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**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

**FROM:** OASIS Project

**SUBMITTAL DATE:** March 21, 2003

**SUBJECT:** Third 30-day progress report on OASIS Financial System issues raised by departments

**RECOMMENDED MOTION:** (1) That the Board of Supervisors receive and file the attached report and (2) direct that future reports be made at 90 day intervals

**BACKGROUND:**

The OASIS Financial System, consisting of new accounting software, reporting software, requisite hardware and systems infrastructure, began live operation on July 1, 2002. In response to concerns from employees and Supervisors, the County Executive Officer was directed to investigate issues related to implementation and effectiveness. The results of this investigation were contained in a report on the November 26, 2002 Board agenda. Following review of this report, the Board directed that progress reports be filed every 30 days. The third progress report is attached.

Recent progress in system stability and vendor payment issues has occurred. With this progress in mind, OASIS proposes that the frequency of this report be changed from every 30 days to every 90 days.

*Robert R. Barton*

Michael Dearman

*for Michael Dearman*

Department Recommendation:  Consent  Policy  
Per Executive Office:  Consent  Policy

<b>FINANCIAL DATA:</b>	N/A		
<b>CURRENT YEAR COST:</b>		<b>ANNUAL COST:</b>	N/A
<b>NET COUNTY COST:</b>		<b>IN CURRENT YEAR BUDGET:</b>	N/A
		<b>BUDGET ADJUSTMENT:</b>	N/A

**SOURCE OF FUNDS:**

**C.E.O. RECOMMENDATION:** APPROVE

*[Signature]*

County Executive Office Signature

Prev. Agn. ref. 3.19 of 2-25-03

Dist. all

AGENDA NO.

3.29

Third 30-Day Progress Report on  
OASIS Financial System Issues  
Raised by Departments



March 21, 2003

## **Introduction and Background**

Following a report to the Board of Supervisors on October 29, 2002, the Board directed the County Executive Officer to assign a Deputy CEO to conduct confidential interviews with key members of county agencies and departments to investigate concerns about the OASIS Financial System. The County Finance Director and his staff conducted those interviews between November 4 and 18, 2002 and summarized their findings and recommendations in a report on the November 26 Board agenda. One recommendation was to provide monthly status reports to the Board detailing progress on issues identified in the report. This is the third status report.

Four main areas of the OASIS Financial System were identified by users as troubling: Access and Reliability; Timely Payments to Vendors; Reports and Budget Status; and Internal Communications. The current status of these areas is discussed in detail below.

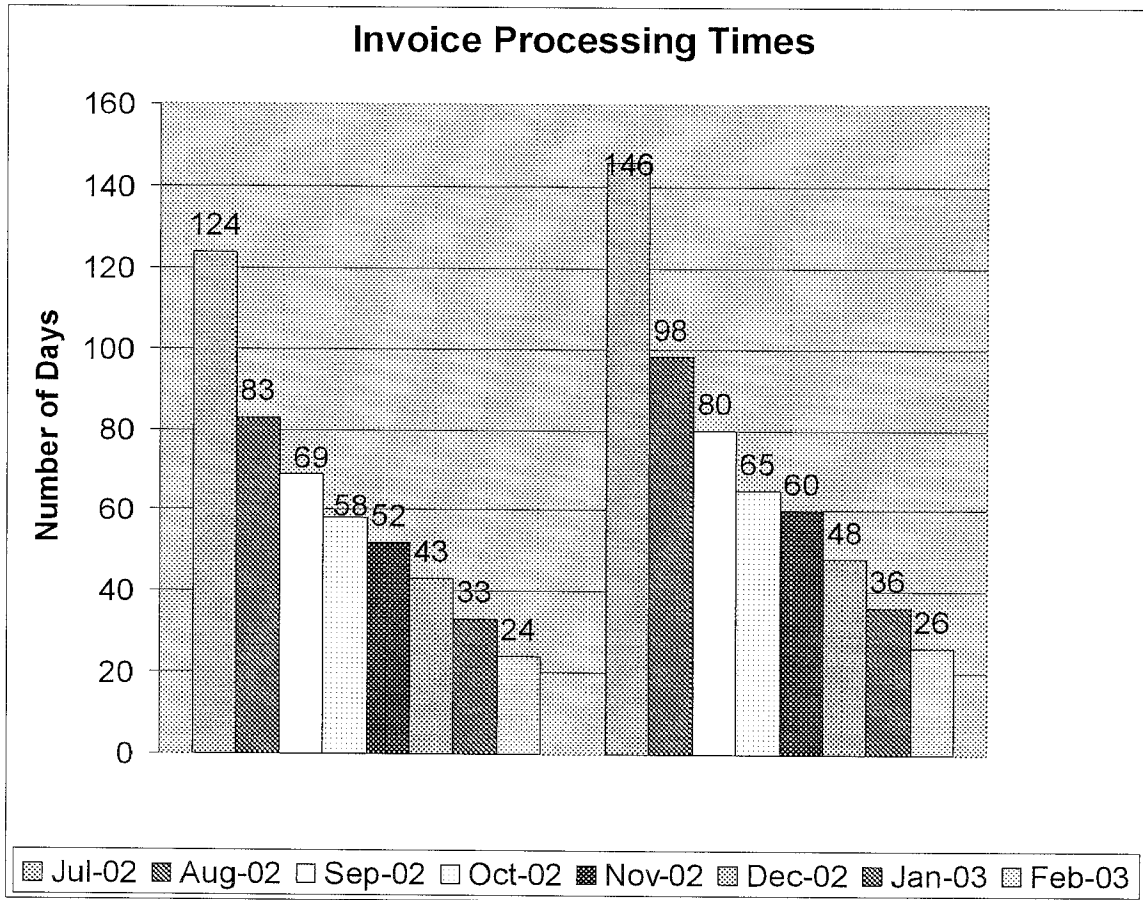
As discussed in previous reports, a Business Process Improvement (BPI) Team was formed consisting of representatives from many county departments, OASIS and Accenture. The team has continued to monitor the Financials System Stabilization Plan, which is attached to this report for reference.

