Not Just Another ERP Presentation:

Two Agencies' Experiences

Welcome!

Today's Topics……

o Vision and Selection

o Implementation Process

o Lessons Learned

o Q&A

Meet Your Presenters

Dustin Navarro, MSc
Santa Margarita Water District
IT Manager

Christine McIlrevey, CPA
Santa Margarita Water District
Accounting Supervisor

Pamela Arends-King, MBA
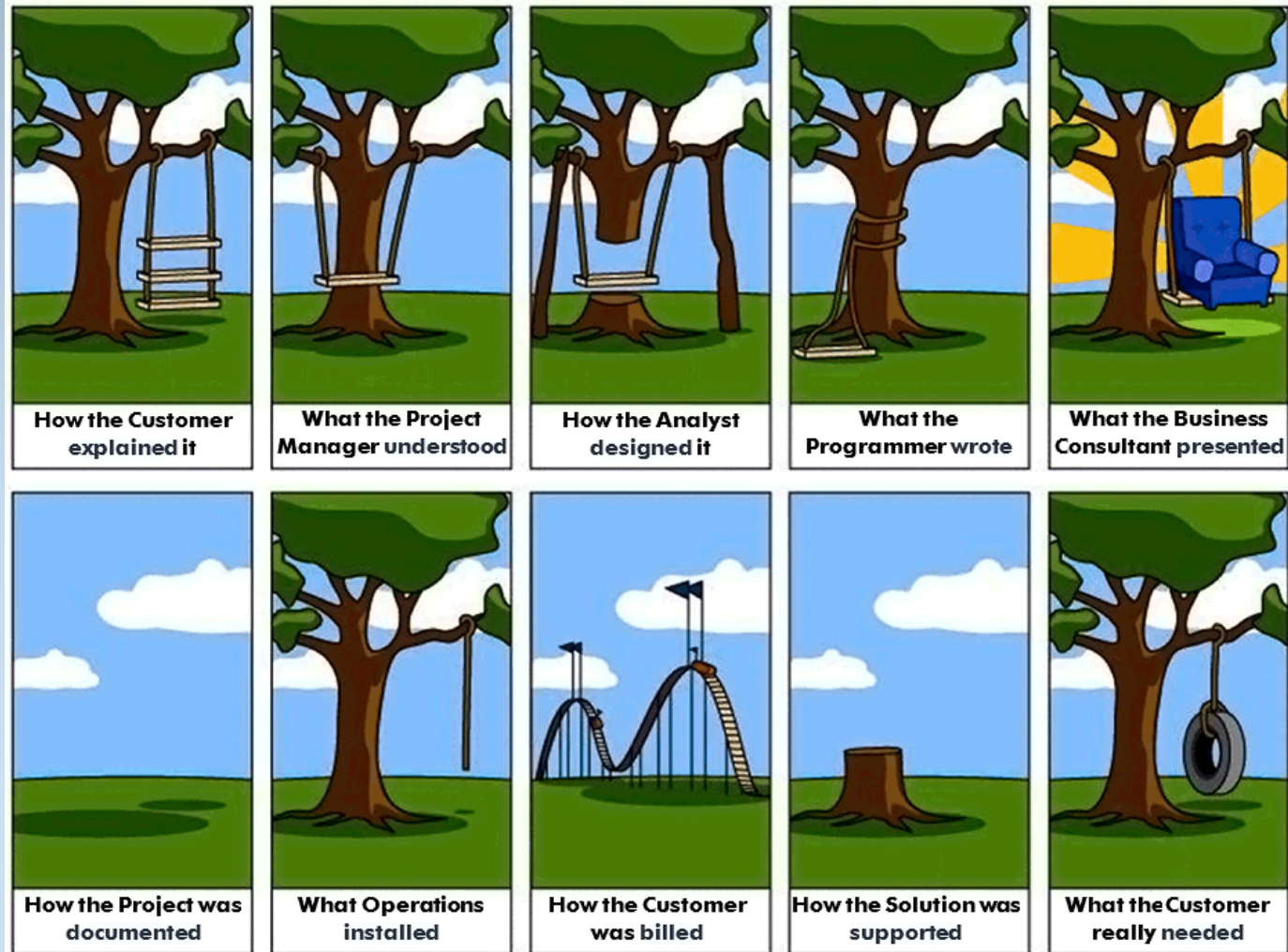South Coast Water District
Chief Financial Officer

