MEMORANDUM

To: Mayor and City Council

From: Mario Canizares, Deputy City Manager

Date: February 14, 2017

Reference: Discussion regarding the Program and Systems Assistance Needs for the Deployment of the Enterprise Resource Planning (ERP) Management System

2030:   Sustainable City Government

Introduction:
Over the last three plus years, the Information Services Department has been on a journey from a broke/fix operation to more solutions centered, strategic partner for city operations. To that end there has been strategy and execution for disciplined project management on software and hardware deployments that benefit the entire enterprise. This approach means that city business processes are reviewed and modified, as necessary, so that software gets full utilization and minimizing customizations which are costly. Approximately twenty-four months ago, staff presented to the City Council that the organization would need to replace a number of legacy software systems (Development Services, Finance, Utility Billing, Payroll) as they were reaching their end of life, were becoming cumbersome to operate and the systems could not provide the updated features for real time reporting, mobile computing, cloud environment, etc.

The first legacy system to be replaced was *Impact*, the Development Services software used by Planning, Public Works, and Building Inspection. On November 1, 2016, *Tyler Technologies Energov* went live and allowed for a full complement of upgrades necessary for today's working environment. Because of the complexity of this system a full-time employee to act as a Systems Administrator was added to manage the database, maintain records of updates and licenses, security modeling, provide training, and generate reports. This has proved to be very useful for the Development Services and Information Systems Department to have an employee dedicated to managing this very complex and robust system.

The systems to be replaced next is *Ceridian* and *New World Logos*. *Ceridian* is the employee time, attendance, payroll software system. *New World Logos* is the Enterprise Resource Planning (ERP) Management System comprised of the software for Human Resources and Finance. The modules include all employee records, recruitment and onboarding, employee pay and benefits management, general ledger, operating and capital budgeting, accounts receivable/payables, asset management, and utility billing.

Analysis:
These two systems touch every single City employee, department, and contractor, and Coppell households and businesses. In addition, these systems transact well over $100,000,000 on an annual basis. The systems are complex, have to be accurate and managed accordingly, and it is imperative that they are in sync to balance at month/quarter/year end. Based on the ongoing work and the complexities of the systems we are in need of an onsite Systems Administrator for both the payroll and ERP systems.

To date, we have used professional services to fulfill the Systems Administrator role. This allows us to "try before you buy" for new IT staff, since many of these skill is commoditized and if the person does not perform or is not a good fit then it provides flexibility to replace the individual. We have found a good fit and are ready to add this position to the payroll schedule in the operating budget. The annual cost for this position is $110,500, all-inclusive of salary and benefits. For the remainder of the fiscal year (seven months) the cost is approximately $65,000. If the position is approved, Jennifer Miller would bring forward a budget amendment to the Council to consider at a future meeting. The costs for the position moving forward would be managed through the annual budget process.

Legal Review:
There are no legal documents to review

Fiscal Impact:
The City's cost for the remainder of the 2016-17 fiscal year should not exceed $65,000. The Finance Director will bring forward a budget amendment for the City Council's consideration at a future City Council meeting.

Recommendation:
The City Manager's Office recommends that City Council approve this proposal for adding a Systems Administrator to manage the City's Time/Attendance and ERP Management Systems.