

OAKLAND COUNTY
Information Technology Leadership Group
Meeting Minutes

LEADERSHIP GROUP: Finance Administration

MEETING DATE: 04/28/2020

GOALS (S):

RECORDING SECRETARY: Pam Weipert

NEXT MEETING DATE: July 28, 2020	TIME: 1:00 PM
---	----------------------

Members / Alternates Present:	Todd Birkle, Jody DeFoe, Scott Guzy, Allan Robbins, Joellen Shortley, Kristy Slosson, Lynn Sonkiss, Sara Stoddard (joined late), Chris Ward, Pam Weipert
Members / Alternatives Absent:	Lauren Chamberlin, Pat Davis, Thom Hardesty, Dan Hunter, Terri Meiers, Kevin Scheid Leigh-Anne Stafford, Garth Wooten
Others Present:	Janet Brinker, TJ Fields, Kary Goisdzinski, Mary Gosine, Janette McKenna, Paul Megge, Tammi Shepherd, Mike Timm, EJ Widun, Jennifer Wills, Cassy Zakens

Call to Order 1:00 by Chair Lynn Sonkiss (meeting held via Skype)

1. **Approval of prior meeting minutes** – Jody DeFoe made a motion to approve the minutes. Chris Ward seconded the motion. The minutes were approved unanimously.
<http://www.oakgov.com/pmo/>
2. **Review 2019-20 Master Plan Quarterly Status Report:**
 - a. **Vacant Position Report (as of April 17, 2020) - pg. B.6**
 - Janette McKenna reported that IT has seventeen vacancies. IT has hired a few people and has lost a few since the last report, resulting in a 10% vacancy rate. The six highlighted positions on the report are those that IT was recruiting for when COVID happened and then the county instituted a hiring freeze.
 - b. **Review Planned Maintenance/Upgrades and Master Plan Activity - pg. A.1- A.19**
 - **2018-20 HR Finance Planned Maintenance & Upgrades** - Updated OS Proxy PeopleSoft servers from 2008 to 2012.

- **2018-20- eGovernment Planned Maintenance & Upgrades** - FOR EDCA: Completed "The Mortgage Office" Service Pack / Software Upgrades for Community Home Improvement.
- **02B - MyInsight Implementation** - The vendor performed a solution review of completed contract items. Health has begun configuring their portion of the program build. Additionally, the CareConnect integration was kicked off.
- **02C - HIPAA External Risk Assessment** – RFP responses were reviewed, vendor meetings held, and scoring was completed. Vendor selection was completed for all parties that participated in the RFP. The project team has begun the creation of the Scope of Services with the selected vendors.
- **04 – Executive Rebranding** - Finalized all known required updates. Working with the Executive Office to identify any pending updates and close the project.
- **05 – BOC Hardware Replacement** - The WIFI has been installed, all new laptop/tablet devices have been deployed (save 1), and training has been completed. The project is now in post-implementation support until June 1st.
- **06 – Law Library Infrastructure Improvement** - The Law Library Improvement project is on hold.
- **07A - FHCM Program Management** – Continuing to charge time to this project for overall Program Management which includes vendor management, training, and other on-going program activities.
- **07D – FHCM Architect (HCM)** – Closed in the last quarter.
- **07G - FHCM Reports & Integrations Development (HCM)** – Continued development of OCIT assigned integrations as well as reports.
- **07H – FHCM Parallel Tenant Build (HCM)** – In the last quarter, OCIT completed the population of data gathering workbooks for the Parallel Tenant Build. Currently working on modifying scripts for Pre-Gold.
- **07I – FHCM Financial Crosswalk Integration** - Testing continues on all crosswalk integration with Accenture, users and IT for these temporary programs that are needed to update PS Financials once HR goes live with WD in July.
- **07J – FHCM Okta Implementation (HCM)** - In the last quarter, OCIT continued to develop and test the Okta integration with Workday. This also includes integrations with the Service Center, AD and O365 and how id's are created and modified.

- **07K - FHCM Phase II - Architect (FCM)** - Initial Planning started for Phase II of the program for implementing Financials.
- **07L - FHCM Report Development** - Project was created in the last quarter to inventory the remaining reports for Phase I HCM as well as prepare for Phase II report development.
- **07M - FHCM Gold Tenant (HCM)**- Project was created to plan the data extract for the gold build tenant of Workday starting May 6th.
- **07 N - FHCM Mobile & Integrations Implementation** - Project was created to complete the work associated with the Tax RFP, roll mobile devices out to Parks, and the Workday/TeleStaff integration.
- **07O - FHCM Configuration Tenant Build (FCM)** - Project was created for OCIT to start the scripts to pull data from PS Financials into data gathering workbooks for Phase II.
- **07P - FHCM Workday Implementation Plan (HCM)** - Project in initial planning to identify the Implementation tasks for go-live in July for HCM.
- **08 – Siren Management Application Replacement** – Business requirements have been completed and development has begun on the Siren, Siren Test, and Contact Screens. Completed the initial data transformation script to the new data model and have setup website/database in the AWS Dev Environment. An initial review of the system has been completed with the primary end user. Development will continue into this quarter for development has been completed. Development will begin next week.
- **09 - EDCA Digital Marketing Program** - Completed the digital campaign and evaluation software administration for the Elite 40 class selection.
- **10 - Procurement Solution** – No report provided.
- **11 - CDR/HHSCP Application Rewrite** - The new HHSCP application was completed and went live in January. This project was completed in the last quarter and has been closed. The new app went live successfully on 1/8.
- **12 - Veterans Services Soldier Relief Database** - Completed the requirements and design phase. Working on the coding and database changes.
- **18 - Finance/Admin Enhancement Budgets** –

