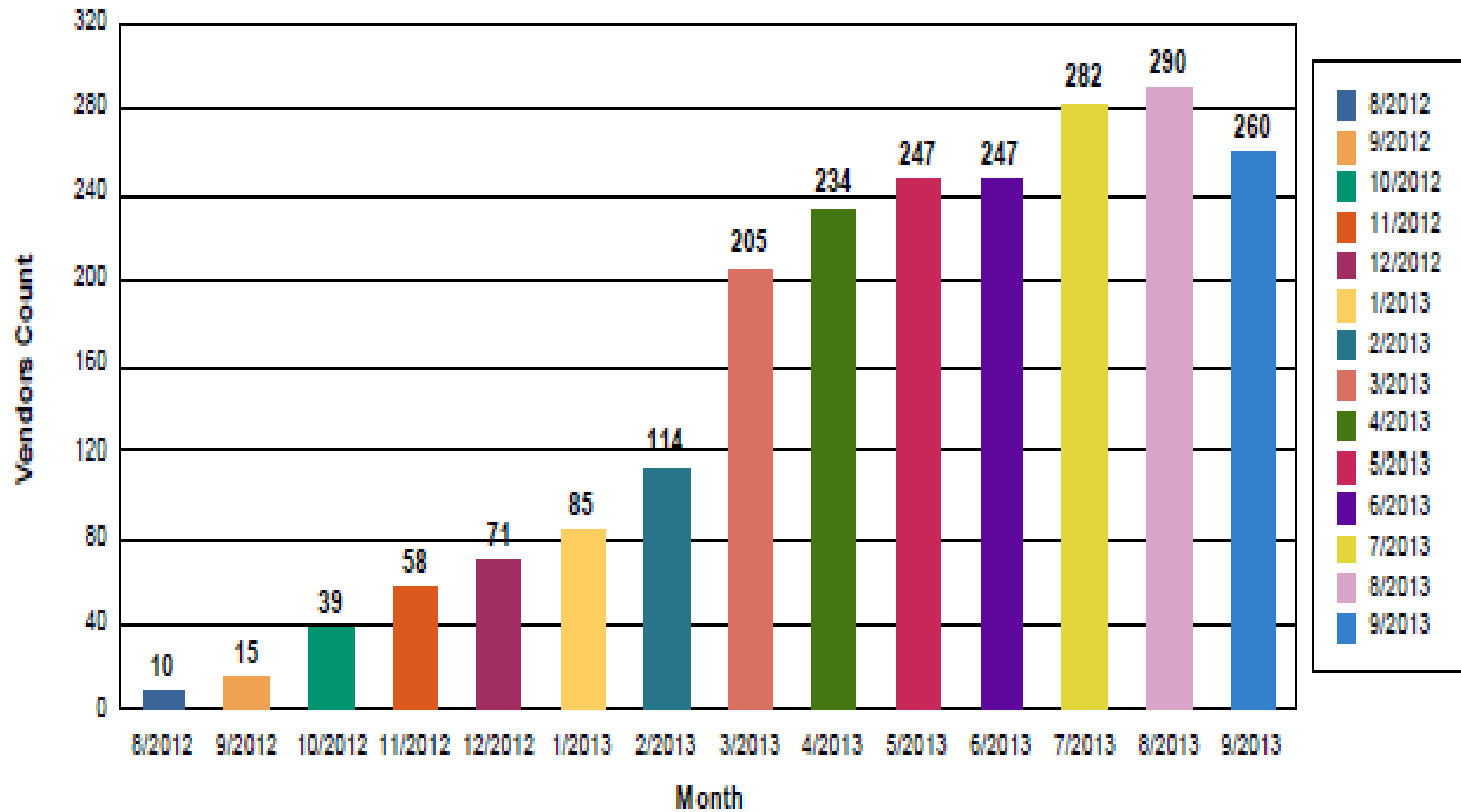
Number of vendors paid by ACH per month

EBS TICKETS

Open Tickets Summary

Last report on outstanding tickets November 2011

= 360 open tickets

Current report on outstanding tickets

= < 200 (after time & payroll project)

