

CITY COUNCIL GOVERNANCE COMMITTEE MEETING

April 29, 2004

12:10 p.m.

Municipal Plaza Room 6, Main Plaza

The meeting was called to order at 12:10 p.m. by Chair, Mayor Ed Garza, with the following members present: Council members Perez, Hall and Schubert Absent: Castro

Staff: Rolando Bono, Patricia Major, Troy Elliot, Gary Moeller, Milo Nitschke, Erik Walsh, Sharon de la Garza, Yolanda Ledesma

- I. ERM Project Status Report; Presented by Troy Elliot, Project Manager, ERM Project; J. Rolando Bono, Deputy City Manager.

Ms. Patricia Major noted that as previously stated, an update would be presented to the Council every two weeks.

Mr. Troy Elliot spoke to the process in preparation for the Go-Live date, and that they were working on 94 scenarios, testing from beginning to end. He stated 187 issues were identified; 179 were corrected, however some still remained, such as fire/police entrance exams. He stated 800 hours of testing system occurred; there were 500-600 employees identified for training and that 479 had gone through the training with a total of 5,700 man-hours and some were still on-going. He spoke to the workshops on-going for training with refresher training, and employees can bring their materials to perform actual functions. He stated most departments had adopted policies and procedures for the enterprise wide version, adding that a couple of departments had customized their own policies and procedures for their respective departments.

Mr. Elliot stated that on Sunday, April 25, 2004, staff focused on issues till resolved, over 1,000 hours spent in evaluating process. He stated 20 users from departments were live in the system to run their transactions. On Monday, April 26th, system was up and running, staff was again assessing risks, and focusing on areas needed. He added they were 3-4 days in the system and that 212 were assigned and working in the system, noting a good representation of users and that staff was obtaining feedback. He spoke to the electronic application being out and that 300 job applications were completed online, and that processing new hires was being done through the system. He stated they were in full implementation mode, and that ERM staff would continue to support departments in whatever necessary.

With respect to the budget, he stated it was in User Acceptance Testing, and that the system did what it was supposed to. He stated there were some weaknesses adding there were 16 power users to test and try to break the system. He noted some requirements were not met, and more time was in the test phase. He stated they would continue testing in present budget system parallel with new system and test at 100%, adding that the City will not accept system till testing was successful. He stated that Budget did not go up, but would be fully scrubbed and ready for the next year.

He stated the Team was focused on Waves D & E for readiness in October. Mr. Elliot added there were some issues but nothing major that could not be overcome.

Mr. Rolando Bono spoke to the 20 users in the system which were frontline users, folks that get the job done. He said the computers shut down the system and shut down the air conditioner, but added that the staff stuck with the system to assure the go-live on Monday, April 26. He stated that on Monday, Troy committed extraordinary measures to assist City staff, troubleshoot problems and provide necessary support.

Mr. Elliot assured there was a good process in keeping lines of communication with staff, there was a process in place and was working well, and was obtaining good feedback from departments.

In response to Mayor Garza regarding the software, Mr. Elliot stated there were no changes to software, and if there were, careful thought and analysis would be performed to check effects. He also stated that if changes would occur, staff would be apprised and retrained.

In response to Mayor Garza regarding Council go live, Mr. Elliot stated staff can sit down with appropriate staff and identify areas, noting that CRM is software for citizens' requests that was scheduled for July, 2005 go-live. He stated CRM would be the biggest benefit to the citizens.

In response to Mayor Garza regarding examples of benefit, Ms. Sharon de la Garza, stated the job applications were online which has a direct citizen service.

In response to Councilman Hall regarding a delay to the financial component, Mr. Elliot stated that the simultaneous process with the budget would not delay the go-live date, and if additional resources were needed, Deloitte would provide assistance.

Mr. Erik Walsh stated the parallel test environment was focused on the budget and that Deloitte would follow 1 or 2 steps behind in order to keep within the timeline. He spoke to the level of commitment, noting there were 16 power users on the budget, and again noted that staff would not accept the system until testing was successful.

In response to Councilman Hall on any other worse case, Mr. Elliot stated that until after the testing, they would be able and determine any problems.

Mr. Milto Nitschke assured the City Council that staff would prioritize the sensitive areas such as payroll. He added staff would work with ERM team to assure there were no problems.

Ms. Major stated that although this was a great accomplishment, she spoke to the number of people for go-live, and added that she did not agree there were no major issues. She stated she would get back in May/June with specific issues and more in-depth information. She expressed concern on the additional costs affiliated with the parallel process. She further cited the 14,000 social security numbers and needed assurance that access is tight. She stated there were still some concerns on the online applications and the budget.

Mr. Elliot spoke to the old system and turning on the new system and how there were deficiencies in the testing.

Mr. Walsh stated that because of the glitches on the user acceptance testing, it was starting to compress the training schedule, and if users were not trained in the system, and issues not fully resolved, he did not want training and go-live. He stated staff was ahead from budget standpoint, but did not want to risk and jeopardize with manual testing in the summer.

Ms. Major stated she would get back to City Council in 1-2 weeks, and would further amplify on some of the technical issues.

Councilman Perez expressed concern on the conflicts with staff, ERM, and Auditor's Office and the need to work together citing the perception of non-invitation from each party.

Ms. Major spoke to the need for better access to information, noting that Council should ask why different answers, always 2 sets of answers.

Mayor Garza added that the two week update would be beneficial.

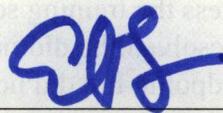
In response to Councilman Hall regarding available information, Mr. Elliot stated most information was out. He added that when some issues arise, staff will come back with a recommendation to resolve them, not to create additional problems. He assured Council that staff was doing their due diligence and that all major issues have been communicated.

Ms. Major reiterated that information was not being given, and that she wanted to make sure that when decisions are in the mill, to be advised prior to decision-making, and to have the Auditor determine if the Council needs to be advised.

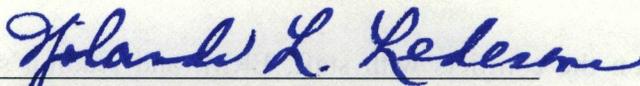
Mr. Elliot concurred that the 2 week briefings would be helpful. He cited examples of issues where staff immediately takes action to resolve matters. He stated that the project was moving quickly, and where you may have an occurrence in the morning, it could be resolved by the afternoon.

II. Consideration of scheduling of items for future meetings.

Meeting was adjourned at 12:55 P.M.



Mayor Edward Garza, Chairman



Yolanda Ledesma
Acting City Clerk