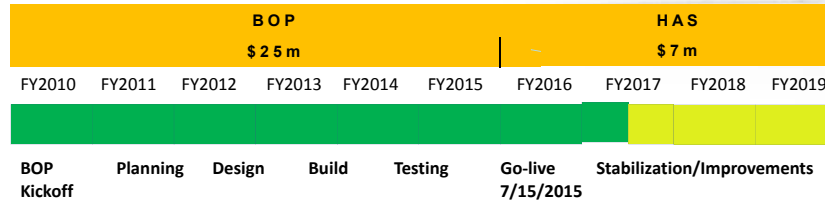


PeopleSoft Update



Glossary

- BOP – Business Optimization Program
- ERP – Enterprise Resource System
- HAS – Hosting and Application Support Agreement
- APTA – American Public Transportation Association
- SAAS – Software As A Service

APTA and Employee Survey

APTA Review Completed May 2016 Recommended

- Establish ERP strategy
- Establish leadership and governance for ERP
- Implement ERP support structure and training to employees
- Continue data cleansing efforts and complete BOP phase
- Document business processes and create desktop procedures
- Revise Hosting and Application Support Agreement (HAS)
- Collaborate with IT organization
- Establish working groups and develop power users

Employees Provided Feedback from Surveys (low rating)

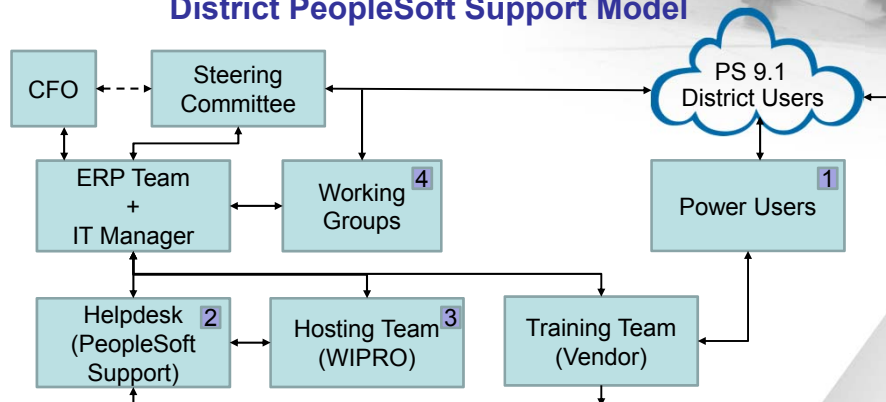
- The implementation of BOP has made doing my job easier
- The implementation of BOP has improved coordination between departments
- The implementation of BOP has streamlined financial processes

Improvements made in 2016

1. Transitioned PMO from external Consultant and developed ERP support model (see next slide)
2. Formed PeopleSoft Steering Committee and in house dedicated ERP department
3. Engaged all district employees and formed inter-departmental Working Groups
4. Improved Hosting Infrastructure
5. PeopleSoft Final Data Cleanup; ETA 11/15/2016
6. Scheduling regular employee training in areas of Purchasing, Time and Labor and Treasury;
7. New PeopleSoft in house dedicated Help Desk closed out close to 1,000 ticket requests in 2016

PeopleSoft Governance and Support Model

District PeopleSoft Support Model



- 1 2 Fix in house
- 3 Fix w/WIPRO Helpdesk (Level 1)/Hosting Team (Level 2&3)
- 4 Fix w/Others/Special Projects

Ongoing Initiatives

	ETA
1. Stabilization of application (Hosting Center NC)	stable
2. Completion of BOP (Training module, disaster recovery site, documentation)	12/31/2016
3. Training RFP (comprehensive ongoing training program for all employees)	11/15/2016
4. Data clean up (FY2016 – Projects and Grants)	11/15/2016
5. Reengineering business processes (AP, Grants Billings)	12/31/2016
6. Documenting processes and standard operating procedures	12/31/2016
7. Revising Hosting and Application support agreement with Wipro	12/31/2016
8. Start planning for PeopleSoft upgrade or change of provider	1/1/2017