THIRD AMENDMENT

This Amendment made and entered into this 18th day of July, 2023, by and between Pinellas County, a political subdivision of the State of Florida, hereinafter referred to as "County," and Mirage Software, Inc. dba Bourntec Solutions, Inc. hereinafter referred to as "Contractor," (individually referred to as "Party," collectively "Parties").

WITNESSETH:

WHEREAS, the County and the Contractor entered into an agreement on August 28, 2020, pursuant to Pinellas County Contract No. 190-0719-G(PW), which was subsequently amended by the First Amendment effective March 9, 2021, and Second Amendment effective October 18, 2021 (hereinafter "Agreement") pursuant to which the Contractor agreed to provide services to upgrade the existing Oracle E-Business Suite landscape for County; and

WHEREAS, Section Six (6) of the Agreement permits modification by mutual written agreement of the parties; and

WHEREAS, the County and the Contractor now with to modify the Agreement in order to provide an increase to the contract expenditure, a term extension, and additional services as defined in Exhibit A-7 - Statement of Work. 2023-24 Oracle E-Business Suite Modernization Effort at the same prices, terms, and conditions except as modified herein;

NOW THEREFORE, the Parties agree that the Agreement is amended as follows:

1. Section Six (6) ("TERM OF AGREEMENT AND SPENDING CAP") is revised to reflect an increase in the amount of $1,900,000.00 for a revised contract total not to exceed amount of $4,904,400.60.

2. Section Six (6) ("TERM OF AGREEMENT AND SPENDING CAP") is revised to reflect a 6 month extension to the term of the Agreement, with the extension beginning upon the effective date of this Third Amendment.

3. Exhibit A-7 - Statement of Work. 2023-24 Oracle E-Business Suite Modernization Effort attached hereto is hereby made part of and incorporated into the Agreement.

4. Exhibit A-7 is modified to clarify that all payments for services provided under the revised Agreement will be made through the "Task Order Model" outlined in Section 7.1, notwithstanding any potentially contradictory terms in Exhibit A-7 or the remainder of the Agreement. Additionally, references in Exhibit A-7 to "pain points" should be read to mean "deliverables."

5. Pinellas county reserves the right to request resumes/CVs for any Bourntec resource, remote or otherwise, proposed for the work defined in the enhancement list. Should an assigned Bourntec resource not be meeting the requirements put forth in the approved task assignments, County may demand the immediate replacement of said resource on the project. The County expects any and all task orders with Bourntec to be fulfilled by qualified resources with subject matter expertise required to complete the assignments(s) as defined in task order descriptions, without changing resources prior to completion.

6. Except as charged or modified herein, all other provisions and conditions of the original Agreement and any amendments thereto shall remain in full force and effect.

Each Party to this Amendment represents and warrants that: (i) it has the full right and authority and has obtained all necessary approvals to enter into this Amendment; (ii) each person executing this Amendment of behalf of the Party is authorized to do so; (iii) this Amendment constitutes a valid and legally binding obligation of the Party, enforceable in accordance with its terms.

IN WITNESS WHEREOF the Parties herein have executed this Second Amendment as of the day and year first written above.

PINELLAS COUNTY, FLORIDA
by and through its
Board of County Commissioners

Janet C. Long
BCC Chair

BOARD OF COUNTY COMMISSIONERS
SEAL
PINELLAS COUNTY, FLORIDA

ATTEST:
KEN BURKE

Deputy Clerk

CONTRACTOR:

Authorized Signature

___Srujana Gudur______________________
Printed Authorized Signature

___President,/CEO__________________
Title Authorized Signature

APPROVED AS TO FORM
By: *Keiah Townsend*
Office of the County Attorney

Exhibit A-7 - Statement of Work

2023-24 Oracle E-Business Suite Modernization Effort

Submitted by:

bourntec

1701 E Woodfield Road Suite 200

Schaumburg, IL 60173

Phone: 224-232-5090 Facsimile: 847-805-6392

www.bourntec.com

(MWBE AND SBA SMALL BUSINESS)

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1. Executive Summary

Established January 1, 1912, Pinellas County (hereinafter "County") is one of the most densely populated counties in Florida. Pinellas County is 38 miles long and 15 miles at its broadest point, for a total of 280 square miles and 588 miles of coastline. It is the second smallest county in the state of Florida.

County completed upgrading its Oracle E-Business Suite (EBS) system from 12.1.3 to 12.2.10 in July of 2021. However, as designed, County did not correct the majority of the Enhancements that were identified in core business processes with Finance, HCM, OPM, Time and Attendance, Payroll, Taleo, Procurement, Project Accounting and Management, Grants, Employee Self-Service. County would like to analyze current business process workflows and identify ways to:

- Reduce redundant data entry
- Focus on business process reengineering leveraging Oracle's Out of the Box (OOB) functionality and Industry Best Practices to help:
  - Streamline/automate processes
  - Reduce non-value-added work
- Eliminate silo processes where possible.
- This agreement will focus strictly on Bourntec Solutions' (Consultant) specific scope. The scope is defined by: Workflow analysis outcomes and reengineered processes for the below workstreams:
  - Procure to Pay
  - Receipt to Cash
  - Recruit to Retire
  - Projects Management
  - Projects Accounting
  - Grants Management
  - Fixed Assets Management
  - General Ledger

- New features and functions within 12.2.10 to address the current workstream Enhancements as documented in the 'Pinellas EBS Modernization tracker_v1.0' and priorities within Finance, HCM, Procurement, Projects and Grants.

The Consultants will lead the efforts to:

- The current and future state of Oracle 12.2.10 functionality, business processes, controls, and desktop procedures to mitigate documented Enhancements, as defined within this document, to support the level of scope to be delivered in this phase. (Hereafter, referred to as Modernization Tracker and/or Enhancements List in lieu of "Enhancements.")
- Develop and/or configure Oracle 12.2.10 to support the reengineered workflow processes and resolution of the defined functional Enhancements within Finance, HCM, OPM, Time and

Attendance, Payroll, Taleo, Procurement, Project Accounting and Management, Grants, Employee Self-Service workstreams inter-module touchpoints that impact up and downstream functionality and data content and flow.

- Advise County on the execution of effective processes, mitigation of existing customizations that are in direct conflict with core application functionality, and intervention of bottlenecks/silos that impact efficiencies.
- Lead the effort to automate non-value-added functions based on predefined and future state workflow(s) and business rules.
- Lead the effort to define and integrate a Single Source of Truth, System of Record, and/or reduction of manual effort between EBS – Taleo. All other integration points will be documented, but the detailed design and developmental effort will be based on the Consultant's availability and/or leveraging County's BTS organization.
- Lead the following efforts:
  - Update, creation, and execution of System unit and functional test scripts (scripts, controls, results validation, and execution)
  - Desktop procedures updates or creation
  - System integration script creation/update and testing (Oracle modules, EBS to Taleo, Taleo to EBS, and existing interfaces) to complete cross-organizational/department processes
  - Update or develop end-user training processes, material, and execution for all new functionality and processes
- Lead and support Organizational Change Management (OCM) for the Oracle functionality being deployed
  - Perform knowledge transfer (KT) and train the trainer session to workstream subject matter experts and BTS resources to ensure that they can support their focused areas post-go-live
  - Migrate functionality and code to production based on a predefined scheduled release, currently defined as:

    July 2023 - December 31, 2023
- Lead and Support:
  - Project Management with dedicated project managers (PMs)
  - Process Integration Testing (UPIT)
  - User Acceptance Testing (UAT)
  - End-User Training
  - Post-release Hypercare Support as defined in the section 7 schedule

2. Overview of Proposed Activities and Deliverables

County will leverage the vendors Functional Resource model that will report to the County project team representing specific workstream process owner(s) and sponsors. Consultants will be responsible for the following activities and deliverables:

The tables below outline the key activities and deliverables.

2023-24 Oracle E-Business Suite Business Modernization Effort
✦ **Deliverables** ☐ Participate in workflow analysis, lead reengineering of business processes, and resolve identified Enhancements listed in Appendix B according to prioritization by the County. ✦ **Projects:** Grants, Project Accounting Updates, Project Procurement ✦ **Procurement:** Purchasing, iProcurement, Change Order, Supplier Portal ✦ **HCM:** OPM, Payroll, OTL, Taleo Integration ✦ **Finance:** AP, AR, CM, iExpense, FA, GL ✦ Expand Enterprise Command Centers (ECC) ☐ Lead Technical Extensions ✦ Taleo/EBS Integrations ✦ OAF, EBS Workflow, Forms, Role & Responsibilities, Reports, ECC Dashboard updates within, ⓾ Projects ⓾ Procurements ⓾ HCM ⓾ Finance ☐ Lead the updates to BR-100s system documents ☐ Lead the development and updates to TE040 test scripts for functional and process integration testing ☐ Lead with County creation/update of Desktop procedures and process flow ☐ Lead with County End-User training material ☐ Lead with County Testing validation and documentation ☐ Customization mitigation recommendation document ☐ Create KT documentation and execute KT to all primary and secondary SMEs ☐ Lead OCM efforts for Pinellas County workstreams: ✦ Change Management Pre-work ⓾ Create OCM Project Planning and Strategy ⓾ Update and Approve Stakeholder Analysis and Engagement Plan ⓾ Update Readiness Assessment Template ⓾ Update and Approve Behavioral Change Plan

