



CITY OF
HAYWARD
HEART OF THE BAY

**COUNCIL TECHNOLOGY
APPLICATION COMMITTEE**

APRIL 16, 2014

Table of Contents

Agenda	2
Approval of Minutes of February 19, 2014	
Minutes	4
Enterprise Resource Planning (ERP) System Update	
Staff Report	5
Brief Updates to Recent Meeting Topics	
Staff Report	9



**CITY COUNCIL TECHNOLOGY APPLICATION COMMITTEE MEETING
WEDNESDAY, APRIL 16, 2014
CONFERENCE ROOM 4A 4:30 PM-5:30 PM**

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 February 19, 2014

[Minutes](#)

2. Enterprise Resource Planning (ERP) System Update

[Staff Report](#)

3. Brief Updates to Recent Meeting Topics

[Staff Report](#)

COMMITTEE MEMBER ANNOUNCEMENTS AND REFERRALS

ADJOURNMENT

NEXT REGULAR MEETING – JUNE 18, 2014

****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)

APRIL 16, 2014





Council Technology Application Committee (CTAC)

Meeting Minutes of February 19, 2014

Members Present: Mark Salinas, Greg Jones, Al Mendall

Staff: Chief Urban, Kelly McAdoo, Frank Holland, Battalion Chief Walsh, Tracy Vesely, Chief Contreras, Mark Guenther, Joseph Ochinerero

Guests: None

Public Comments: None

1. Approval of Minutes:

Minutes of November 20, 2013 Approved

2. Enterprise Resource Planning (ERP) System Update

Information Technology Director Mark Guenther submitted a staff report and Finance Director Vesely updated the Committee. Just after the committee was updated on this project at its last meeting in November 2013, the decision was made to reschedule the go-live of payroll processing. This was due to a couple of factors. Staff discovered that some labor intensive processes would not be satisfactorily automated in time for go-live and that the effort required to manually perform these functions was not possible with existing resources and presented a risk to the overall project. There were also many functions that were planned to be phased in over time, and by rescheduling, staff will be able to implement the full system in a better way. Staff is working with the vendor on addressing these issues and on a revised schedule.

3. Digital Communications Review

Information Technology Director Guenther submitted a staff report prepared by Community and Media Relations Officer Holland, who gave the Committee an update on the state of the City's digital communications at the time of his appointment in late 2013. This was based on a comprehensive review performed. He also discussed issues with social media and email communication that have been addressed and improvements made and planned since that time. A discussion on the City's primary website and its redesign needs to be a separate conversation. A comprehensive social media policy and procedures document has been prepared and is currently being reviewed.

Member comments: None

Next Meeting: April 16th @ 4:30pm

Meeting adjourned at 5:30pm



DATE: April 16, 2014
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

At the Committee's last meeting in February 2014, staff reported progress on the City's comprehensive ERP implementation. The Munis ERP project implementation for the core financials began in June 2012, and subsequently, in July 2013, core financial modules went live. Staff is working diligently on the complex implementation of the remaining modules simultaneously..

DISCUSSION

An update on the project budget and the status of the implementation for the various ERP modules is provided below.

Human Resources/Payroll - Projected Go-Live of January 2015

Finance and Human Resources staff have been working with the Tyler Payroll consultants on revising our system setup as well as working to resolve issues and we now have a project schedule that includes a revised go-live on the first pay day in January 2015.

Utility Billing – Projected Go-Live in Fall 2014

Staff continues working on verifying converted data, using the test meter reading system to load readings and conduct parallel billings, and to configure and test the online customer self-service module. Go-live for Utility Billing was scheduled for April 2014, but is being rescheduled due to the heavy amount of work still to be done running and verifying parallel billings. In addition, several required modifications will not be complete in time for significant testing prior to April 30. For these reasons the City has notified Tyler that it will not go live in April. The City and Tyler are working well together on closing open issues and finalizing data conversion discrepancies towards determining a new go-live target date.

Work Orders – Projected Go-Live in July 2014

Maintenance Services Department functional leads and subject matter experts continue working with Tyler implementation consultants on configuration of the Work Order module. The project team determined that the Inventory module was necessary for the successful implementation of the Munis Work Order system, particularly in the area of fleet management, whose current legacy system contains an inventory component for parts. The decision was made to purchase and implement the Inventory module as an integrated part of the Work Order implementation for an additional cost of \$37,100. Implementation of the Inventory module begins this month, with the go live date for the Work Order module rescheduled from April 2014 to July 2014.

Permits – Projected Go-Live Delayed - TBD

The implementation project is well underway, but the current scheduled go-live date of August 1 is unlikely to be met. There are key issues causing this likely schedule change including greater than anticipated staff time required by the complexity of the configuration and setup tables, data conversion difficulties partly due to the setup table delays and partly due to difficulties assembling data from diverse sources, and the delivery and testing time required by necessary modifications. The ERP project manager currently estimates the implementation effort is 6 – 8 weeks behind schedule.

