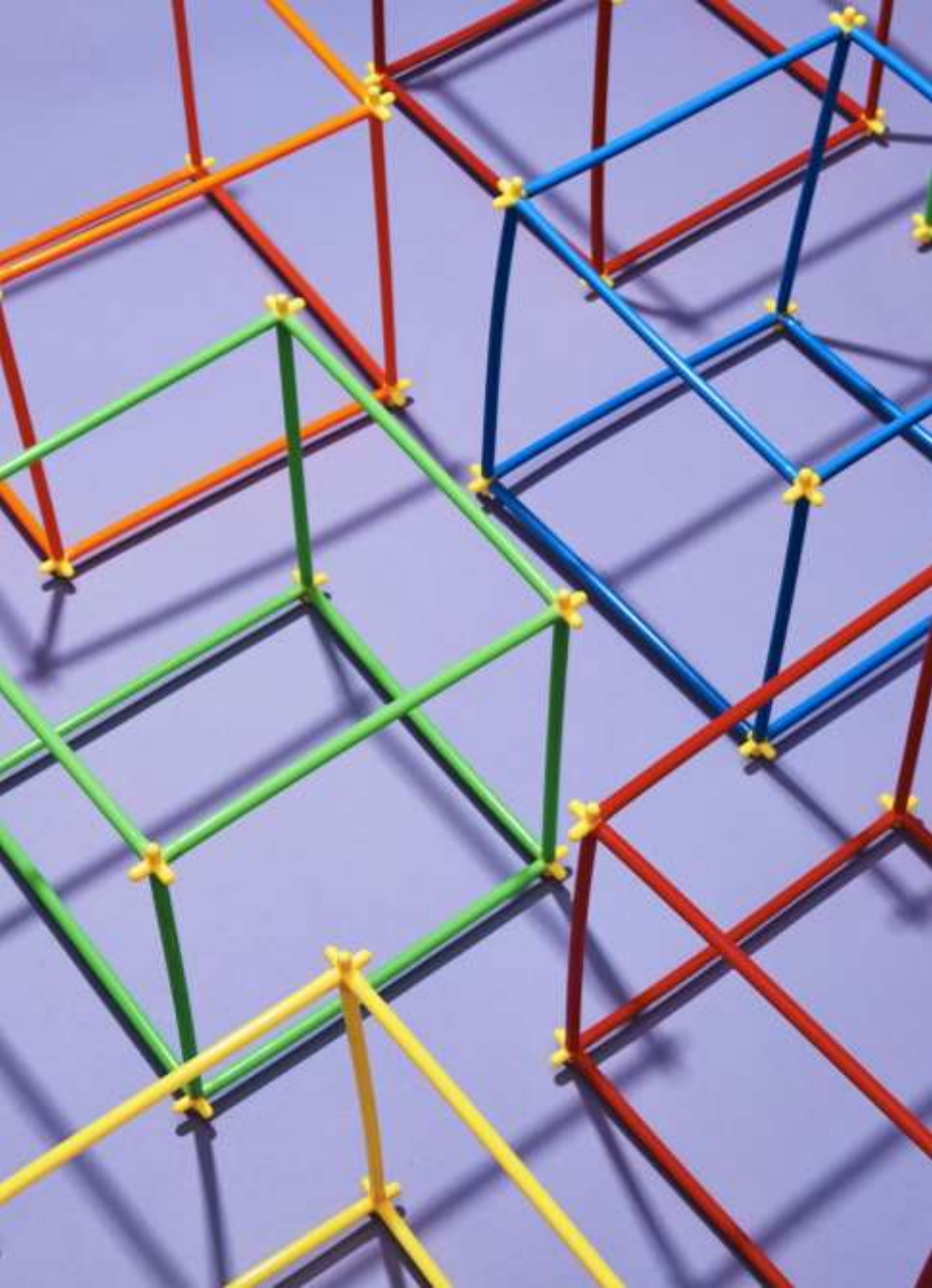# ERP Project Formation

CITY OF CAMAS

Management Structure

Simple Project Structure

Executive Steering Committee

Project Manager

Admin Support	Communications	Project Team

| | Technical Leads | Functional Leads/SMEs | Business Leads |

Leadership Roles

Mayor and City Administrator

- Takes an interest
- Communicates business case
- Understands the pain
- Listens (and when necessary acts)