- Update and Approve Team Communication Plan and Strategy
- Integration into current modernization project
  - Project Steering Committee
  - Scope and Requirements Management
  - Risk Mitigation
  - Resource Management
  - Activity and Task Management
  - Project Reporting
  - Change Control and Management
- Create and Approve Feedback Strategy
- OCM Kick-Off Presentations
- OCM Kick-Off Meeting

- Manage Personal Transitions
  - Define and Obtain Approval for the Transition Model
  - Define and Obtain Approval for the Change Process Model
  - Define and Obtain Approval for Monitor Metrics for Continuous Improvement
  - Complete Core Value Exercise
  - Execute a Readiness Assessment
  - Execute a Feedback Assessment
  - Review and Publish Best Practices Rules of Engagement
    - What to do and say
    - What not to do and say
  - Review and Publish Best Practices Standards
- Develop Change Plan
  - Execute
    - Transition Model
    - Change Process Model
  - Create the plan to mitigate the impact to the business
  - Implement the strategies to support:
    - The plan
    - Process changes
    - Process controls
    - Continuous improvements
  - Deploy the Risk Assessment Template and review results
  - Define and obtain approval for Success Metrics
  - Execute a Readiness Assessment
  - Execute a Feedback Assessment
  - Complete, Review, and Execute Change Communication Plan

- Implement and Monitor Organizational Change Management
  - Implement Sustain Change Controls and Reporting
  - Execute Final Readiness Assessment
  - Oracle Go-Live – Final Pass (Move to Production)
  - Hypercare
  - Evaluation of Change Impact:
    - Execute a Feedback Assessment
    - Execute a Risk Assessment
    - Evaluate Continuous Improvement Metrics
  - Present Evaluation of Change to Senior Leadership

Figure 1. 2023-24 Oracle E-Business Suite Consultant Deliverables

County will be responsible for the following activities and deliverables:
The tables below outline the key activities and deliverables.

2023-24 Oracle E-Business Suite Business Modernization Effort

- **Deliverables**
  - Business/Functional Support
    - Lead the testing and validating of new functionality and processes
    - Lead the validation & communicate the status of work efforts related to:
      - **Projects:** Grants, Project Accounting Updates, Project Procurement
      - **Procurement:** Purchasing, iProcurement, Change Order, iSupplier
      - **HCM:** OPM, Payroll, OTL, Taleo Integration
      - **Finance:** AP, AR, CM, iExpense, FA, GL
      - Expand Enterprise Command Centers (ECC)
    - Perform all rollout of capabilities not being deployed at "Go-Live
    - Lead creation/update of Desktop procedures and process flow
    - Lead End-user training & Hypercare
  - Technical Support
    - Support system configuration, extension development, and cut-over effort
    - Educate the Pinellas team on all new functionality (Oracle applications and technical capabilities)
    - Execute regression testing
    - Review and approve all extensions and BR-100s and TE040 documents
    - Lead development and execution of functional testing for applications, extensions, integrations, and data validation.
    - Lead mitigation of setups and code to production
    - Own existing customization updates and document creation

Figure 2. 2023-24 Oracle E-Business Suite County Deliverables

3. Consulting Service Requirements

Consultant(s) possess expert functional, technical, and configuration knowledge across multiple workstreams (based on the following functional areas: Projects (Accounting and Portfolio Management), Grants, Project Procurement, iProcurement, iSupplier, Purchasing, HCM, Oracle Performance Management, Time and Attendance, Payroll and Taleo) leveraging Industry Best Practices, processes, and Organizational Change Management controls. This includes:

- Oracle EBusiness 12.2.X requirements gathering and documentation for reengineering business processes and pain point resolution
- Agile solution modeling
- Process and procedural documentation
- Process flow defined at the workstream/multi-departmental transaction level
- Industry Best Practices within a Public Sector/Government Organization
- Organizational Change Management knowledge
- Oracle Functional and Process integration testing
- Development and execution of testing and training requirements
- At least 1 new implementation and 1 upgrade leveraging Oracle eBusiness Technology
- Supporting Future state “to-be” requirements, business justification, level of effort, and cost creation and presentation to execute management
- Working with an aggressive timeline and multiple organizations with various objectives
- Flexible work hours
- Ability to leverage the following tools to support documents and communications:
    - Microsoft Office
    - Microsoft Teams
    - Microsoft Projects
    - Microsoft Visio

4. Project Assumptions

The following identifies the known assumptions at this time. Be aware that these assumptions may evolve over the life of the project.

- Consultant’s time is based on an approved scope of functionality and level of effort and time to complete the development, testing, production cutover, and Hypercare. However, County may defer the roll-out of select functionality due to organization impact, incremental roll-out vs “big bang”, and/or strategic timing aligned to specific key events, such as year-end close or benefits enrollment. If County defers roll-out, this could generate a change request to support this effort or be excluded from this agreement’s deliverable.
- The consultant must possess the ability to work with a diverse group of individuals sourced for multiple County and external organizations.
- The county must adhere to the estimated project milestones and timelines of those milestones, any delay in the County’s deliverables may result in a change request.

- Consultants will adhere to the priorities of the defined scope and project timeline and deliverables.
- Enhancements identified in Appendix B are fluid and subject to change based on workflow analysis outcomes.
- Enhancements listed in Appendix B will be resolved based on County priority and availability of resources
- Consultants must be able to work independently, within large groups in remote locations, and with all levels of the organizations (Users, SMEs, Process Owners, and Executives).
- The Consultant must have the ability to create and present, to all levels of the County, critical training activities; Proof of Concept demos; test execution/results; and "To Be" future state processes.
- County will provide SME resources as required to support discovery, design, build, testing (Process Integration and UAT), training development documents, end-user training, and production cutover.
- Certain applications (i.e., ECC, Taleo, etc.) and previously deployed functionality (i.e., 3-way matching, Performance Management, iProcurement, etc.) rollout can be performed on an independent rollout strategy if it does not include cross-applications dependencies or impact other release schedules.
- Consultants will provide resources to support the following milestones: Process Integration Testing and User Acceptance Testing.
- Consultants will work remotely.
- County's resources will assist Consultants in testing, configuration, and issue resolution as needed.
- County will assist with all updates, testing, and migration to customizations that are not documented and/or outside of the standard functionality of EBS and the scope of the SOW.
- All SRs will be led by Bourntec and supported by County. SRs will be created as a Severity 1 based on the 7/24 effort if it is critical functionality required for "go-live" unless the Business Process Owner and/or BTS Leaderships accepts a workaround that mitigates with an issue until post "go-live." If an issue is not resolved in Hypercare, Bourntec will be responsible for working with Oracle to resolve this issue and/or provide County Business with acceptable long-term workarounds
- Any delays in systems accessibility, patching, decision-making, and access to key resources may result in a change request
- Capturing the Requirement Gathering between Bourntec and Pinellas Business and sign-off must be completed within 2 weeks. If business delays occur, Bourntec will raise the invoice for the workstream milestone.
- UAT testing with sign-off must be completed in 2 weeks. If business delays occur, Bourntec will potentially raise the invoice for the workstream milestone.
- The delivery timelines are only estimates and are subject to change based on the complexity of the requirement.
- If the Enhancements for which requirement documents have not yet been provided (at the time of SOW signoff) or the business requirement is unclear and requires further investigation from

the Bourntec Team and Pinellas Business users may have an impact on the timeline and/or the total deliverability of the solution for the Enhancements.

- In the event of encountering the situation of not delivering the reengineered business process solution(s) or pain point resolutions, at the end of December 2023, the management teams of Bourntec & Pinellas County can discuss the ability to execute the pending work remaining to be extended for an agreed period or to move to a future release as the parties deem appropriate
- There may be blackout periods to support such things as school breaks, Independence Day week, and/or unforeseen circumstances that would prevent the team from working on assigned duties, i.e., force majeure, departmental blackout
- Final deployment date and Hypercare date(s) to be determined post-build milestone and may require a change order to reflect the change in dates

5. Develop Change Plan

5.1 Create the Path

To direct the Rational Thinker and motivate the Emotional Thinker, it is important to shape the Path by focusing the situation and its surrounding environment. Without a specific plan there is no clear path to get things done. Being specific narrows the focus, so the Emotional Thinker and the Rational Thinker are more likely to work together toward the common goal.

Make the Required Changes Specific

Tweak the Environment

What looks like a person problem is often a situation problem. Simple environmental tweaks may make the journey easier which can lead to dramatic behavioral changes because less self-control is required to achieve the result. Look at the situation and determine ways to make the right behaviors a little bit easier (those that support the change) and the wrong behaviors a little bit harder (those that maintain the status-quo).

Build Habits

Think of habits as behavioral autopilot. Habits allow behaviors to happen without the Rational Thinker having to take charge and exert self-control. Since self-control is an exhaustible resource, the more behaviors that can occur without tapping into it the better. Behavioral habits can be stitched into the environment using action triggers. An action trigger initiates a preloaded decision to engage in a certain behavior. When people pre-decide, they turn the control of their behavior over to the environment, and an instant habit is created.