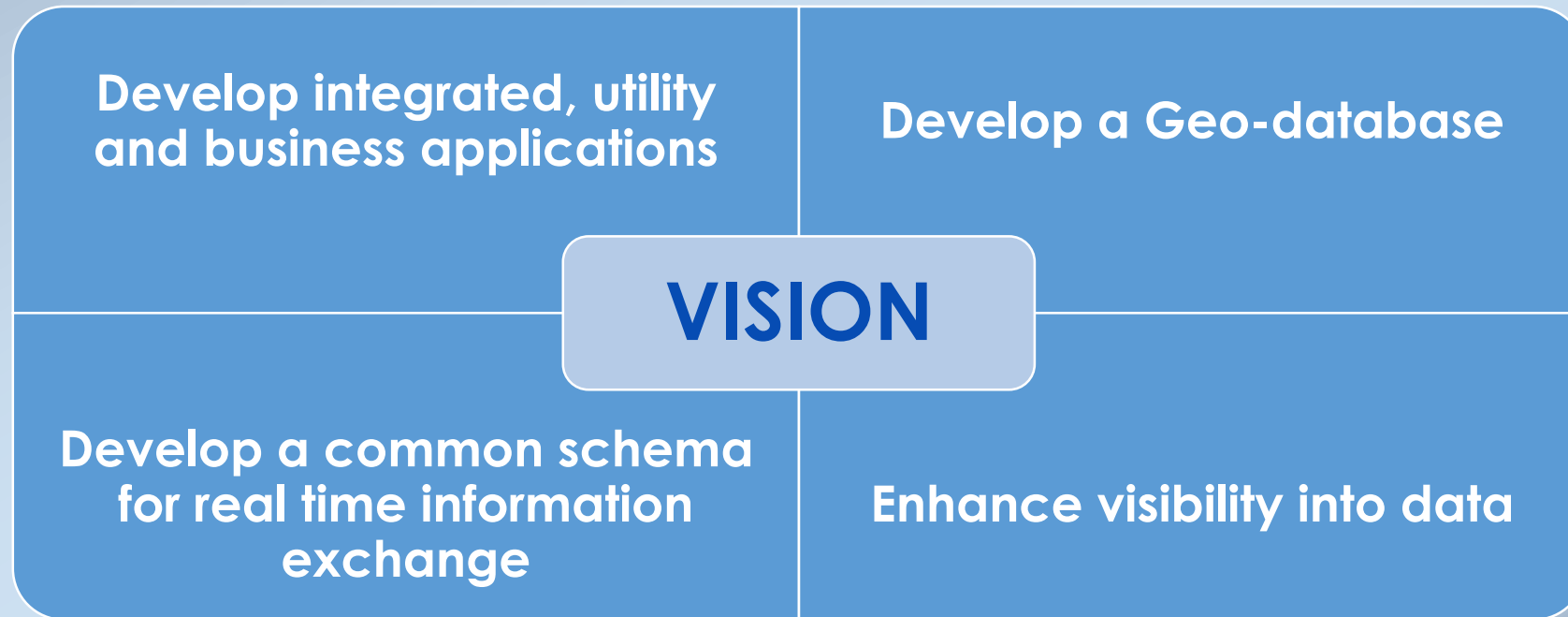**Erica Castillo, CPA**
Santa Margarita Water District
Controller

Communication is key...

Why a Program?

A program creates, validates, and refines the vision for information systems management and integration.