Business License – Projected Go-Live August 2015

The first pass of data conversion for the Business License module has been loaded, with some initial issues identified. The Business License module has a fairly complex set of printing requirements for its Business Licenses and other forms with some issues still outstanding. The projected go-live date for this module remains August 1, 2014.

FISCAL IMPACT

Council authorized a \$4.1 million project budget (comprised of General Fund and enterprise fund allocations) as contained in the Capital Improvement Program budget. Total estimated actual project expenses continue to be within the authorized budget. However, as adjustments are made to the project, including software modifications and temporary staffing, it is possible that additional funds may be necessary. The table below outlines both the project budget and use of contingency funds to date. Estimated actual expenditures are for the full project implementation.

ERP Project Budget

	Budget	Estimated Actual	Difference/ Use of Contingency
Software and Implementation	2,100,000	2,017,000	(83,000)
1 Year Prepaid Maintenance	200,000	200,000	
Technical Hardware	700,000	845,000	145,000
Project Management Services	360,000	522,000	162,000
Procurement Process Consultant Services	250,000	250,000	
Contingency	500,000		
IVR System Upgrade		83,000	83,000
Document Scanning Service		58,000	58,000
Temporary Staffing		49,000	49,000
Miscellaneous		15,000	15,000
Subtotal - Difference/Use of Contingency			429,000
Total	4,110,000	4,039,000	(71,000)

Further details about differences between budget and total estimated actual expenses and the use of contingency funds are described below.

Software and Implementation

The reduction in estimated cost of \$83,000 is due to the cancellation of implementation consulting services in the amount of \$148,000 for the creation of customized desk manuals when it was determined that the end product was not materially different from standard manuals already available as part of the system. This reduction is offset by an increase of \$65,000 for the addition of an inventory component to the Munis Work Order Module, as well as other required software modifications across all modules that have been identified during the implementation process.

Technical Hardware

The cost increase of the hardware occurred due to leasing costs and a price increase on several components between the time of staff's budget configuration for the project and the approval to proceed, as well as some additional components required to complete the project.

Project Management Services

As authorized by Council in February 2014, additional project management services are required to successfully complete the project. Use of these services has been greater than originally anticipated due primarily to the project manager and project consultant performing some tasks that were originally planned to be performed by City staff. Because of vacancies in key positions in both the Information Technology and Finance Departments, there has been an increased reliance on the project manager and project consultant to perform additional tasks, such as verifying submitted invoices for adherence to contract terms and facilitating meetings and documenting discussions related to functional requirements and technical specifications for modifications and interfaces.

IVR System Upgrade

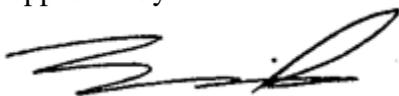
In order to integrate the City's existing automated telephone interactive voice response (IVR) functionality for both utility bill credit card payments and telephone scheduling of inspection requests for building permits with MUNIS, a hardware and software upgrade to the City's IVR system is required.

Document Scanning Service

As part of the Permit module data conversion task, this outside service will scan and index paper files currently residing in Planning for conversion into the Munis electronic document repository (TCM).

Prepared and Recommended by: Mark Guenther, Information Technology Director

Approved by:



Fran David, City Manager



DATE: April 16, 2014
TO: Council Technology Application Committee
FROM: Information Technology Director
SUBJECT: Brief Updates to Recent Meeting Topics

RECOMMENDATION

That the Committee reviews and comments on this report.

BACKGROUND

The following paragraphs contain very brief updates to recent CTAC topics, as well as one informational item.

DISCUSSION

Digital Communications and Redevelopment of the City's Primary Website

As discussed at the February 2014 meeting, an annual agreement was signed with GovDelivery, the best-in-class digital communications management solution for public institutions. Implementation of the GovDelivery solution began in January 2014, and the City began using GovDelivery to better manage our digital communications at the end of February 2014. In addition, Community and Media Relations Officer Frank Holland is leading the effort to release an RFP for professional services for the design and development of the City's primary website.

High Speed Hayward Fiber Optic Network

As discussed at the November 2013 meeting, it was anticipated that by this point in time staff would have a draft agreement ready to present to the committee. Staff continues to make slow progress working with the project developer, who has proposed new contract language to address outstanding issues and concerns with the proposed twenty year agreement, as well as the relationship between the City and the fiber enterprise/operating concern. Staff is currently evaluating these proposals and continues working with the developer's representative toward producing a final draft agreement.

Information Technology Department Job Classification and Organizational Study

As an informational item only, the City's Human Resources Department has contracted with an outside consulting group to perform a job classification and organizational study of all current classifications in the IT department, with the goal of including any recommended updates to IT department job titles in the FY 2015 Adopted Budget.

Recommended by: Mark Guenther, Information Technology Director

Approved by:



Fran David, City Manager