Department of IT

Update for Public Works & Infrastructure Council Committee

Viggo Forde, Director and CIO, Department of Information Technology
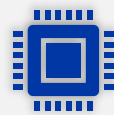
June 4, 2024

Snohomish County

Agenda

General IT update

Enterprise Resource Planning (ERP) Review

Discussion and Q&A

Snohomish County

2024-2026 STRATEGIC FOCUS

GUIDING PRINCIPELS

Customer focused
People focused
Technology & **innovation** focused
Accountability & **transparency**

MISSON

Deliver **value** by providing inclusive and innovative solutions that align with customer and county needs

VISION

Simplify the lives of Snohomish County residents and employees through technology

Inclusive & Equitable Digital Government Exp.

Resident focused - ensuring the **digital experience** for IT services & solutions are **accessible**, **easy to use**, and **meets needs** of residents & constituents, including **economic development** support

Enable Decision Making through Trusted Data

Internally focused – SnoCo employees have **easy** access to **trusted**, **reliable** and **rich data** to aid them in daily work and to enable data driven **decision making**, and **information sharing** with constituents
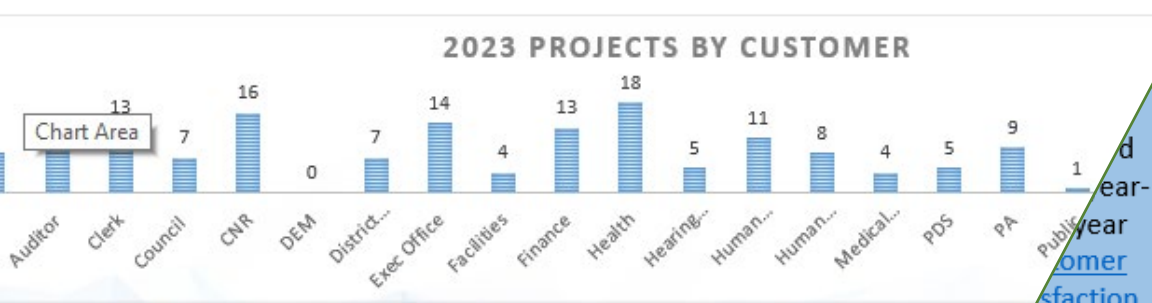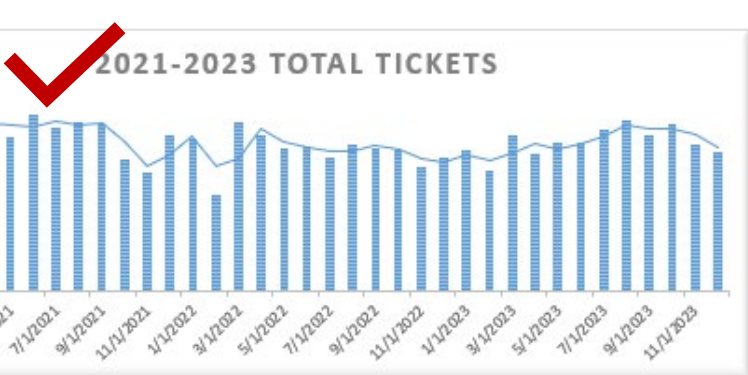
Workforce Empowerment

Internally focused –SnoCo end users have access to **modern IT solutions** and have been effectively **trained** to deliver on their daily commitments to our residents

Innovate & Evolve

Internal & External – SnoCo IT is a **leader** in **defining** and **delivering innovative** and **leading-edge solutions** to support our workforce and residents & constituents

Snohomish County

2021-2023 TOTAL TICKETS

2021-2023 TOTAL IT PROJECTS

2023 PROJECTS BY CUSTOMER

Chart Area

Auditor	Clerk	Council	CNR	DEM	District...	Exec Office	Facilities	Finance	Health	Hearing...	Human...	Human...	Medical...	PDS	PA	Public...
13	7	16	0	7	14	13	18	11	5	8	4	5	9	1		

Rapid Innovation & Modernization Fund making a difference

dashboard of all active IT projects

Service improvement: modernized printing services launched that reduced annual cost to support & easier for customer to find and install printers

Handbooks updated

Hack-a-Thon @ WSU-Everett

IT wins 5th Place NACo

Generative A.I. program and draft policy development

Enterprise Resource Planning (ERP) project officially launched

Email security improvements

IT delivers services to 28 external agencies

97.4% of the County trained on Cybersecurity

Privacy Program Launched

Skype for Business to Teams Migration Project Launches

2023 Annual Report

Viggo wins ORBIE CIO of the Year award

completed IT strategic aligned

2023 DIVISION METRICS

...scorecard information below

...ity to meet with every department, office, court plus both our external customers (Lake Stevens Sewer District and ...s. These meetings are designed to understand how to better meet business needs, real-time access to leadership ...d what to prepare all parties on what work is coming ahead. The information below is designed to provide ...hat IT is working on for all.
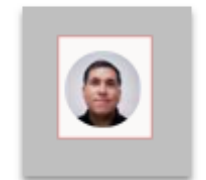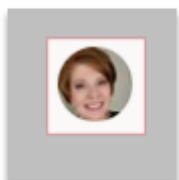
Infrastructure & Security

