



County of El Dorado

Chief Administrative Office

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December 12, 2017

TO: Members, Honorable Board of Supervisors
FROM: FENIX Executive Sponsors and Project Manager
SUBJECT: FENIX Project Update

On March 26, 2013 the Board of Supervisors approved the contract with Tyler Technologies to implement a county wide Enterprise Resource Planning (ERP) system that we affectionately refer to as FENIX. It was stated and has never been more true that "fewer decisions made by the Board have such a monumental impact on the future function of our County government". Over the last four (almost five) years, staff has worked diligently with Tyler Technologies to achieve this massive task and the system is now ready to go live with phase one January 2, 2018. It is important to note that staff on the FENIX team has taken on this challenge while also maintaining the workload and responsibilities of their normal job assignments. Each one of the County employees that have contributed to this project deserves recognition and appreciation for their efforts. As we have stated multiple times, go-live does not mean that everything will be perfect nor will this transition be without its share of challenges. There will be a significant amount of ongoing work post go-live and we ask departments for their patience and understanding as we transition to the new environment. This change to the organization operations will come with some resistance, doubt, frustration, but also organizational growth. In short, as with any other system go-live, everything will not be perfect.

On November 14, 2017 the Board received a report that Tyler Technologies was working on three critical errors that had to be resolved in order to go-live January 2, 2018. We are pleased to report that Tyler Technologies has resolved those errors and our go-live date will not be impacted. During the initial go-live period, there will most certainly be challenges and unanticipated issues that the County must overcome and be patient as we work together to find solutions. The entire FENIX team, as well as Tyler staff onsite will be available to assist with post go-live challenges.

A key component of the new system that significantly impacts our operations is electronic approvals, or "workflow". A significant amount of time and effort has been put into establishing the necessary approval paths for processing a variety of electronic documents. The security setup and workflow built around each approval path is customizable and can be very complex. Even with extensive training and testing of system workflow, during the go-live phase departments will very likely identify modifications that need to be made to workflow to improve efficiencies or internal controls, or to address considerations that were not identified prior to go-live. This is to be expected and the FENIX team is prepared to work with departments to make process adjustments as quickly as possible post go-live.

*"Change does not roll in on the wheels of inevitability, but comes through continuous struggle."
—Dr. Martin Luther King, Jr.*

PROJECT TIMELINE

Module	Scheduled Go-Live Date	Target Go-Live Date
Finance	October 2017	January 2018
HR/Payroll	January 2018	July 2018

If you have any questions or need additional information, please let Don Ashton know.

cc: Jim Mitrisin, Clerk of the Board