One type of action trigger is linking two behaviors together. For example, a person who drinks coffee each morning can connect this behavior to writing a to-do-list for the day. A more elaborate action trigger is the use of a checklist. It educates the Rational Thinker on what is best and indicates the ironclad right way to do something. In complex environments, it can help individuals avoid blind spots and provide insurance against over confidence that can lead to mistakes.

Rally the Herd

In ambiguous situations, individuals look to other people for cues about how to behave. People are incredibly sensitive to the norms and expectations of the communities they are in, and instinctively try to fit in with their peer group. The Emotional Thinker looks to the herd for cues about how to behave especially in unfamiliar or ambiguous situations. Because behavior is contagious, publicize situations where the herd has embraced the right behavior and intentionally create language to articulate what is different and better about the change. These steps will serve to unleash the change by rallying the support of early adopters in swaying others in the community to get on board.

We will use all the templates and tools provided in this section (*Develop Change Plan*) to shape the Path in relation to your change initiative.

5.2 Implementation of Strategies

When implementing change, there are three strategies to consider: Pilot, Big Bang, or Phased Big Bang.

Pilot: Choose a Pilot implementation, if you are testing a new innovative idea, possible growth strategy, or very risky core business operation. By implementing a pilot this will help the project team to analyze results, determine Return on Investment (ROI) and identify areas of risk and/or improvement before a full implementation roll-out. Ultimately, the reason for pilot testing is to test quickly and iterate as necessary.

Big Bang: Choose a Big Bang implementation for initiatives that align to strategic business priorities driven from the highest levels of leadership. A Big Bang is best used for rolling out a new system or strategy that requires campus-wide adoption and is effective immediately. The implementation typically occurs all at once, and mass communications are used to update and inform employees.

Phased Big Bang: A Phased Big Bang approach is used to chunk the implementation roll-out into multiple releases. This approach aims to reduce operational risks associated with ramp up time or scalability and gives the project team the opportunity to iron out any difficulties identified. Groups who are selected for the first release must be willing to provide necessary feedback and be strong adopters of the strategy. As each new release rolls-out, implementation is expected to get easier as it gains more positive employee traction.

Example:
Release 1: Roll-out – January 1
Release 2: Roll-out - March 1
Release 3: Roll-out – June 1

Characteristics of each Strategy

	Pilot	Big Bang & Phased Big Bang
Timeframe *How long will this project run?*	Lasts less than 3 months	More than 3 months
Risk *Associated risk of execution*	Low Risk	High Risk
Cost *Capital cost, 3rd party resources etc.*	High initial cost	Low cost over time
ROI *Return on Investment*	Volatile return	Faster return
Disruption to Operations *Ramp-up period, CM etc.*	Minimal; However, employees may lack buy-in to test	Moderate; Organization will need ramp up time
Next Steps for Implementation *Go forward as-is or iterate*	Requires go/no-go decision	Always a "go" decision; with Sponsor approval

Figure 3. Implementation Strategy

5.3 Risk Assessment Template

The purpose of risk assessment is to identify potential problems before they occur. This is to ensure risk mitigation activities can be planned and implemented as needed across the lifecycle of the change initiative. Use the following *Risk Assessment Template* to identify and address any issues that may hinder the projects desired outcomes.

How to use the *Risk Assessment Template:*

1. List and describe the risk associated with the change initiative
2. Indicate the risk category:
   - Compliance - Adheres to laws, regulations, and policies
   - Efficiency – Proficiently achieving the objectives of the process
   - Financial – Efficient stewardship of funds
   - Health & Safety – Promotes a healthy community and safe working environment
   - Information – Supports accuracy and reliability of data
   - Operational – Productive use of resources
   - Reputational – Impacts Country's brand
   - Security – Protect and secure information to prevent exploitation, corruption, or loss of data
   - Strategic – Supports organizational and departmental collaboration objective
3. Use the below *Risk Assessment Matrix* to identify the appropriate risk approach

Risk Assessment Matrix

How bad could the impact be?	What are the chances the risk will occur? *Unlikely*	*Possible*	*Very Likely*
Very	**Mitigate** Create risk plan	**Mitigate** Create risk plan	**Avoid** Unacceptable level of risk
Somewhat	**Mitigate** Create risk plan	**Mitigate** Create risk plan	**Avoid** Unacceptable level of risk
Not Very	**Accept** Proceed; no formal risk plan needed	**Accept** Proceed; no formal risk plan needed	**Mitigate** Create risk plan

Figure 4. Risk Assessment Matrix

4. For each risk identified with an approach of either *Mitigate* or *Avoid* indicate how the risk will be addressed

5.4 Risk Assessment Template continued:

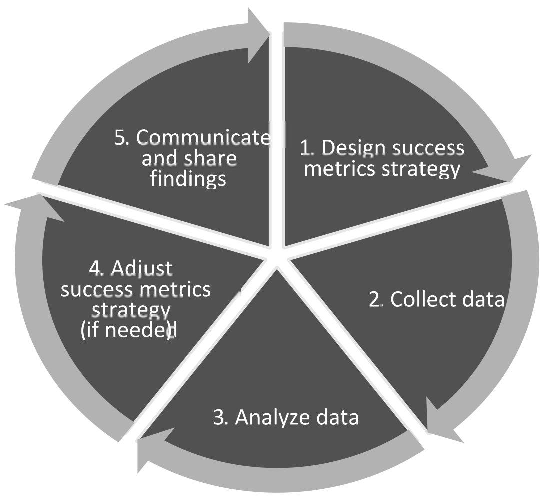
1. Risk Description	2. Risk Category	3. Risk Approach	4. Risk Plan
Sample: *Vendors used for roll-out of change initiative may violate U.S. federal laws and regulations*	*Compliance*	*Avoid*	*Ensure vendors' contracting terms include UCB's right to monitor and audit*

Figure 5. Risk Assessment

5.5 Success Metrics Overview

When implementing a change in the workplace, it is imperative to have success metrics. Success metrics can be defined as the metrics that help leadership to assess the overall health and achievement of the change. Success metrics are useful across all levels of the organization as they evaluate, indicate, and measure performance based on the objectives set forth by the change initiative. From a leadership standpoint, they help leaders understand the initiatives overall impact. Many of these metrics include specifics on how many employees are affected and how the change has impacted their engagement.

The below graphic shows the cycle of determining and tracking success metrics for the change initiative.



Success Metrics are quantitative data obtained from:

- Customer Satisfaction
- Financial Performance (e.g., cost, revenue)
- Operational Performance (e.g., rework, lead time, handoffs)
- Product and/or Service Quality (e.g., quality, defects, volume, frequency)
- Public Outreach (e.g., number of people impacted)
- Supplier Performance (e.g., reliability, durability)

Feedback is qualitative data obtained from:

- 1:1 Meetings
- Team Meetings
- Focus Groups
- Surveys
- Open Comment Box (Live URL available 24/7)
- Incentivized feedback

Success metrics and feedback are used to understand the current landscape of the change effort through all stages of the initiative. Quantitative data can be disseminated via metrics reporting. Qualitative data must be combined and grouped into common themes in order to bubble up relevant information. For transparency, all impacted employees must be provided the outcome of the metrics and feedback provided to leadership.

- **Pre-Implementation – gather success metrics**
  Use the time before implementation occurs to hypothesize possible success metrics tied to the change objectives. These metrics should be defined before Day 1 of the Pilot, Big Bang, or Phased Big Bang kick-off.
- **Implementation – Pilot, Big Bang, or Phased Big Bang Kick-off**
  The first three months is the learning curve period. During this time, expect many of the metrics to be volatile. Typically, after 3 months the data will start to normalize, and a true pattern of the strategy's performance will emerge.
- **Post Implementation – monitor, control success, and promote continuous improvement**
  By the end of the testing period the change strategy should now be evergreen in your department. To ensure its continued success, monitor and keep all success metrics visible to the users at hand. Update these metrics with a particular cadence (weekly, bi-weekly, etc.) and have conversations around achievements or improvement opportunities as they arise throughout the year. Refer to *Monitor Metrics for Continuous Improvement*.

Employees have a responsibility to the County to be accountable for the changes made year over year. Ongoing monitoring of metrics ensures a feedback loop for continuous improvement. This feedback helps leadership to understand that no one process is forever optimal. By maintaining the conversation of metrics, you can collectively celebrate success while continually exploring improvements together.

5.6 Success Metrics Template

Determine the metrics that speak to the change initiatives objectives and are critical to sustaining success.

What is changing?	What is the measure?	Success metrics data category.	Currently exists as a metric? (Y/N)	Data Owner?	Frequency (Wkly, Mnthly, etc.)

Success Metrics Data Categories (Example):

Financial Performance (e.g. cost, revenue)	Operational Performance (e.g. rework, lead time, handoffs)	Product and/or Service Quality (e.g. quality, defects, volume, frequency)
Customer Satisfaction	Public Outreach (e.g. number of people impacted)	Supplier Performance (e.g. reliability, durability)

Figure 6. Success Metrics

5.7 Feedback Strategy Overview

When implementing a change, we create a feedback strategy for each phase of the change:

Pre-implementation – used to understand existing concerns

Implementation – illustrates how the implemented change immediately impacted the identified concerns and helps determine if iteration is necessary

Post-implementation – used to monitor and control the implemented change and fosters continuous improvement

The data collected in each phase allows the Project Team to understand the successes and ongoing opportunities of the roll-out. This information is communicated to the Leadership Team to enable informed decisions. The following graphic illustrates the elements of the feedback strategy.