Develop integrated, utility and business applications

Develop a Geo-database

VISION

Develop a common schema for real time information exchange
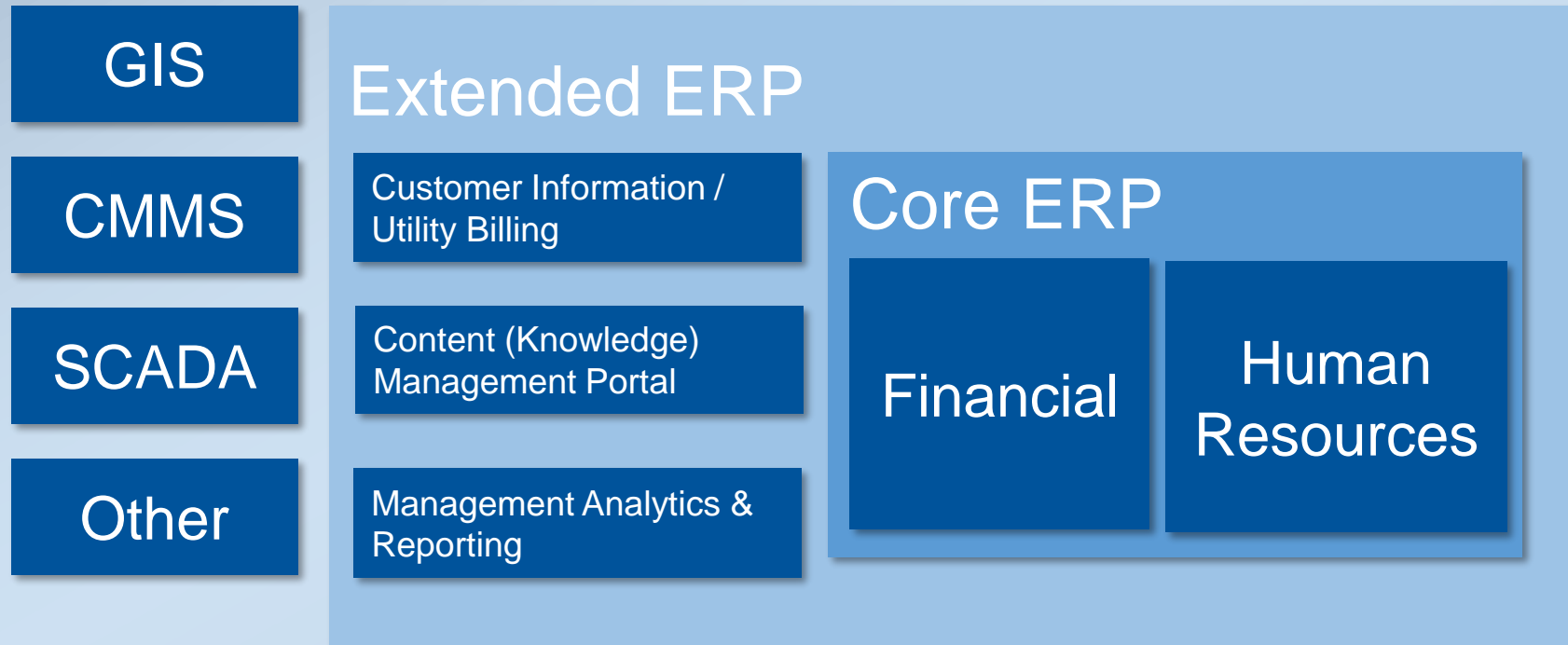
Enhance visibility into data

Program Requirements

- Common strategic goals and schema among enterprise systems

- Efficient Management of project interdependencies

- Reduction of Data Silos

- Data Consistency for Reporting

Data Silo Reduction

Improved Knowledge Management

Comprehensive Reporting and Data Visibility

Strategic Goals & Benefits

Improved Customer Alerts and Response

Automated and Collaborative Workflow

Increased Information Security

An Integrated Program

"Portfolio of systems"

