MINUTES OF THE WEST VIRGINIA ENTERPRISE RESOURCE PLANNING BOARD
April 7, 2015

In Accordance with Chapter 12, Article 6D, Section 1, of the WV Code, a meeting of the West Virginia Enterprise Resource Planning Board (WV ERP) was held on April 7, 2015 in the State Auditor's Conference Room, Capitol Complex, Charleston, West Virginia. Due notice was given of the meeting and filed with the Secretary of State for publication in the State Register. The meeting was chaired by Auditor Glen Gainer in the Governor's absence, and called to order at 11:30 a.m.

I. Call to Order and Roll Call of Members

A silent roll call was taken with a quorum present consisting of the following Board Members:

Jason Pizatella – Representing Governor Earl Ray Tomblin
Glen B. Gainer III – Acting Chair/State Auditor
Josh Stowers – Representing State Treasurer John Perdue

Also in attendance were:

Fred Thomas – ERP Planning Board
Rick Pickens – ERP Planning Board
Randy Meek – ISG
Mitt Salvaggio – ISG
Tom Augustine – CGI
Daniel Keene – CGI
Chris James – CGI
Mike Clair – CGI
Dawn Warfield – State Auditor's Office

II. Approval of Minutes of February 4, 2015 Meeting

Rick Pickens recommended two changes be made to the Minutes from the February 4, 2015 meeting: The amount in Article 7 was misstated and should have read that the Board needs to add approximately $234,000 to the purchase order for Kronos licenses. The sentence just following should read Mr. Meek expressed the importance of doing so by September 30th of this year in order to be able to lock in the price.

Josh Stowers Moved to approve the Minutes of the February 4, 2015 Enterprise Resource Planning Board meeting with corrections, located under Tab 1 (attached and made a part hereof). Jason Pizatella seconded, and the motion carried unanimously.

III. Phase D Update

Auditor Gainer, Acting Chair for Governor Tomblin, recognized Randy Meek, ISG consultant to the Project, who discussed the next item on the Agenda.

- **Phase D: Risks, Impacts & Mitigation –** The PMO felt it was important to put together a list of known risks along with the impact each could have as well as what the team is doing to deal with those risks if they were to occur. Risk 1: Key functionality does not work. Turn defects quickly and keep test environments available for last minute testing; Risk 2: Cancel Go-Live. Schedule final go/no-go with Board April 17th and EPICS process second semi-monthly in May as fallback; Risk 3: Business procedures to operate and use system are not defined. Hold business procedure workshops on Fridays with Wave 1 departments; Risk 4: End users do not follow System training to operate the system. Stress the importance and potential negative impact of not following prescribed method during training and outreach sessions; Risk 5: New approval processes cause bottleneck in getting personnel actions processed on a timely basis. Approvers must be diligent in managing work lists and backups defined for delegated workload; Risk 6: Departments do not have data ready. Working with departments weekly to address issues to make sure the correct number of people are in the correct department and the correct accruals are loaded by May 15th; Risk 7: People don't get paid accurately. Held training, created numerous publications that show calculation differences, all departments have been armed with information for employees; Risk 8: Large Number of calls to Help Desk. Invite departments to *wv*OASIS to work through issues to alleviate long wait for Help Desk.

- **Phase D: Wave One Readiness Scorecard –** All scripts for Cycle 3 with serious defects are not closed: Very few scripts need to be certified for the Go-Live in Wave 1. Board agrees it is imperative correct data is received from departments and will keep the Board updated on any issues; Department and Employee readiness is progressing well; Some still having time clock issues Help Desk is working on; PMO will be formalizing who will be designated to work on support side and who will move forward with the project.

IV. Phase E: Update

The Chair recognized Randy Meek who discussed the next item on the Agenda. Integration testing for Phase E has now been delayed three months until July 17, 2015, due to the upcoming Phase D Go-Live and resource constraints. When it came time to start testing, *wv*OASIS had not received all of the data required to thoroughly test the system. There have also been problems found with integration just as in prior phases. Roughly half of the test cases remain with some being very difficult.

The July Go-Live date will be missed and CGI will be presenting Amendment 8 in the next two months. Two dates are now being discussed with DOT management. The first, November 20, 2015, may constrain the team's resources due to only being three weeks apart from end of year D Wave. The second, July 1, 2016, would require project stoppage in order to avoid a significant cost increase.

V. Executive Session

Josh Stowers moved that the Board go into Executive Session to discuss contractual issues. Jason Pizatella seconded and the motion passed unanimously. Following the Executive Session, the meeting was resumed. The Board discussed the contract with CGI and where the State is in regard to meeting its goals with Phase D & E. No decisions were made.

