



CITY OF
HAYWARD
HEART OF THE BAY

**COUNCIL TECHNOLOGY
APPLICATION COMMITTEE**

NOVEMBER 14, 2012

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**CITY COUNCIL TECHNOLOGY APPLICATION COMMITTEE MEETING
WEDNESDAY, NOVEMBER 14, 2012
CONFERENCE ROOM 4B 4:30 P.M. – 5:30 P.M.**

CALL TO ORDER

ROLL CALL

PUBLIC COMMENTS: *(The Public Comment section provides an opportunity to address the City Council Committee on items not listed on the agenda. The Committee welcomes your comments and requests that speakers present their remarks in a respectful manner, within established time limits, and focus on issues which directly affect the City or are within the jurisdiction of the City. As the Committee is prohibited by State law from discussing items not listed on the agenda, your item will be taken under consideration and may be referred to staff.)*

1. Approval of Minutes of June 20, 2012

[Minutes](#)

2. Update on Public Safety Computer Aided Dispatch/Records Management System (CAD/RMS)

[Staff Report](#)

3. Update on Enterprise Resource Planning (ERP) System

[Staff Report](#)

4. Ideas for Future Meeting Topics

[Staff Report](#)

COMMITTEE MEMBER ANNOUNCEMENTS AND REFERRALS

ADJOURNMENT

NEXT REGULAR MEETING – TO BE DETERMINED

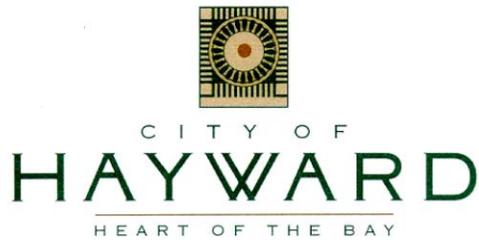
****Materials related to an item on the agenda submitted to the Council after distribution of the agenda packet are available for public inspection in the City Clerk's Office, City Hall, 777 B Street, 4th Floor, Hayward, during normal business hours. An online version of this agenda and staff reports are available on the City's website. ****

Assistance will be provided to those requiring accommodations for disabilities in compliance with the Americans Disabilities Act of 1990. Interested persons must request the accommodation at least 48 hours in advance of the meeting by contacting the Assistant City Manager at (510) 583-4300 or TDD (510) 247-3340.

HAYWARD CITY COUNCIL, 777 B STREET, HAYWARD, CA 94541
[HTTP://WWW.HAYWARD-CA.GOV](http://www.hayward-ca.gov)

AUGUST 2, 2011





Council Technology Application Committee (CTAC)

Meeting Minutes of June 20, 2012

Members Present: Olden Henson, Mark Salinas

Staff: Clancy Priest, Kelly Morariu, Joe Ochinerio

Guests: Jon Threshie, Consultant, Technology Management Services

Public Comments: None

1. Approval of Minutes:

Minutes of November 16, 2011 Approved

2. Website Update:

Technology Services Director Priest submitted a staff report and updated the Committee on the new Website. After conducting an involved process working with internal and external groups, the City Manager's Office and this committee, the City went live with the new Website on June 5, 2012. The team made its best effort when converting over, but there are many 'moving parts' and there were a few issues that arose once we actually flipped a switch. They knew there were going to be some problems, but we believe most of those problems have been corrected. Webmaster Joe Ochinerio gave an overview of the new Website content, features and process of going live.

3. ERP Update:

Technology Services Director Priest submitted a staff report and gave the Committee an overview of the ERP system and the status of the project. Following an RFP process, week long demonstrations were conducted by two vendors to a group of city staff members who were involved in the evaluation and selection process. It was a unanimous vote and Tyler Technologies was selected. The implementation is going forward with the help of GFOA (Government Financial Officers Association) and John Threshie, Consultant, Technology Management Services to negotiate a contract with favorable terms. We have approximately two years before everything is completed. The core of any ERP is the Financial System and that will be our first step. In the first year we will bring the Finance and Human Resources System up. This is a very aggressive schedule but we feel we will be able to accomplish this goal. All of the other modules, such as permits, utility billing and business licensing that snap into the core modules, will come in the second year. A kick-off meeting will be held on June 26th and then a meeting with the Executive Team the following day followed by the working groups.

