ENTERPRISE BUSINESS SOLUTION

People ▪ Process ▪ System

Program Advisory Committee

July 21, 2011

Agenda

- Discussion Items
  - Effective use of SAP effort — Jane
- Reports/Updates
  - Employee Self Service — Bruce
  - Manager Self Service — Terri
  - Time Approval — Tom
  - Roadmap Next Steps — Bruce
  - ACL Directlink
- EBS Status

PAC Sub-Committee

Make Effective Use of SAP

Subcommittee – Make Effective Use of SAP

- PAC Members:
  - Ron Geason, Jane Braaten, Carol Brune, Jack Graham, Anna Kanwit, Fred Kowell
- Other Resources:
  - Bruce Theurer, Jen Clodius, Dorothy Elmore (EBS)
  - Jennifer Cooperman (OMF Bus Ops)
- EBS PAC Responsibilities:
  - Provide leadership to promote the effective use of SAP and standard business processes

Make Effective Use of SAP

- Report on Year of SAP for PBOT
  - Draft to review with participants; for discussion at next subcommittee meeting; then share with PAC
- Identify action items for PAC
  - Six recommendations; presentation to PAC on 7/21
- Identify next steps for resource-intensive bureau assistance
  - For discussion at the next subcommittee meeting

Action Items

- Training/Continuing Ed/User Forums
  - Examine training requirements v. training completed
  - Promote user group participation; conduct support sessions
- Role Mapping
  - 2-3 years after SAP – re-examine processes, roles
  - PAC member sign off once/year
- Business Process Review
  - Review key (high risk, high volume) business processes; make improvements as needed
  - Time approval
  - Procure-to-pay

Action Items, Cont'd

- Conceptual Overviews
  - Conduct overviews in SAP financial structure (CO/FM), personnel and organizational structure (OM/PA) and procure-to-pay (MM/AP/FM)
- ESS Time Entry/MSS Time Approval
  - Transition previous TARS users to ESS (currently 19% of City); decommission interim/shadow systems
  - Champion the development, use of MSS
- Super User Confirmation
  - Define and communicate roles to support user forums

ESS – Next Release

- End User Testing and Signoff 7/27
- Production 7/29
  - Changes seen by current ESS users
- Pilot PBOT 8/1 – 9/14
- Deploy to rest of City after PBOT Pilot TBD

MSS – Proposed Phases

- PHASE I - Reporting and Display Begins August
  - Blueprint (August 2011 - Scheduling Now)
- PHASE II - Leave Approvals Mid-FY2012
- PHASE III – Time Approvals End-FY2012
- PHASE IV – Public Safety Mid-FY2013

MSS Key Factors

- Due to the complexity of this project, this will be a phased implementation and deployment.
- Bureau involvement in updating and maintaining their org structures in the OM module of SAP will be essential to success, especially for leave and time approvals.
- There will need to be focused attention to existing Bureau-specific processes for time and leave approval as we transition to an SAP-based process.
- New functionality should be piloted and training and communication should be continuously adapted based on “lessons learned” in the pilots.
- The Public Safety Bureaus will represent an even greater level of complexity due to the way in which their org structures were integrated with the OM module.

PAC Sub-Committee

Time Approval

Roadmap Next Steps

EBS developing initial draft roadmap from input	WIP
Review & get input from process owners	
Create proposed roadmap	
PAC review, input and update	
Develop proposed roadmap for ESC	
Presentation and adoption by PAC & ESC	

“ACL Direct Link” Interface to SAP

Presented by Janice Richards, CPA, CISA
Senior Management Auditor - Audit Services Division

Problem Statement: The Auditor’s Office is seeking approval from the ESC for implementation support by EBS staff to create the interface between the ACL Tool and SAP.

Project Background:
The Mission of the Auditors Office is to provide useful and objective information to residents, City Council and management. The Auditors Office is already using ACL. The purchase of this piece of software “ACL Direct Link” will extend the use of the ACL Tool to allow a direct interface with SAP systems’ data.

Business Benefits:

- The interface will allow the auditors to pull SAP data themselves.
- The SAP data will support the flexibility of data needs dependent upon the individual project. These needs will vary frequently with each audit project.
- The resulting data analysis is expected to support audit conclusions.

Project Details:
Estimated Start Date: Software to be purchased before July 29th (includes10% discount)
Desired Project Completion Date: August 31st (somewhat flexible)
Estimated Project Cost: 100 hours to Implement (dependent upon table links)
Estimated Support Costs: 80 Hours/annually
Training Costs: Included in Auditor’s Office budget (Multnomah County is offering some analysis sharing)
Software License Cost: Discounted price $9558.30 includes support 1st year
Support Fees are loaded into ACL support – no increase costs for this software.
Risks/Assumptions:
1. Sole Source Vendor
2. Constraints for EBS effort – Timely BTS Project Approval and Purchasing Process

Funding Information: Auditor’s Office will cover all training and implementation costs.

