



The County of El Dorado

Chief Administrative Office

330 Fair Lane
Placerville, CA 95667-4197

Terri Daly
Chief Administrative Officer

Phone (530) 621-5530
Fax (530) 626-5730

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TO: Board of Supervisors

FROM: Terri Daly, Chief Administrative Officer 

RE: FENIX Update

On March 26, 2013, the Board of Supervisors approved a contract with Tyler Technologies for the implementation of an enterprise resource planning system (ERP), a system we now refer to as "FENIX." The terms of our contract with Tyler include an implementation timeline of 30 months, for a not to exceed amount of \$2.3 million. The budget approved for the project is \$5.6 million, which includes the amount for Tyler plus hardware and other software costs (\$158,900) and \$2.8 million in costs for additional resources needed to implement, train and support the project (e.g., limited term employees, contracted employees, and stipends). The attached Project Charter outlines the budget and 5-year cost of ownership on page 10.

Now, five months into the project, we have paid out approximately \$730,000 on the project and are on schedule to implement the system within the contracted time period.

At a macro level, the project includes three phases: analysis, implementation, and training and adoption. We are still in the analysis phase, where our team is analyzing the current business processes and the processes in MUNIS. As expected, this analysis phase has uncovered the first of what we expect to be several special requirements to fit the unique needs of doing business as a California jurisdiction. This phase of the project is designed to uncover issues to address those issues now rather than during implementation. For each of these special requirements we uncover, we then work with Tyler to determine whether and how these requirements can be accommodated. Once we have the response from Tyler, we are in the position to decide how to proceed.

We are on track in this phase of the process to develop the chart of accounts, the major structure of the system, by March 1, 2014, keeping the project on track for meeting the contracted implementation time. During this phase, we have also:

- Procured and implemented hardware necessary to support the ERP solution;

- Had the Tyler technical team on site to install the software packages and configure servers for test, development, and production sites;
- With the assistance of County department staff, compiled a database of reporting requirements with currently more than 600 reports gathered;
- Used our authority under the contract to pause the implementation until we resolved accounting structure issues we identified as critical to compliance with California law;
- Submitted specifications to Tyler for two program enhancements required under California law.
- Configured test site with one test Chart of Accounts segment recommendation produced by the functional leaders.
- Developed and trained the ITSIT Change Management Team to acquire the skills and knowledge to assist the County through this huge undertaking.

Over the next few months, we will continue the analysis process, develop the chart of accounts and test the program with real data. We will also continue to communicate throughout the organization how the project is progressing and develop awareness and support for the coming implementation and roll out.

We continue to approach this important project with vigilance, caution, excitement and a strong commitment to achieve the most successful implementation possible. Thank you for your continued support of these efforts.