PeopleSoft Update

<table>
<thead>
<tr>
<th>B O P</th>
<th>HAS</th>
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<td>$25m</td>
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Kickoff 7/15/2015

Planning Design Build Testing Go-live Stabilization/Improvements

Glossary
- BOP – Business Optimization Program
- ERP – Enterprise Resource System
- HAS – Hosting and Application Support Agreement
- APTA – American Public Transportation Association
- SAAS – Software As A Service

APTA and Employee Survey

APTA Review Completed May 2016 Recommended
- Establish ERP strategy
- Establish leadership and governance for ERP
- Implement ERP support structure and training to employees
- Continue data cleansing efforts and complete BOP phase
- Document business processes and create desktop procedures
- Revise Hosting and Application Support Agreement (HAS)
- Collaborate with IT organization
- Establish working groups and develop power users

Employees Provided Feedback from Surveys (low rating)
- The implementation of BOP has made doing my job easier
- The implementation of BOP has improved coordination between departments
- The implementation of BOP has streamlined financial processes
Improvements made in 2016

1. Transitioned PMO from external Consultant and developed ERP support model (see next slide)
2. Formed PeopleSoft Steering Committee and in house dedicated ERP department
3. Engaged all district employees and formed inter-departmental Working Groups
4. Improved Hosting Infrastructure
5. PeopleSoft Final Data Cleanup; ETA 11/15/2016
6. Scheduling regular employee training in areas of Purchasing, Time and Labor and Treasury;
7. New PeopleSoft in house dedicated Help Desk closed out close to 1,000 ticket requests in 2016
## Ongoing Initiatives

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<tr>
<th>Initiative</th>
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<tr>
<td>1. Stabilization of application (Hosting Center NC)</td>
<td>stable</td>
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<td>2. Completion of BOP (Training module, disaster recovery site, documentation)</td>
<td>12/31/2016</td>
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<td>3. Training RFP (comprehensive ongoing training program for all employees)</td>
<td>11/15/2016</td>
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<td>5. Reengineering business processes (AP, Grants Billings)</td>
<td>12/31/2016</td>
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<td>6. Documenting processes and standard operating procedures</td>
<td>12/31/2016</td>
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<td>7. Revising Hosting and Application support agreement with Wipro</td>
<td>12/31/2016</td>
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<td>8. Start planning for PeopleSoft upgrade or change of provider</td>
<td>1/1/2017</td>
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