Change Requests

- Changes for Labor Agreements
  - Total CRs: 64
  - Complete: 37
  - In process: 24
  - Not started 3

- Change Requests (non-Labor Changes)
  - New Received in June: 13
  - Total Open High Requests: 42

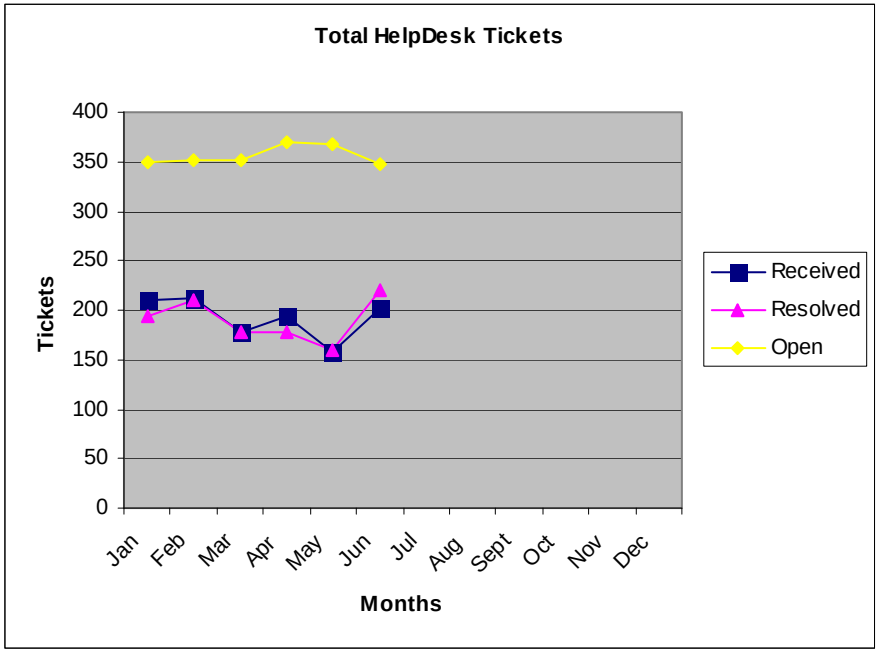
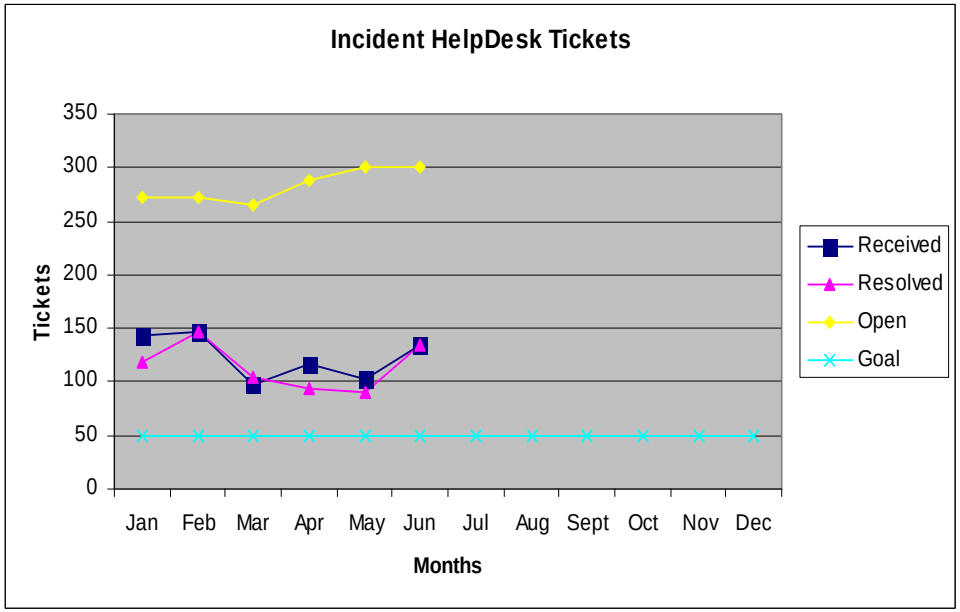
New Functionality

- Business Objects — WIP – Blueprint #2
  - Blueprinting for CO started
- Expanded Employee Self Service — WIP – Final Prep
  - Pilot starting Aug 1st
- Manager Self Service
  - Blueprinting early August
- CATS Time-Entry, Work Order Inbound (Water)
- ACL Direct (Auditor)
- Interface to TRACS, ACCELA (BDS)*
- Benefits (BHR)*

* Requests

HelpDesk Ticket Status

Total	Jan	Feb	Mar	Apr	May	Jun
Received	210	213	178	194	158	202
Resolved	194	211	178	177	160	221
Open	350	352	352	369	367	348



Incidents	Jan	Feb	Mar	Apr	May	Jun
Received	143	147	97	117	102	135
Resolved	119	146	104	94	91	135
Open	272	273	266	289	300	300
Goal	50	50	50	50	50	50