Next update = January 2014

Open Tickets as of 09/04/2013 by SAP Category

SAP Category	Less than 30	31-60 Days	60+ Days	Grand Total
SAP - Finance and Logistics (FILO)	6	1	15	22
SAP - Technical	23	5	9	37
SAP - Training & Change Management	2	2	14	18
SAP - Human Capital Management (HCM)	23	43	133	199*
GRAND TOTAL	54	51	171	276
Percentage	20%	18%	62%	

* MOST OF THESE TICKETS WILL BE CLOSED AFTER TIME/PAYROLL PROJECT

Tickets Closed in FY13

	30+ Days	Less than 14 days	Less than 30 days	Less than 7 days	Grand Total
FILO	26	17	23	58	**124**
HCM	71	20	36	203	**330**
TECH	26	18	15	336	**395**
Change Mgmt (Security/Roles)	49	50	30	873	**1002**
Total number of Issues closed in FY13					**1851**

Tickets Closed in FY13

Row Labels	30+ Days	Less than 14 days	Less than 30 days	Less than 7 days	Grand Total
City Apps . SAP	6	29	16	465	516
City Apps . SAP . Accounts Payable	2	1		10	13
City Apps . SAP . Accounts Receivable	9	4	6	8	27
City Apps . SAP . Benefits	7	2	1	3	13
City Apps . SAP . Cash Management	4	2	1		7
City Apps . SAP . Change Management	38	20	13	402	473
City Apps . SAP . Controlling		2		1	3
City Apps . SAP . ESS/MSS	16	5	12	165	198
City Apps . SAP . Fixed Assets	1		3		4
City Apps . SAP . Funds Management			2	1	3
City Apps . SAP . General Ledger	2	2	4	2	10
City Apps . SAP . Grants Management		1		1	2
City Apps . SAP . Materials Management/Purchasing	6	3	3	29	41
City Apps . SAP . Organizational Management	1		2		3
City Apps . SAP . Payroll	11	5	5	5	26
City Apps . SAP . Personnel Administration	6	2	2	2	12
City Apps . SAP . Project Systems	2	2	4	6	14
City Apps . SAP . Reports	4	5	4	30	43
City Apps . SAP . Security	22	13	11	306	352
City Apps . SAP . Time Management	30	6	14	28	78
City Apps . SAP . Training	5	1	1	6	13
Grand Total	172	105	104	1470	1851

Statistics on Time and Payroll Tickets

(presenter : Britt Schweizer)

Time/Payroll Tickets

TM/PY Ticket Status Summary

Legend:
- Project Tickets
- Out of Scope Tickets
- Parking Lot Tickets submitted during project
- Tickets submitted AFTER Project Kick-Off

11/05/2012 — 283 Total
09/26/2013 — 135 Total
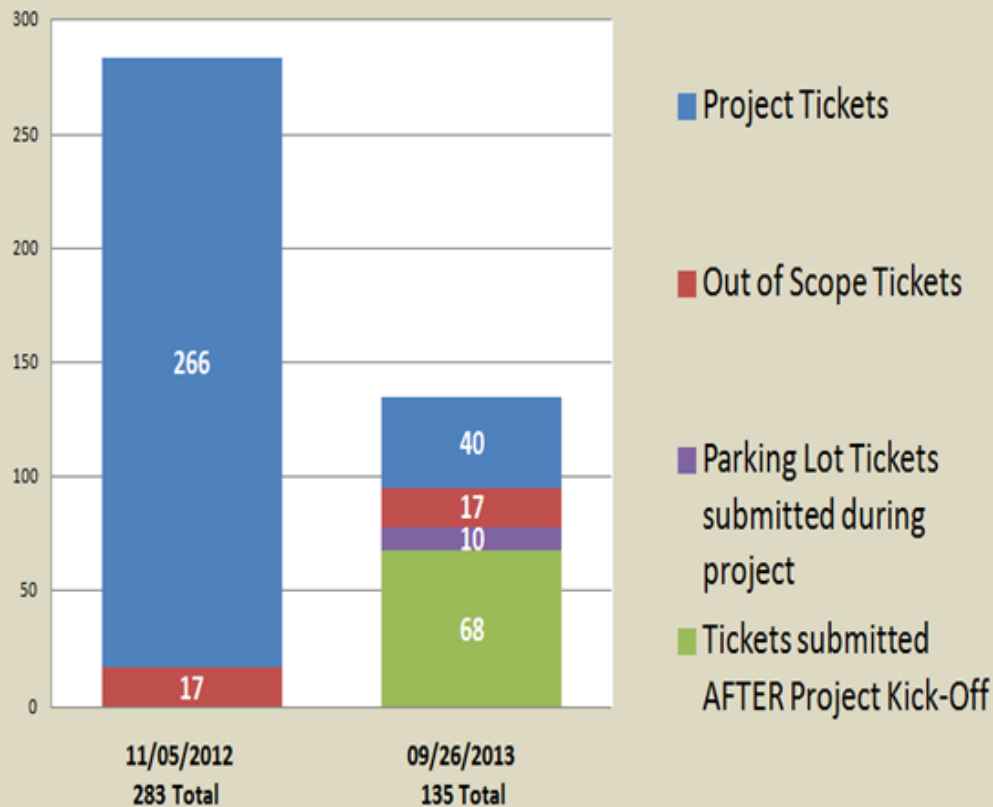
At Kick-off of the Redesign project (11/05/2013):
- 266 Tickets in scope for the project
- 17 Tickets out of scope for the project