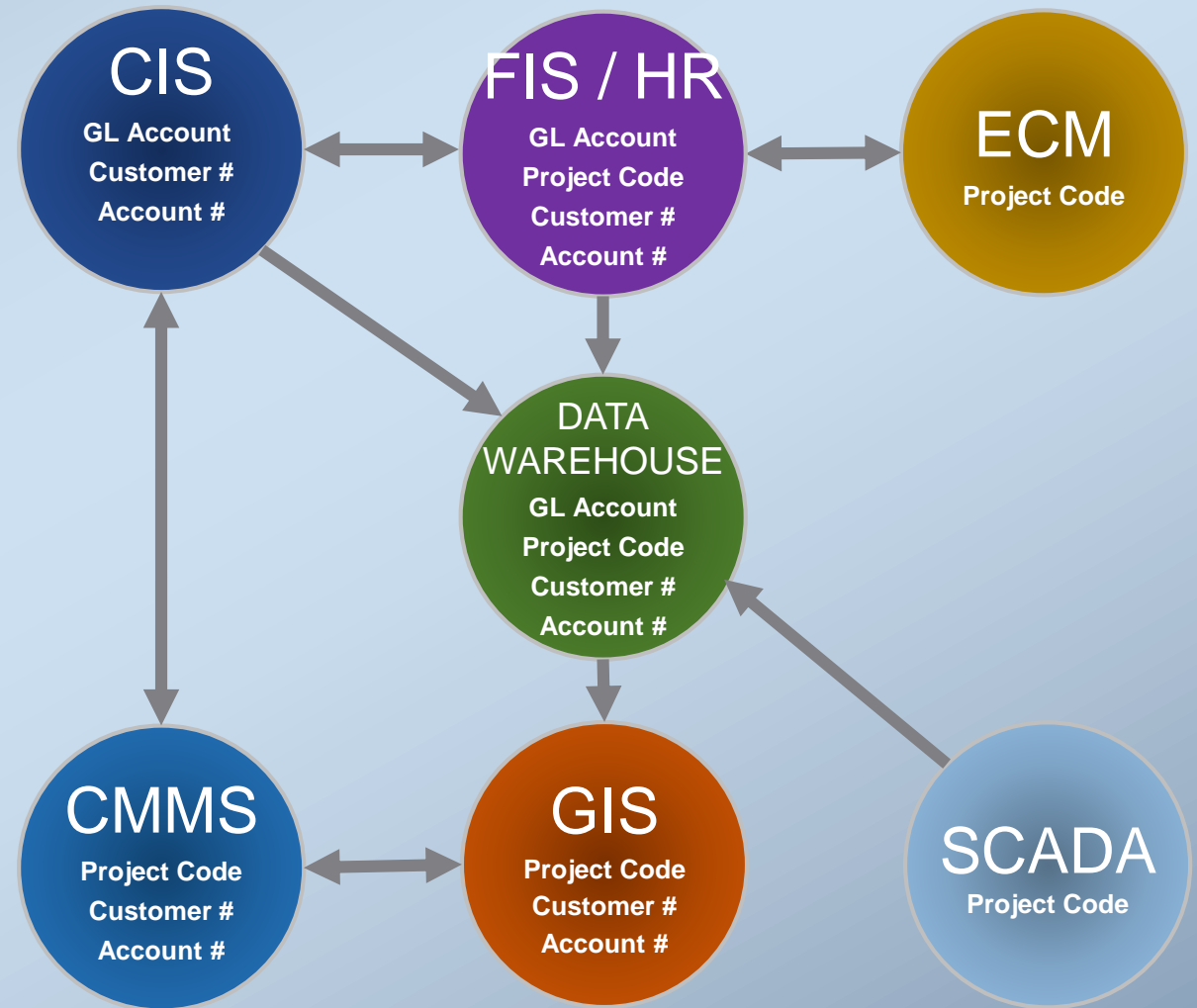| GIS		
CMMS	**Extended ERP**	
SCADA	Customer Information / Utility Billing	**Core ERP**
Other	Content (Knowledge) Management Portal	Financial / Human Resources
	Management Analytics & Reporting	

