



## MEMORANDUM

**To:** Mayor and City Council

**From:** Jennifer Miller, Director of Finance

**Date:** February 27, 2018

**Reference:** Approval of a Contract with Online Business Systems (OBS) for professional services related to Organizational Change Management coaching and mentoring services.

**2030:** Sustainable City Government

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### Introduction:

The purpose of this agenda item is to award a contract to Online Business Systems for professional services related to Organizational Change Management.

What is Change Management? This is the process of connecting the People Side of Change with the Project Success. If the people impacted by a project do not support and engage in the change, then the objectives such as new processes, systems or job roles will not be realized. Change management is concerned with maximizing the return on our investment, (purchase of the software) by increasing employee speed of adoption, having ultimate utilization (no work arounds) and being highly proficient in using the software.

This contract is in relation to the ERP replacement project that began in May 2016, with discovery and then continued in July 2017 with a contract with Tyler Technologies for the software purchase and implementation. As the scope of the PIER project was being reviewed it was determined:

- The nature of the change was widespread throughout the organization
- The number of impacted groups was essentially the entire staff, vendors and citizens of the City, and
- The success of this project is of strategic importance to the City of Coppell

With the amount of change that would be experienced with the PIER project, in early December 2017, 16 employees went through the Prosci Change Management Certification Program. This was an intense 3 day training course held at the Life Safety Park. The group is ready to apply the knowledge learned during the training. This agenda item is to provide guidance and mentoring on how to put into practice what was learned during the training.

### Legal Review:

This agenda item has been reviewed by legal as part of the agenda review process.

**Fiscal Impact:**

This contract was not budgeted, therefore the funds would need to be provided by the General Fund – Undesignated Fund Balance.

**Recommendation:**

The Finance Department would recommend approval of this contract.