Project results:
Of the 266 Total Tickets in scope:
- Approx. 226 tickets have been resolved
- Remaining are approx. 40 Post Go Live tickets

Current Ticket Statistics
- **40 Post Go Live**
- **17 Out of Scope** Tickets that had been submitted prior to the redesign project
- **10 Parking Lot Items**
- **68 Tickets submitted AFTER Kick-off of the project**, that is submitted in the last 9 months

Total Current Open Tickets = 135

Other Accomplishments

Other Key Accomplishments

- **SAP Systems Hardware Refresh**
  - 9/7/2013 SAP Systems switched to new IBM Hardware
  - Performance and load testing showed at significant performance gain
  - Thank you, BTS Teams, for accomplishment

SAP Modules Implemented

SAP Investment

City purchased SAP ERP 6.0 Business Suite and Business
  Objects (BOBJ Reporting Tool)

Total Modules Purchased	= 38
Modules implemented in 2008/2009	= 22 (57%)
Modules implemented in 2013	= 5 (14%)
Modules that City will NOT implement	= 2 (4%)
Modules planned for future implementation	= 9 (25%)

SAP Modules Implemented

Functionalities Purchased	Implemented in 2008/2009	Implemented in 2013	Implementation TBD
Customer Relationship Mgmt (CRM)			√
Financials			
Financial Accounting	√		
General Ledger	√		
Accounts Payable	√		
Accounts Receivable	√		
Fixed Asset	√		
Controlling	√		
Treasury & Risk Management		√	
Real Estate Management			√
Travel Management			√
Grants Management	√		
Project Systems	√		
Public Sector Collections & Disbursements		√	
Funds Management	√		
Public Sector Records Management			√

SAP Modules Implemented

Functionalities Purchased	Implemented in 2008/2009	Implemented in 2013	Implementation TBD
Human Capital Management			
Personal Administration	√		
Payroll	√		
Time Management	√		
Organizational Management	√		
ESS/MSS		√	
~~e-Recruitment~~			X
~~Personal Cost Planning~~			X
Compensation Management	√		
Training & Events			√
Personal Development	√		
FMLA Workbench		√	
Learning Solution		√	

SAP Modules Implemented

Functionalities Purchased	Implemented in 2008/2009	Implemented in 2013	Implementation TBD
Supplier Relationship Management			
Plant Maintenance Management			√
Self Service Procurement (SRM)			√
Purchase Requisitions & Orders	√		
Catalogue Content Management			√
Supply Chain Mgmt			
Sales & Distribution	√		
Purchasing / Materials Management	√		
Warehouse Management			√
Product Life Cycle Mgmt			
Document Management			√
Technology			
NetWeaver Business Intelligence	√		
NetWeaver - Enterprise Portal	√		
NetWeaver Technology - PI (Process Integrator)	√		
Business Objects	√		

New Time Management Tools

New Time Management Tools

Rolled out June 6, 2013

- New ESS Time sheet
- Time Request and Approval (Leaves and OT)
- Time Review and Approval
- Delegations