## **Access and Reliability**

The access and reliability of the Citrix application software and supporting network infrastructure has continued to remain stable, indicating that there continues to be no serious disruptions to service or excessive wait times for users to log onto the system. Information Technology staff will remain in place to continue to monitor and improve Citrix connectivity performance.

## **Timely Payments to Vendors**

The latest invoice processing times – as tracked by the BPI Team’s “req-to-check” query – indicate continued improvement in vendor payment performance. As discussed in previous reports, the “req-to-check” query was developed to track the 30-day payment *benchmark* for the County. The invoicing times are graphed for the July to February period below.



As shown on the **Invoice Date to Check Date** on the left-hand graph series, the County has met the 30-day benchmark for the second consecutive month since the system went live in July. In addition, the **Invoice Date to Check Cleared Date** – as shown on the right side graph series – has met the 30-day benchmark as well. These numbers are averages and particular payments may take more or less time. Also, as invoices still outstanding are cleared, these averages may increase slightly.

Although payment-processing times continue to improve, a backlog of outstanding invoices remains as departments continue to resolve and close outstanding voucher transactions. The BPI Team continues to assist departments experiencing voucher-processing issues, in an effort to achieve a 100% voucher completion rate. All outstanding voucher transactions are required to be closed in order to close the fiscal 2002 -2003 year-end accounting period.

### **Reports and Budget Status**

Month-end accounting has continued to close in a timely manner; the February month-end closed on March 6<sup>th</sup>, with all available reports delivered. March month-end is expected to close during the first week of April.

Since last month's report, the OASIS Team started planning for the upcoming fiscal year 2002-2003 closing. This planning involves reviewing and testing all processes and reports that are necessary for the County to properly close the accounting year-end using the OASIS Financials system.

The financial system still does not provide all the reports in necessary detail for departments and special districts to make complete and accurate budget projections. However, significant progress has been made. For example, the OASIS staff completed the development of two additional monthly accounting reports (Trial Balance and Balance Sheet), which rounds out the set of standard monthly reports that historically have been provided to all departments. These will be delivered, along with previously developed reports, in the March month-end close process.

The BPI Reports and Queries Team continues to prioritize reporting requirements for the County. These requirements continue to be directed to the OASIS programming staff to develop into delivered reports and queries in the system. This will be an ongoing effort for the foreseeable future.

The DAZEL system, that delivers reports from the Financial System to employees, remains available and accessible. Since the last report, performance has been significantly improved as a result of system configuration changes that were executed between February 28<sup>th</sup> and March 9<sup>th</sup>. Consequently system wait times have been reduced from 15 minutes to less than 5 seconds – particularly for small departments and special districts. As discussed in the last report, small departments and special districts were the most visibly impacted due to slow performance from the DAZEL report distribution system.

An upgrade to the DAZEL system was planned for February; however this was delayed until March 24<sup>th</sup> due to the availability of technical staff from the system vendor who will be performing the upgrade. The upgrade is expected to further reduce system wait time and provide additional stability. This is the final scheduled task in the DAZEL system stabilization plan.

### **Internal Communication**

The Information Technology Help Desk reorganization was completed with the transfer of some OASIS staff to Information Technology. Helpdesk requests are

now being addressed more quickly and responsively because the knowledge experts are now located “upstream” in the Helpdesk process; thus they are available to address user requests as the user calls in to the Helpdesk instead of calling the user back after the request has been logged.

The improvements to the OASIS website have been implemented and are currently going through final testing with a scheduled launch date of March 31<sup>st</sup>. The original launch date of March 1<sup>st</sup> was moved ahead due to delays caused by recent network security breach incidents and resultant changes to website security standards.

### **Summary**

The Citrix connectivity application for logging into PeopleSoft Financials has been stabilized thus permitting reliable access into OASIS. The connectivity system will continue to be monitored and optimized by the Information Technology Department.

The vendor payment processing times continue to improve. The average number of days to process an invoice was reduced to 24 days. However, work remains to process the backlog of outstanding vouchers prior to fiscal year-end.

Additional reporting capability has been developed but work still remains to complete the County’s reporting requirements. Report availability and distribution has improved with improvements to the DAZEL report distribution system.

Improvements to the Information Technology Helpdesk and the OASIS website are nearly complete, both of which will improve communications and service delivery to users.