



Legislation Text

File #: 19-0304, **Version:** 1

TO:

Honorable Mayor and Members of the City Council

THROUGH:

Bruce Moe, City Manager

FROM:

Patrick Griffin, Interim Information Technology Director

SUBJECT:

Enterprise Project Implementation Quarterly Update of 1) Enterprise Resource Planning (ERP) and 2) Land Management System (LMS) Solutions (Interim Information Technology Director Griffin).

RECEIVE REPORT

RECOMMENDATION:

Staff recommends that the City Council receive the quarterly status report regarding implementation of the two enterprise solutions.

FISCAL IMPLICATIONS:

There are no fiscal implications associated with the recommended action. However, this report discusses projects with fiscal implications previously approved by the City Council.

BACKGROUND:

On July 17, 2018, the City Council approved the purchase of two major software enterprise solutions: 1) Tyler Munis Enterprise Resource Planning (ERP) system, supporting all financial, human resources, and payroll activities; and 2) Tyler EnerGov Land Management System (LMS) supporting planning, permitting, inspection, and code enforcement activities. During that meeting, the City Council requested quarterly updates on the implementation of both projects to ensure they remain on target and within budget. Prior project updates were provided to the City Council on January 2, 2019, and May 7, 2019.

DISCUSSION:

Munis Enterprise Resource Planning (ERP) Software

After the City Council approved the project on July 17, 2018, the contract documents were processed and the project was started. An internal project launch to establish project teams and begin initial work was held in August 2018, and the official Tyler project kickoff meeting took place in October 2018.

Since project launch, Information Technology (IT) and Finance departments have been meeting weekly to address project milestones, deliverables, and requirements. Several major activities have been completed including development of a revised Chart of Accounts, establishment of user roles and permissions, configuration of the new system, and significant training in the various modules of

the financial system. In addition, Finance and IT staff have been working closely with Tyler to convert data from the City's existing financial system (Eden) to the new system. In October 2019, the Finance Department completed a year-end closing process of a prior year, which was completed successfully.

During these activities, staff throughout the organization have been identifying opportunities for business process improvement to increase efficiencies and reduce redundancies in work processes. This has been an ancillary benefit of the project and will help contribute to efficiencies in the processing and reporting of financial data.

Finance and IT continue to move forward with project activities. The City is on schedule to go live with the Financials application of the Tyler Munis software on July 1, 2020. Additionally, project costs remain within budget.

A second major milestone of the Munis software implementation is the Human Resources/Payroll applications. A project kickoff meeting has been scheduled for December 9, 2019, to introduce the City team to the Tyler project team and begin planning for implementation, which is scheduled for January 2021. There is significant work to be done to properly configure the new system and to convert existing data affecting Finance, Human Resources, and IT; thus, the reason for project launch with a thirteen-month timeline.

EnerGov Permitting Solution (Land Management System)

On July 17, 2018, the City Council also awarded a contract to Tyler for the EnerGov Land Management System (LMS) solution. The EnerGov project kickoff meeting took place in January 2019 and was well attended by personnel from several City departments.

City staff meets weekly to discuss project activities and to ensure project milestones are addressed in a timely manner. Several onsite configuration and training sessions have been conducted by Tyler, and City staff from Community Development and IT have been working diligently to ensure the project stays on schedule.

With the arrival of Pat Griffin, Interim IT Director, the implementation schedule for this project was evaluated. The go-live for the EnerGov application is scheduled for January 21, 2020. Initially, the City's intent was to have all functionality active and available on this date, including:

1. Ability to calculate and issue permits;
2. Mobility for field personnel, including in-field access of data and records;
3. Access to a Customer Self Service (CSS) site where applicants can track the status of their projects and complete tasks such as scheduling inspections; and
4. Utilization of electronic plans review, providing the ability for plans to be submitted electronically and then reviewed and commented on electronically.

Implementing all of these functionalities at one time can be challenging for any organization, and City staff is working diligently to help ensure a successful implementation. However, due to the volume of activities slated to go live on January 21st, staff has determined that a staggered/phased approach across various functional areas will minimize disruption on customer service and make certain that project resources can address issues as they arise during go-live. The staggered approach will provide for more time to ensure that each implementation phase is completed successfully with minimal interruption. It is anticipated that all of the planned departments and divisions will utilize the EnerGov modules by May 2020.

Both projects, Munis and EnerGov, are on schedule and within budget.

CONCLUSION:

Staff recommends that the City Council receive the quarterly status report regarding the implementation of the two enterprise solutions.

PUBLIC OUTREACH:

After analysis, staff determined that public outreach was not required for this issue. After analysis, staff determined that public outreach was not required for this issue.

ENVIRONMENTAL REVIEW:

The City has reviewed the proposed activity for compliance with the California Environmental Quality Act (CEQA) and has determined that there is no possibility that the activity may have a significant effect on the environment; therefore, pursuant to Section 15061(b)(3) of the State CEQA Guidelines the activity is not subject to CEQA; thus no environmental review is necessary.

LEGAL REVIEW:

The City Attorney has reviewed this report and determined that no additional legal analysis is necessary.

ATTACHMENT:

1. PowerPoint Presentation