Executive Steering Committee

- Provides direction – does not manage
- Makes major decisions
- Frees up resources
- Criteria for members:
  - Empowered to make project policy decisions
  - Champion for the project
  - "Work well" with the other committee members
  - Ability to support the project manager and project team

Project Team

Project Manager
- Coordinates the project
- Manages the team
- Ensures quality

Project Team
- The "doers"
- Takes responsibility for project tasks
- Makes business process decisions
- Coordinates subject matter experts

Subject Matter Experts
- Contributes organizational and functional knowledge
- Attends and participates
- Become system power users

KEEP IT SIMPLE – DOCUMENT THE VISION AND GUIDING PRINCIPLES

DEVELOP COLLABORATIVELY COMMON EXPECTATIONS

PROJECT TEAM
STEERING COMMITTEE

COMMITMENTS

RESOURCES
TIME
GOALS
PROCESS

ENFORCE – CREATE A SCORECARD BY WHICH SUCCESS IS MEASURED

PROJECT CHARTER

LEADERSHIP SUPPORT

CHANGE MANAGEMENT
- OVERCOMING INEVITABLE RESISTANCE
- TEAMWORK, COLLABORATION, TRUST
- BUILDING CULTURE OF INCLUSION
- TRAINING

COMMUNICATION
- AWARENESS
- DELIVERING KEY MESSAGES
- LISTENING TO FEEDBACK
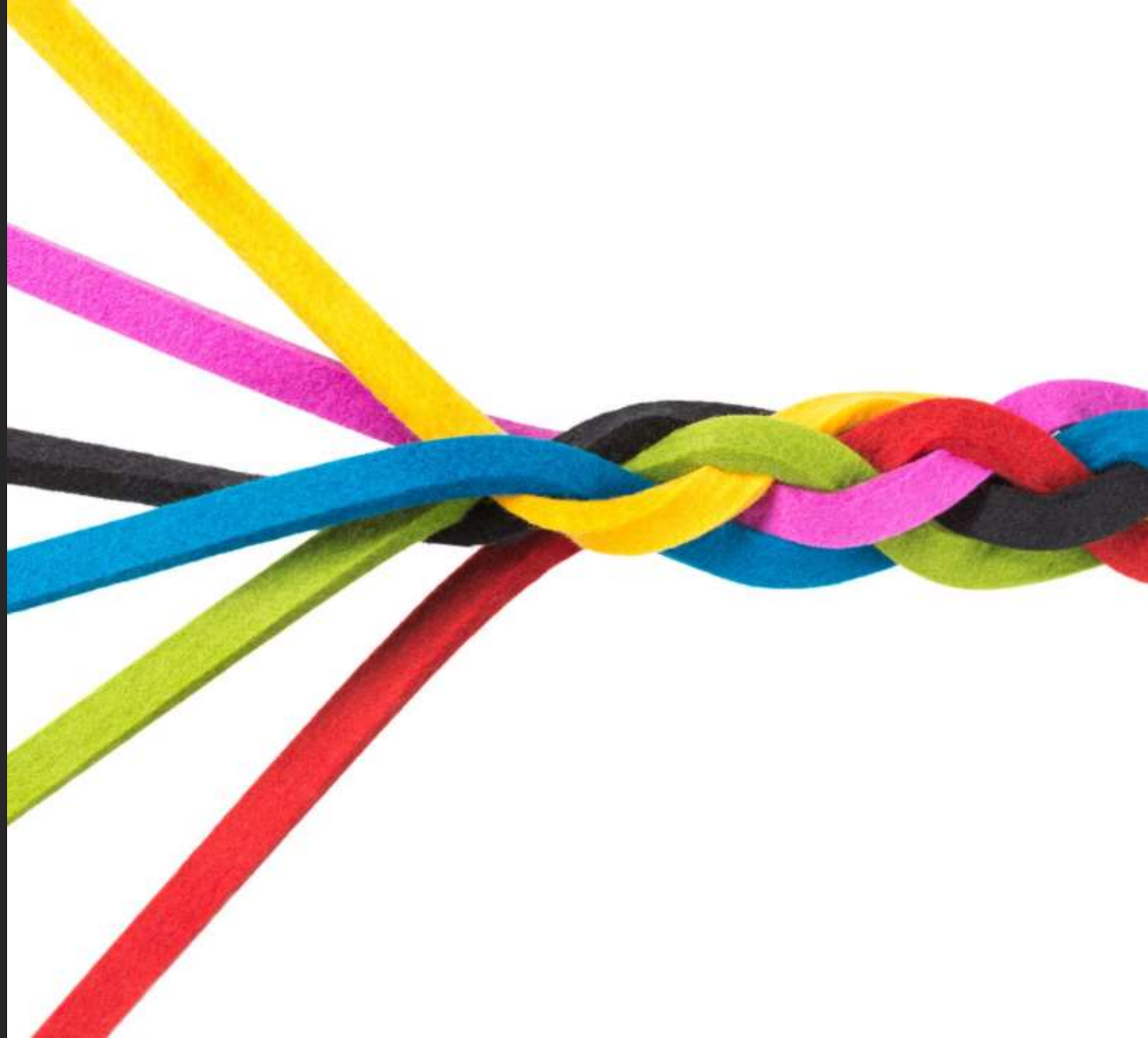
ERP Solution

