

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

Lead Agency: Information Technology
Program Contact: Sherry Swackhamer

Program Characteristics:

Executive Summary

Multnomah County uses SAP software as its enterprise financial and human resources system, making SAP the County's system of record for all financial, human resources, and budget transactions. Because SAP is a single database for all County business activity, financial and human resource data is integrated, providing wider access to data and reducing discrepancies. Using SAP enables the County to retire other systems while providing support for county operations, monitoring and reporting functions such as financial and asset management, contract processing, human resource, employee compensation and history, and facilities maintenance. SAP provides real-time operational data to employees, business partners and citizens.

Program Description

As the County's system of record for all business transactions, the SAP support program provides support for regulatory reporting requirements, business process analysis and re-engineering, and implementation of process innovation, all of which are designed to increase efficiencies in the County's financial and human resources processes and reduce the total cost of ownership. Key accomplishments since SAP was implemented in 2000 include full integration of finance and human resources data from multiple systems into one; inclusion of the County's capital assets in SAP (formerly managed in Excel); replacement of numerous manual process; integration of several stand-alone shadow systems into SAP. The SAP support team also provides training, education and technical assistance to County SAP users. Key efforts in FY10 include expansion of fee based systems (thereby eliminating further shadow systems), implementation of transactional controls to prevent payment on unexecuted contracts, automation of additional manual processes including employee tax and deferred compensation withholding, and tracking of employee usage and eligibility for FMLA/OFLA leaves.

Program Justification

Since implementation in 2000, SAP development has continued to evolve. In addition to fully integrating financial and human resources data, the SAP team has developed a number of business process efficiencies. Examples include automation of numerous manual processes such as the online training calendar and employee personal information forms; migration of shadow system usage to SAP, such as the MCSO Alarm Permit Program and other fee based data systems; implementation of a tracking system for monitoring energy/utility usage by building and improving energy management; development and implementation of contractor insurance database, to track liability insurance coverage for all County contractors; implementing a work order system used by Facilities and Bridges to manage their work request system electronically and report directly to a job site at the beginning of the day, rather than report to Facilities admin to obtain the day's assignments. Through SAP's continued efforts to provide greater business process efficiencies, County staff are able to focus on value-added services to citizens. SAP collaborates with departments on solutions that provide data driven decision making and implement standardized practices. Finally, the SAP team has acquired numerous skills that enable the County to manage projects and develop new functionality internally rather than incur outside consulting costs.

Performance Measures

| Measure Type | Primary Measure | Previous Year Actual (FY07-08) | Current Year Purchased (FY08-09) | Current Year Estimate (FY08-09) | Next Year Offer (FY09-10) |
|--------------|---|--------------------------------|----------------------------------|---------------------------------|---------------------------|
| Output | Number of Shadow Systems migrated to SAP | 0 | 10 | 9 | 8 |
| Outcome | Maintenance support effort as a percentage of total support | 85.0% | 85.0% | 80.0% | 90.0% |
| Output | Number of online training registrations tracked | 3,000 | 10,000 | 10,000 | 9,500 |

Performance Measure - Description

Output: Shadow systems and manual processes integrated/automated in SAP include MCSO Alarm Permits, Push Partner Registry to track emergency antibiotic distribution, contractor insurance tracking, online employee training calendar.
Outcome: Ongoing maintenance of SAP functionality and end user support is expected to increase as workforce is reduced and employees receive changes to their job assignments. Best business practice target for this outcome is 75%.

Legal/Contractual Obligation

Revenue/Expense Detail

| | Proposed General Fund | Proposed Other Funds | Proposed General Fund | Proposed Other Funds |
|---------------------------|-----------------------|----------------------|-----------------------|----------------------|
| | 2009 | 2009 | 2010 | 2010 |
| Program Expenses | | | | |
| Personnel | \$1,365,442 | \$0 | \$0 | \$1,853,239 |
| Contracts | \$30,000 | \$0 | \$0 | \$40,200 |
| Materials & Supplies | \$45,270 | \$0 | \$0 | \$559,359 |
| Internal Services | \$1,296,353 | \$0 | \$0 | \$294,201 |
| Subtotal: Direct Exps: | \$2,737,065 | \$0 | \$0 | \$2,746,999 |
| Administration | \$96,065 | \$0 | \$0 | \$0 |
| Program Support | \$22,400 | \$0 | \$0 | \$0 |
| Subtotal: Other Exps: | \$118,465 | \$0 | \$0 | \$0 |
| Total GF/non-GF: | \$2,855,530 | \$0 | \$0 | \$2,746,999 |
| Program Total: | \$2,855,530 | | \$2,746,999 | |
| Program FTE | 11.50 | 0.00 | 0.00 | 14.00 |
| Program Revenues | | | | |
| Fees, Permits & Charges | \$0 | \$0 | \$0 | \$2,746,999 |
| Program Revenue for Admin | \$0 | \$0 | \$0 | \$0 |
| Total Revenue: | \$0 | \$0 | \$0 | \$2,746,999 |

Explanation of Revenues

Significant Program Changes

✔ Significantly Changed

Last year this program was:

#72021, SAP Integrated Information System

This program offer eliminates 1.0 FTE, Business Analyst Sr. The eliminated position is responsible for developing new SAP functionality plus applying updates related to Federal/State/Union rule changes. By eliminating this position, development of Employee Self Service will be stalled indefinitely. Implementing ESS functionality will enable the county to convert paper based employee transactions to electronic, such as online employee benefits enrollment. Additionally, the SAP Development Team was previously budgeted in the IT fund but is being transferred to the General Fund via this program offer.