MINUTES

City of Stamford
ERP Governance Committee Meeting
October 18, 2023
5:00 PM
Via Webinar

ERP Governance Committee Members in Attendance:

Geoff Alswanger, BOF
David Watkins, BOR
Andy George, BOE
Bridget Fox, Chief of Staff
Benjamin Barnes, Director of Administration
Isidore Sobkowski, CDO

The ERP (Enterprise Resource Planning) Governance Committee meeting was called to order at 5:01 p.m. A quorum was present. Also in attendance were Nathan Frey from ISG and Josie Carpanzano Deputy Director of Operations.

The following materials were distributed in advance of the meeting: meeting agenda and the minutes of the September 20, 2023 meeting.

Approval of Minutes. A motion to approve the minutes for September 20, 2023 **carried 5-0-0**. Ms. Fox entered the meeting.

Oracle Permitting and Licensing (OPAL) Status. Ms. Carpanzano reported that an amendment to revise the Open Gov/Viewpoint permitting system contract from a 36-month contract to a one-year contract is awaiting final approval. The contract revision is causing a delay to the conversion contract as the vendor needs to be paid for the upcoming year to proceed with data conversion. Teller integration was discussed. Some minor reconciliation issues are expected and new challenges are anticipated when fully integrating the OPAL project. Thorough testing will be performed to confirm the functionality of the new systems and processes.

PPM and ERP Status. Mr. Barnes reported that, over the past few weeks, the team received a proposed forward plan from Oracle to address deficiencies identified in both the ERP and the PPM modules. The team accepted Oracle's proposals. There are two phases in the plan. The first phase includes making various changes to the setup in the PPM program and the ERP, including more configuration work and establishing hierarchies for reporting.

Some issues, such as difficulty obtaining balance sheets and transaction posting delays due to configuration problems, are being addressed in this phase. Oracle has committed substantial resources to this first phase, working around 80 to 100 hours a week. The senior designer for Oracle, Brenda Morgart, has been instrumental in troubleshooting configuration issues.

The first phase also involves improving security roles to ensure they better match employees' needs. The City is working with Oracle to review and adjust security roles, a process expected to require a lot of effort and might cause some challenges. The need for proper security roles is highlighted due to the upcoming FY2023 Audit which is expected to include comments about role deficiencies.

The second phase involves changes to the account string and combo code, adding project numbers to better track cash and actual revenue for individual projects.

The first phase is scheduled to be completed by Thanksgiving; the second phase is scheduled to begin in December and January.

Mr. Barnes reported that Oracle is currently working without a contract, and negotiations are underway for a contract extension to cover the work they have committed to. A contract amendment that ensures that high-value consultants remain on the project is being discussed. The negotiations include significant discounts offered by Oracle, and the City is looking to have the work on both phases be done on a fixed fee basis. Oracle has not stopped or slowed down work in any appreciable way. Rather they have committed significant resources over the past few weeks.

The effect of the ERP on the City Audit was discussed in detail. The Committee discussed past and future project timelines and costs.

Action Items:

- Mr. Barnes will circulate a high level statement of work to the Committee to discuss at the next meeting.

- Mr. Barnes reported that a policy is in development to outline the roles and responsibilities of an Operational Steering Committee that has the authority to set the policy. The policy will address training, issue resolution, and other operational aspects of the ERP system. A draft will be circulated over the next few weeks for this Committee's approval.

The meeting adjourned at 5:57 p.m.

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Next meeting is scheduled for
November 15, 2023
Via Webinar.

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