

CHANGE MANAGEMENT & ERP:

How to Get to **YES**

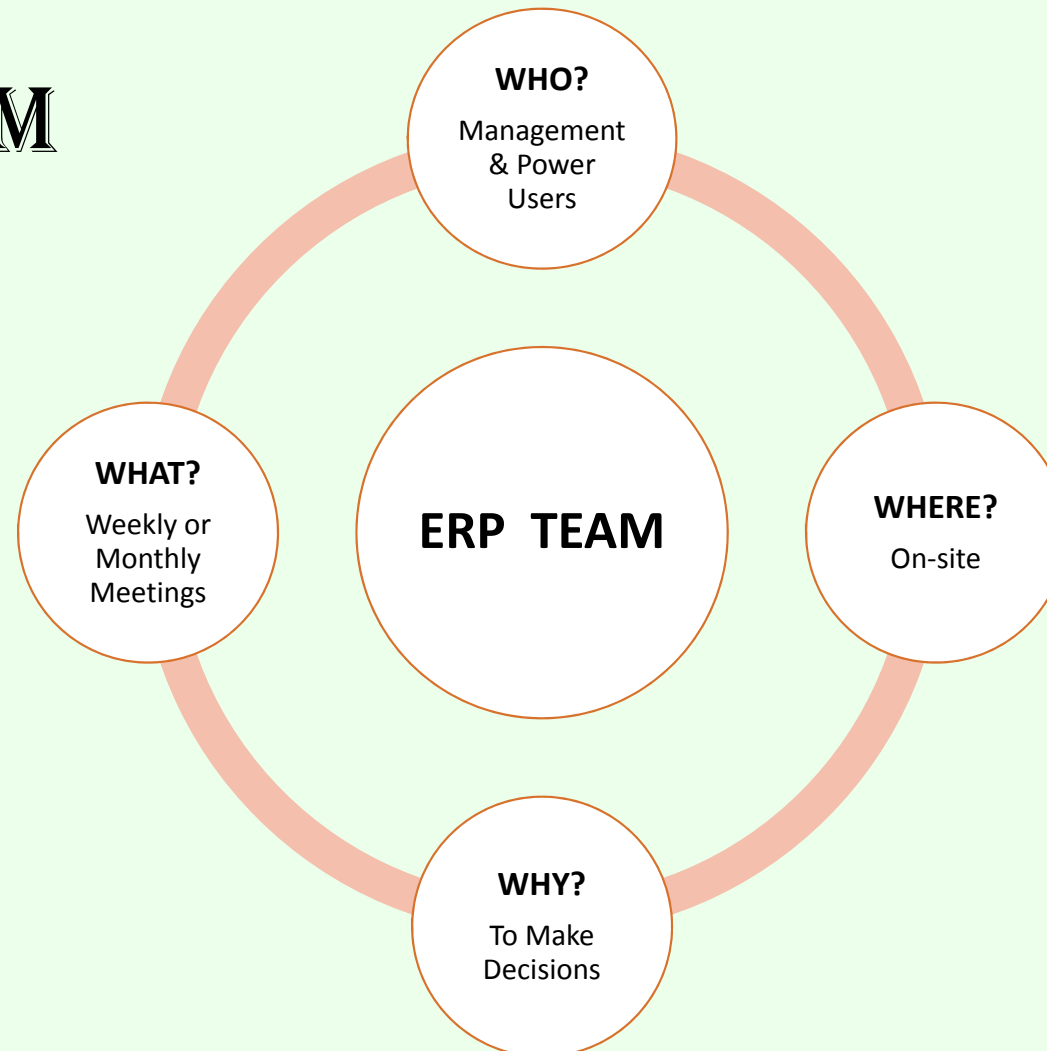


VILLAGE OF WOODRIDGE THE ERP EXPERIENCE

- ERP Team
- Selecting Consultant
- Request For Qualifications (RFQ)
- Demonstrations of Software
- Implementation Consultant
- Village Project Manager
- Software Selection
- Implementation
- Upgrades
- Continuing Education



