INFORMATION TECHNOLOGY INVESTMENT TEAM UPDATE

September 11, 2012

By Karl Weiland

Members

- Karl Weiland, Chair
- Vern Pierson
- Kelly Webb
- Joe Harn
- Terri Daly
- Terry Knowlton
- David Russell

Last update April 3, 2012

- Several IT enhancements have been installed and are running successfully, including the new e-mail system, Granicus video broadcasting, Legistar enhancements, applicant tracking system and employee evaluation.

- The board approved issuing an RFP for the acquisition of a new Enterprise Resource Planning (ERP) system and adding positions in support of that effort. Enterprise Resource Planning systems are a comprehensive solution to resource and financial management that includes Human Resources, Payroll, Accounting, Asset Management and other components.

Update – RFP Process

- The RFP was issued and 11 vendors responded.
  - Reviewed by Subject Matter Experts (SME's) and the selection committee
  - Under the terms of the RFP, 3 vendors were advanced to the next Level
- In July, each of these three vendors provided an on-site, all day demonstration to the SME's, selection committee , executive sponsor and others.
- After a debriefing of attendee's the selection committee voted to advance two candidates to the next level.
- The two remaining vendors are now being subjected to additional evaluation.

Update – RFP Process

- The major components of effective project management are in place
  - The executive sponsors are the Auditor/Controller, the CAO and the Chief Information Technology Officer
  - An independent project advisor is assisting the team with the selection process.
  - The Project manager is Acting Assistant IT Director David Russell.
  - Some of the project management team have been identified
  - The project selection committee is Joe Harn, Vern Pierson, Karl Weiland, Laura Roth, Laura Schwartz, Don Ashton, Sue Hennike and David Russell
- The selection process is strengthened by the involvement of a diversity of users, experts and managers. At every decision point, there is strong consensus supporting the process and the outcome.

Other Activities

- In April the county spent a day with Jon Fullinwider, IT expert and county business consultant
  - Focus was on delivering service in a world forever changed and maximizing the supporting role of information technology.
  - The importance of recognizing the need for "get out of the box" approaches to problem solving.
  - Using IT as a solution provider and recognizing IT as an integral part of business decision making at all levels.

- Based on the presentation from Mr. Fullinwider, the focus of the Information Technology Investment Team is being redirected.

Team's Goals

- To provide leadership in improving and enhancing county business practices with the capabilities from information technology investments.
  - Ensuring investments have the capability of enhancing our service delivery.
  - Ensuring departments actively pursue service delivery improvement using the information technology investments
- Develop capability to track and report on the effectiveness of service delivery improvement with quantitative and qualitative measurement.
- Strengthen the process for selecting and implementing IT projects.
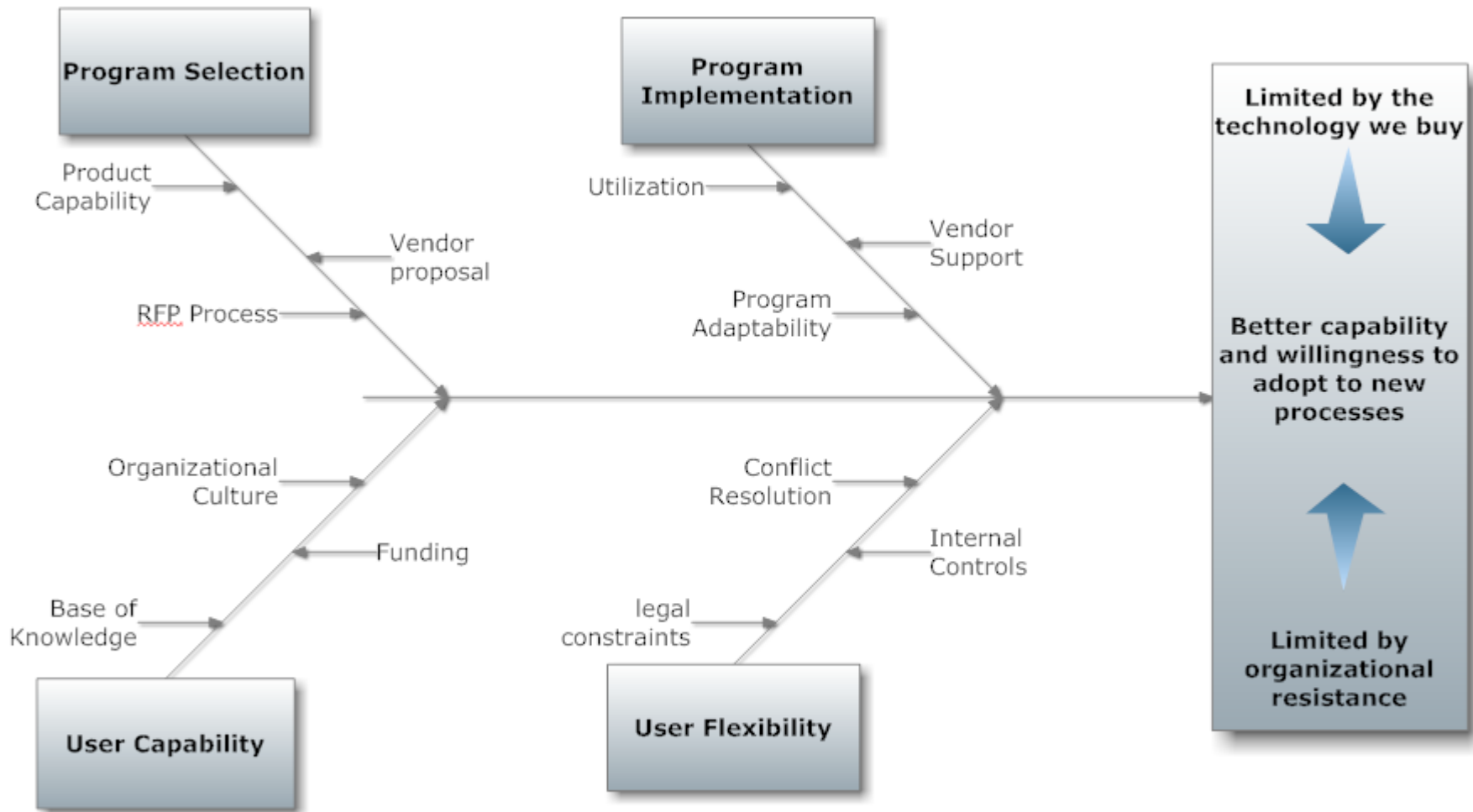- To provide the Board and the public with regular updates

Next Steps

- By the time the new Enterprise Resource Planning (ERP) system is selected:

  - Develop tools for departments to identify better business practices that use the new IT capabilities.

  - Coordinate implementation of other Best Management Practice's occurring as a result of information technology investments

Questions ?

On the Vendor Side

Program Selection

Product
Capability

Vendor
proposal

RFP Process

Organizational
Culture

Funding

Base of
Knowledge

User Capability

Program Implementation

Utilization

Vendor
Support

Program
Adaptability

Conflict
Resolution

Internal
Controls

legal
constraints

User Flexibility

Limited by the
technology we buy

Better capability
and willingness to
adopt to new
processes

Limited by
organizational
resistance

On the User Side