Financials (Munis)

Accounting/GL	Accounts Payable	Bid Management	Budgeting
Capital Assets	Cash Management	Contract Management	Inventory
	Project and Grant Management	Purchasing	

Human Capital Management

Scheduling (with Mobile Access)	Time and Attendance (with Mobile Access)	Human Resources and Talent Management
Payroll with Employee Self Service	Recruiting	Risk Management

Revenue

Accounts Receivable

Central Property File

General Billing

Tyler Cashiering

UB Interface

Utility Billing CIS

Productivity

Citizen Self Service

eProcurement

Munis Analytics and Reporting

Tyler Content Manager SE

Tyler Notify

Additional Modules

Asset Management and Performance
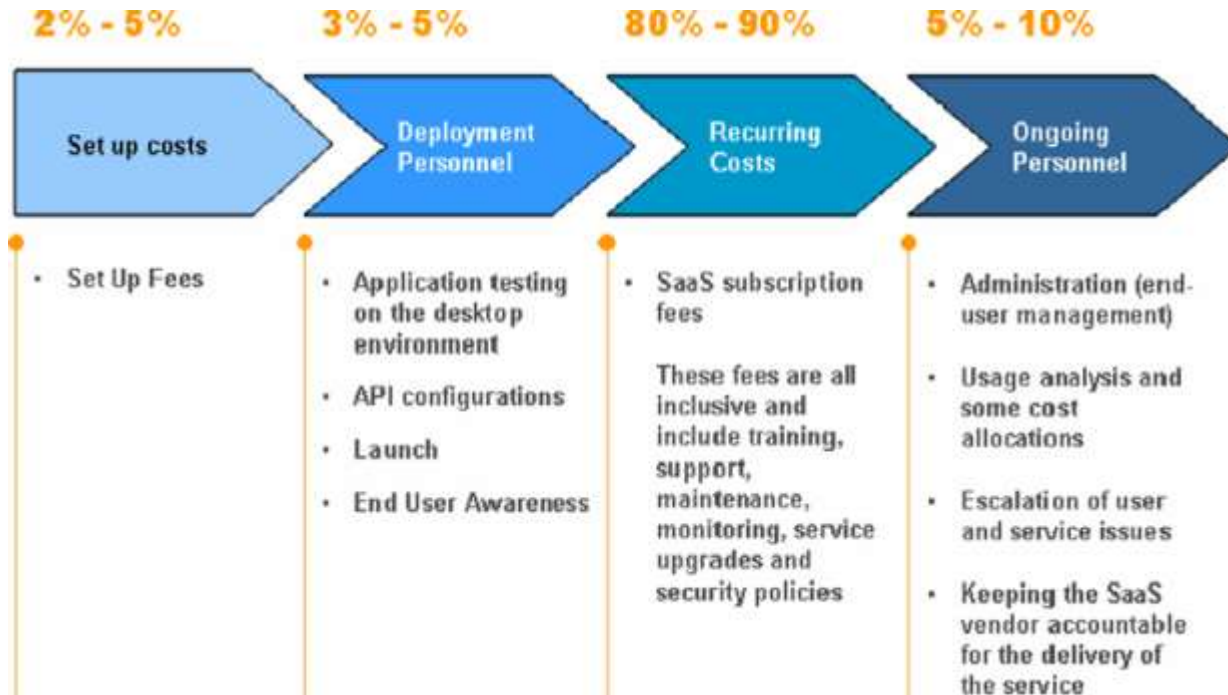
EnerGov (Building and Permit)

