

## CITY OF WARRENVILLE

# MEMO

To: Public Safety and Finance Committee of the Whole  
Cc: John Coakley, City Administrator  
From: Cristina White, Assistant City Administrator *CW*  
Kevin Dahlstrand, Finance Director *Kevin Dahlstrand*  
Subject: ERP Implementation Update  
Date: July 22, 2019

As mentioned in previous updates, the implementation of the Enterprise Resource Planning (ERP) system Microsoft Dynamics 365 (D365) and MazikCity, began in May of 2018. The “Go-Live” for the implementation is on-schedule for the revised date of October 4, 2019. Additionally, Mazik City is on track for “Go-Live” on the revised date of March 6, 2020.

The City Steering Committee continues to hold weekly status meetings with the project management team from Baecore Group (BCG), and bi-weekly status meetings with both Baecore Group and Mazik. The purpose of these meetings is to review any issues or concerns about the project, review tasks assigned to the teams to complete, evaluate project completion against the timeline, and address any outstanding questions. Status meetings will occur more frequently as the “Go-Live” date draws closer.

### D365 Project Update

Throughout May and June, a number of system testing sessions were conducted, which allowed more members of staff the opportunity for “hands-on” experience with D365. During those testing iterations, staff identified several gaps in the configuration and set-up of the system, which required the project team to delay further testing and develop solutions before moving forward. Additionally, the testing scenarios did not comprehensively capture the City’s processes, which lead to the Steering Committee and Mazik allocating a considerable amount of time to rewriting testing scenario scripts.

In late June and early July, Assistant City Administrator White and Finance Director Dahlstrand held a number of meetings with Mazik’s management team to express concerns about the overall project management. The Mazik team has since taken measures to resolve the issues by reallocating proper resources to the project, improving communication, and establishing more specific target dates for completion of the remaining tasks.

In early July, the Mazik Project Manager that was assigned to the City’s project resigned due to personal circumstances. ACA White and FD Dahlstrand met the new Mazik Project Manager on July 16, 2019. He comes to Mazik with several years of project management experience and previous history working with Microsoft products.

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Overall, while there have been issues, a project of this magnitude will always have challenges, including changes in personnel mid-project. However, the Mazik team has assured the City of their continued resolve to implement a successful project while meeting the October 4 go-live date. The City and Mazik teams recently met to review the timeline for the rest of the project until go-live, and to solidify remaining action items that need to be accomplished. Process testing will resume next week, with sessions on Thursday July 25 and Friday July 26.

### **MazikCity Project Update**

Community Development and Public Works staff, with assistance from Assistant City Administrator White, and Finance Director Dahlstrand have been spending many hours developing and reviewing Functional Requirements Documents (FRDs) for the MazikCity portion of the overall project. FRDs are the documents which list the City's requirements for what the various MazikCity modules being developed are meant to accomplish. FRD's have been developed for the following operational areas:

- 1) Public Works Assets
- 2) Engineering and Stormwater Inspections Permit Applications
- 3) Planning and Zoning Petitions
- 4) Building Permits and Inspections
- 5) Land Management and ARC Gis Integration
- 6) Public Works (work orders and inventory)
- 7) Rental Housing Inspections
- 8) Utilities Billing (water and sewer)
- 9) Business Registration and Renewal
- 10) Procurement
- 11) Code Enforcement

Most of the FRDs have been completed and signed by City staff. The next phase of the project will be development of the Functional Design Documents (FDD), which illustrates how each of the City's requirements will be fulfilled by the software. At this stage, the Mazik team will identify which requirements are "gaps", requiring additional customization in order to meet the City's needs.