
DWA Project Status

“Working Smarter for our Students”

April 2004

V1.2.3

-
- Update on DWA
 - Recommend Board Actions

DWA Overview - Projects



- I Implement new **Student Information System**
 - Zangle / C-Innovations
- II Implement new **Special Education System**
 - Encore / 4GL
- III Implement new **Financial System**
 - PeopleSoft / Empower
- IV Implement new **Payroll / Human Resources System**
 - PeopleSoft / Empower
- V Portal: **Web access** to DataWarehouse
 - PeopleSoft / Empower / Otis Ed / 4GL

DWA Scope – I. Student Information System

Phase I

Original Plan:

- Phase I: January '03 - December '03 (U C High Cluster, Twain, Garfield)
 - Zangle (Student Information System) Pilot: May '03 – Dec '03

Actual Implementation: On Schedule

Status:

- Pilot Complete
 - Zangle successfully in use at pilot cluster

Issues:

- Slow network performance (Resolved when WAN upgrade complete)
- Site Staff Changes (Site techs, teachers, office staff)
- Must continue to emphasize proper daily input at school sites

DWA Scope – I. Student Information System

Phase II

Original Plan:

- Phase II: January '04 – May '05
 - Zangle (Student Information System)
 - Rollout to Schools, Parent Connect, Student Connect, Service Pack releases for SDCS

Actual Implementation: On Schedule

- Rollout plan changed to accommodate HS Renewal

Status:

- Rollout to Mission Bay / Serra in process
- Point Loma / Patrick Henry (April '04)

Issues:

- HS renewal – Rescheduling of Implementation
- Staff turnover – training
- Data conversion challenges

DWA Scope – II. Special Populations System

Phase I

Original Plan:

- Phase I January '03 – October '03 (U C High Cluster, Twain, Garfield)
4GL (Special Education System) Pilot: Jan '03 – Oct '03
 - Development and Deployment of SETS/ENCORE

Actual Implementation: On Schedule

Status:

- Live at Pilot Schools October '03 – Synchronized with Zangle pilot

Issues:

- Data clean-up
- Students moving between Zangle – non Zangle schools

DWA Scope – II. Special Populations System

Phase II

Original Plan:

- Phase II January '04 – December '05
 - Rollout to all SDCS Schools for SETS / ENCORE

Actual Implementation: Ahead of Schedule

Phase II January '04 – August '04

- Rapid Rollout to all SDCS Schools for SETS / ENCORE
- Recoup mandated costs, mitigates student movement issues

Status:

- Proceeding with Rapid Rollout Plan

Issues:

- Resources (training sites, trainers, support)
- Data clean-up
- Students moving between Zangle – non Zangle schools

DWA Scope – III,IV Financial, Payroll/HR Systems

Phase I

Original Plan:

- Phase I: November '02 - December '03
 - Financial System: 'Go Live' 11/3/03
 - Payroll/Human Resources System: 'Go Live' 11/10/03

Actual Implementation: On Schedule

- Phase I: November '02 – January '04
 - Financial System: 'Go Live' 11/3/03
 - Human Resources System: 'Go Live' 11/10/04
 - Payroll: 'Go Live' 01/01/04
 - Changed Payroll go-live to January to mitigate any possible W-2 issues
 - Production Support by Empower

Categorized Issues:

- Comprehensive
- Performance
- Procurement/Human Resources / Payroll
- Finance

DWA Comprehensive Issues

- 40 Digit chart field
 - MIPS conversion delayed, impacted users at the same time as the PeopleSoft implementation
 - Impacts nearly *EVERYTHING* in PeopleSoft
- Quality of data from originating sources
 - Garbage In = Failed Transaction
 - (requisitions, expense reports, invoices, PARs, etc)
- New Employee ID numbers
 - Required to logon to systems
- Forced Business Process Changes – On-Going Effort
 - New Business Processes in HR, FI, T&L
 - Discovered process issues hidden by non-integrated systems

Performance Issues

- System Wide Performance problems
 - Multiple reasons (technical, process, hardware)
- IT formed “Crisis Action Team”
 - Direct contacts, collect specific information (metrics)
 - Greatly improved performance within one week
 - On-going Effort
- Findings:
 - Technical: PeopleSoft Application issues
 - System tuning, PeopleSoft application tuning
 - Process: (Running reports / queries “improperly”)
 - Educated users, restricted access, moved to reporting databases
 - Hardware (Eliminated as a possible reason early)

Procurement / HR / Payroll Issues

- Procurement: Requisition and PO Processing
 - No processing of requisitions without proper accounts
 - Change to business practices and process (EFRA was home-grown)
 - Process time greatly improved since Go-Live
 - Working to reduce of backlog requisitions
 - Cataloging Items, Boise/Waxie on-line, on-line book ordering (40% of their work)
- Human Resources
 - PAR Processing stabilized
 - Position Management stabilized
- Payroll Processing
 - Successful payrolls for monthly and hourly (***this is no small feat!!***)
 - Outstanding issues regarding deductions currently being addressed
 - Coordinated monthly and hourly payrolls to one payroll
 - Continue to refine Payroll business practices

