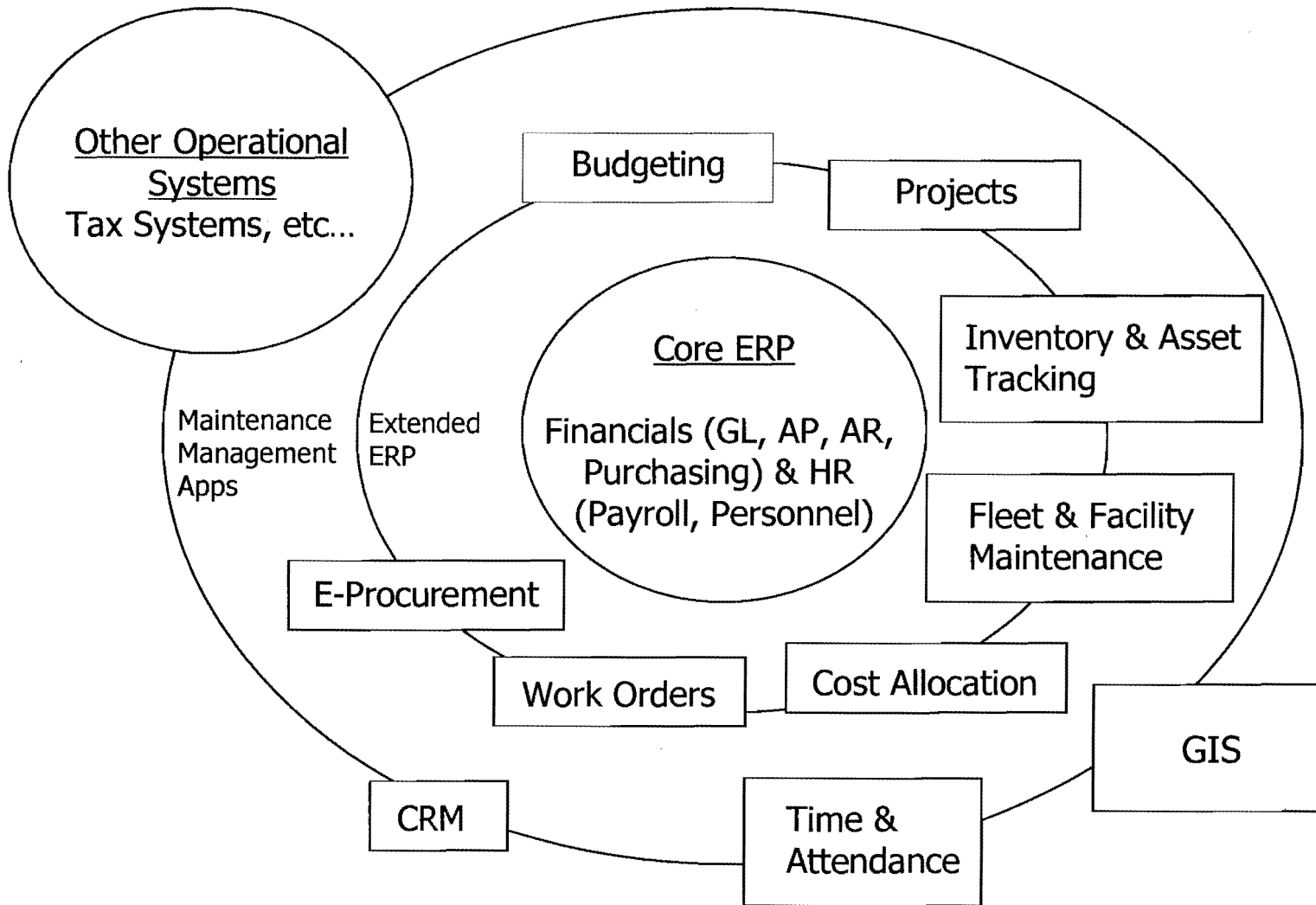# Technology Modernization Project
GO Briefing

February 7, 2011

③

Elements of <u>E</u>nterprise <u>R</u>esource <u>P</u>lanning (ERP)

Other Operational <u>Systems</u>
Tax Systems, etc...

