

AGENDA REPORT SUMMARY

Meeting Date: April 15, 2024

Subject: Project Status – Tyler ERP Software Implementation

Prepared by: Kristen West, Project Manager

Reviewed by: June Du, Finance Director

Approved by: Gabriel Engeland, City Manager

Attachment(s):

None

Initiated by:

Staff

Previous Council Consideration:

None

Fiscal Impact:

None

Environmental Review:

Not applicable

Policy Question(s) for Council Consideration:

None

Summary:

- Report on project status through March 2024
- Project action items planned for April 2024

Staff Recommendation:

Receive and file

City Manager

GE

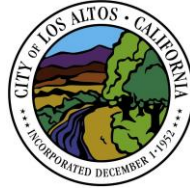
Reviewed By:

City Attorney

JH

Finance Director

JF



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Purpose

The purpose of the project status report is to provide an update on the progress with the Tyler ERP software implementation project with respect to the established contract, project plan, current work items in process, and upcoming milestones and deliverables.

Background

On December 29, 2022 the city contracted with Tyler Technologies, Inc. for the purchase of the Tyler Enterprise Resource Planning (ERP) software. Included in this purchase are products and services related to the design and implementation of software modules and features related to conversion, support and training services, as well as recurring licensing agreement costs. The elements of system design, data conversion, implementation serve as pillars that structure the project plan of which milestones, deliverables and deadlines are set and ultimately lay the foundation for the project timeline.



Initial project planning resulted in the selection of software module offerings consistent with current processes, as well as the capability to leverage key features and new modules in alignment with organizational goals and objectives. Those selections included:

Current modules:

- General Ledger
- Cashiering
- Accounts Receivable
- Purchasing
- Accounts Payable
- Project Ledger

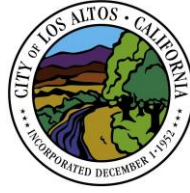
New modules:

- Cash Management
- Project and Grant Accounting
- Budgeting
- Data Insights and Analytics
- Human Resources
- Time and Attendance
- Payroll Processing

A “go-live” date was set as July 1, 2024, and preliminary demo and analysis procedures began January – August 2023. During this time certain organizational constraints slowed momentum and influenced the decision to seek additional resources. The city considered consulting services and internal solutions, ultimately deciding to hire a full-time project manager effective January 3, 2024.

Discussion/Analysis

Kristen West, Project Manager, comes to the city with a long working relationship with the city as a consultant with Eide Bailly LLP (previously Vavrinek, Trine, Day & Company LLP). During her time working with the city in this capacity she has attained an intimate working knowledge of



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city policies, operations and finances, as well as having assisted previous finance staff with efforts to “clean-up” upgrade/conversion errors from the legacy Sunguard IFAS system to Central Square FE system. In addition, she has hands-on experience implementing new software and Tyler Technology products specifically, including system selection, system structure and controls architect, planning and project managing, data conversion and validation, implementation, end user training, and policy/procedures development.

Since starting in early January, Kristen has spent her time working closely with Tyler Technologies project personnel and internal staff to gain an understanding prior work performed and pending tasks required to finalize initial set-up schematics for General Ledger, Budget, Accounts Payable, Purchasing and Purchase Cards. In addition, she participated in previously scheduled demo and training sessions and led efforts to begin tasks related to Accounts Receivable, Project Accounting, Grant Accounting, User Access and Controls, and Workflow. In addition, she began developing project management support processes for the purposes of documenting notes, meeting agendas and action items, tasks and staff assignments, as well as facilitating needs assessments efforts with key department stakeholders for relationship building, buy-in and their much-needed engagement throughout the implementation process.

The status of current work items, as previously and recently initiated, are as follows:

	<u>Demo/ training</u>	<u>Module Analysis</u> <i>Document current system and needs within the new system</i>	<u>System Setup</u> <i>Structures and codes</i>
General Ledger	✓	✓	Current structure mostly fits, some “clean-up” in process
Budgeting	✓	✓	In process
Accounts Payable	✓	✓	Minor selections in process
Purchasing	✓	✓	Minor selections in process
Project and Grant Accounting	✓	✓	In process
User Roles and Access Controls	✓	✓	In process
Accounts Receivable	✓	✓	In process

Project action items planned for the month of April include:

- Follow up on requests for additional resources; staffing and project management software
- Receive direction on contract revisions; legacy data and document storage
- Load working copy of current chart of accounts in test environment
- Load working copy of user controls and workflow in test environment
- KOA HILLS conversion consultants begin extracting data