4. Chairperson Henson EBRCSA Update (verbal)

Councilmember Henson reported that there are some financial issues that EBRCSA is working out. A major issue that he is assisting with is bringing Oakland aboard.

Member comments: Chairperson Henson announced that this would be his final meeting, and discussed the history of the committee, his involvement over the years, and the progress that has been made.

Next Meeting: September 19, 2012 @ 4:30pm

Meeting adjourned at 5:30pm



DATE: November 14, 2012

TO: Council Technology Application Committee

FROM: Information Technology Director

SUBJECT: Update on the Public Safety Computer Aided Dispatch/Records Management System (CAD/RMS)

RECOMMENDATION

That the Committee reviews and comments on this report.

BACKGROUND

In 2009, Council approved and the City signed a contract with New World Systems for a CAD/RMS system. This system replaced an existing system that was purchased in 1989. Project kickoff occurred in March 2010 with an implementation team consisting of managers from Police, Fire and Technology Services. Implementation began with departmental business process review and computer hardware acquisition and installation. Software configuration began in September 2010. This significant and commendable staff effort culminated in the new system going live on Tuesday, January 10, 2012.

DISCUSSION

The implemented New World system consists of modules that provide functionality covering Police/Fire dispatch, in-vehicle mobile computing for both Police and Fire including GPS and mapping, Police field reporting, and corrections and law enforcement records. Information entered in any module is stored on one central database and feeds other modules. A related project that is ongoing is the replacement of mobile computer hardware in public safety vehicles with new technology and faster wireless data speeds.

In addition to the implementation effort, a substantial amount of user training was conducted in order to prepare public safety users for the new system. Police Department user training was conducted in September and October 2011, with refresher training conducted in March and August 2012. Fire Department user training was conducted in December 2011 and January 2012. The training aspect of this large project was substantial, and overcoming the learning curve experienced when discovering how to do something in the new system was a major accomplishment as well. The CAD/RMS project also included upgraded interfaces to the fire station alerting system and its integration with the new CAD system, as well as interfaces to the Fire Department Telestaff

timekeeping system, the Zoll Fire RMS records system, and the countywide central Zoll ePCR patient care records system. In June 2012, integration with the central CRIMS regional data sharing system went live, and this month we expect the integration with our existing online police reporting system to go live as well.

A major benefit for the public has been introduction of the ability to view generalized crime information starting with the release of Hayward data on the CrimeMapping.com website. The City was not able to accomplish this in the past due to the legacy system's lack of geoverification and address standardization, which would have required heavy amounts of manual intervention that is not conducive to automated mapping. Internally, public safety dispatch and command staff now have better situational awareness now that officer and apparatus locations are displayed on an accurate, integrated map.

Since two other municipalities in Alameda County are users of the New World CAD system, the Fire Department's integration with the new countywide central Zoll ePCR patient care system was accomplished more quickly than if we were still using our legacy system.

There have been numerous benefits realized by Police Department staff through the use of the new law enforcement records system. This system utilizes master name indexing, which simplifies the process users follow when attempting to get information about a subject out of the system. No longer do they have to review all the records of the same name to identify which one is the correct subject.

As Police Department users have become more familiar with the system, they are starting to seek more and more information out of the system. The Investigations Division now has an automated way to track an investigator's case load. The Crime Analyst can gather statistics and analyze patterns more reliably.

There have been implementation challenges experienced as well. Mobile client reliability issues were experienced early on that were not experienced in testing without the daily load of a live production system and were unforeseen. New World Systems updated this interface in May and July 2012 and these issues have been addressed. Automating Uniform Crime Reports (UCR) compilation and submission took longer than desired, but was accomplished with the submission of the September UCR report.

There has been frustration experienced by staff regarding the frequency of system restarts. These restarts have been necessary to install software patches and resolve hardware and network issues, and are to be expected when an organization experiences the "growing pains" of implementing a new system. These activities will lessen as our implementation matures. However, since the City chose a software solution that is actively enhanced by its developer in order to provide enhanced functionality into the future, we are required to run a current release of the software and will always need to plan and schedule periodic system updates. In comparison, the old CAD/RMS system was not being enhanced any longer and no new functionality was available.