New Time Management Tools

Business Value:

- Simplifies time entry

- Reduces opportunity for data entry error

- Eliminates paper processes for time requests and approvals

- Complies with City policy requirements for Time Approval
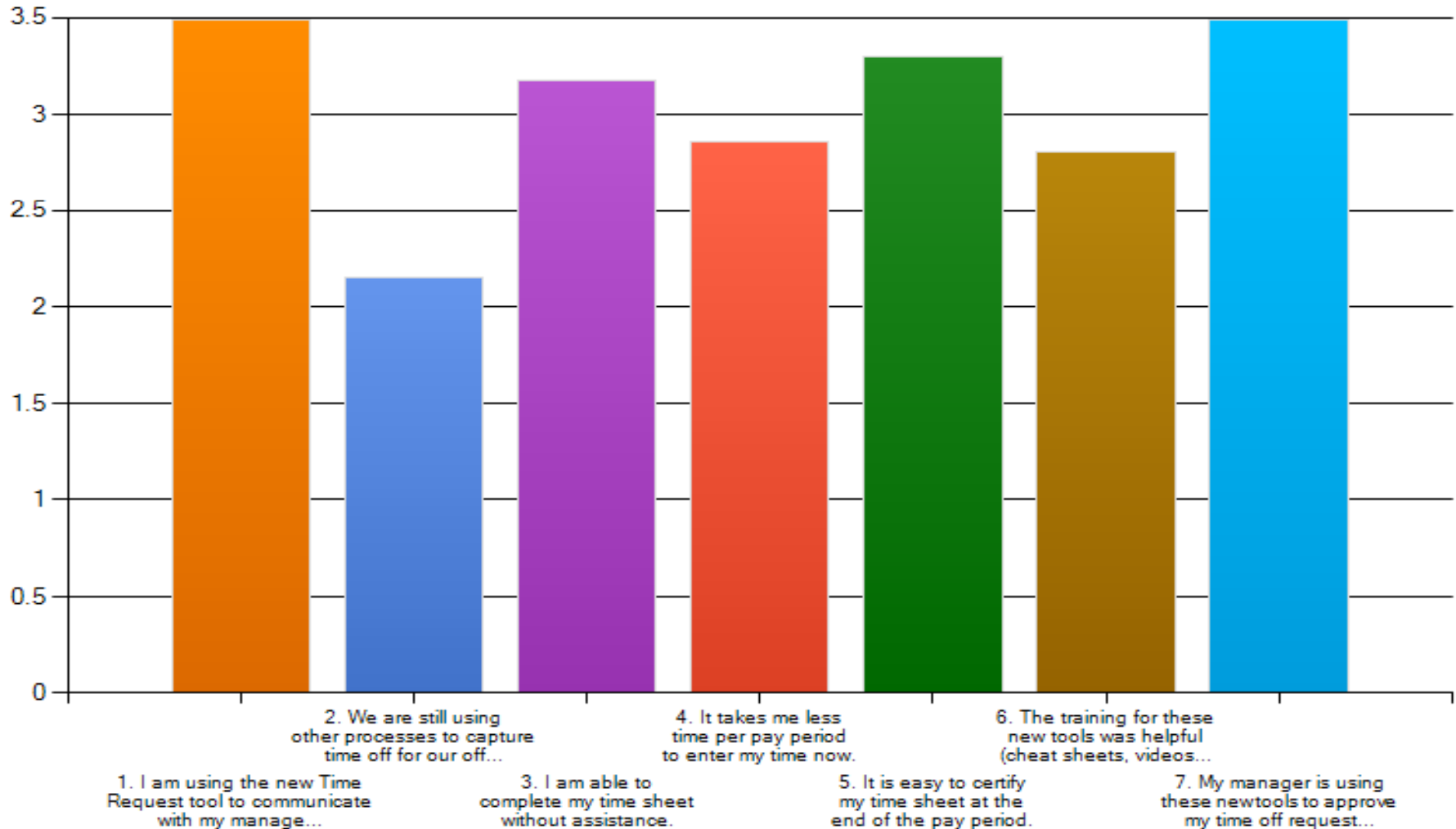
New Time Management Tools

How's it going?