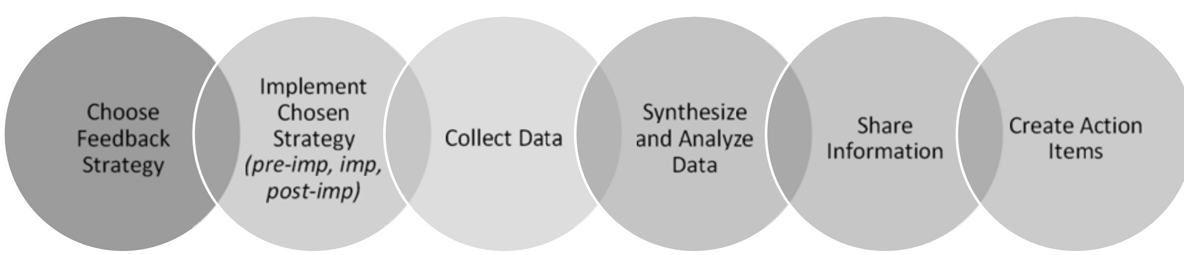


Figure 7. Feedback Strategy

5.8 Feedback Strategy Options

When obtaining feedback there are various self-service or in-person methods to choose from. Use the tables below to select the strategies that best apply:

Self-Service Feedback Strategies				
Description	**Advantages**	**Pre-Implementation**	**Implementation**	**Post-Implementation**
Surveys/User Polls *(Survey Monkey, Qualtrics, etc.)* Used to obtain the overall pulse of the change. It is best to use no more than four surveys during the lifecycle of the project to avoid survey fatigue. *(requires vetting of questions and testing of tool selected prior to use)*	• easy to use • reach large numbers of people • anonymous (optional)	1 survey to understand current state	1 pulse survey sent one week after go-live date	Used periodically for continuous improvement
Open Comment Box An open text box that lives on a dedicated project specific web page or a department's intranet. This mechanism is best suited for postimplementation where the feedback goes directly to the process owner for continuous improvement. *(may require ongoing monitoring)*	• live URL available 24/7 • anonymous (optional) • may leave open indefinitely for ongoing input	n/a	Ongoing throughout implementation period	Ongoing for continuous improvement purposes
Incentivized Feedback Use work appropriate incentives to increase feedback participation (e.g. raffle, gift cards, event tickets, etc.). *(consider any potential impact the incentive may have on the data being collected)*	• elicits • creates excitement that increases individual participation and leads to word of mouth marketing	n/a	n/a	Collect feedback over 2weeks
1:1 Meetings Utilize 1:1 meetings to learn how the change is being received *(requires safety and trust)*	• comfortable setting • enables vulnerability • gathers individual in depth feedback	Discussion topic at each 1:1 meeting	Discussion topic at each 1:1 meeting	Discussion topic at each 1:1 meeting until change fully realized

5.9 Feedback Strategy Options Continued

In-Person Feedback Strategies					
	Description	**Advantages**	**Pre-Implementation**	**Implementation**	**Post-Implementation**
	Team Meetings Allows employees to surface feedback on the change in their current team environment. *(requires strong facilitator)*	• creates transparency • raises group issues	2-3 meetings to collect/share information	Bi-weekly meetings to collect/share information throughout implementation period	2-3 meetings to collect/share information
	Focus Groups (5-12 participants) Allows the Project Team to solicit specific feedback from key contributors. *(requires strong facilitator and real-time transparency of information captured)*	• shared experience • participants react together and build off of each other's comments • option to curate audience	1-5 sessions	n/a	n/a
	Townhalls Use to summarize findings, celebrate successes, and address opportunities related to the change across all key audiences *(requires strong facilitator and prepared agenda)*	• reach large numbers of people • creates transparency • solicits community input	1 – 2 meetings to provide key information	n/a	1 – 2 meetings to provide key information

Figure 8. Feedback Strategy Options

5.10 Change Communications Plan Overview

The *Change Communications Plan* is a tool that provides the Change Manager with a high-level messaging plan for informing important stakeholders throughout the lifecycle of a change project. These communications are used to create awareness and provide key information to keep stakeholders updated appropriately.

Messaging around a change is often complex. There can be numerous stakeholders with varying interests requiring messages to be framed differently. For this reason, it is important to have the right people in the room when drafting the *Change Communications Plan* to ensure a holistic approach when determining: the audience (who), messaging (what), and communication delivery method (how).

Work Session Participants:

- Change Manager
- Project Manager
- Project Leadership Team (Sponsor, Project Leads, Process Owners, etc.)

Work Session Format:

- 2-Hr Meeting (add additional meetings if needed)
  - Include *all* required participants
- Edit *Process Improvement Communications Plan* in real-time
  - LCD Projector and Laptop
  - Project *Process Improvement Communications Plan* template

Instructions for *Change Communications Plan Template*:

1. Using the provided template, work session participants will complete Sections 1 and 2 together to the best of their ability. This is a working document and additional items can be check marked throughout the working session.
2. Begin to complete Section 3 by referring to the first identified audience in Section 1 and complete the template for all messages related to that audience.
3. Continue to follow Step 2 until all audiences have been addressed in the Section 3's plan.
4. Once complete, the Communications Plan is managed and owned by the Change Manager and/or the Communications Leads who will ensure the execution of these messages.

Instructions for *Change Communications Brief Template*:

There are often numerous stakeholders with varying interests that require messages about the change initiative to be framed differently. The Change Manager will use the completed *Change Communications Plan* to create *Change Communications Briefs* for each determined communication.

Often in small to medium sized change initiatives, the Change Manager is expected to craft the messaging themselves. We will use the *Change Communications Brief Template* as a thinking tool to outline your messages.

In the event that we are able to partner with internal Communications Specialist, we will provide the completed *Change Communications Brief Templates* to them for reference as they prepare messaging for the project.

5.11 Change Communications Plan Template

Project Title: ____

Project Description:

Combine Case for Change and Compelling Vision wording obtained from Project Charter

SECTION 1: Determine Stakeholders

Prepare a list of Stakeholders that will require messaging for your project

SECTION 2: Identify Channels of Communication

Check all tools that you are interested in using for your project communications. Most audiences require multiple communication channels to be reached effectively.

MESSAGING FROM EXECUTIVES ☐ Senior Leadership ☐ Organizational Leadership ☐ BTS Leadership ☐ Departmental Leadership ☐ Process Owners ☐ Project Leadership **EMAIL** ☐ Project Broadcast email ☐ Process Owner emails ☐ Organizational Change Management email **EDUCATIONAL TOOLS** ☐ FAQs ☐ Oracle Training/Release Content ☐ Process/Desktop Procedures ☐ Testing Scenarios ☐ Training Manuals ☐ Training Workshops **MEETINGS** ☐ 1:1 ☐ Technical Team Status Meetings ☐ Project Team Status Meetings ☐ Change Management Meetings ☐ Process Owner Staff Meetings ☐ Executive Leadership Meetings	**COMMUNITIES OF PRACTICE PRESENTATION** ☐ TBD **ELECTRONIC MEDIA** ☐ County Newsletter ☐ Departmental Communications ☐ Presentation Slide Deck ☐ Project Newsletter ☐ Project SharePoint Website ☐ Project Repository ☐ System Notifications **EVENTS** ☐ Project Kick Off Meeting ☐ Project Road Show ☐ Town Hall Meetings ☐ Day in The Life (DITL) Show ☐ Executive Review Presentation **STAFF GROUP PRESENTATION** ☐ Process Owner to SLT Updates ☐ Departmental DITL Presentations ☐ HR Network ☐ Lunch and Learns **SOCIAL MEDIA** ☐ TBD	**PRINT MEDIA** ☐ Banners ☐ Brochures ☐ Fact Sheets ☐ Newsletters ☐ Post Cards ☐ Posters **OBTAIN PRE/POST IMPLEMENTATION FEEDBACK** ☐ Surveys/User Polls ☐ Incentivized Feedback ☐ Focus Groups **OTHER** ☐ TBD

Figure 9. Channels of CommunicationProject Budget and Commercials

5.12 Implement and Monitor the Change

Sustain the Change

When any forward movement towards the change is noticed, it must be reinforced. We will look for bright spots, no matter how tiny, and reward them. Reinforcement of bright-spot behaviors creates a snowball effect. As people begin to act in a new way, and are recognized for this new behavior, it becomes increasingly difficult for them to dislike the way they are acting. As they act differently, they begin to think of themselves differently, and as their identity evolves, this reinforces the new way of doing things. At some point, the momentum shifts from resisting the change to supporting it. This is how small changes, when reinforced, snowball into big changes.

We will use all the templates and tools provided in this section (*Implement and Monitor the Change*) to sustain the change and keep the momentum going.

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Change Readiness Assessment (final check before going live)

Use the below assessment to assess each team(s) and/or stakeholder(s) readiness for the change.