- Business Suite
- Self Service
- E-Reviews
- Workforce Apps
- Reports
- Executive Insights

Tyler 311/Incident Management

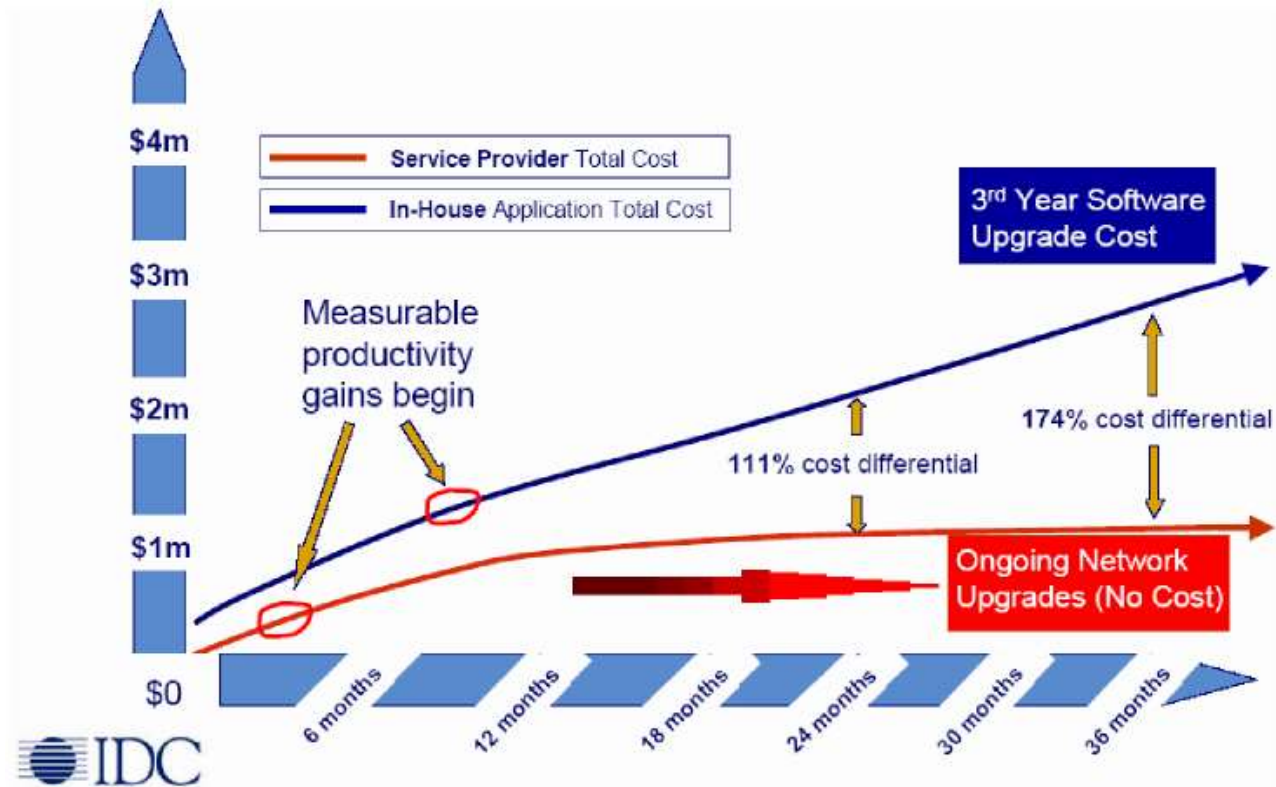**Socrata**

SaaS vs Standalone Pricing Difference

SaaS

STANDALONE

2% - 5%	**3% - 5%**	**80% - 90%**	**5% - 10%**	**5% - 20%**	**5% - 15%**	**5% - 15%**	**50% - 85%**
Set up costs	Deployment Personnel	Recurring Costs	Ongoing Personnel	Initial Infrastructure	Deployment Personnel	Ongoing Infrastructure	Ongoing Personnel

SaaS - Set up costs
- Set Up Fees

SaaS - Deployment Personnel
- Application testing on the desktop environment
- API configurations
- Launch
- End User Awareness

SaaS - Recurring Costs
- SaaS subscription fees

These fees are all inclusive and include training, support, maintenance, monitoring, service upgrades and security policies

SaaS - Ongoing Personnel
- Administration (end-user management)
- Usage analysis and some cost allocations
- Escalation of user and service issues
- Keeping the SaaS vendor accountable for the delivery of the service

Initial Infrastructure
- Hardware
- Software
- Security
- Network
- Monitoring / Management Tools
- Ancillary Upgrades
- Facilities

Deployment Personnel
- Design
- Configure & Integrate
- Test & Tune
- Ancillary Upgrades
- Launch
- IT Staff Training
- End User Training & Awareness

Ongoing Infrastructure
- Hardware Repair & Replace
- Network
- Security
- Bandwidth
- Software Maintenance & Upgrades
- Redundant Systems
- Capacity Adds
- Add on Feature Sets