Preliminary Survey Results – 302 responses

ESS Time Sheet and Time Request Tools: Please rate the following statements from strongly disagree to strongly agree. If you have not used the feature referenced in the statement choose N/A.

What users are saying:

"I cannot tell you how transcendent the accomplishments in ESS/SAP are in my opinion. Clearly someone has the Go Big or Go Home model working for them."

"I kind of forgot what I hated about the old system, so I guess that is good because the cumbersomeness of the old system has been addressed."

"Files auto-magically!"

"I don't have to enter specific times for a deviation--I can just enter the total amount of time in a day and it fills in the time for me."

"Easy to enter and view time. Takes substantially less time to get this task done than under the previous version. Auto filling the clock time is also awesome!"

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What users are saying:

"On the survey I put that it takes me between 15-30 minutes to process payroll for my 15 staff. This includes tracking employees down to correct their errors or notifying the time keeper to revise someone's time who is absent on time-sheet day. The one question missing was how long did it take you to process time prior to the new time-sheet. Honestly, it took two to three times as long, usually three times longer.

I really like this new system and so do most of the staff… because they can see their time requests, match those to their time-sheet, and see their quotas."

Adding Users

April 2013

ESS Time Entry: 2,356 positions**

20 Bureaus

September 2013

ESS Time Entry: 2,736 positions

23 Bureaus plus Elected Officials' offices

Some bureaus who had the roles but weren't using old ESS are now using the new tools
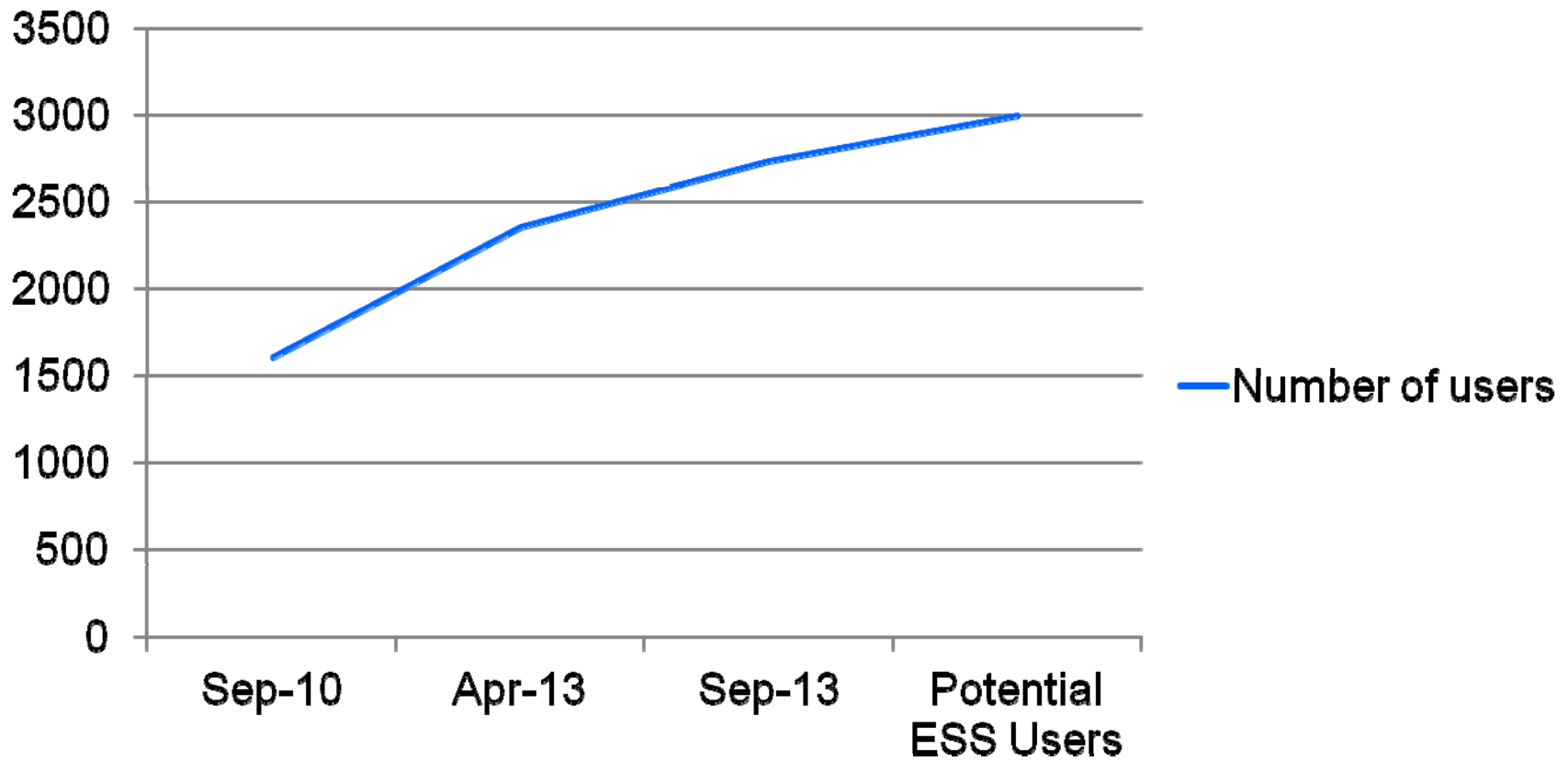
- Pilot in Police (non-sworn) in progress
- Upcoming pilots for Fire and BOEC