☐ **Team : ____________________________** ☐ **Stakeholder: ____________________________**

Questions to Assess Change Readiness	Yes	Partial	No
(Awareness) Does your team or does your stakeholder understand…			
1. the problems inherent in the current situation?			
2. the opportunities that are being missed if the change does not happen?			
3. what is trying to be achieved?			
4. how things will be better?			
5. how the change will impact their area of work?			
6. what their role will be in the future state?			
(Desire) Does your team or does your stakeholder…			
1. know that management is aligned with the change efforts?			
2. feel their concerns, questions, and needs are being heard?			
3. feel hopeful about the future?			
4. see value in the change?			
5. believe a well thought out strategy is being put in place to achieve the change?			
(Knowledge) Does your team or does your stakeholder… (skills, informational, training)			
1. have the necessary information, knowledge and skills to successfully fulfill their role?			
2. know where to go for additional information about the change?			
3. know what campus resources are available to support the personal side of change?			
4. know what success looks like?			
5. have a plan to achieve success?			
6. know which behaviors will need to change?			
(Ability) Does your team or does your stakeholder… infrastructure (systems, tools)			
1. believe that the organization has provided appropriate resources (time, staff, information, etc.) to support the anticipated change?			
2. have the necessary systems, processes, and policies in place?			
3. have the ability to execute the new behaviors required for the change?			
4. know how to perform the required tasks?			
(Reinforcement) Does your team or does your stakeholder…			
1. view management as a resource for removing/overcoming barriers? 2. have mechanisms in place to reinforce the required behaviors? 3. have metrics in place to assess the ongoing effectiveness of the change?			
Total			

Figure 10. Change Readiness Assessment

Monitor Metrics for Continuous Improvement

We will use the below assessment to assess each team(s) and/or stakeholder(s) readiness for the change.

Once implementation occurs begin tracking the success metrics identified in the *Success Metrics Template*. At this point, these metrics are used to gauge a pulse on adoption, engagement, buy-in, and to obtain an overall reaction to the change. The Project Manager and Change Manager will collaborate to create communications with a particular cadence that disseminates both the quantitative and qualitative data being tracked.

The graphic to the right shows the cycle of how tracking success metrics contributes to a continuous improvement feedback loop.

For project transparency, ensure all impacted employees are also provided with a communication of the outcome of the metrics and feedback that are shared with leadership.

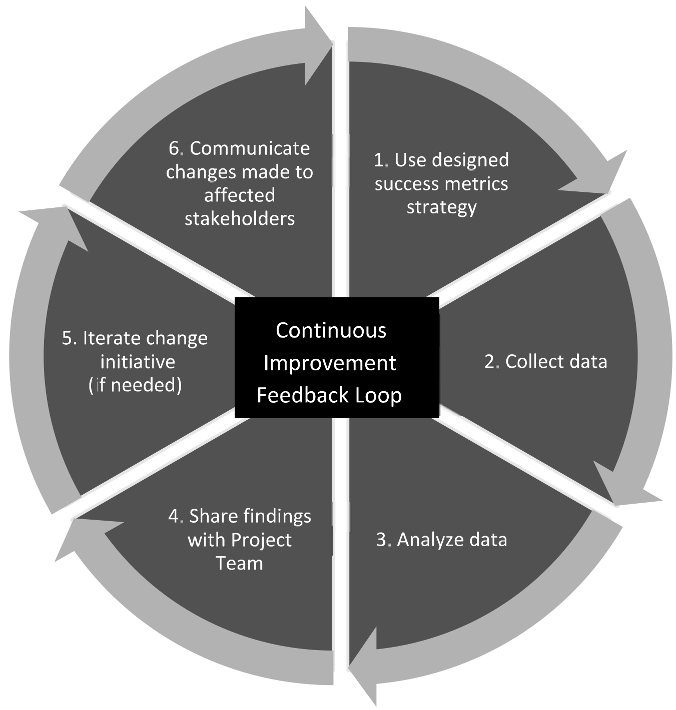

Figure 11. Continuous Improvement Feedback Loop

Success Metrics are quantitative data obtained from:	Feedback is qualitative data obtained from:
• Adoption rate ○ User reach (e.g., number of people impacted) ○ Speed of adoption ○ Number of exceptions made • Financial Performance (e.g., cost, revenue) • Customer Satisfaction • Usage and utilization reports ○ Operational Performance (e.g. rework, lead time, handoffs) ○ Product and/or Service Quality (e.g. quality, defects, volume, frequency) ○ Supplier Performance (e.g. reliability, durability) • Employee Engagement ○ Turnover rate (number of people leaving due to the change)	• Employee buy-in o 1:1 Meetings ○ Team Meetings • Employee feedback ○ Focus Groups ○ Surveys ○ Open Comment Box (Live URL available 24/7) ○ Incentivized feedback

6. Proposed Resource Sourcing Approach

Based on the previously stated Proposed Activities and Deliverables; Consulting Services Requirements; and Project Assumptions, the Resource Sourcing Approach will leverage a Project Manager, Solutions (Business) Architect with expert functional knowledge, eight (8) Oracle 12.2.10 functional expert resources, and four (4) technical expert resources that will lead the effort to deliver the functionality to address the following capabilities to address Enhancements within a multi-date release strategy.

Our Modernization efforts for Round 3 with Bourntec will proceed with resource planning and task descriptions (mini-requirements and milestones) at a more detailed level than had been provided in the past. The goal is to have the ERP Program Executive from Pinellas manage the coordination of drafts, as well as approvals of each of the documents referenced above.

7. Project Pricing

Due to the interdependencies and timelines with the County's 2023 Oracle E-Business Suite Modernization Effort, we are assuming that our consultants will begin services once the contact has been approved, which is expected before or by June 1, 2023, and will continue for six months (estimating work effort per consultant of 26 weeks for Functional and Technical resources) with possible future extensions through change requests as necessary.

The title and rates of resources that will be utilized are stated in the below table.

If additional or extended advisory service is required beyond the period of this SOW, a change request must be agreed upon, approved by the project Executive Sponsor, and executed prior to work being approved.

7.1 Task Order Model

- Upon execution of this agreement, Bourntec will provide Pinellas County with cost estimates for specified Enhancements on a task order basis. Purchase orders will be issued for each task and approval (notice to proceed) will be authorized by the project Executive Sponsor. Discovery may be required to assist Bourntec with refining the technical and business requirements for each scope.
- Invoices submitted must align with milestones within each task order agreed upon by Bourntec and Pinellas County according to the terms outlined in section 7.2 below.

7.2 Payment Terms & GSA Pricing

- Bourntec is offering an off-site weekly rate for County's E-Business Suite Functional and Technical services as defined within this document.
- Local Government Prompt Payment Act terms apply. Per Bourntec GSA contract's Prompt Payment terms, Bourntec will provide an additional discount of 1% if paid within 10 days. This will not increase the total invoice value if payment is not made within 10 days.
- Any additional services beyond the scope of this SOW will require a Change Order subject to review, approval, and mutually agreed upon by the County and Bourntec.
- 10% holdback will be paid in full upon completion of the Hypercare for that functionality
- Pricing and Labor categories used in accordance with Consultant's GSA FSS 47QTCA18D00LE

#	Title	GSA ID	GSA Title	GSA Offsite for each consultant	Discounted Rate for each consultant
1	**Project Manager Specialist**	70-13251-021	Project Manager Specialist (ERP)	$8270/week	$6035/week
2	**Sr. Functional Consultant** (Grants, Project Accounting Updates, Project Procurement, Expand ECC capabilities)	70-13251-010	Functional Lead Specialist (ERP)	$8270/week	$6035/week
3	**Sr. Functional Consultant** (Purchasing, iProcurement, Change Order, Supplier Portal, Expand ECC capabilities)	70-13251-010	Functional Lead Specialist (ERP)	$8270/week	$6035/week
4	**Sr. Functional Consultant** (Oracle Performance Management)	70-13251-010	Functional Lead Specialist (ERP)	$8270/week	$6035/week
5	**Sr. Functional Consultant** (Oracle Performance Management)	70-13251-010	Functional Lead Specialist (ERP)	$8270/week	$6035/week
6	**Sr. Functional Consultant** (Payroll, OTL, Improved Self-Services, Expand ECC capabilities)	70-13251-010	Functional Lead Specialist (ERP)	$8270/week	$6035/week
7	**Sr. Functional Consultant** (Taleo Integration)	70-13251-010	Functional Lead Specialist (ERP)	$8270/week	$6035/week

