



CHARLES COUNTY GOVERNMENT
Department of Fiscal & Administrative Services

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TO: Executive Leadership Team and Partner Agencies

DATE: September 13, 2021

FROM: Jenifer Ellin, Director of Fiscal and Administrative Services

ERP Steering Committee:

Evelyn Jacobson, Chief Information Officer

Adair Hocking, IT Project Manager

Jake Dyer, Chief of Budget

Bill DeAtley, Chief of Accounting

Shanna Reese, Chief of Purchasing

Eric Jackson, Chief of Treasury

Megan Donnick, Deputy Director of Human Resources

SUBJECT: Enterprise Resource Planning (ERP) System Kick-Off

Our new Enterprise Resource Planning (ERP) system is on its way! After developing RFP specifications, going out to bid, attending vendor demos, evaluating proposals, and working with GFOA (Government Financial Officers Association) on contract negotiations, we have chosen the Munis software solution from Tyler Technologies to replace our almost 30-year-old New World Systems software. Our new financial system will provide functionality for County operations related to accounting, budgeting, purchasing and contracting. Our new Human Resources system will handle payroll and personnel transactions. The new system will provide much more functionality than our existing system and will streamline many financial and HR functions through automated workflow.

Project leaders from both Tyler-Munis and the County are already meeting and planning for organization-wide implementation. Currently we are working toward a financial implementation date of July 1, 2022 (in time for the new fiscal year) and a payroll/HR implementation date of April 1, 2023. As this is an involved and extremely complicated project, we will be constantly monitoring our progress in meeting those critical dates. Should a date adjustment become necessary, we will promptly communicate it.

This is a HUGE undertaking which will consume a lot of staff time in Fiscal Services and Human Resources. During the implementation of our new software, we will be taking the opportunity to review our policies and procedures to ensure that we are following best practices as well as receiving the maximum benefit of what the Munis software has to offer. There will be changes in the way we currently process data and handle workflow. Each affected department will be reviewing and modifying existing policies and procedures to ease transition and to take advantage of the workflow features which are part of the new applications.

Changes in the way business is conducted may be difficult for some to accept. There may be some bumps in the road, and some frustrations. However, the Steering Committee is committed to working with Tyler to ensure that our users will receive the training and transition assistance that will ensure that disruptions will be limited, and problems minimized.

For a brief period, during implementation, productivity can be expected to decrease as workflow disruptions and delays occur. These 'side effects' are normal and will disappear in time. It will be easier to deal with them if you expect them and prepare for them. I would also like to request your patience and understanding during this time as staff working on the implementation will be overloaded with work.

It is my hope that staff in all departments will approach this project with those opportunities in mind and participate actively in the implementation process, so that we can make the best use of the investment we have made in this new technology. Communication will be key during implementation. A webpage for the ERP will be established which will be a great resource for all employees to stay up to date on the progress. Monthly progress memos will be distributed and posted at <https://www.charlescountymd.gov/services/erp>

Thank you in advance for your support.