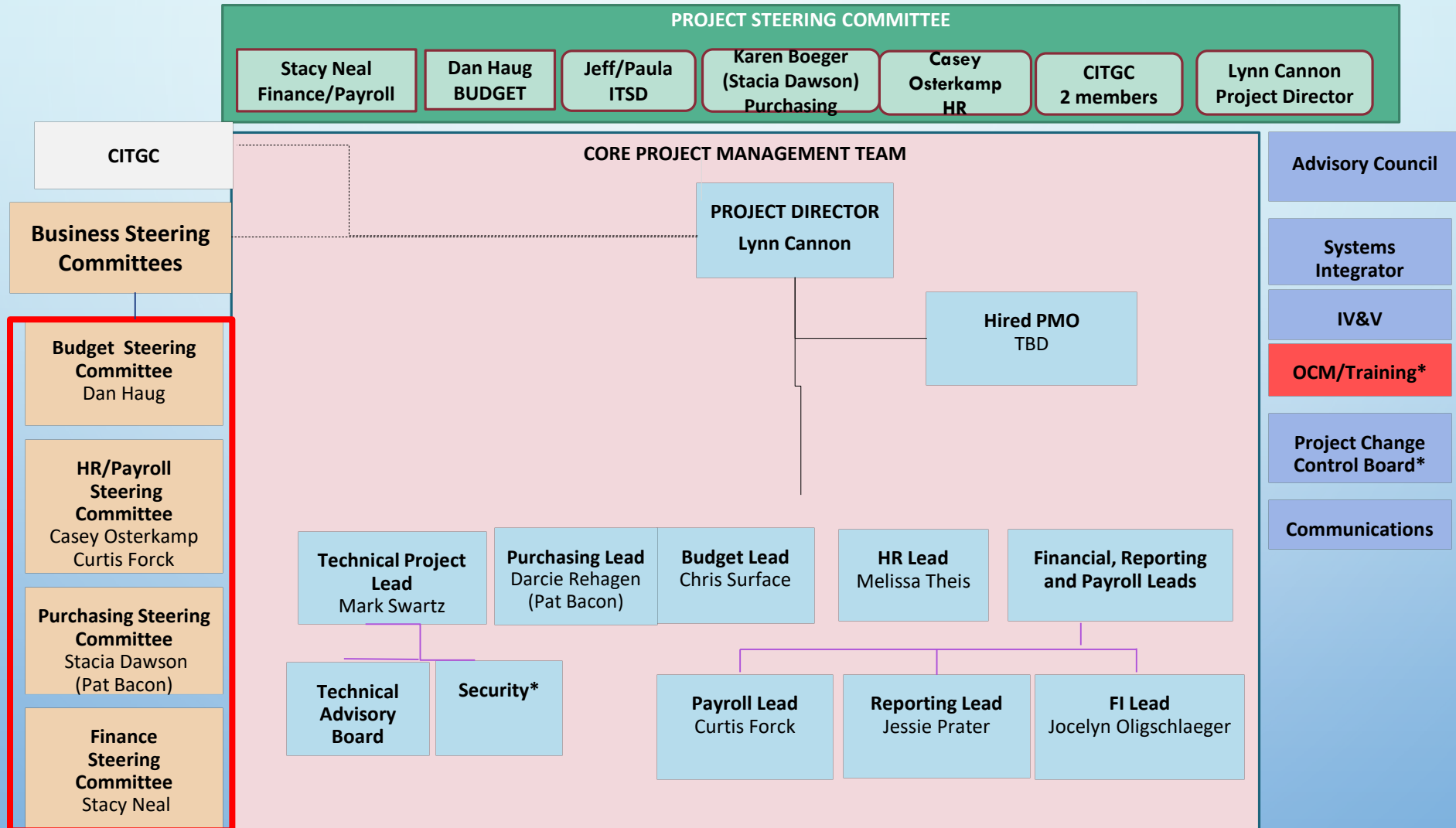# ERP UPDATE

FMAC 10/6/21

# CONTRACTS – FOLLOW-UP

- SOFTWARE BID IS IN EVALUATION

    - BAFO 04 RESPONSES WERE RECEIVED 9/30/2021 AND ARE CURRENTLY BEING REVIEWED BY THE EVALUATION TEAM

- SERVICES IMPLEMENTER RFP CONTINUES TO  BE ENHANCED

    - WILL NEED UPDATED AFTER SOFTWARE IS CHOSEN

    - MAY SEEK ADDITIONAL INFORMATION FROM DEPTS. AS NEEDED

    - ANTICIPATED RELEASE - 2WEEKS AFTER SOFTWARE CONTRACT IS AWARDED

- CONTRACTING GOAL:

    - SOFTWARE CONTRACT AWARDED BY DEC. 31, 2021 OR SOONER

    -  SERVICES IMPLEMENTER BY LATE SPRING 2022

- PROJECT KICKOFF GOAL: JULY1, 2022

- BOTTOM LINE – TEAM CONTINUES TO MAKE PROGRESS BUT UNFORTUNATELY NOT AS QUICKLY AS DESIRED

# GOVERNANCE STRUCTURE

**EXECUTIVE SPONSOR**
Sarah Steelman

**PROJECT STEERING COMMITTEE**

| Stacy Neal Finance/Payroll | Dan Haug BUDGET | Jeff/Paula ITSD | Karen Boeger (Stacia Dawson) Purchasing | Casey Osterkamp HR | CITGC 2 members | Lynn Cannon Project Director |

**CITGC**

**Business Steering Committees**

**Budget Steering Committee**
Dan Haug

**HR/Payroll Steering Committee**
Casey Osterkamp
Curtis Forck

**Purchasing Steering Committee**
Stacia Dawson
(Pat Bacon)

**Finance Steering Committee**
Stacy Neal

**CORE PROJECT MANAGEMENT TEAM**

**PROJECT DIRECTOR**
Lynn Cannon

**Hired PMO**
TBD

**Technical Project Lead**
Mark Swartz

**Purchasing Lead**
Darcie Rehagen
(Pat Bacon)

**Budget Lead**
Chris Surface

**HR Lead**
Melissa Theis

**Financial, Reporting and Payroll Leads**

**Technical Advisory Board**

**Security***

**Payroll Lead**
Curtis Forck

**Reporting Lead**
Jessie Prater

**FI Lead**
Jocelyn Oligschlaeger

**Advisory Council**

**Systems Integrator**

**IV&V**

**OCM/Training***

**Project Change Control Board***

**Communications**

# STAFFING – FOLLOW-UP

- BUDGET FOR FY22 INCLUDED 43 FTES ACROSS FINANCE, BUDGET, PROCUREMENT, IT, ORGANIZATION CHANGE MANAGEMENT (OCM) AND COMMUNICATIONS

- IF YOU WANT TO BE INVOLVED WITH THE PROJECT TEAM, PLEASE REACH OUT TO LYNN.CANNON@OA.MO.GOV (573-522-9272) AND/OR YOUR DEPARTMENT MANAGEMENT IF YOU SUPPORT FROM INSIDE THE DEPARTMENT

- STILL SEEKING CANDIDATES FOR THE OCM TEAM

- **CURRENT TEAM:**
  - **LYNN CANNON, TRACY FARRIS, CHRIS SURFACE, AND SUZETTE KEMPKER (100% DEDICATED)**
  - COMMITMENTS WERE RECEIVED FROM INDIVIDUALS CHOSEN TO SERVE ON THE BUSINESS STEERING COMMITTEE
  - CABINET IT GOVERNANCE COUNCIL (CITGC) REPRESENTATIVES FOR PROJECT COMMITTEE (TO BE DETERMINED)
  - DEPARTMENTS TO CONFIRM SUBJECT MATTER EXPERTS FOR THE VARIOUS FUNCTIONAL AREAS
    - RETIREMENTS, JOB CHANGES, OTHER DEPARTURES, ROLE CHANGES, ETC.