#	Title	GSA ID	GSA Title	GSA Offsite for each consultant	Discounted Rate for each consultant
8	**Sr. Functional Consultant** (AP, AR, CM, iExpense, FA, GL, Expand ECC capabilities)	70-13251-010	Functional Lead Specialist (ERP)	$8270/week	$6035/week
9	**Sr. Functional Consultant** (AP, AR, CM, iExpense, FA, GL, Expand ECC capabilities)	70-13251-010	Functional Lead Specialist (ERP)	$8270/week	$6035/week
10	**Sr. Technical Analyst** (E-Business 12.2.10 OAF, Forms, Reports, APIs, Workflow; SQL, & Technical stack; Toad, Oracle ECC Technical stack; Project, Grants, SCM, OPM & Expand ECC capabilities)	70-13251-025	Technical Analyst (ERP) Senior	$5594.40/week	$3520/week
11	**Sr. Technical Analyst** (E-Business 12.2.10 OAF, Forms, Reports, APIs, Workflow; SQL, & Technical stack; Toad, Oracle ECC Technical stack; Taleo Integration, Payroll, OTL & Expand ECC capabilities)	70-13251-025	Technical Analyst (ERP) Senior	$5594.40/week	$3520/week
12	**Sr. Technical Analyst** E-Business 12.2.10 OAF, Forms, Reports, APIs, Workflow; SQL, & Technical stack; Toad, Oracle ECC Technical stack; Finance & Expand ECC capabilities)	70-13251-025	Technical Analyst (ERP) Senior	$5594.40/week	$3520/week
13	**Sr. Technical Analyst** (E-Business 12.2.10 OAF, Forms, Reports, APIs, Workflow; SQL, & Technical stack; Toad, Oracle ECC Technical stack; Finance & Expand ECC capabilities)	70-13251-025	Technical Analyst (ERP) Senior	$5594.40/week	$3520/week
14	Change Management Analyst	70-13251-004	Change Management Lead	$8270/week	$6035/week
15	Solutions Architect	70-13251-001	Architect Senior	$8270/week	$6035/week

Figure 12. GSA Labor category utilization and discount offered

8. Appendix A

The below table lists a few acronyms used in this document

Acronyms	
AP	Accounts Payable
AR	Accounts Receivable
BPO	Business Process Owners
BTS	Business Technology Services
CM	Cash Management
DITL	Day in the life
ECC	Enterprise Command Center
ERP	Enterprise Resource Planning
FA	Fixed Assets
GL	General Ledger
HCM	Human Capital Management
ID	Identification
KT	Knowledge transfer
OCM	Organizational Change Management
OTL	Oracle Time and Labor
SLA	Sub Ledger Accounting
SME	Subject Matter Experts
SOW	Statement of Work
Sr.	Senior
SR	Service Request

Figure 13. List of acronyms and abbreviations

9. Appendix B

9.1 Total Enhancements & Features Identified

Modules	Included in this SOW
Projects & Grants	13
Procurement	21
HCM - Taleo	11
HCM -OPM	11
HCM -OTL	8
HCM - Payroll	22
Finance - AP	10
Finance - AR	12
Finance - CM	10
Finance - iExpense	7
Finance - FA	10
Finance - GL	11
Total	146

The Table below list Enhancements and their priorities

Legend	Meaning
	Deployed & Live
	QA / UAT In Progress or Completed
	Dev In Progress / Completed
	Not Started

9.2 Project / Grants

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	Projects Enterprise Command Center	Extend the Project Costing and Capital ECC dashboard to remove the 545-day validation and display all Projects timelines.	1	1) SR 3-26235356970: How should the profile option PA: ECC Number of Days for Expenditure Data Load be set? 2) SR 3-26224679839: What is the maximum limit of Oracle Projects shown in the Project Costing ECC Dashboard According to SRs and Oracle OWC, Oracle will not remove the 545-day validation from ECC due to architectural issues. As a solution, the Bourntec team extended the ECC and removed the 545-day validation from the dashboard, allowing all project timelines to be displayed.	1
2	Projects Enterprise Command Center	Extend the Project Costing and Capital ECC dashboard to show Project details even when there are no valid transactions.	2	As and intended functionality, Project Costing and Capital ECC dashboard will not show Project details when there are no valid transactions. As a solution, the Bourntec team extended the ECC to show Project details even when there are no valid transactions.	1
3	Projects Enterprise Command Center	Extend the Project Billing ECC dashboard to include PA and None periods, in addition to the GL period, to display billing data.	3	SR 3-25704700471: Project Billing Enterprise Command Center (ECC) dashboard is showing no Data in version V6. As per SR, the billing ECC dashboard is intended to show only projects that are Time phased by GL periods, but in Pinellas, the Revenue Budget type was defined with a "None" Period. An enhancement request was created with Oracle to include 'None' and PA Period along with GL period for Billing Dashboard. As a solution, The Bourntec team extended the ECC and removed the Time phased by GL period condition from the request set, and data is now appearing in the Dashboard.	1
4	Projects Enterprise Command Center	Hide Revenue Write-off and Include Invoice Columns for write-offs in the Project Billing Dashboard	4	Handled by ECC Configurations	1
5	Project Grants	Implement Oracle Project Grants module and install the single Grant Project for capitalization and Billing process	5		1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
6	Project Grants	Implement Oracle Project Grants module and install the single Grant Project for non-capitalization and Billing process	6		1
7	Project Grants	New Custom OAF Inquiry Page to display all the Billing Projects after Grants Implementation. The Project Team is unable to view the existing contract 800+ Billing Projects in Project, Agreement, Funding inquiry, Invoice Review, and Revenue Review after enabling Grants setups.	7		1
8	Project Grants	Develop Grant and projects accounting industry standard reporting for CAFR and federal grant reporting.	8		1
9	Project Grants	Populate the Project and Task Number on Grants' Invoice Review and Revenue Review screen	9		1
10	Payroll to Project Integration	Implement Payroll to Project Integration and enables managers to distribute actual payroll amounts as project labor costs	10	Integration of Oracle Projects with Oracle Payroll enables managers to distribute actual payroll amounts as project labor costs. 1) Actual method with Accrual Enabled to calculate the accrued raw cost. 2) Use third-party payrolls as the source for actual payroll amounts. 3) Determines the labor cost rate based on the costing method and rate source.	1
11	Projects Enterprise Command Center	Install and Configure Project Procurement ECC Command Center Dashboard	11		1
12	Project Costing	POC for Oracle Project costing options (beyond standard costing) capabilities exist today and review the Out of the Box functionality and determine "Why not Oracle" because as we discovered, the current end-to-end process is not very clear and does have gaps. Based on the Project Costing meeting, we can all agree that the current process is filled with black holes and manual interventions throughout. Would recommend that Amit Sharma, Naresh Kalidindi, and Chandra Peddu work with Jason (and	12	Oracle E-Business Suite Projects 12.2.5 has evolved into a more complete solution that can be used to address nearly any costing requirements that organizations may have. Oracle users can more easily take advantage of various approaches to labor costing, using payroll data, HR rates and total time. These enhancements allow organizations to manage and perform costing in ways that fit their specific needs, which in turn helps create a better understanding of project costs and, ultimately, profitability.	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
		the projects/grants team) and Anne Lawler to understand the employee costing requirements for all of our project types (CIP, Ops, Grants, etc.) This would include reviewing how we are currently leveraging OTL, Payroll, HR, and Oracle Project Costing (OPC) to convert employee cost to revenue/capitalization (this would include documenting/flowing our current employee costing and revenue calculation process based on each project type's capture, adjustments, and calculation of cost and the logic to convert it into revenue, or are we just bypassing it via an external spreadsheet and posting it to project billing).			
13	Project to Purchasing Integration	Want a field on the requisitioner's end where they could input emails of any employees, they would like notifications sent to then could that roll over when processing the PO? If it cannot be done from a requisitioner end and then carried over then could a field be on the PO end where that pulls from the employee directory where the analyst can select the employees who should be notified?	13		1