ERP TEAM



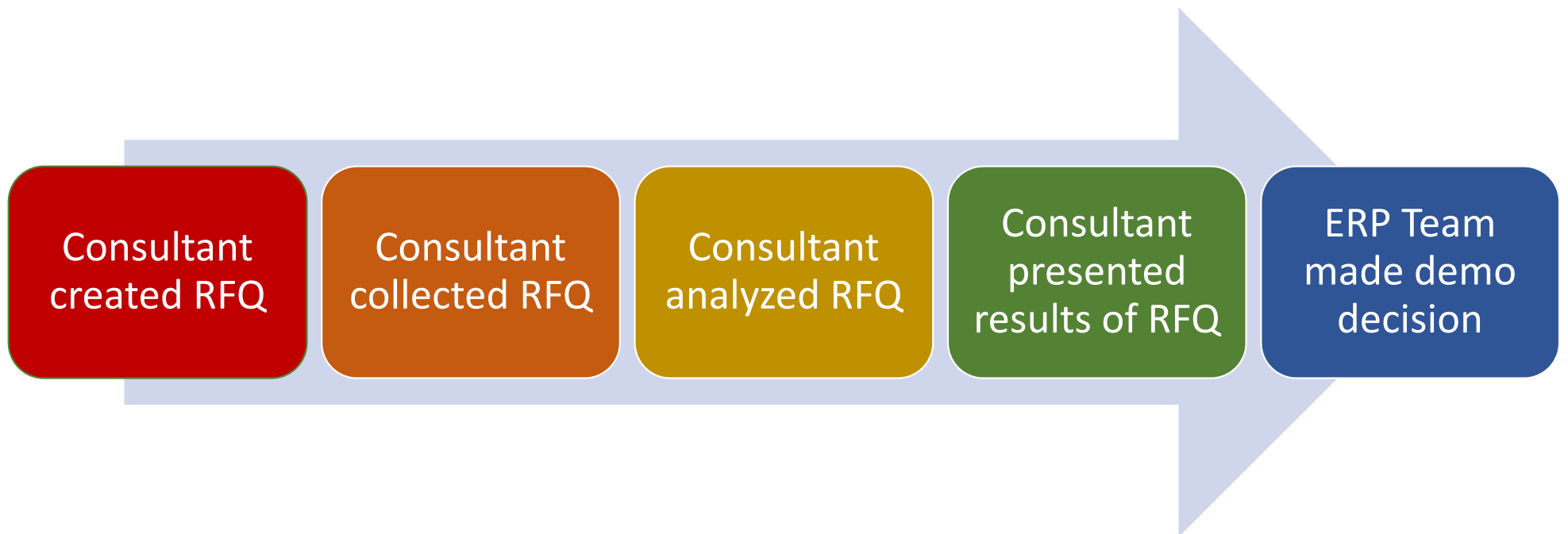
SELECTING CONSULTANT

Team Interviewed

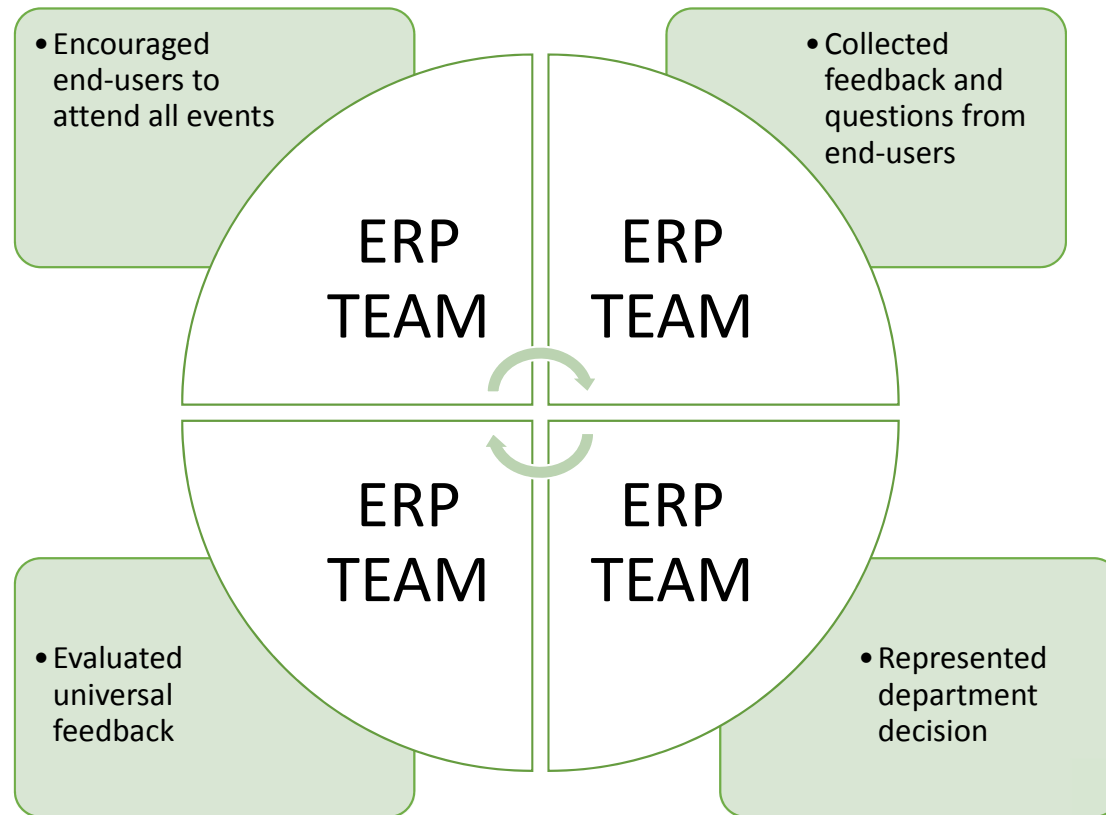
Team Questioned

Team Decided

RFQ



SOFTWARE DEMONSTRATIONS



IMPLEMENTATION CONSULTANT

- Optional (Senior Management Decision)
- Weekly Status Meetings
 - ☐ Deadlines
 - ☐ Progress
 - ☐ Homework assignments
 - ☐ Risks
 - ☐ Conference calls with software company