VI. Adjournment

Jason Pizatella moved the meeting be recessed until 3:00 p.m. on April 21, 2015. Josh Stowers seconded and the motion carried unanimously.

MINUTES OF APRIL 21, 2015 RECONVENED MEETING

The Enterprise Resource Planning Board (WV ERP) meeting reconvened on April 21, 2015 in the State Auditor's Conference Room, Capitol Complex, Charleston, West Virginia. Due notice was given of the meeting and filed with the Secretary of State for publication in the State Register. The meeting was chaired by Auditor Glen Gainer in the Governor's absence, and called to order at 3:00 p.m.

I. Call to Order and Roll Call of Members

A silent roll call was taken with a quorum present consisting of the same members as at the April 7th meeting with the following changes to attendees:

Jason Pizatella – Representing Governor Earl Ray Tomblin
Glen B. Gainer III – Acting Chair/State Auditor
Josh Stowers – Representing State Treasurer John Perdue

Also in attendance were:

Todd Childers – ERP Planning Board
Fred Thomas – ERP Planning Board
Rick Pickens – ERP Planning Board
Randy Meek – ISG
Tom Augustine – CGI
Daniel Keene – CGI
Chris James – CGI
Dawn Warfield – State Auditor's Office

II. Phase D Update: Board Report for week ending April 17

The Chair informed Board members of the addition of Phase D Update, Phase D Readiness Scorecard and Phase D Cutover Execution to the Agenda, and asked Todd Childers to discuss these items.

The last parallel testing shows twenty-nine percent bad checks, with a large number of that being DOH, Highways and DMV, but is not the best indicator due to the fact that the activity forms for the pay period were not turned on. DOH alone has 1,400 employees who would have had entries for their temporary upgrades so that is largely the reason for the difference. Better results are expected for parallel 7 when the activities sheets are attached and are reaching out to agencies with other issues such as rate difference.

The only issue we have not addressed yet and notated on the scorecard is the self-assessments, which most are discrepancies between EPICS and *wv*OASIS. The other issue around employees is related to the agencies that for some reason have not had anyone registered in training. Another report in regard to these matters will be given to the Board closer to the Go-Live date.

III. Phase D: Cutover Execution Plan

The Execution Plan involves having agencies continue to maintain the legacy systems as part of a contingency plan in case of a catastrophe, so that the State is still able to produce the entire State payroll out of EPICS in the middle of June if need be. Increment pay is another item that the team is still having trouble with and the increment is paid in July. Keeping EPICS up to date allows the increment payroll to still be run in the worst case scenario. The Budget Office has also asked that the legacy systems be maintained for budgetary items for FIMS and EPICS as well as increment contingency reasons through the end of July.

IV. Next Steps

The Board needs to begin identifying our post-Wave 1 participants and how many waves will be run or can one big wave be run to complete HR/Payroll rollout. Some of the questions and outstanding issues around Higher Education, especially WVU, need to be factored in as we get ready for the next Wave. Finalization of the implementation staff needs to take place but will be challenging as support must still be provided for our Wave 1 production. Finding the people may be problematic because there are still things that need to be tested as part of UAT, including some big ones like contract term payment for Higher Education & pay by schedule that State Police and Department of Education use.

Moving forward we must keep in mind that we do have complexities out there and that were not needed for Wave 1. There will be at least one more round of UAT testing depending upon the approach and how many Waves are utilized. The PMO needs Board direction regarding Amendment 7, so we would like to request another meeting with the Board in two weeks which would be May 5, 2015.

CGI expressed concern in regard to the importance of having a strategy in place for the 'Command Center' for the Wave 1 Go-Live and the team holding some dry runs on how things will be on the day of Go-Live. The Help Desk, which is Tier 1, will be the first line of defense and is divided into Phase C & HR/Payroll teams. Tier 2, the project functional support teams that are on the project, will be there and we envision Tiers 1 & 2 being consolidated into one room.

Communication about the Go-Live needs to be consistent across the board. It is imperative that agencies not send different messages other than what is being communicated by *wv*OASIS and the Board. In the past all political and press calls went through the Governor's Office. *wv*OASIS has communication networks, mass email and communication with change leadership teams within the agencies' HR/Payroll administration in case there is a need to utilize those. There also needs to be clear communication with the press in regard to the changes that are about to occur prior to the Go-Live date.

V. Executive Session

The Chair moved that the Board go into executive session for contractual discussion. Jason Pizatella seconded and the motion carried unanimously. No action was taken.

VI. Adjournment

As there was no further business to bring before the Board, the Chair moved to adjourn the meeting. Josh Stowers seconded and the motion carried unanimously. The meeting adjourned at 4:30 p.m.

Prepared by:

State Auditor Glen B. Gainer III
Board Secretary

Earl Ray Tomblin

Governor Earl Ray Tomblin, Chair