FISCAL IMPACT

The project had an approved budget of \$3.6 million. To date, the City has expended \$3.4 million, with the remaining balance held until all remaining issues are addressed and final acceptance is made by Public Safety. The capital budget for replacement of mobile computer replacement is \$550,000.

PUBLIC CONTACT

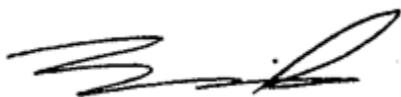
None.

SCHEDULE

New World Systems has indicated that the next version release, containing desired functionality, will be delivered for user testing sometime in December 2012.

Prepared by: Mark Guenther, Information Technology Director

Approved by:



Fran David, City Manager



DATE: November 14, 2012

TO: Council Technology Application Committee

FROM: Information Technology Director

SUBJECT: Enterprise Resource Planning (ERP) System Update

RECOMMENDATION

That the Committee reviews and comments on this report.

BACKGROUND

In September 2009, the City Council approved a Technology Strategic Plan that included the replacement of the City's existing, severely outdated, financial system with a new, comprehensive Enterprise Resource Planning (ERP) system. Since then, staff has made significant progress in completing this project. The project can be broken into four distinct phases:

1. Project design and vendor selection
2. Initial project implementation
3. System testing
4. System acceptance and full project implementation

As part of the project design and vendor selection phase in early 2011, the City partnered with the Government Finance Officers Association (GFOA) for ERP consulting services after a proposal process and review of three possible vendors. GFOA assisted the City with initial business process mapping, RFP development and response analysis, structured vendor demonstrations, vendor selection and contract negotiation. This phase of the project involved a complex and integrated vendor proposal review process that enlisted the participation of a large number of City staff. In March 2012, Council authorized the City Manager to execute a contract with Tyler Technologies Inc. for the purchase and implementation of an ERP system called MUNIS. MUNIS will replace the City's current financial system, which has been in use since 1986. The ERP project implementation phase with Tyler Technologies kicked off on June 26, 2012.

DISCUSSION

Project implementation is incredibly complex and touches almost all aspects of City operations. The City retained GFOA to assist with the overall implementation including general ledger chart of

accounts design and business process analysis and documentation. Technology Management Services has been contracted to perform project management.

The primary project leaders are the Directors of Finance and Information Technology. In addition, a project steering committee provides policy direction and is comprised of the Assistant City Manager, the Director of Finance, the Human Resources Director, and the Information Technology Director. We have identified key City staff to serve as Functional Leaders for each of the ERP module areas (e.g., Purchasing, General Ledger, Accounts Payable, Utility Billing, etc.), as well as subject matter experts (SMEs) who together have begun working with GFOA and Tyler to plan the implementation of the ERP modules.

For example, in the functional area of Purchasing:

| | |
|-------------------------|--|
| Functional leader: | Purchasing Manager |
| Subject matter experts: | a) Purchasing Technician |
| | b) Finance Analyst-Budget |
| | c) Account Technician-Accounts Payable |