- Monitoring / Management Toosl
- Facilities
- Other (help desk, etc)

Ongoing Personnel
- Scheduled Maintenance
- Unscheduled Maintenance
- Outage Response
- System Monitoring
- End User Service & Support
- End User Training
- IT Staff Training
- Administration, Reporting and Cost Allocations
- Planning, Engineering & Testing
- Deployment of Upgrades and Add-ons
- Security Monitoring
- Marketing Awareness & Adoption

Pricing Considerations

Pricing Estimate

SaaS
- First Year $1.1 million
- Contract (5 yr) $2.3 million
- 10 Year Costs $3.7 million

Standalone
- First Year $1.3 million
- Contract $2.0 million
- 10 Year Costs $2.8 million

Differences
- $90,000/yr
- Standalone does not include hardware nor upgrades

Note: Pricing consistent with Sourcewell and comparable City contract

Estimated Phases and Timeline

Typical ERP Project Phases

1

2

Readiness/Procurement

- Project planning
- Documentation – rules, systems, processes
- Governance
- Goal setting
- State contracting process
- Scope refinement
- Contract negotiation
- Contract finalization

Implementation Phase for each Module or Group of Modules

- Project Planning
- System Training
- Documentation
- Testing
- Data Conversions
- Go-Live
- Report Writing
- Adjustments

Generic Implementation Approach

Timeline for 2021

May	Planning and Formation
June	Scope
July	Contract
August	Assemble Teams
September	Start Phase 2
October	Project Planning
November	System Training
December	Documentation

Contract and Agreements

Contract Components