3,982 Tickets

177 Project load average

145 Projects complete

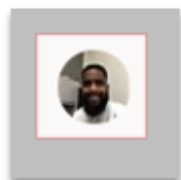4,587 email accounts

3,373 phone lines

1.5 Petabytes data managed

Digital Experience & Innovation

3,957 Tickets

164 Project load average

116 Projects complete

5 Terabytes of aerial imagery spanning over 100 years
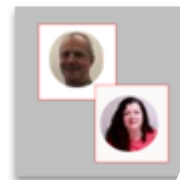
10 gigabytes of GIS map layer data

Business Operations & Support

22,600 Tickets

110 Projects load average

62 Projects complete

124 of contracts and ILAs renewed, or re-negotiated

1,451 print shop ordered delivered

16 second average IT service desk wait time
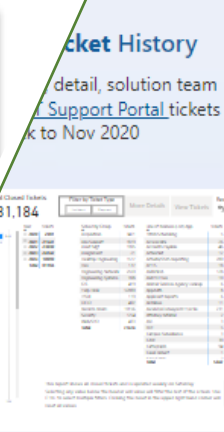
2,224,925 pages digitized

826,236 processed outgoing

Enterprise Data Management

5,350 Tickets

55 Project load average

21 Projects complete

1,451 print shop ordered delivered

16 second average IT service desk wait time

Office of the C... Business O'...

100 Tickets

51 Project...

15 Proj...

$31M...

4.4'...

su...

...ket History

...detail, solution team ...Support Portal tickets ...k to Nov 2020

Last 30-day Ticket History

NEW! view the volume, detail, solution team and more of all your IT Support Portal tickets in the last 30 days

Open Projects including Status

View all open projects for your team or the entire county including how they align by priority and to the IT Strategic Plan

Use the link to view the dashboard larger
EasyVista Department Report - Power BI (powerbigov.us)
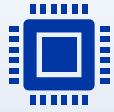
Use the link to view the dashboard larger
EasyVista Department Report - Power BI (powerbigov.us)

Use the link to view the dashboard larger
https://app.powerbigov.us/reportEmbed?reportId=ca8cd358-d1f0-4a2d-8fca-83dod03ca20b
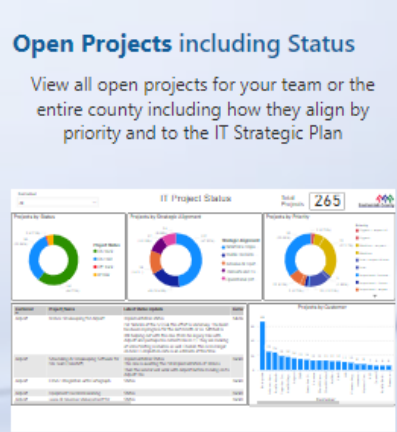
Recap from Last Council Update Sept 2023

Modern ERP vs Our Situation Today

- An **ERP (Enterprise Resource Planning) system is a core element of a modern organization** promoting the ability to drive **continuous improvement, business efficiencies, and cost management**.
- Modern ERPs also have the potential to integrate numerous other capabilities such as payroll, **people management, grant management, and other** functions into the ERP system.
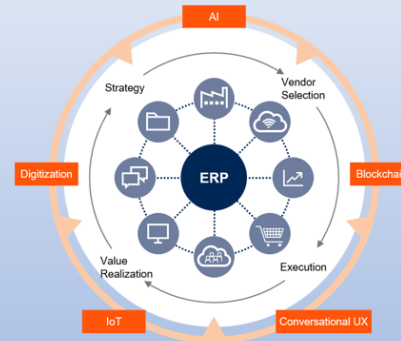
Core ERP Components and how the Market is Evolving

Financial/HR Payroll Integration

- Financial Management System (FI)
- Human Capital Management (HCI)
- Procurement/Supply Chain
- Grants Management
- Enterprise Asset Management (EA)

  - Note: EAM inclusion tends to vary by industry
  - Grants management for recipients standardly include
  - Procurement/supply chain and contract management modules typically included
  - Different geographies define ERP differently