Project Implementation Steps

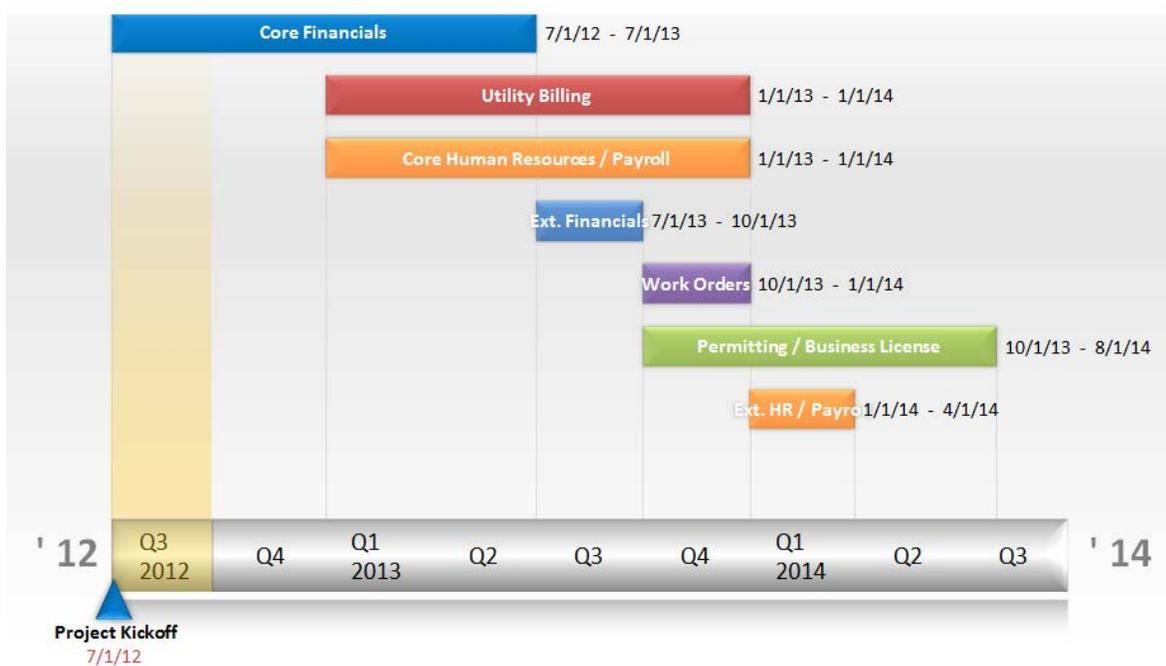
For each functional area, the functional leader and SMEs work with GFOA consultants to analyze existing (AS-IS) business processes, formulate and document desired TO-BE processes, then work with the Tyler implementation consultants to plan the configuration of MUNIS to follow the TO-BE process.

This is a critical component of the project implementation since the idea behind a new ERP is not to necessarily do business “like we have always done it,” but to improve and streamline operations where possible. City staff modified and enhanced this analysis process – eliminating this element from the Tyler contract and utilizing GFOA and project staff to conduct a more thorough business mapping process. This change actually resulted in project savings and a cost reduction to the Tyler contract of about \$100,000.

The design of the new business process is then demonstrated in MUNIS using actual City data (e.g. existing vendors, purchase orders, invoices, etc.) in a static environment test (SET) in order to verify that the decisions made in the design of the new process result in a working prototype system. Upon successful completion of the static environment test, setup training and actual configuration of the system will be performed by these teams.

To date, modules covering purchasing, accounts payable, general ledger, and project-grant accounting have all completed AS-IS, TO-BE business process analysis and SET testing. Budget, treasury, fixed assets, general billing and accounts receivable processes are currently conducting their analysis sessions, and SET testing of these modules is tentatively scheduled to begin in December. These core financial modules are scheduled to go live July 1, 2013.

The following graphic represents the implementation plan for all ERP modules.



FISCAL IMPACT

The Capital Improvement Program contains an approved budget of \$4.1 million for the ERP project.

PUBLIC CONTACT

None.

Prepared by: Mark Guenther, Information Technology Director

Approved by:

Fran David, City Manager



DATE: November 14, 2012
TO: Council Technology Application Committee
FROM: Information Technology Director
SUBJECT: Future Meeting Topics

RECOMMENDATION

That the Committee reviews this report and suggests topics of interest for future meetings.

DISCUSSION

Over the past several years, the following topics have been discussed by the committee:

- Server Virtualization
- Access Hayward Constituent Relationship Management System (CRM)
- Cisco TelePresence Videoconferencing System
- Desktop Virtualization
- City Website Update
- East Bay Regional Communication System Authority (EBRCSA) Status
- Enterprise Resource Planning System (ERP) Update
- Public Safety Computer Aided Dispatch/Records Management System (CAD/RMS) Update
- Geographical information Systems (GIS) Update
- Bay Area Regional Interoperable Communications System (Bay RICS) Update
- New City Website Launch

Given the new Committee membership and retirement of the former Technology Services Manager, staff would like to receive feedback on potential future topics for the Committee to consider.

Prepared by: Mark Guenther, Information Technology Director

Approved by:

A handwritten signature in black ink, appearing to read 'Fran David', written in a cursive style.

Fran David, City Manager