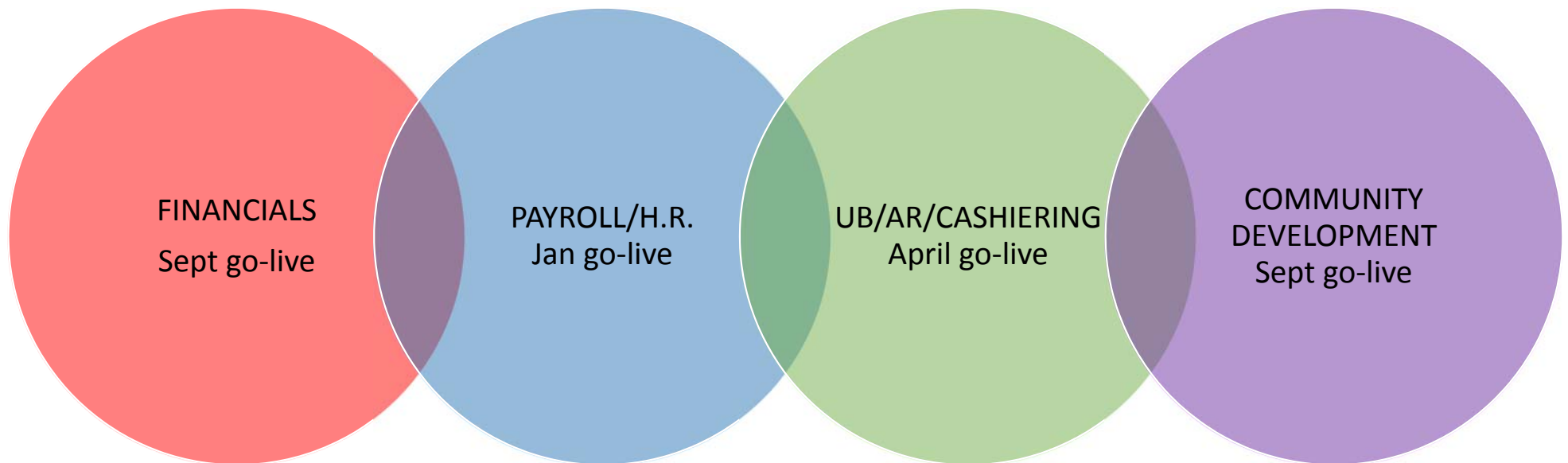


VILLAGE PROJECT MANAGER

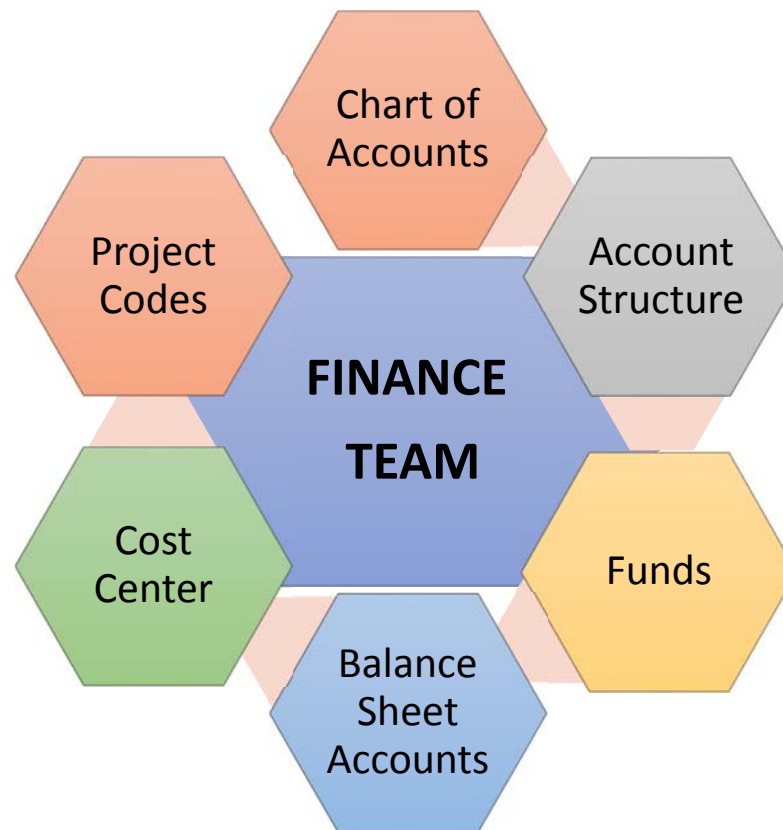
- ✓ Focused on ERP
- ✓ Lead ERP Implementation
- ✓ Coordinated training
- ✓ Studied internal processes
- ✓ Resolved issues
- ✓ Monitored deadlines
- ✓ Reviewed staff support
- ✓ Celebrated milestones
- ✓ Liaison between departments



