

Meeting Notes

Program Advisory Committee Meeting

Date: 08/12/10

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

HelpDesk Tickets	Mar		Apr		May		Jun		Jul	
	Tot	Inc	Tot	Inc	Tot	Inc	Tot	Inc	Tot	Inc
Tickets Received	355	269	290	195	205	137	276	168	331	221
Tickets Resolved	324	269	282	198	191	136	224	138	316	208
Total Open	279	248	287	245	301	246	353	276	368	289

Bruce reported that several complex changes require significant analysis to understand their impact and this slows the resolution of other issues. For example: overtime changes (FLSA) and shift differential. We hope to have these issues resolved by September. The number of tickets was higher this month in part due to the requests for Bureau roles to be extended as they expired end of June and Bureaus did not put in a request timely. We will try to communicate to Bureaus next year that they need to submit request timely to avoid a rush of tickets.

Change Requests

Bruce reported the following statistics:

- New received in July– 7
 - o Break/Fix ? : Payment method
 - o Business Process: BOEC Earnings Related Payroll Data Report (High)
 - o Medium: Deferred Comp Eligible Payouts
 - o High:
 - Windows 7 testing
 - Trip Program: Create new wage type (Admin fee) for TriMet Pass Participants
 - Restructure Capital Asset Model
 - Modify Union Membership Report
- Completed in July-
 - o Time Worked vs. Expected hours report.
 - o PFFA Kelly Payback Upload
 - o City EEO / Affirmative Action data
 - o Update Contract Report to calculate balance
 - o Actuarial report
 - o
- Total Open Requests - 28

Bruce wanted to communicate also that the PAC need to continue to send change requests in even if the PAC thinks that the EBS team has a lot of work. Some team members may get done with their B/F work and be able to then do change requests.

Paperless Pay Advices

Bruce reported 2252 out of 5604 (40 %) opted to go paperless.

He added that the ESC is fully behind and encourages the Bureaus to participate in going paperless for pay advices.

Interface Maintenance

Bruce reported a new category was created for change requests in TRACKIT called Interface Maintenance.

- Water Synergen Upgrade – WIP -will be done ASAP.
- BES Synergen Upgrade –WIP –will be done around Jan or Feb
- PBOT Maximo Upgrade –WIP –will be done in Feb or March.

Discussion

Jane Braaten asked if there was a discussion underway about work orders component of SAP. Bruce responded That the Road mapping project will recommend we implement plant maintenance. Joyce Reyman commented that many Bureaus can use this module. Bruce stated this will be a City wide conversation.

New Functionality: WIP (Already approved by ESC)

- Loan Servicing for PHB – AP interface: In place. GL interface: Manual process in place. Interface to be completed in Sept.
- BES Synergen Interface – Labor Costing. The Spec was reviewed and development will be completed in n Sept.

New Functionality: BOBJ

- There is a proposal to change the project strategy which was to do ARRA reporting as the initial scope. We looked at an accelerator for AARP but it was not what we expected and requires more development. So the new strategy is:
 - o Continue to use the interim ARRA reporting solution
 - o Focus initial development on reports that have a broad impact:
 - Budget to Actual reports.
 - Establish BOBJ capabilities, initiate learning process for this new capability. This will show Bureaus what BOBJ reporting tool can do.
 - o Develop reports indentified and prioritized in change requests
 - Address and resolve current business needs (SAP data).
- Next Steps:
 - o Combine SAP and non-SAP data to create new management information and tools.
 - o Coordinate effort between BTS and EBS (BTS will pull data)

Discussion

Fred Kowell asked how much more time of the team will be devoted to this strategy change in place of their regular work. He stated some of the Bureaus want MSS more than BOBJ because that is where they spend a lot of time, cost and productivity on reviewing time and payroll. Bruce answered that BOBJ is mostly technical oriented so different resources are used. MMS is on the configuration side so it will involve the functional team. We can move both at the same time. We know what is wanted and the next step is to look at the reports from change requests, get the specs, and move them to BOBJ. We will need to prioritize what reports get done first. The final step will be to produce dashboards / monitors so management can see daily reports. Rich Goward, Jr. commented that some have been pushing to get BOBJ because it will help assist in decision making and will show Bureaus how SAP can show its worth. Fred Kowell commented that analysis over multiple years could be a problem. Rich stated BOBJ should enhance reporting. Carol Brune commented that she does not disagree with the strategy for BOBJ but we should look at the high level needs. She stated the issue is to find out the Bureaus

needs then see if BOBJ will be better to use. Rodney O'Dell commented that MSS is more of a process than a reporting tool.

New Functionality: Analyzing

- Evaluating Functionality vs. business requirements
 - o ERecruitment (NEOGOV) – The analysis of business and technical requirements are in process.
 - o Risk Management – Engaging consultant to define the scope of implementation
 - o Lien accounting – WIP – working on understanding the requirements.
 - o Water interfaces (Cats Time-Entry, Work Order Inbound) –Tying to get a time line.
 - o Manger Self Service- Right now this is in chronological order, not priority order.
- Identifying business needs
 - o Treasury – Looking at if it can it be brought into SAP.
 - o Publisher for budget (RID) –EBS hopes to find a tool that can integrate with Brass and SAP.

Discussion

Andrew Scott stated council agreed to money in the budget to replace Publisher. He commented that we cannot maintain the software anymore. Bruce explained that EBS just wants to have input /influence on the decision of the product. He stated there are 15 public entities (San Diego included) that already have the budget module. Bruce stated we can have a demo to see how it works.

Value and Roadmap Work

- Business Transformation Study (BTS) is in the final review. SAP will use us and the study to advertise successes.
- Roadmap process discussions underway with SAP Business Transformation Services (BTS) group.
 - o Process overview:
 - Executive alignment (2-3) wks
 - Discovery Workshops (2 wks)
 - Design (2 wks)
 - Validation & final presentation (1wk)
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Discovery workshops will involve interviews with key employees to understand current processes, application and business initiatives. Marty Scott will be involved in lining up resources to send to workshops. Ken Rust has set the expectation for the work to be done by November. Bruce wanted to give Bureaus a heads up that their employees will be participating.

Issues

- HCM stability: The high number of support tickets continues. Mark Schackart returned in July. Permanent HCM recruitment in process for a Principal Business System Analyst. We are bringing on additional Time consultant. We are adding another City Staff as a Business System Analyst in Time. These actions should help resolve the high number of tickets in that area.
- Impact of new labor agreements on SAP configuration
The new agreements have a high priority that takes priority over the rest of the teams' work.