# FUNCTIONAL PROJECT TEAM

- **TIME COMMITMENT**
  - FULL-TIME

- **ROLES AND RESPONSIBILITIES**
  - ESTABLISH PROFESSIONAL WORKING RELATIONSHIP WITH SYSTEM INTEGRATOR'S TEAM, PROVIDE CLEAR CONCISE COMMUNICATION ON STATE'S BUSINESS PROCESSES, AND PROVIDE TIMELY RESPONSES
  - ANALYZE EXISTING BUSINESS PROCESSES AND POLICIES, LEARN SOFTWARE FUNCTIONALITY AND ASSIST WITH DEVELOPING FUTURE PROCESSES AND STRUCTURES
  - REVIEW PROJECT DOCUMENTS AND DELIVERABLES
  - PARTICIPATE IN DISCOVERY WORK SESSIONS WITH SYSTEM INTEGRATOR, IF APPLICABLE
  - DOCUMENT AND REVIEW BUSINESS PROCESSES, RULES, REGULATIONS AND REQUIREMENTS
  - PLANNING AND EXECUTION OF PROJECT TASKS AND ACTION ITEMS AT THE DIRECTION OF FUNCTIONAL TEAM LEAD OR PROJECT DIRECTOR
  - ASSIST WITH IDENTIFYING AND MAKING RECOMMENDATIONS ON OPPORTUNITIES FOR BUSINESS PROCESS AND ORGANIZATIONAL CHANGE DECISIONS
  - SUCCESSFULLY CONFIGURE, DESIGN, TEST, TRAIN, AND IMPLEMENT THE SOFTWARE SOLUTION
  - ASSIST WITH RETRIEVING, PREPARING AND PROOFING LEGACY DATA FOR CONVERSION
  - DISCUSS ISSUES WITH TEAM(S) AND TEAM LEAD(S) AND SEEK PROBLEM RESOLUTION AND/OR ALTERNATIVES FOR PROJECT DIRECTOR'S REVIEW/DISCUSSION/RESOLUTION
  - DEMONSTRATE POSITIVE ATTITUDE, BE ENGAGED, SPEAK UP, AND COMMUNICATE
  - PARTICIPATE IN PROJECT TEAM MEETINGS AND OTHER MEETINGS, AS NEEDED
  - TAKE OWNERSHIP AND PERFORM DAILY TASKS ASSIGNED IN THE FUNCTIONAL AREA REPRESENTED AND IN CROSS FUNCTIONAL AREAS, AS NEEDED
  - ASSIST IN DEVELOPMENT OF TRAINING MATERIALS

# TECHNICAL PROJECT TEAM

- **TIME COMMITMENT**
  - FULL-TIME

- **ROLES AND RESPONSIBILITIES**
  - ESTABLISH PROFESSIONAL WORKING RELATIONSHIP WITH SYSTEM INTEGRATOR'S TEAM, PROVIDE CLEAR CONCISE COMMUNICATION ON STATE'S TECHNICAL NEEDS AND PROVIDE TIMELY RESPONSES
  - ASSIST WITH IDENTIFYING INTEGRATION NEEDS WITH OTHER STATE SYSTEMS AND ASSISTING WITH DEVELOPMENT OF ASSOCIATED INTERFACES
  - ASSESS TECHNICAL NEEDS, EVALUATE APPLICATION SOLUTION/TECHNOLOGIES, HARDWARE, SYSTEMS, OVERALL INFRASTRUCTURE AND PROCESSES, AND MAKES RECOMMENDATIONS TO TECHNICAL PROJECT LEAD
  - PARTICIPATE IN TEST PLAN DEVELOPMENT, SYSTEM TESTING, LOAD/STRESS TESTING, AND PROVIDE TECHNICAL SUPPORT
  - ANALYZE EXISTING BUSINESS PROCESSES AND POLICIES, LEARN SOFTWARE FUNCTIONALITY, CONFIGURATION REQUIREMENTS AND ASSIST WITH DEVELOPING FUTURE PROCESSES
  - REVIEW PROJECT DOCUMENTS AND DELIVERABLES, AND IDENTIFY OTHER TECHNICAL STAFF RESOURCES THAT MAY BE NEEDED
  - PARTICIPATE IN DISCOVERY WORK SESSIONS WITH SYSTEM INTEGRATOR, IF APPLICABLE
  - ASSIST WITH RETRIEVING, PREPARING AND PROOFING LEGACY DATA FOR CONVERSION
  - WORK WITH SYSTEM INTEGRATOR'S STAFF TO TROUBLESHOOT, TEST AND RESOLVE OPEN ISSUES
  - PLANNING AND EXECUTION OF PROJECT TASKS AND ACTION ITEMS AT THE DIRECTION OF TECHNICAL PROJECT TEAM LEAD OR PROJECT DIRECTOR
  - ASSIST WITH MAKING SYSTEM ADMINISTRATION DECISIONS
  - DISCUSS ISSUES/NEEDS WITH FUNCTIONAL TEAM LEADS AND FUNCTIONAL PROJECT TEAMS
  - PARTICIPATE IN TECHNICAL TEAM MEETINGS AND OTHER MEETINGS, AS NEEDED
  - PROVIDE END USER SUPPORT DURING IMPLEMENTATION OF AND DURING LIVE USE OF THE NEW SYSTEM