- FOR EDCA: Completed the Salesforce to Outlook Connector, installed a temporary ISP for a public event in the EOB Conference Center.
- FOR EXECUTIVE: Identified business requirements and performed gap analysis for CRM software. Completed the requirements and design phase. Working on the coding and database changes.

c. **Master Plan Analysis** - Janette McKenna reviewed the Master Plan Analysis (ref. Page C.1) for the quarter. Through March 31, 2020, the group has received 57% of Enhancements/New Development, 102% of Planned Maintenance and Upgrades (PMU), and 81% of Support/Maintenance. Overall OCIT’s delivery on the Finance/Admin Leadership Group’s projects was at 62%. IT’s overall delivery to all leadership groups was 70%. We are 75% of the way through the 2019-20 Master Plan.

Tammi Shepherd stated that IT’s delivery on New Development projects is lower in customer facing user groups. IT has run into resource constraints. They have paused hiring contractor staff due to budget constraints. There is a tightening in the labor market, and there have been staff departures. She also noted that the Planned Maintenance/Upgrades had a hard deadline of January 2020 so they focused their efforts on those projects. The delivery in that area was front loaded because of the deadline.

A major factor in the 57% delivery in New Development was the addition of 10,000 hours to the Master Plan. IT is contributing a major effort to FHCM. They need staff to offset the additional hours. They have stocked up the team to add people. They expect to deliver this fall. Other projects have been impacted by staffing issues, and PMU. Janet Brinker noted that before the 10,000 hours were added to the budget, IT was on target. Lynn Sonkiss asked if the 10,000 hours were part of the project approved by the board. Janet said they were. Janette noted that they only added in hours for delivery in this Master Plan.

3. **Proposed Master Plan Cuts due to COVID-19** - Janette noted that IT resources have been redeployed to COVID 19, so we need to make allocation adjustments. IT predicts they will use 8,000 hours through the end of April. IT has identified the lowest priority projects and those projects that have not been started – approximately 2,000 hours per group – to make up the 8,000 hours. The projects identified for the Finance/Admin Leadership Group are:

Leadership Group	Potential Project Cuts	Hours	Total	Percent of total reduction
Finance LG	HSD GIS Data Consolidation	595		
	Public Health Interactive Maps	365		
	Online Nurse-On-Call Chat	625		
	Executive Rebranding	250	1,835	23%

Janette reported that the first three projects on the list had not been started, and the last project is nearly finished and has hours to return. Jody DeFoe asked if the removal of the projects from the Master Plan had been discussed with the departments. Janette said that IT had called Thom Hardesty and Leigh Ann Stafford. Tammi noted that IT has GIS Data in the next Master Plan. Public Health Interactive Maps is a lower priority, but IT has been providing map support during the COVID 19 response. They have also been making strides with telemedicine, beyond what was planned for the Online Nurse chat project. IT is using the hours to support more urgent matters. Sara Stoddard said that the Health Department was okay with the Master Plan changes. Janette commented that IT is not trying to overcut from the Master Plan. They think that 8,000 hours will be enough. Chris Ward asked if these projects were federally reimbursable. Sarah said that the GIS project was not, although she thought that the nurse on call chat might be, but she does not have the time to dedicate to implementing a new project right now. Lynn reported that the CARES Act covers new costs. Since these items were part of the Master Plan, they would not generally be covered. Submitting the costs for these projects for reimbursement would need to be further justified.

Lynn made a motion to remove the proposed project hours from the 2019-2020 Master Plan and add the three projects to the list to consider for the 2021-2022 Master Plan. Chris Ward seconded the motion, which passed unanimously.

Mike Timm offered some clarification about CARES funding. He said the estimated 8,000 hours could partially be funded through the CARES act, but IT would need to hire additional resources. He said that there are challenges with the current IT staffing level. Lynn added that resources to telework, for the IT response, and additional equipment could be eligible for CARES Act reimbursement.

4. **2021-2022 IT Master Plan** – Janette reminded the group that 16 projects were approved to size by e-vote in March. There were not any questions. She reminded the group that projects that required software or hardware purchases must be identified in the department’s budget and asked that the departments work with their assigned financial analyst. Lynn noted that the departments will need to make a case for funding as part of the budget process to County Exec Administration. Chris asked if CARES Act funding was available for technology and changes in the work force. Lynn responded that there was funding if the expense was related to the response to COVID 19. The Act covers expenses from March to December. Departments would need to act quickly. It is not for operating expenses only. It can cover one-time costs as well, but any on-going costs would have to be covered by the County.

Physical Records Management System – Request to Size – Paul Megge reported that OmniRIM, the software used to track our records stored off site is exiting the software market and will no longer support the application beyond 2022. The county needs to find a replacement for OmniRIM. Todd Birkle added that this is the software that is used to track the

many records that are stored in the basement of the courthouse and off site. Lynn made a motion to add this project to the list of projects to size. Jody Defoe seconded the motion, which passed unanimously.

5. **Other Business** – Jody Defoe asked if the county was going to extend waiving credit card fees for online payments. Mike Timm responded that the extension would go through May 31, subject to evaluation. Lynn asked if it applied to both online and phone call in payments. Mike said that some call-in payments were included, but nothing additional was added.

Chair Sonkiss adjourned the meeting at 1:42 PM.