

Technology Modernization -- MCG -- No. 150701

Category
Subcategory
Administering Agency
Planning Area

General Government
County Offices and Other Improvements
County Executive
Countywide

Date Last Modified
Required Adequate Public Facility
Relocation Impact
Status

March 11, 2011
No
None.
On-going

EXPENDITURE SCHEDULE (\$000)

Cost Element	Total	Thru FY10	Rem. FY10	Total 6 Years	FY11	FY12	FY13	FY14	FY15	FY16	Beyond 6 Years
Planning, Design, and Supervision	80,979	40,887	11,517	28,575	17,095	11,480	0	0	0	0	0
Land	0	0	0	0	0	0	0	0	0	0	0
Site Improvements and Utilities	0	0	0	0	0	0	0	0	0	0	0
Construction	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	80,979	40,887	11,517	28,575	17,095	11,480	0	0	0	0	0

FUNDING SCHEDULE (\$000)

Current Revenue: General	42,856	25,234	92	17,530	11,462	6,068	0	0	0	0	0
Land Sale	2,634	2,634	0	0	0	0	0	0	0	0	0
Short-Term Financing	35,489	13,019	11,425	11,045	5,633	5,412	0	0	0	0	0
Total	80,979	40,887	11,517	28,575	17,095	11,480	0	0	0	0	0

OPERATING BUDGET IMPACT (\$000)

Maintenance				37,573	6,036	8,527	11,336	11,674	0	0
Productivity Improvements				-20,000	0	0	-5,000	-15,000	0	0
Net Impact				17,573	6,036	8,527	6,336	-3,326	0	0

DESCRIPTION

This project provides for the replacement, upgrade, and implementation of IT initiatives that will ensure ongoing viability of key processes, replace outdated and vulnerable systems, and produce a high return in terms of customer service and accountability to our residents. Major new IT systems being launched through this project are Enterprise Resource Planning (ERP), 311/Constituent Relationship Management (CRM), related Business Process Review (BPR) and planning activities for a new Department of Health and Human Services IT system to better support client services. ERP will modernize our Core Business Systems to improve the efficiency, effectiveness, and responsiveness of the County Government. The ERP project will provide needed upgrades to the County's financial, procurement, human resource, and budgeting systems and will streamline existing business processes. Business Process Review is occurring as part of ERP requirements analysis and planning. The first phase of this project, MCTime, the implementation of electronic time reporting, is well underway. A new 311/CRM system will combine advanced telephony, internet, and computer technology with constituent-focused business processes. Residents will ultimately be able to call one number to access County government services and built-in tracking and accountability features will assure that every call receives a timely response. Completion of Phase I of the current MC311 (CRM) will include developing an automated service request processing system for the County's Department of Transportation including converting the systems currently used for leaf pick-up, snow removal, tree issues, and street light outages. A competent application support organization will be included as part of MC311 to maintain the mission-critical application without interruption to business users.

COST CHANGE

Increase due to the addition of planning funds for the Department of Health and Human Services Client Services IT project (\$300k) and application support organization for MC311 (\$470k).

JUSTIFICATION

According to a 2004 ranking of major existing technology systems based on their current health and relative need for upgrade or replacement, the County's current core business systems (ADPICS, FAMIS, BPREP, and HRMS) were ranked as Priority #1, which means "obsolete or vulnerable critical system in immediate risk of failure." These at-risk systems will be replaced with a state of the art ERP system which will provide a common database supporting financials, procurement, budget, and HR/payroll, and will include system-wide features for security, workflow, and reporting, and up-to-date technology architecture. Montgomery County seeks to set a national standard for accountability and responsiveness in governance and the delivery of services to its residents and businesses. A customer-oriented 311/CRM system is needed as a single one-stop-shop phone number and intake system to meet this growing demand. A competent application support organization is required to maintain the mission-critical application: without interruption to business users; to ensure high-availability to customers; to provide assistance to end-users; and to ensure that desired business process changes to the MC311 solution can be reengineered, implemented and deployed. The current cost estimate is based on detailed review of integrator, staffing, hardware, and software costs.

Information Technology Interagency Funding and Budgeting Committee's report of September 30, 2003.
MCG FY06 IT Budget Overview prepared by DTS.