Integrations: Common Schema
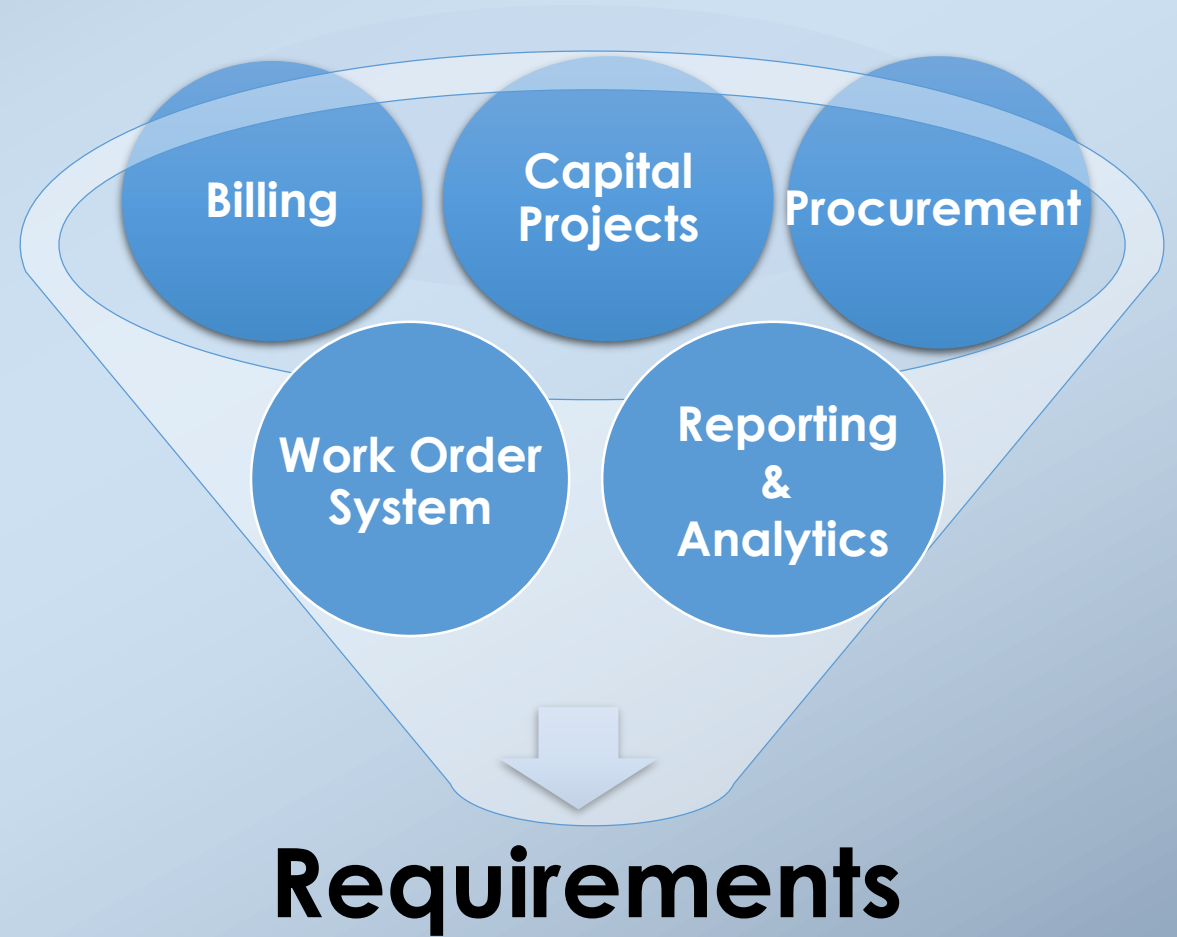
Define primary data keys.