ESS Time Entry

ESS Users

Ongoing Improvements

Improvements made since June based on user feedback:

- Cross-PA delegations

- Improved timekeeper view for delegations and time approval applications

- Improved time request reporting

- Minor break fixes

Coming Soon

- New timesheet view for costing

- Hide unscheduled days on timesheet

- Automate reminder emails

- Mid-period time approval for separating employees

- Other improvements that come out of survey feedback

- Populate leaves in Outlook Calendar

What You Can Do

- Keep your Org Structure current

- Fill out our user's survey by September 30^{th:} **https://www.surveymonkey.com/s/K99RQQN**

- Let us know if we can help troubleshoot your processes – most bureaus are able to retire all legacy approval systems except calendars
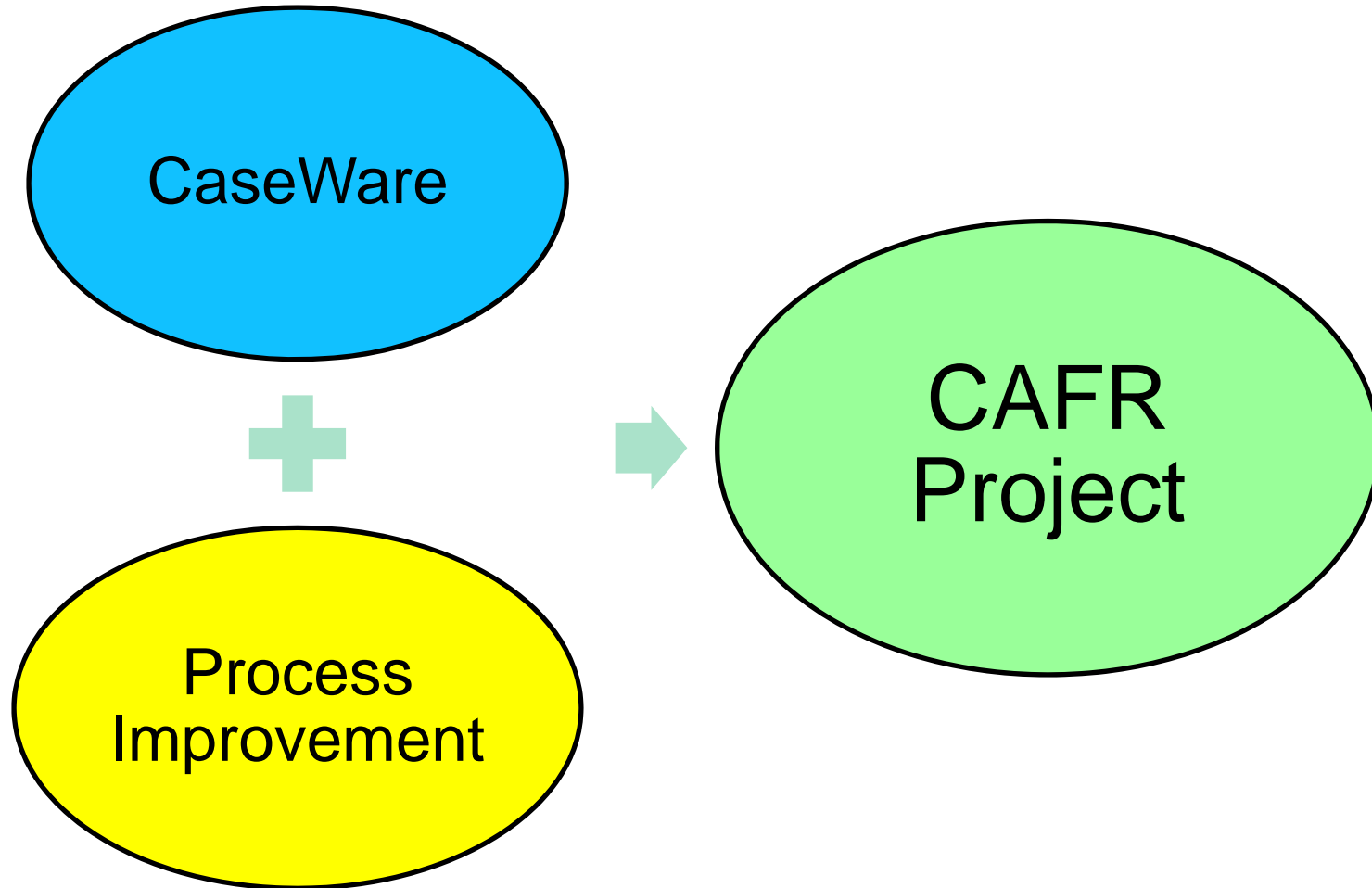
Questions?