Budgeting

Projects

Core ERP

Financials (GL, AP, AR, Purchasing) & HR (Payroll, Personnel)

Inventory & Asset Tracking

Maintenance Management Apps

Extended ERP

Fleet & Facility Maintenance

E-Procurement

Work Orders

Cost Allocation

GIS

CRM

Time & Attendance

Montgomery County Technology Modernization (Tech Mod)

❖ **Tech Mod is currently comprised of 3 major components:**

▶ **ERP:** Enterprise Resource Planning

▶ **MC311:** Non-Emergency customer support and issue tracking using a 311 phone number

▶ **MCtime:** Electronic Time Reporting

Description of Tech Mod Projects

❖ **ERP** – The County is hampered with inefficient business processes, outdated, AT RISK systems, and lack of information to address difficult policy and fiscal challenges. ERP systems use technology to improve decision making and implement "best practice" operational efficiency through information integration and process improvements, including centralization, information sharing, and elimination of data/process duplication.

❖ **MC311** - To meet the objective of developing programs that provide greater responsiveness and accountability in meeting the needs of a very diverse County, we have established a single phone number (311) for constituents to call for non-emergency service requests and a back-office system to track responses and completion of work requests.

❖ **MCtime** - Replaces the labor intensive, error prone manual process of handling thousands of paper timesheets every two weeks, with an automated solution that will enable more efficient business processes and accurate accounting of compensatory and overtime hours.

The three programs work in concert to improve constituent-facing and back-office functions.

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FY 09			FY 10								
QTR2	QTR3	QTR4	QTR1	QTR2	QTR3	QTR4					

Major Patch Application — Major Patch Application — Major Patch Application — Major Patch Application — Application Upgrade

Stabilize		
Stabilize	Non-Core AR (Vendor Self-Service)	
Stabilize	Non-Core AR (Cust. Self-Service)	
Stabilize	Non-Core Project/Grants Mgt.	
Stabilize	Budget Prep	

Core Purchasing — Stabilize — Non-Core Purc. (On-line Bids/Cat.)

Fixed Assets — Stabilize

Work Orders — Stabilize

Inventory — Stabilize

Employee Records — Stabilize — Employee Relations

Applicant Tracking — Stabilize

Payroll — Stabilize

Integration with MCTime — Stabilize

Core Benefits Administration — Stabilize — On-line Enrollment

Stabilize

Stabilize

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Tech Mod Fiscal Update

	Budget	Expenditures	Remaining Balance
ERP	$ 60,462,000	$ 46,060,000	$ 14,402,000
MC311	11,405,000	11,405,000	-
MCtime	1,993,000	1,879,000	114,000
Infrastructure	6,349,000	4,863,000	1,486,000
Total	$ 80,209,000	$ 64,207,000	$ 16,002,000

As of January 24, 2011

Accomplishments

❖ MC311:

  ▸ Simultaneous launch of the portal with launch of Customer Service Center

  ▸ CSC has received more than 365,000 calls since public launch

  ▸ Significant improvement in CSC performance through training and coaching of supervisory staff resulted in meeting or exceeding most performance goals within first four months after launch. Consistently achieving performance goals with established and sound business processes for continual improvement

  ▸ Replacement of the DOT Highway Service Request system

  ▸ Replacement of the DEP OSCAR solid waste system, Feb 2011

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Accomplishments

❖ **Phase 1A Financials went live July 6, 2010**

  ▸ *Modules* (General Ledger, Accounts Payable, Purchasing, Projects and Grants, and Accounts Receivable)

❖ **Phase 1B HCM /Payroll went live January 3, 2011**

  ▸ *Modules* (Payroll, Labor Distribution, Core HR, iRecruitment, Oracle Advanced Benefits, Pension, Employee Self Service, Manager Self Service)

  ▸ Executed 11,000 employee pay checks on January 14th
    – Less than 1% error rate

  ▸ Oracle e-business servers supporting approximately 11,000 users

❖ **Integration with MCtime**

❖ **Data Warehouse / Business Intelligence**

  ▸ Deployed first phase November 2011

Where Are We Going

❖ Budget System (Hyperion) go-live July 2011
- ▸ Planning
- ▸ Workforce Planning
- ▸ Performance Scorecard

❖ Data Warehouse / Business Intelligence
- ▸ Consistent Data source
- ▸ Dashboard Reporting
  - – Statistics
  - – Performance
  - – Trends
- ▸ Deploying various reporting tools

Where Are We Going

❖ Work Orders and Inventory go-live February 2012
  ▸ Planning and Design

❖ Property Tax Assessment replacement
  ▸ Planning phase

❖ Department of Liquor Control Supply Chain implementation
  ▸ Order Management
  ▸ Warehouse Management
  ▸ iStore