Finance Issues

- Accounts Payable
 - Large backlog of vouchers due to Budget checking, PO matching, invalid charge numbers, performance
 - Over 60% of the work coming to AP had invalid charge numbers!
 - PO matching issues reduced due to increased coordination with Procurement
 - Invalid charge numbers still an issue – this has improved as users learn to use the proper account codes
 - AP process issues greatly improved – constantly under review
 - AP reports backlog down from approximately 2 months – 1 month
- Budget Planning Module: Not yet functional as delivered
 - Coordinating with PeopleSoft to correct

Finance Progress

- Budget Issues
 - Restricted and Unrestricted Funds Allocations
 - Detailed Categorical fund allocations complete on 2/27/04
 - General funds allocations complete at a higher level
 - Posting Payroll to the General Ledger
 - PeopleSoft delivered practice of distributing benefits was not aligned with the district practice. – Jan, Feb, Mar not yet posted to GL
 - Position Management
 - Unfilled Vacancy positions created by the budget department
- Accounts Payable
 - PO matching issues reduced due to increased coordination with Procurement
 - Cleared 100% employee expense reimbursement
 - Processing time greatly improved
 - Boise/Waxie Interface

DWA Scope – V Portal Access to DataWarehouse

Original Plan:

- Phase I: November '02 - December '03
 - Portal Access to Data

Actual Implementation: On Schedule

- PeopleSoft
 - Finance and HR data are available (November '03)
 - Student Information (Otis Ed) – Q2 '04
 - Special Education – Q2 '04

Status:

- PeopleSoft construction complete – Some reporting has begun
- Student Reporting is still done from SIS until Zangle fully deployed

DWA Summary - Support Issues

Original Plan

- Production Support Team was to consist of Subject Matter Experts (SME's) within the functional areas

Implementation

- July 2003 Budget Crunch
 - Early retirement, layoffs, staff reductions
 - Reductions planned for after implementation (2004) occurred in 2003
- Production Support currently being provided by Empower Solutions
- Impact on Phase II

Revised Plan

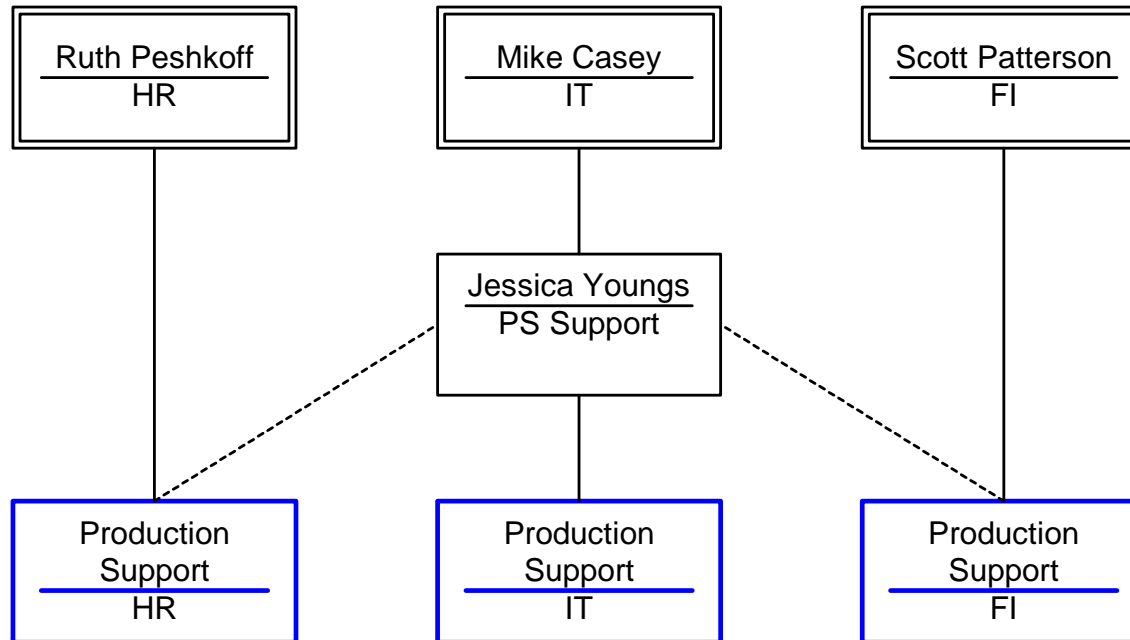
- Re-Create SDCS Production Support Team
 - Provide a production support team at a level in alignment with the original plan prior to July 2003 staff reductions
 - Transition from Empower to our own internal Production Support Team
 - Eliminate the need for expensive professional consulting for production support

DWA Summary - Production Support Team

- SDCS Production Support Team: Tasks/Responsibilities
 - Provide end user application support – Super User
 - Problem determination and resolution
 - Documentation
 - Develop content for releases
 - Perform impact analysis for requested enhancements
 - Testing and certification of software releases
 - Lead functional user group meetings
 - Coordinate training

