

Priority: Accountability
Program Offer Type: Existing Operating
Related Programs:

Lead Agency: County Management
Program Contact: Satish Nath

Program Characteristics:

Executive Summary

Multnomah County uses an integrated information system known as SAP (System Application and Data Processing Products) software to support many County-wide functions, including budget development and monitoring, financial reporting, bill-paying, contract processing and monitoring, human resource management, employee history tracking, payroll, time tracking and facilities management.

Program Description

(1) The SAP Team provides assistance, support, training and business consulting; (2) Advises on and enables the use of SAP for streamlined and optimized County processes; (3) Provides county-specific customization (functionality and reports); (4) Supports employer and regulatory requirements; (5) Supports Strategic Planning to maximize SAP value; (6) Keeps SAP up-to-date by modifying SAP in response to changes in program requirements; and (7) Supports the County's SAP users and their departments.

Program Justification

SAP provides tools and processes to effectively manage resources, to measure and report on program results and to reduce service delivery costs via continuous improvement. SAP collaborates with departments on solutions that provide fact-based data for decision making, to allow for consistent operational practices, and to maximize the County's investment in SAP via increased usage of its functionality.

The SAP Program provides value to our Employees, Citizens and other Stakeholders and is linked to Accountability priority in the following ways:

- 1) Visibility into all financial and administrative functions including accuracy of Financial and Human Resource reports.
- 2) Increased Efficiency via the automation of many routine activities that free workforce from administrative and redundant tasks allowing them to focus on value-added services to citizens.
- 3) Better Decisions at the right time with timely visibility into processes across the organization.
- 4) Lower Cost of ownership because it is a fully integrated solution.
- 5) Flexibility to add more value-add solutions in the future

Performance Measures

Measure Type	Primary Measure	Previous Year Actual (FY04-05)	Current Year Purchased (FY05-06)	Current Year Estimate (FY05-06)	Next Year Offer (FY06-07)
Output	Support activities by category	0	0	2,000	2,000
Outcome	maintenance support effort as a percentage of total support effort	0%	0%	0%	80%

Performance Measure - Description

Output - All support activities are tracked in Remedy. Each completed task is categorized and reported quarterly. Trend analysis is included. Will add time tracking in the future.

Outcome - Derive more value from the existing investment in SAP. Better balance activities dedicated to strategic investment activities versus maintenance activities. Target 80% dedicated to maintenance.

Note: Maintenance includes many regulatory/required activities (see below)

Quality Indicators - The SAP Team is also developing two major quality indicators which we will start in FY 08:

- (1) System Availability
- (2) Configuration changes to support timely and accurate completion of solutions relating to regulatory and mandatory activities such as PERS, W-2's, 1099's, Union Contracts, Benefits Changes, Financial Statements etc. These changes are mandated by County, State and Federal Laws.

Legal/Contractual Obligation

SAP itself is not mandated, but, many business functions supported by SAP (e.g. payroll, general ledger) are not optional. SAP is used to support other mandated activities such as PERS and financial reporting.

Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2006	2006	2007	2007
Program Expenses				
Personnel	\$0	\$1,222,167	\$1,180,143	\$0
Contracts	\$0	\$0	\$30,000	\$0
Materials & Supplies	\$0	\$46,270	\$45,270	\$0
Internal Services	\$1,740,000	\$3,270,651	\$1,284,745	\$0
Subtotal: Direct Exps:	\$1,740,000	\$4,539,088	\$2,540,158	\$0
Administration	\$0	\$0	\$16,077	\$1,101
Program Support	\$0	\$0	\$18,194	\$0
Subtotal: Other Exps:	\$0	\$0	\$34,271	\$1,101
Total GF/non-GF:	\$1,740,000	\$4,539,088	\$2,574,429	\$1,101
Program Total:	\$6,279,088		\$2,575,530	
Program FTE	0.00	0.00	11.00	0.00
Program Revenues				
Fees, Permits & Charges	\$0	\$3,865,953	\$0	\$0
Program Revenue for Admin	\$0	\$0	\$1,321	\$0
Total Revenue:	\$0	\$3,865,953	\$1,321	\$0

Explanation of Revenues

SAP revenues are derived from other county programs based on usage.

Significant Program Changes

Last year this program was: #71003, SAP Support
Prior to FY06, this program was included in Business Service Fund.