CAFR Project

What is the CAFR Project?

CaseWare + Process Improvement → CAFR Project

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CAFR Project

❑ Implement CaseWare software to prepare and produce CAFR

  ➢ Technical implementation
  ➢ Functional implementation
  ➢ Training
  ➢ CAFR Production

❑ Business Process Improvements

  ➢ Identify current issues, concerns, and pain points
  ➢ Identify best practices
  ➢ Identify quick wins
  ➢ Make final recommendations
  ➢ Implement recommendations

Business Case

Reduce Costs
- Use of contractors
- Staff overtime

Improve Customer Satisfaction
- Address issues and pain points

Create Efficiency
- Leverage CaseWare Benefits
- Leverage SAP
- Promote Process Automation

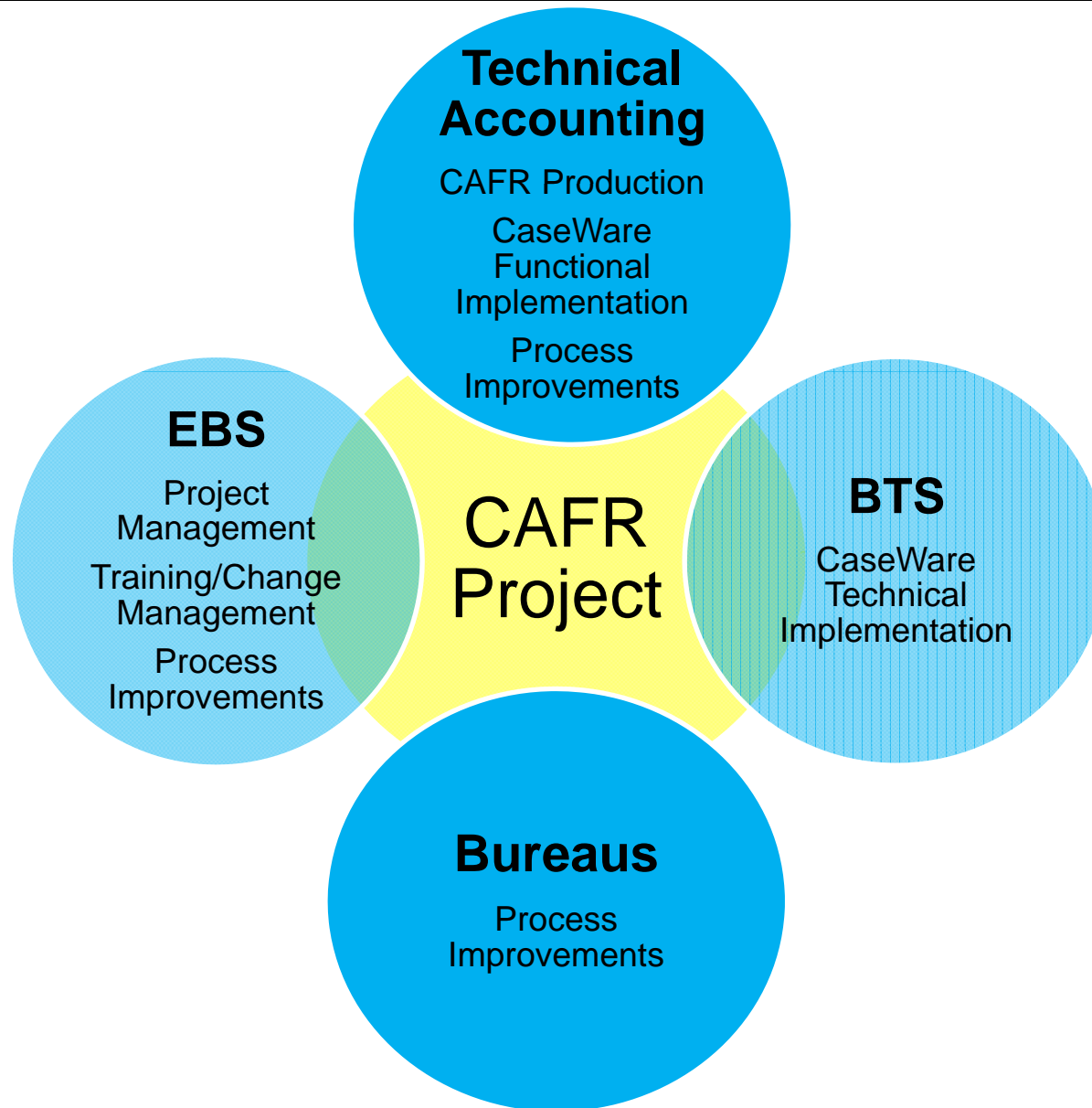## Explore Opportunities
- Adopt Best Practices

Project Key Roles

❑ Sponsor: Jack Graham, CAO

❑ Business Process Owner: Jane Kingston

❑ Subject Matter Expert: Samina Gillum

❑ Business Process Improvement Lead: Brad Stevens

❑ Project Manager: Joan Martin

❑ Training / Change Management: Elana Schwartz

❑ Technical Lead: Chris Cavanagh

CAFR Project Players

Technical Accounting

CAFR Production

CaseWare Functional Implementation

Process Improvements

EBS

Project Management

Training/Change Management

Process Improvements

CAFR Project

BTS

CaseWare Technical Implementation