9.3 Procurement

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	iProcurement	P-Card Note: Need to Understand the current process, Currently P-Card is enabled in Edev need to work on the scenarios Working Oracle on this	1	- P-Card contracts – How it is being tracked and deducted from contract – also there is no audit trail other than a lump sum of money - Need to be able to tie p-card expenditures directly to the contract and reconcile instantly so we can have more punchout type contracts and increase BOA rebate to the County (More pc-ard power creates revenue to the County and reduces administrative burden and cost of processing POs/requisitions)	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
2	Purchasing	3 Way Matching Note: For intact procurement no overflow of the funds with PO and goods received 3 Matching to be enabled …Awaiting for Business call to rollout 1. Enable the 3Way Matching work on the iSupplier ASN 2. Once Validation of the 3way matching is done we can run through the demo 3. 18 -Jan-2023 releasing it for UAT (Expected Business to do the UAT in 2 Ways for any additional Changes)	1	- The three-way match is not implemented and therefore all matching of receipts, invoicing, etc. is manual or done in SharePoint or other systems. - A way for release against the master without purchasing audit.? Currently, we audit all requisition requests prior to issuance of a PO, not just the exception. We have not adopted a process in the current version that ties a requisition request automatically to the master contract PO. Where we have unauthorized purchases, the invoice is presented to the county for payment and no PO has been issued – the department made a purchase without requesting a PO in advance. - Miscellaneous Payment Form for all Non-PO items/invoices. Very manual and time-consuming. This process should be incorporated into a similar requisition/PO/workflow process. AP COMMENTS: Three-way match is not implemented and therefore all matching of receipts, invoicing, etc. is manual or done in a SharePoint or other system. Centralized AP invoice data entry is redundant with external SharePoint, receipt tracking systems	1
3	Purchasing	Conversion from the relation between CPA/BPA and PO to Master PO and releases Progress Notes: Waiting for the close to happen on Jan 13 2023 for Me and Pavan to have fresh data and check the complete Encumbrance part?	1	Explore this option and looking for recommendations on the correct way to encumber funds. Need to understand the impact on encumbrances on both approaches and seeking recommendations on the proper way to Cancel/Release an Encumbrance.	1
5	iProcurement / iSupplier	Implement Change Order process. SEE COMMENTS -As discussed, we are reviewing the requestor change order and the Over billed solution to see if we can tie them together Work In progress Will be discussing on the Solution reviewed and will take a discussion	2	- Extremely restrictive to process change orders to POs. Have manual spreadsheet and SharePoint to document reasons for a change order to PO that is super comprehensive. - No tracking of revisions to purchasing documents that is easily accessible. There is an inability to issue PO's in multiple fiscal years, or to not encumber funds. - Change orders - When you add a new line and one of the GL accounts or project criteria is expired or not set up, you can't save where you are to come back to it, you have to undo everything until its fixed and then go back in and redo everything again - Change orders - When you are increasing a line with a project – It has to be in the same Fiscal year – You cannot increase a line from a previous Fiscal year or it does not flow through to projects. - Change orders – when a person is processing a change order to add a line – if they click save before entering the charge account it will automatically apply the cost string for purchasing to the line – and it may not let you fix it once it's done.	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
				- Change Orders - Decreasing lines on SPOs – you cannot decrease a line on an SPO because it's encumbered at the req level and may double encumber funds - Change Order - Cancelling of lines or SPOs – funds cannot go back to the original GL period if it's closed – but if two periods are open it could go back to the wrong period. 11/19/2021 There are outstanding questions from the 11/15 demonstration. SEEMS UNLIKELY THAT WE CAN BE READY TO DEPLOY BY DEC. 13.	
6	iSupplier	Supplier Integration(s) design and development - will be N/A if all Oracle solution Note: Pending Purchasing approval to move forward for developing a integrated solution	2	- There isn't a connection between vendor information in Opus & Oracle. When one has a name change, the other doesn't reflect the change. You only find out if you go into the opposite one - Searching multiple databases for potential vendors. Example: S2G, B2G, ePro, Opus - systems don't talk to each other.	1
7	Purchasing	Rounding Issues Note: Worked with Oracle and the Patch is already has been moved to Prod in July 2022 and there will be no further rounding issue will be seen and this pain point can be closed once Will and Erin confirms	2		1
9	iProcurement	Self Service Requisitioning - part of Touchless Purchasing Note: We will be releasing the initial setups changes for this in EUAT by 23-Jan-2023 Awaiting for the requirement document for the specific rules to be implemented	3	- There is limited procurement staff and as configured the procurement processes require significant time. The requisitioning processes is complex with multi-screens and tabs. - Requisitions being entered incorrectly. Example - attachments not pdf's, incorrect on attachments "to supplier" vs. "internal". Reworking a lot reqs. - In general processing a PO is very time consuming. Copy pasting req info into excel to then copy paste it onto the PO header. If info is prepopulated on requisition, can it transfer to po header without manual process of copy paste. - Tracking requisitions, can't fix if there is an error. "Approve to cancel" then have to create new requisition each time.	1
10	iProcurement	Product related issue Import/export function to upload or update lines on a contract document (BPA or PO) This has been broken out from the list above as	3	Looking of an Upload functionality in order to update the lines in BPA or CPA	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
		this is a higher priority issue than the bugs in #7 above.			
11	Purchasing Enterprise Command Center	Improve Change Order, spending over original invoice amounts, and Invoices process without PO (leakage) reporting - look at ECC	4	Need better Change order reporting and spend over 10% of PO. Overall reporting capabilities are limited. Review overbill issues, roll out new requisitioner initiated change order process.	1
12	iProcurement	Product related Issues Note: Work with business to precise the pain point areas	4	- Duplication of information when creating a PO from a requisition; information captured within the requisition or associated with the BPA/CPA associated with the PO should automatically populate onto the PO (i.e. Description, contract number, quote number, justification, note to buyer information) - Buyers name changes do not flow to already established POs – You have to look up who it's assigned to and manually change it – or do it on the backend but it's a manual process - Purchase orders cannot have an attachment with the same name (the file name not what it is named on the attachment) It will not send both if they have the same name. - Name Changes suppler management updates on supplier info, a lot of research goes into which SPO's need name to be changed. It is labor intensive to locate all active contracts for a vendor that has a corporate acquisition/name change. has a check list, but it is excel. Amanda sends check list. - Opus doesn't always work. Error messages for no reason, sometimes no error messages but features don't work. - Stale data. When processing reqs, go to process another then stale data shows. Only way to get out is log out and go back in or refresh data by going to summary then click back on demand workbench.	1
13	Purchasing	Supplier Data cleansing 1.Deploy iSupplier all Vendors and request that they update their Purchasing Categories/Commodity codes 2.Pull information from D&B and provide information to BTS for uploading into OPUS (Subscription required) 3. Business sends communication to Supplier requesting Commodity code information and keys information into OPUS 4.As of now further Discussion are on hold from	4	- Vendors are only categorized by commodity code. It would be beneficial to categorize them into groups - improved method to source/locate vendors. - Why can't revenue vendors be shown in Opus? Finding a vendor that has a revenue account is next to impossible if you don't have a contract number. If you only know the name, you won't be able to pull any information for them. We may not be paying them, but the contract info should still show	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
		the business with Jerry to be continued 5. Major clean up on the iSupplier login front as there are many Supplier users can be cleaned up on once iSupplier is fully enabled			
14	Purchasing	When the requisitioner gets notified their SPO is approved they do not get a copy of the PDF only a copy of what she attached. We are wondering if this functionality is available? The buyer and supplier get a copy but not the requisitioner. Note: Workflow change needed to add the requestor to the email Group As heather moved of Purchasing team, Check with her replacement?	4	New Purchasing Pain Point 2 - When the requisitioner gets notified their SPO is approved they do not get a copy of the PDF only a copy of what she attached. We are wondering if this functionality is available? The buyer and supplier get a copy but not the requisitioner.	1
15	Purchasing Enterprise Command Center	Extend the Purchasing Enterprise Command Centers (ECC)	5	Need better Change order reporting and spend over 10% of PO. Overall reporting capabilities are limited. No data in PO reporting available.	1
17	iSupplier	Implement iSupplier Self-Service Components Under UAT	5	PO's and Change orders not being done by departments until after invoices are received Attachments that are stored in SharePoint need accessibility from Oracle. Supplier Management is redundant data entry and managed internally versus external vendor management. Bank account maintenance, office locations, electronic invoice submissions are not done. submissions are not done. 1. Configure iSupplier to deploy by operating unit: BCC and CCC separately 2. Enable, configure and implement PO Acknowledgement 3. Enable, configure and Implement Invoice submission against purchase orders. 4. Enable AP workbench query for iSupplier invoices 5. Configure batch number assignment for invoices submitted through iSupplier 6. Enable iSupplier invoices to be updated in workbench	6
18	iSupplier	iSupplier Portal Roll out option Under UAT Productions Roll out plan to be discussed	5	- Adding new addresses or new contacts name and email to vendors. Supplier management change in supplier info but doesn't change on BPA's CPA's and SPO's.	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
19	Purchasing	Acquisition Cost view in PO	5	- Acquisitions cost view on SPO – It does not show line set up by amount on the screen when researching billed amounts under Acquisition Costs – it does not show multiple distributions	1
20	Projects / Purchasing	Want a field on the requisitioner's end where they could input emails of any employees, they would like notifications sent to then could that roll over when processing the PO? If it cannot be done from a requisitioner end and then carried over then could a field be on the PO end where that pulls from the employee directory where the analyst can select the employees who should be notified? Note: Tobe discussed with Naresh	5	Per Naresh: We can pull based on the project number from the PO.	1

9.4 Taleo

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	TALEO	New API Based Integration to send Active Employees (EBS- Taleo)	1	Testing is in Progress	1
2	TALEO	New API Based Integration to send Ex- Active Employees (EBS- Taleo)	1	Testing is in Progress	1
3	TALEO	New API Based Integration to send New Hire information (Taleo-EBS)	2	Testing is in Progress	1
4	TALEO	New API Based Integration to automate EBS Internal transfer, Rehire, and some other employee scenarios	2	Transfers requirements have been gathered and posted on SharePoint.	1
5	TALEO	New API Based Integration to Import Attachments like Resume, Offer Letter, Forms & OB export	3	Brennan Comment-I spoke with Maria and she would like to keep these Enhancements on the list. It is her goal for the resume, offer letters and completed onboarding forms to flow to EBS as onto the employee's record. The long-term goal discussed with Jerry was to move personnel files to be housed in EBS on the employee records.	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
6	TALEO	Taleo Enhancements Candidate Management - Design new Taleo internal Career Site for employee	4		1
11	TALEO	Taleo Enhancements Offer Management--Setup EBS offer approval process in Taleo	3	Determine if requirements gathered for transfers covers this. --Want to keep the EBS workflows and do the same in Taleo. Approvals through the chain of command. Would no longer use the offer letter workflow in EBS if in Taleo. BTS needs to ask Bourntec.	1
13	TALEO	Taleo Enhancements Onboarding Management - Setup OB workflow to have e-signature on I9 and W4 pdf, which is currently an offline process	3	--Kate to send Vashonda's requirement document to BTS and Bourntec.	1
16	TALEO	Activate Ethnic Origin on the person screen instead of EIT	8	Trying to solve data inconsistency issue. --Available on ESS so any employee can update ethnicity at any time. Brennan to check with Maria to see if there is more to this request.	1
17	TALEO	Taleo Enhancements Candidate Management - if Candidate Retired" is yes then create a workflow for Recruiting team	2	This would be the same at the Terminated to rehire requirements gathered during Transfers. Please see the Transfers requirements document on SharePoint for details, specifically the Terminated to Hire section.	1
18	TALEO	Add Payroll costing and iExpense costing to add on position and bring in when assigning a position to the employee as part of a new hire or update on employee's position	8	Process suggested by Chandra, once flows from Taleo to EBS, a notification goes to the manager to alert them to update in MSS. Chandra to work directly with Brennan.	1

