

**Priority:** Accountability **Lead Agency:** County Management  
**Program Offer Type:** Existing Operating **Program Contact:** Mindy Harris  
**Related Programs:**  
**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 operations, monitoring and reporting functions such as budget development, financial and asset management, contract processing, human resource, employee compensation and historical data, and facilities maintenance. SAP provides the county's real-time operational data to employees, business partners and citizens.

**Program Description**

The SAP support program provides leadership, SAP education, business process analysis and re-engineering, project management and accountability for County's core business operation efforts. Key efforts include: (1) on-going support, training and business consulting to employees; (2) researching, analyzing, recommending, and implementing process innovation; (3) supporting employer and regulatory requirements; and, (4) supporting strategic planning to lower total cost of ownership.

Key efforts in FY09 include a continuous improvement to County business processes, including research of additional SAP functionalities and consultation with Departments on business process improvements.

**Program Justification**

SAP Support program champions integration of technology, people and process by eliminating manual processes and providing improved e-business solutions to effectively manage resources. SAP collaborates with departments on solutions that provide fact-based data for decision making and allows for standard practices. The Program is linked to Accountability priority in the following ways: 1) transparency of all financial and administrative data, 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, and, 5) flexibility to increased value-add solutions in the future.

**Performance Measures**

Measure Type	Primary Measure	Previous Year Actual (FY06-07)	Current Year Purchased (FY07-08)	Current Year Estimate (FY07-08)	Next Year Offer (FY08-09)
Output	Support Activities by category	2,000	2,000	2,300	2,300
Outcome	Maintenance support effort as a percentage of total support	85.0%	100.0%	85.0%	90.0%

**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 70% 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

## Revenue/Expense Detail

	Proposed General Fund	Proposed Other Funds	Proposed General Fund	Proposed Other Funds
	2008	2008	2009	2009
<b>Program Expenses</b>				
Personnel	\$1,276,574	\$0	\$1,365,442	\$0
Contracts	\$30,000	\$0	\$30,000	\$0
Materials & Supplies	\$44,170	\$0	\$45,270	\$0
Internal Services	\$1,234,753	\$0	\$1,296,353	\$0
Subtotal: Direct Exps:	<b>\$2,585,497</b>	<b>\$0</b>	<b>\$2,737,065</b>	<b>\$0</b>
Administration	\$88,623	\$16,499	\$71,853	\$11,630
Program Support	\$14,076	\$0	\$16,100	\$0
Subtotal: Other Exps:	<b>\$102,699</b>	<b>\$16,499</b>	<b>\$87,953</b>	<b>\$11,630</b>
Total GF/non-GF:	<b>\$2,688,196</b>	<b>\$16,499</b>	<b>\$2,825,018</b>	<b>\$11,630</b>
Program Total:	<b>\$2,704,695</b>		<b>\$2,836,648</b>	
Program FTE	11.50	0.00	11.50	0.00
<b>Program Revenues</b>				
Program Revenue for Admin	\$16,499	\$0	\$11,630	\$0
<b>Total Revenue:</b>	<b>\$16,499</b>	<b>\$0</b>	<b>\$11,630</b>	<b>\$0</b>

## Explanation of Revenues

## Significant Program Changes

Last year this program was: #72019, SAP Integrated Information System