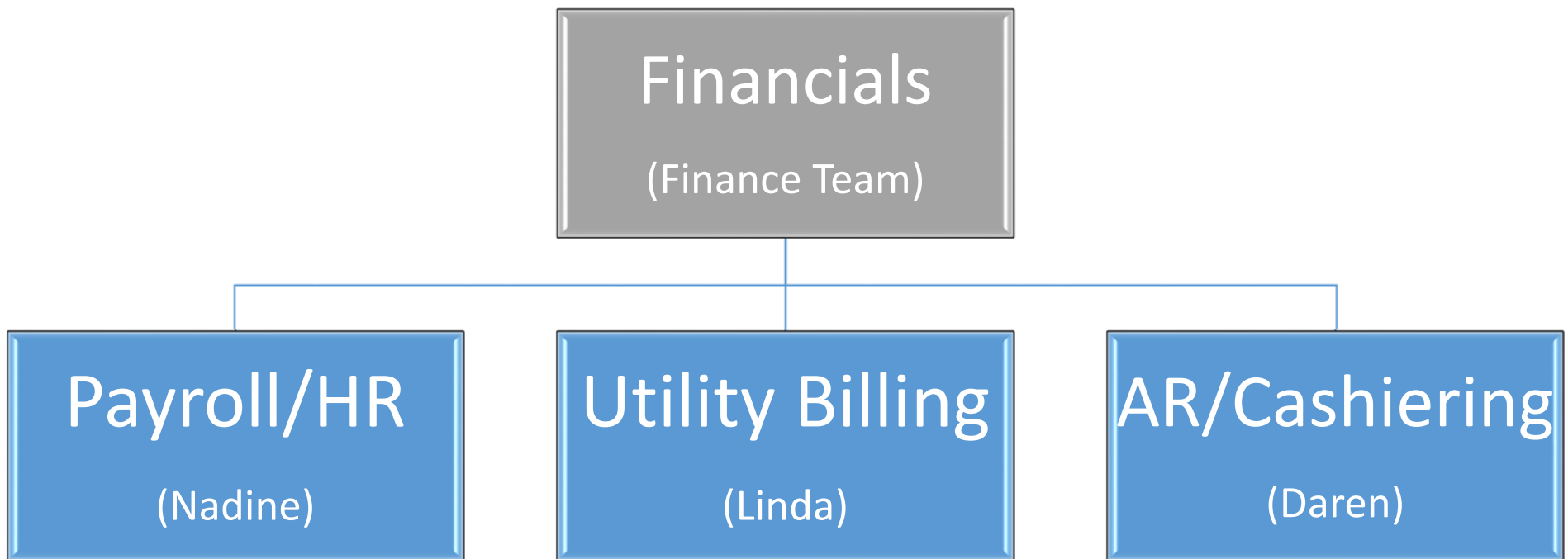
SOFTWARE SELECTION/IMPLEMENTATION



FINANCIALS



LEADERSHIP ASSIGNMENTS



PAYROLL - HUMAN RESOURCES

- Staffing
- Department morale
- Changing processes
- Employee Self Serve (ESS)
- Workflow approvals
- Pay codes
- Project codes
- Training
- Challenges



UTILITY BILLING (UB)

- UB Staffing
- Staff morale
- Changing processes
- Customer Service
- Communication efforts
- Recurring payments
- Letter to residents (errors)
- Training
- Challenges



ACCOUNTS RECEIVABLE - CASHIERING

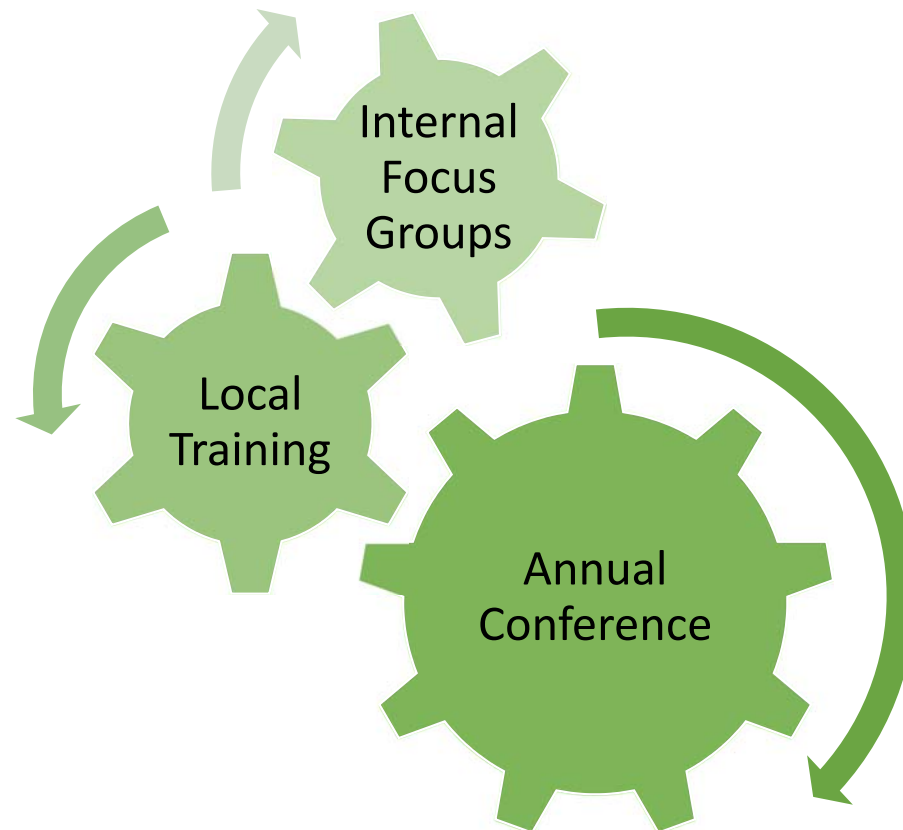
- Staffing
- Staff morale
- Training
- Credit card machines
- PCI Compliance
- Auto pay
- A/R codes
- Challenges



UPGRADES



CONTINUING EDUCATION



WHERE ARE WE TODAY?



QUESTIONS?

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**Navigating
the Path to Leadership**