# ORGANIZATIONAL CHANGE MANAGEMENT TEAM

- **TIME COMMITMENT**
  - AS REQUIRED

- **ROLES AND RESPONSIBILITIES**
  - ENHANCE ONE'S UNDERSTANDING OF CHANGE MANAGEMENT METHODOLOGIES BEING UTILIZED BY PROJECT AND HOW IT ALIGNS WITH SYSTEM INTEGRATOR'S METHODOLOGY
  - ADVISE AND ESCALATE ISSUES OR RISKS ASSOCIATED WITH THE ORGANIZATION CHANGE MANAGEMENT LEAD
  - ASSIST WITH IDENTIFYING AND MAKING RECOMMENDATIONS ON OPPORTUNITIES FOR BUSINESS PROCESS AND ORGANIZATIONAL CHANGE DECISIONS
  - NOTIFY ORGANIZATION CHANGE MANAGEMENT LEAD TO TAKE CORRECTIVE ACTION WHEN RESISTANCE TO CHANGE IS ENCOUNTERED
  - PROACTIVELY EMPLOY CHANGE MANAGEMENT STRATEGIES TO MITIGATE PROJECT RISKS AND ISSUES
  - ASSIST IN THE DEVELOPMENT OF PROJECT COMMUNICATIONS TO ALL STAKEHOLDERS
  - IDENTIFY STAKEHOLDERS, INCLUDING SENDERS AND RECEIVERS, AND COMMUNICATE THEIR ROLES AND RESPONSIBILITIES AS CHANGE AGENTS
  - ACT AS LIAISON FOR STATE STAFF AFFECTED BY THE CHANGES BROUGHT BY PROJECT, RECEIVE USER FEEDBACK AND RESPOND WITH APPROPRIATE CHANGE MANAGEMENT STRATEGY
  - PARTICIPATE IN MEETINGS AS REQUESTED BY ORGANIZATION CHANGE MANAGEMENT LEAD
  - ASSIST WITH END USER TRAINING EFFORT NEEDS
  - MAINTAIN A POSITIVE DEMEANOR THAT GENERATES EXCITEMENT FOR THE PROJECT AMONGST USERS

# READINESS – REPORTS - FOLLOW-UP

- REQUEST RELATED TO USAGE OF MOBUIS REPORTS

  - RESPONSES RECEIVED WERE FEW

    - THANKS TO THOSE WHO DID RESPOND

  - ALTERNATIVE APPROACH:

    - MOBIUS REPORTS CURRENTLY BEING USED BASED ON ACCESS/USAGE

    - REPORTS NOT BEING UTILIZED MAY CEASE TO EXIST IN THE NEAR FUTURE

    - IF YOUR DEPARTMENT HAS A **"MUST HAVE"** (EVEN IF ONLY ANNUALLY) IT MUST GET COMMUNICATED TO JOCELYN OLIGSCHLAEGER – NO LATER THAN OCTOBER 29, 2021

  - ALL ERP SOFTWARE BEING PROPOSED WILL HAVE OUT OF BOX REPORTS

    - DEPARTMENT'S SPECIAL REPORTING NEEDS MUST BE COMMUNICATED

      - EMAIL REPORT NEEDS TO  ERPCOMMUNICATIONS@OA.MO.GOV AND CC: LYNN.CANNON@OA.MO.GOV

# READINESS – PURCHASE ORDERS OUTSTANDING AND PROGRESS MADE

| | Transaction Count as of June 2, 2021 | Outstanding Amount as of June 2, 2021 | Transaction Change since June 2, 2021 | Amount Change since June 2, 2021 |
|---|---|---|---|---|
| 2011 | 3 | 552,953.99 | 0 | - |
| 2015 | 9 | 88,527.19 | 0 | - |
| 2016 | 11 | 133,642.84 | 0 | - |
| 2017 | 32 | 7,184,393.10 | -2 | (150,237.32)) |
| 2018 | 64 | 1,429,682.92 | -10 | (1,669,219.44) |
| 2019 | 220 | 10,993,549.28 | -114 | (5,608,265.06) |
| 2020 | 265 | 35,121,446.80 | 0 | 35,121,446.80 |

# PURCHASE ORDERS OUTSTANDING BY AGENCY

| AGENCY | NUMBER OF TRANSACTIONS | OUTSTANDING AMOUNT |
|--------|------------------------|--------------------|
| 100 | 11 | 22,905.64 |
| 231 | 1 | 60,584.00 |
| 300 | 27 | 37,507,.21 |
| 350 | 11 | 140,804.35 |
| 580 | 1 | 42,995.65 |
| 605 | 240 | 36,890,447.59 |
| 625 | 4 | 96.88 |
| 780 | 127 | 17,888,555.08 |
| 812 | 182 | 420,299.72 |
| TOTALS | 604 | 55,504,196.12 |