Examples:

- GL Account (ORG and OBJECT)

- Project Code (Facility Code)

- Customer Number

- Account Number

Procurement:
Common Requirements

Staff Surveys Results:

- Streamlined processes

- Dashboards

- Workflow & Automation

- Flexible Reporting

- Reduce Paper!

Billing

Capital Projects

Procurement

Work Order System

Reporting & Analytics

Requirements

Procurement: Selection & Contracts

Selection

- Scoring Criteria

- Selection Phases

- Demonstration Scripts

- End User Involvement

- Return on Investment

Negotiated Contract

- Dedicated Consultant Resources

- Scope of Work (which phase first?!)

- Payment Milestones

- Prioritized Issue Punchlist

- Work Effort (vendor vs. agency)

- Maintenance Escalations

Stakeholders & Key Decisions

Solicit buy in and involvement

Why? What currently works and what doesn't? Challenge the status quo.

Collaborate – How can we make things better / more efficient? Do you have the right people in the room?
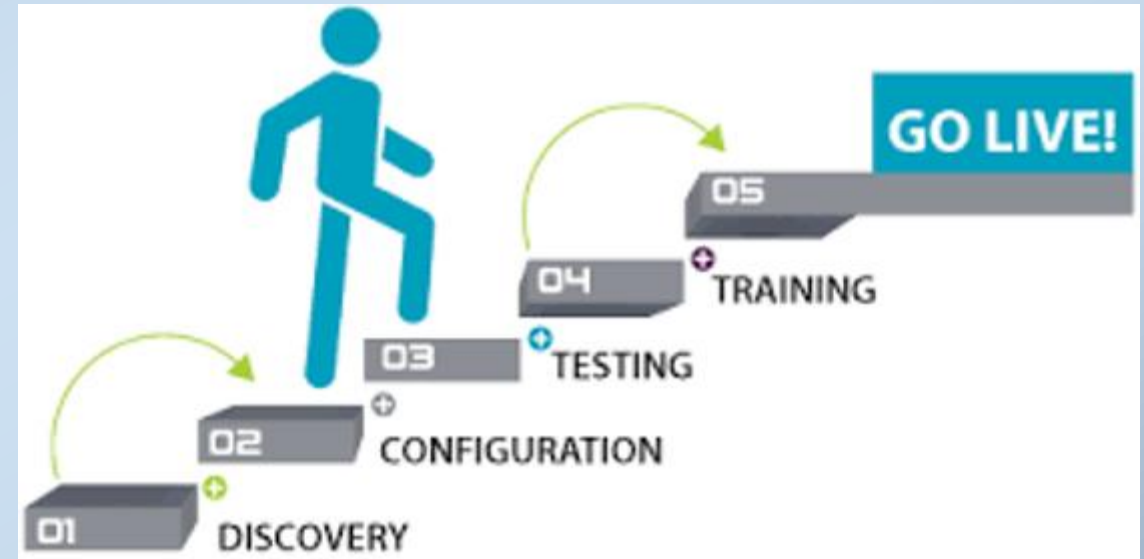
Are you able to **sustain** the change?

Follow up and **explore** possibilities and ways to **refine**.

Implementation: Configuration

- Chart of Accounts
  - Pay attention to character limits
- Workflows
  - Review during selection
- Project Structure

Implementation: Project Manager & Implementation Consultant

Interview / References
- Check references

Experience
- Don't be afraid to ask for another resource

Explores options and asks questions
- Actively listens to understand your agency
- Provides valuable feedback and options
- Responsive

Implementation: Staffing

Be Realistic

Know your timeline

Temp vs. In House & OT

Change Resistance

Motivation

Implementation: Testing

- Start Early & Assign Leads
- Develop Scripts
- Verify data and workflows with parallels
- Conversions, forms, and reporting
- Reconcile old and new systems at cross over

End User Training & Go-Live

Calendar Early

Time it close to Go-Live

User Guides

Follow up

Take suggestions into consideration

GETTING READY FOR GO-LIVE

Lessons Learned

Understand the impact of changes in business practices.

