

**Item Title:** Authorize 1 FTE to Support County Enterprise Resource Platform (ERP)

**Specific Action Requested:**

**That the Board of Commissioners authorizes one (1) full-time equivalent in the Information Services department to serve as project manager for the County's enterprise resource platform, eWake.**

**Item Summary:**

**Background:**

The County has had an integrated Enterprise Resource Platform (ERP) since 2008 that is referred to as eWake – Wake's Electronic Workplace. The primary software solution for eWake is CGI Advantage, for which the County has a long-term contract to 2024 that includes periodic upgrades of the infrastructure and software. There are two additional human resource software applications integrated with Advantage, Cornerstone and Kenexa that currently provide the learning management and recruiting systems. The systems included in eWake process all our financial and employee transactions. The financial systems include: accounts payable, procurement, financial reporting, receivables and budget control. The human resources systems include payroll, benefits, position management and learning management. The budget systems include all components of the operating and capital budget development. The departments involved in the management of the systems are budget, finance, human resources and information services. The current staffing of the eWake system is 8 positions: 2 in finance, two in human resources, one in budget and three in information services.

**Request:**

Within eWake annually there are multiple projects that must be managed that range from implementing new functionality to a complete upgrade of the system. Currently, the functional system managers balance project and vendor management within their existing system ownership roles, which has proven challenging within current staffing capacity to keep the day-to-day running while trying to maintain and expand the system. The current approach of not having dedicated project management has added risk to project implementations.

To maintain and grow an ERP, constant attention is required to keep the system current to meet the needs of the users. A complete system upgrade will begin in February of 2017. Additional projects around electronic content management and implementation of additional modules of the Cornerstone application are also slated to occur over the next two years.

The departments involved in eWake have spent the past six months analyzing project successes and short-comings and have identified dedicated, professional project management as a high priority need within the eWake team to ensure timely, coordinated and successful implementation of these projects across the various platforms and four departments involved with eWake.

Given that the need for project management has been recently identified and the critical nature of the ERP system upgrade that will begin in February 2017, the departments involved in eWake are requesting a mid-year position authorization in the information services department in order to have a project manager on board as close to the start of the upgrade as possible.

The position is proposed as a Band 32, Information Technology Project Manager, with an expected hiring range between \$90,000 and \$110,000 based on the selected candidate's qualifications. Funds to cover the cost of fiscal year 2017 will be identified within existing departments' appropriations. A commitment of fiscal year 2018 funds will be required as an on-going operating expense.

**Attachments:**

1. Budget Memo