# READINESS – FOLLOW-UP FIXED ASSETS

- SIZABLE TASK STILL REMAINS AS OF JAN 1, 2021:
    - FUNDS OUT OF BALANCE 88
    - AMOUNT OUT OF BALANCE $41,930,358.48
    - DEPARTMENT RANGE FROM 0.00% TO 10.09% OUT OF BALANCE

- AS OF OCTOBER 1, 2021:
    - **FUNDS OUT OF BALANCE: 90**
    - **AMOUNT OUT OF BALANCE: $39,698,315**
    - **DEPARTMENT RANGE FROM 0.00% TO 19.6% OUT OF BALANCE**

*Keep Going*™

# READINESS – FIXES ASSET DISPOSITIONS - NEW

- THINKING OF FIXED ASSETS, PLEASE BE SURE TO COMPLETE FIXED ASSET DISPOSITION DOCUMENTS TIMELY ON SAMII FOR ALL TYPES OF ASSETS (INCLUDING SOFTWARE).  THIS IS MOST EFFICIENT AFTER YOUR ANNUAL INVENTORY IS COMPLETED.

| FISCAL YEAR | NUMBER OF TRANSACTIONS | ASSET AMOUNT |
|---|---|---|
| 2016 | 9,767 | (101,083,118.40) |
| 2017 | 9,613 | (92,632,818.52) |
| 2018 | 7,112 | (78,508,004.25) |
| 2019 | 9,336 | (109,317,568.19) |
| 2020 | 7,989 | (72,562,176.82) |

# READINESS – SURVEY FOLLOW-UP

- THE PROJECT TEAM DISTRIBUTED THE FIRST QUALTRICS SURVEY
  - SURVEY RESPONSES WERE RECEIVED FROM ALL DEPARTMENTS
  - RESPONSES ARE BEING TABULATED / REVIEWED
  - TRACY FARRIS - FOLLOW UP WITH DEPARTMENTS, AS NEEDED
  - THANK YOU TO ALL THAT RESPONDED
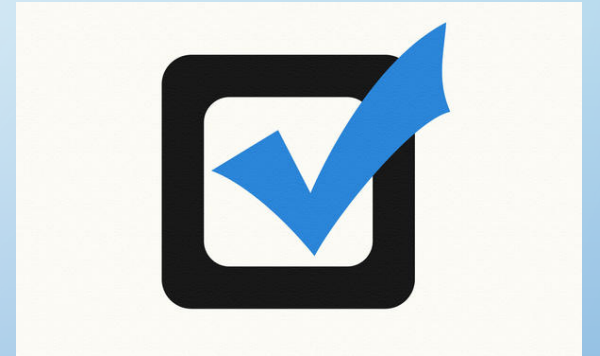
# READINESS – CURRENT CODES- NEW

- A REVIEW OF CUSTOMER CODES NOT USED OVER THE PAST 2 YEARS RESULTS IN:
  - 603 CUSTOMER CODES NOT USED
    - 157 ESTABLISHED SINCE APRIL 2019 AND NEVER HAD ANY ACTIVITY
    - 291 CUSTOMERS WITH A BALANCE DUE TO THE STATE BUT NO ACTIVITY (ALL PRIOR TO APRIL 2019)
      - TOTAL BALANCE DUE $39,773,358.25

- A REVIEW OF THE PROJECT CODES REVEALED:
  - 31,218 ACTIVE PROJECT CODES NOT USED FROM 1999 – 2019
    - 2018 – 1,976
    - 2019 – 1,253

# READINESS – NEXT STEPS

- CLEAN UP ALL THESE ERRONEOUS CODES – NOW NOT LATER

- GET THE FIXED ASSETS RECONCILED
  - NEED HELP CONTACT OA - ACCOUNTING

- RECONCILE SUMMARY RECEIVABLES

- CLEAN UP SECURITY ACCESS

- DEFINE KEY FORMS

- DETERMINE CHART OF ACCOUNT (COA) NEEDS
  - STATEWIDE
  - DEPARTMENTAL

# MEETING WRAP UP

- **FMAC ATTENDANCE:**
  - PARTICIPATION – WHO, WHY AND HOW
  - CONTACT [FELICIA.HUBBLE@OA.MO.GOV](mailto:FELICIA.HUBBLE@OA.MO.GOV)
- **COMMUNICATION:**
  - MAKE SURE IT IS HAPPENING
    - TOP DOWN
    - BOTTOM UP
    - BACK AND FORTH
- **FEEDBACK:**
  - CRITICAL TO SUCCESSFUL PROJECT
    - GIVE IT
    - ASK THE QUESTIONS