DWA Summary - Production Support Team

SDCS Production Support Team

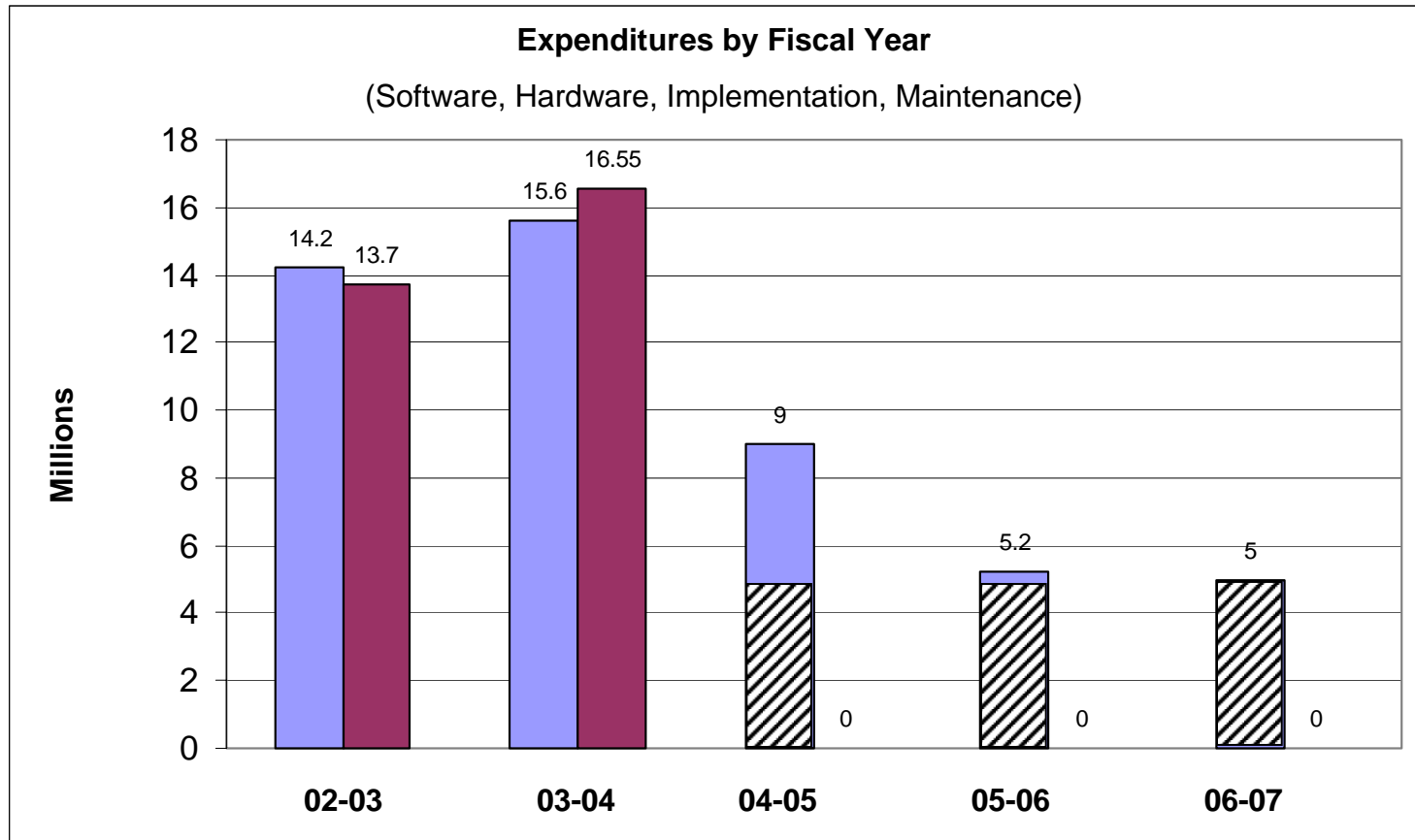


Financial System, Payroll/HR Systems: Phase 2 – Revised Plan

	2003	2004											
	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Phase II													
Benefits Admin													
ePay													
eBenefits													
eProfile													
Projects													
Expenses													
Asst Mgnt													
Recruit Work													
eRecruit													

Phase I: Post Go-Live required additional support provided by Empower.

DWA Budget Summary to Date



\$5M/Year On-Going Maintenance

Empower Budget to Complete

Original Budget	\$12,289,893
Invoiced per Plan	\$8,441,834
Additional Support	\$900,000
Remaining Budget	\$2,948,059
Remaining Scope	\$3,703,499
Extended Overhead	\$194,560
Total to Complete	\$3,898,059
Remaining Budget	\$2,948,059
Total to Complete	\$3,898,059
Differential	(\$950,000)

Board Actions

Contract Services:

- Increase total value of the Empower Solutions contract by \$950K
(State School Facilities Funds)
- Approve increase in value of Forest Glen contract for Project Architect (\$54K)
(State School Facilities Funds)

Personnel:

- 6 Positions for Support Team:
(Unrestricted resources subject to funding during FY 04/05 budget development)
 - 2 Human Resources
 - 2 Finance
 - 2 IT