OTHER

The Technology Modernization - MCG project has been intended to serve as an ongoing resource for future IT modernization to the County Government's

APPROPRIATION AND EXPENDITURE DATA	COORDINATION	MAP																																																
<table border="1"> <tr> <td>Date First Appropriation</td> <td>FY07</td> <td>(\$000)</td> </tr> <tr> <td>First Cost Estimate</td> <td></td> <td></td> </tr> <tr> <td>Current Scope</td> <td>FY12</td> <td>80,979</td> </tr> <tr> <td>Last FY's Cost Estimate</td> <td></td> <td>80,209</td> </tr> <tr> <td colspan="3"> </td> </tr> <tr> <td>Appropriation Request</td> <td>FY12</td> <td>5,308</td> </tr> <tr> <td>Supplemental Appropriation Request</td> <td></td> <td>0</td> </tr> <tr> <td>Transfer</td> <td></td> <td>0</td> </tr> <tr> <td colspan="3"> </td> </tr> <tr> <td>Cumulative Appropriation</td> <td></td> <td>75,671</td> </tr> <tr> <td>Expenditures / Encumbrances</td> <td></td> <td>59,092</td> </tr> <tr> <td>Unencumbered Balance</td> <td></td> <td>16,579</td> </tr> <tr> <td colspan="3"> </td> </tr> <tr> <td>Partial Closeout Thru</td> <td>FY09</td> <td>0</td> </tr> <tr> <td>New Partial Closeout</td> <td>FY10</td> <td>0</td> </tr> <tr> <td>Total Partial Closeout</td> <td></td> <td>0</td> </tr> </table>	Date First Appropriation	FY07	(\$000)	First Cost Estimate			Current Scope	FY12	80,979	Last FY's Cost Estimate		80,209				Appropriation Request	FY12	5,308	Supplemental Appropriation Request		0	Transfer		0				Cumulative Appropriation		75,671	Expenditures / Encumbrances		59,092	Unencumbered Balance		16,579				Partial Closeout Thru	FY09	0	New Partial Closeout	FY10	0	Total Partial Closeout		0	<p>MCG efforts must be coordinated with the recent implementation of a new Financial Management System by MCPS and efforts by other agencies to ensure data transportability and satisfy reporting needs between agencies. Project staff are drawing on the implementation experiences of MCPS, WMATA and governments with functions and components similar to MCG during the project planning, requirements gathering, and requests for proposal (RFP) phases. Offices of the County Executive Office of the County Council Department of Finance Department of Technology Services Office of Procurement Office of Human Resources Office of Management and Budget Department of Health and Human Services All MCG Departments and Offices</p>	
Date First Appropriation	FY07	(\$000)																																																
First Cost Estimate																																																		
Current Scope	FY12	80,979																																																
Last FY's Cost Estimate		80,209																																																
Appropriation Request	FY12	5,308																																																
Supplemental Appropriation Request		0																																																
Transfer		0																																																
Cumulative Appropriation		75,671																																																
Expenditures / Encumbrances		59,092																																																
Unencumbered Balance		16,579																																																
Partial Closeout Thru	FY09	0																																																
New Partial Closeout	FY10	0																																																
Total Partial Closeout		0																																																

Technology Modernization -- MCG -- No. 150701 (continued)

business systems beyond the currently defined project scope. Future projects may include the following:

CRM

Phase II: This initiative will extend the service to municipalities in the County, and other County agencies (e.g. Board of Education, M-NCPPC, Montgomery College). This initiative will proceed based upon interest from these organizations and agreement on funding.

Creation of a Citizen Relationship Management (CRM) program which will develop or convert automated capabilities for all appropriate County services including:

Case Management

Events Management

Field Services

Grants Management

Help Desk Solutions

Point of Sales

Resident Issue Tracking System

Work Order Processing System

ERP

Business Intelligence/Data Warehouse Development

Loan Management

Property Tax Billing and Collection

Public Access to Contractor Payments

Upgrade to Oracle E-Business/Kronos/Siebel

Enhancements to comply with evolving Payment Card Industry (PCI) mandates

FISCAL NOTE

Project funding includes short-term financing for integrator services and software costs. Operating Budget Impact revised in FY13 and FY14 to reflect Council productivity targets.