- **Don't let your current business practices prevent you from utilizing the full capacity of your new software.**

Get the initial set up right…if it isn't going as expected stop what you are doing.

- **Don't think you can fix it later.**

Make sure you have enough resources to implement the software.

- **Expect it will take more than you may have planned.**

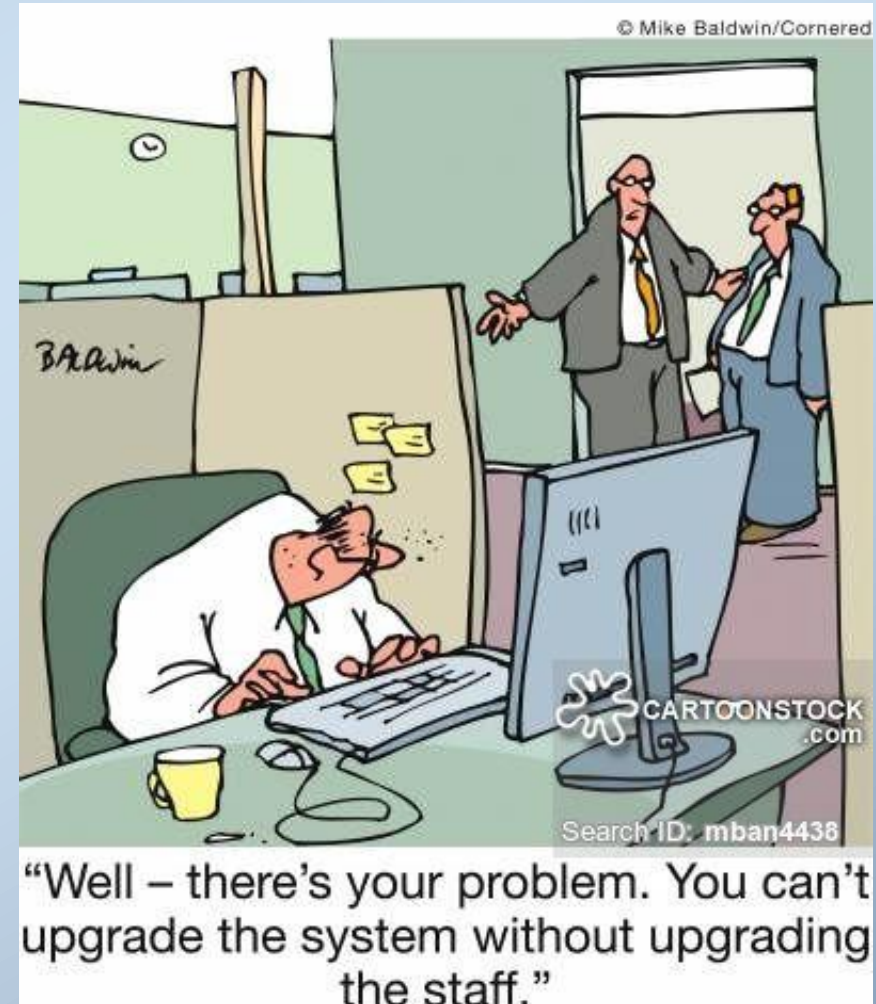**Don't let issues slide or go unaddressed.**

- **Communicate regularly to your project manager and your vendor's project manager to resolve the issues.**

Lessons Learned

Software implementation is expensive, and a huge commitment so take advantage of all it can do.

- ***Train your staff!***

- ***Train your staff!***

- ***Continue to train your staff!***

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"Well – there's your problem. You can't upgrade the system without upgrading the staff."

Global Perspective

Challenges choosing governmental finance software.
- *Impact of consolidations*
- *How to deal with the issues created by consolidations.*

What is the best technological solution for your agency?
- *Hosting or In-House*
- *What are the limitations?*