Bureaus

Process Improvements

CAFR Project Timeline

Sept – Dec 2013	Jan 14 – Jun 2014	Jul – Dec 2014
Complete FY 13 CAFR	Implement CaseWare	Complete FY 14 CAFR in CaseWare
Review Issues, Pain Points, Customer Concerns, etc.		
Quick Wins – use existing tools/reports available in SAP	Implement business process improvements	Implement changes that are dependant on new FY

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Questions?

SAP Patch

SAP Patch

Why Patch?

- Fix reported problems

- Enhance functionality

- Deliver required updates

  - Payroll

  - 1099 reporting

- October – November

SAP Patch

- Test hundreds of processes

- Test in all clients
  - Sandbox
  - Development
  - Quality
  - Validate in Production

- Interfaces – more than 75

SAP Patch Impact to Your Bureau

- Reduced availability of SAP support staff

- Test client availability and non-emergency transports limited
  - Need to complete testing in progress
  - Minimize changes to system

SAP Patch Impact to Your Bureau

- EBS will meet with business owners
  - Review test scripts and steps
  - Discuss areas expected to be impacted
  - Coordinate interface testing

- Cut over weekend: November 16
  - Business owners validate system
  - Contingency date: November 30

SAP Patch

- Calendar on portlandoregon.gov/ebs

Questions?

Thank you!