

June 19, 2018

Matthew H. Hymel
COUNTY ADMINISTRATOR

Daniel Eilerman
ASSISTANT COUNTY
ADMINISTRATOR

Angela Nicholson
ASSISTANT COUNTY
ADMINISTRATOR

Marin County Board of Supervisors
Civic Center
San Rafael, CA 94903

Subject: Status report regarding the Administrative Technologies of Marin (ATOM) project implementation

Marin County Civic Center
3501 Civic Center Drive
Suite 325
San Rafael, CA 94903
415 473 6358 T
415 473 4104 F
CRS Dial 711
www.marincounty.org/cao

Dear Board Members,

RECOMMENDATION: Accept status report

SUMMARY

On December 9, 2014, your Board approved a contract with Tyler Technologies for their Munis software product after a thorough selection process. The first phase of the ATOM project implementation began in February of 2015 with the goal of implementing a new Finance system.

As we have done throughout our process, we are providing your Board with project status update. The goal of this status report is to inform you of our decision to target December 16, 2018 as the project go-live date for Human Resources and Payroll.

Project Status:

As previously reported, the criteria required to be met in order to go-live with the next phase of Human Resources and Payroll are as follows:

- Finance system performance issues have been resolved;
- Both the County and Tyler agree that the HR and Payroll system is ready; and
- All users of the system have been trained.

Consistent with our commitment to learn lessons from the SAP implementation, we will only go-live with the next phase when the system meets functional requirements and the organization is ready for the transition.

At this time the ATOM Executive Steering Committee is ready to report that the Finance system performance issues have been adequately addressed to warrant moving forward with the next phase. Ongoing efforts continue to

address new functionality issues as they arise and to continue to improve overall system performance. The go-live decision will be influenced by ongoing system stability and performance status.

Furthermore, the major development phase of the project to integrate the time reporting solution with the payroll solution has been completed by Tyler Technologies. Significant testing efforts are planned up until end-user training begins to verify both system functionality and County business processes meet our needs. Based upon the project plan documents delivered by Tyler Technologies and the additional staff resources both the County and Tyler are committing to the project, the ATOM ESC is recommending setting a target date of December 16, 2018 for go-live. This date coincides with the beginning of the first pay period that pays employees in Q1 of 2019.

The home stretch to a successful go-live will require a broad commitment from all County staff and management teams and from Tyler Technologies to ensure all goals are met. The large bodies of work can be described as follows:

1. June-September 2018 – Functionality Testing / Verification. Assistance from departmental payroll staff and subject matter experts from Tyler and the County will be key to success. The goal of this body of work is to ensure the system is ready for user adoption.
2. October-December 2018 – Training and Readiness Activities. The focus of this time is to ensure our end users are trained to succeed in administering HR and Payroll functions and for County staff to be ready to enter time in the new system.
3. January – May 2019 – Post Go-Live Support. In this timeframe the project will bring on additional staff and focus on ensuring that users are successful in using the new system and that any challenges that arise are addressed as quickly as possible.

The ATOM ESC is committed to the principle of 'Readiness' before taking the step to go-live with the new HR and Payroll system and retiring SAP. The target date (December 16, 2018) announced in this report will be confirmed with the Board at the conclusion of successful system testing – currently scheduled for October 2018.

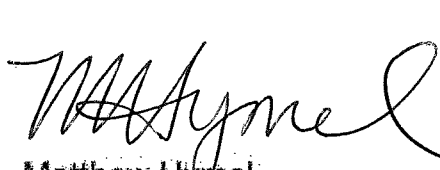
FISCAL IMPACT

Even though the Phase II go-live has been extended, we are projecting that the project will be below budget by between \$2-3 million largely because administrative departments have been able to absorb the project staffing costs within their existing budget. Our contract with Tyler Technologies is at a fixed cost; therefore, additional Tyler implementation costs attributable to the delay of the fully integrated software are being absorbed by the contractor.

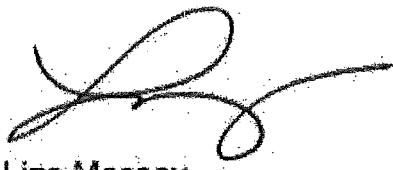
Please let us know if you have any questions or concerns.

Reviewed By:

- (X) Department of Finance
- (X) Department of Human Resources



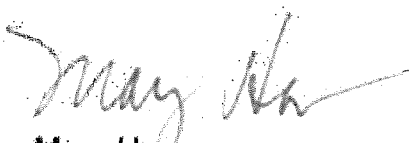
Matthew Hymel
County Administrator



Liza Massey
Director, Information Services and Technology



Roy Given
Director, Department of Finance



Mary Hao
Director, Department of Human Resources



Raul Rojas
Director, Department of Public Works