    Source: Gartner (April 2020

Post Modern ERP Strategy Considerations

Postmodern ERP Strategy

Strategy / Vendor Selection / Execution / Value Realization

AI / Blockchain / Conversational UX / IoT / Digitization

ERP
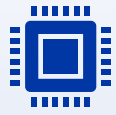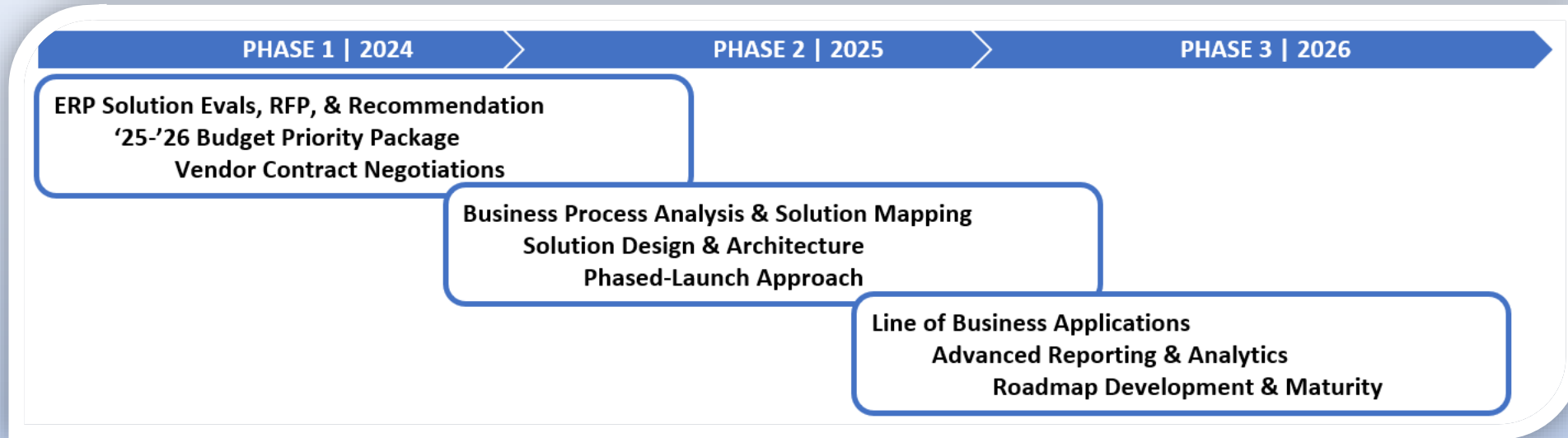
ID: 376262 — © 2018 Gartner,

Postmodern ERP

- Business-driven
- Holistic and integrated
- Life cycle based on business capabilities
- Federated, loosely coupled and "differentiated" connecting technology
- End-to-end value chains
- Business-controlled

The Six Hallmarks of the Fourth Era of ERP

Customer-Facing / AI-Driven / Data-Centric / Consumable / People-Augmented / Enabling

Six Hallmarks

Snohomish County

Project Updates

PHASE 1 | 2024	PHASE 2 | 2025	PHASE 3 | 2026

ERP Solution Evals, RFP, & Recommendation
'25-'26 Budget Priority Package
Vendor Contract Negotiations

Business Process Analysis & Solution Mapping
Solution Design & Architecture
Phased-Launch Approach

Line of Business Applications
Advanced Reporting & Analytics
Roadmap Development & Maturity

✓ **Project is on track based on project plans**

✓ **ERP Solution/Software RFP in progress – final selection in July**

✓ **Implementation pre-planning underway - target kickoff in Q1 of 2025**

NOTE: there is an internal "evergreen" project page to keep the County workforce informed on the progress for this project, provide feedback and ask questions: ERP (Enterprise Resource Planning) (sharepoint.com)

Snohomish County
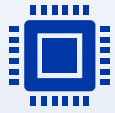
Funding the ERP Project

Funding needs

1. **RFP 1**: Software/Service **licensing** costs
2. **RFP 2: Implementation** cost (*system integration*) TBD based on RFP outcomes
3. Pre-launch **resource** needs to reduce implementation costs

Funding sources

- Existing **fund 315** (*insufficient to fund whole project but can address #3 above*)
- **ARPA**; assign unspent residual funds
- IT **Rates**

Help wanted

- Ongoing **support** for software purchase and systems implementation
- **Approve** funding requests through budget process

Next steps

- **Complete** Systems Integrator RFP process
- Business/Department engagement to **define** specific needs by department
- Post-RFP **planning**
- Establish **savings** based on application portfolio simplification (*what will NOT be needed in the future*)
- Long-term **efficiency** gains and **business stability**

Snohomish County
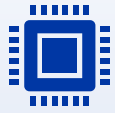
Looking Ahead

Critical milestones and decision points coming up next 6-8 months

- **2 vendor selections => 2 contracts to sign**
  - ❖ **ERP Solution (Software): Begin contracting in July, target to sign early Q4/24**
  - ❖ **ERP System Integrator (Services): RFP launches in July, target to sign early Q1/25**

- **2 Resourcing Proposals for Approvals**
  - ❖ **2024: Initial 5 Finance/HR Project FTEs, beginning Q3**
  - ❖ **2025: Onboard remaining project FTEs to the team, beginning Q1**

Snohomish County

Discussion/Q&A