9.5 OPM

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	HCM Enterprise Command Center	Extend the HCM Enterprise Command Center (ECC)			1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
2	Oracle Performance Management	Implement OPM for CCC (Clerk of Circuit Court) - Exempt. Number of Employees: 100+	1	In UAT	1
3	Oracle Performance Management	Implement OPM for CCC (Clerk of Circuit Court) - Non-Exempt Number of Employees: 385+		Waiting for requirements	1
4	Oracle Performance Management	Implement OPM for BCC (Board of County Commissioners) Number of Employees: 1900+	2	In UAT currently for the sample template provided. We understand from Maria that their actual requirement will be a lot different and will come later. Rodney Marion confirmed that they cannot start their testing until March 2023	1
5	Oracle Performance Management	Implement OPM for PPC - Planning Council (Forward Pinellas) Number of Employees: 15	3	UAT comments received - call scheduled for Fri this week	1
6	Oracle Performance Management	Implement OPM for OHR (Office Human Rights) Number of Employees: 10+	4	Development completed. Testing to commence post EDEV clone	1
7	Oracle Performance Management	Implement OPM for CAO (County Attorney Administrator) Number of Employees: 30+	5	Development in progress, waiting for business to confirm on the next steps for weighted competencies	1
8	Oracle Performance Management	Implement OPM for HRD (Human Resources) Number of Employees: 30+	6	Few points are open in requirements for Maria to check and get back	1
9	Oracle Performance Management	Implement OPM for BTS (Business Technology Services) Number of Employees: 160+	7	Initial session completed. There are a few points that Belinda is going to check with ELT and get back	1
10	Oracle Performance Management	Implement OPM for PAO (Property Appraiser Office) Number of Employees: 115+	8	Kevin asked for some guidance which has been provided. They are yet to share the requirements template	1
11	Oracle Performance Management	Implement OPM for SOE (Supervisor of Elections) Number of Employees: 45+	9	Excel document sent by business, Bourntec yet to review	1

9.6 OTL

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	OTL	Upon timecard approval, lockdown the ability for an employee/manager to delete an entire line entry. For corrections, the employee/manager should only have capability to change the original hours keyed, either with a 0.00 replacement amount or any o. Other impacts if not done is Payroll manually tracks and batch approval is negated due to timecard status change.	1	Potential for overpayment when the original line is paid for and then another line is created for correction. Once something is paid no options to change original code (element entry) All one line. Work in Progress. Checking the feasibility on hiding/deleting the trash button on the approved timecards post transferred to payroll. Work in Progress. Checking the feasibility on hiding/deleting the trash button on the approved timecards post transferred to payroll. However, there is a clone scheduled this weekend. Post that needs to reconfigure the same next week.	1
2	OTL	1. Develop code to address large element register for payroll labor cost accruals when crossing months at end of quarters and especially at fiscal year-end. 2. Configure the Pension Reports- that is exported to excel combining for each separate element.	2	Payroll falls into new FY pay date. Cost centers could be impacted. Sept 30 is one allocation and posted in the new year from other allocation. Benefits go to new year allocation/cost string. Ex: FY22 50/50 split. Daxa-costing updated for Oct 1. Labor coded to timecard follows the actual dates. Ex: Sept and Oct. Cost allocation labor hours are put into the proper cost string. Everything posts to the New Year. Benefits, Pension, SS, Federal withholds follow the new year costing. Date worked and GL posting is to new year. Manually take into past year. As agreed with the business, the pain point count has been increased from 1 to 2 1. Develop code to address large element register for payroll labor cost accruals when crossing months at end of quarters and especially at fiscal year-end. 2. Configure the Pension Reports- that is exported to excel combining for each separate element. To be discussed again in a detailed separate call & Since Payroll Team is occupied with Year End Process shall be done when the team is available.	2
3	OTL	1. Investigate Policy Change and Process change for Absence Management implementation. Including Auto Approval of Timecards for Exempt. 2. Capability of auto-populating standard biweekly scheduled hours for timecard batching in case of an	3	As agreed with the business, the pain point count has been increased from 1 to 2 1. On Absence Management Policy Changes - Management / Executive Leadership need to decide on the process in the work stream meetings. Decision is still pending on the same. 2. Started working with oracle on the same. SR 3-31593034474: Capability of	2

Line #	Module	Processes	Business Priority	Comments	# Enhancements
		emergency. This would also be an efficient tool when testing payroll functionality for mandatory quarterly and annual patch upgrades.		auto-populating standard biweekly scheduled hours for timecard. Business wants to check the feasibility to auto approve for 2 weeks. Work in Progress with Bourntec IT Team & Oracle. . However, there is a clone scheduled this weekend. Post that needs to reconfigure the same next week.	
4	OTL	1. Validate if EBS has Audit Trail capability without system performance issues. County cannot use email approval of timecards because =sys and not specific approver. This creates an issue for auditing. 2. Mobile app, when working, appeared to show correct approver info so focus would be from email.	4	CA and Commissioners are using a work around using Email trail. Forward email to Payroll mailbox. Could mail server pick up the name of the email approver? Audit trail shows Sys not proper approval level. Need Mobile Approvals to work with audit trail. OKTA is not on Office 365. With Mobile App implement it will correct this on this and mobile invoice approvals As agreed with the business, the pain point count has been increased from 1 to 2 1. Started working with oracle on the same. Have investigated from our side and found that this bug is fixed in the latest enhancement patch which is good news for us. Kindly find the below oracle note for our ref. OTL: Timecard Audit Trail Report Showing SYSADMIN As The "action By" On Approvals Instead Of Actual Approver (Doc ID 2888089.1) - SR 3-31593043271: Audit Trail for Approval of Timecards. Work in Progress with BTS Team Have run the report in EDEV however took so much time if I run for all the employees from start date 01-Jan-2022 till 20-Dec-2022. As well as output is also big and cannot open in Word/RTF. BTS Team to provide any single person name and payroll he belongs to in that report for who are finding it faulty. Pref give us data before 03rd June 2022 as EDEV is cloned on that date. Business needs to provide the sample data from either UAT/ESTG. Work in Progress with Oracle & BTS Team 2. Started working with oracle on the same - SR 3-31593181931: Mobile Application Implementation with SSO & OKTA Authentication. Initially starting with Mobile Application - Oracle Mobile Timecards. Working with IT/DBA Team to kick start the implementation of timecards through Mobile App	2

Line #	Module	Processes	Business Priority	Comments	# Enhancements
5	OTL	Work with HR to alert entry when termination date is not at end of pay period using the Payroll Calendar. Currently the system defaults to the last day of the pay period. See documentation created for managers	5	OTL in 12.2 is more flexible and accessible to Managers and supporting staff. Would want timecard to be shored up to the termination date even when there are days left in the pay period. A pop-up box to communicate? Enter last date worked in the timecard. Payroll is notified through a workflow. Report can be run. Does the two-level approval need to be there for terminations? Time sensitive for Benefits (COBRA letter 30 days from term SLA.) Impacts HR. Payroll, and Benefits Have presented the prototype i.e., View End Employment on the Time Sheet Page where managers can view if there is any end employment entered for an employee. However, had some process discussions in between the business users and need to get a final confirmation whether to go ahead or not post work stream meetings	1

9.7 Payroll

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	Payroll	Current check-writer output parses check for printing in' multiple batches' sometimes up to 15 batches containing only two checks per batch. consolidate checks into a single batch. There are 5 templates needed one for every GRE to XML. Currently using custom and new standard available (AP using now)	H	Goal: have check-writer consolidate checks into one single batch. Release 1 attempt but failed. Got the required information. Work in Progress. We have configured all the setups for XML with the help of DBA & Viraj. Testing is in progress in EDEV. There is a clone scheduled this weekend. Post that needs to reconfigure and start testing the same next week with the latest payroll data.	1
2	Payroll Enterprise Command Center	1. Extend the Payroll Enterprise Command Center (ECC) Current vs prior month comparative report-payroll manually calculates and isolates employee record from prior to current month that display a variance of 250% + or -. 2. Also, see if ECC has report for timecard internal and external audits for all employees not individual which is currently an EBS report.	H	As agreed with the business, the pain point count has been increased from 1 to 4 1. Extend the Payroll Enterprise Command Center (ECC) Current vs prior month comparative report-payroll manually calculates and isolates employee record from prior to current month that display a variance of 250% + or -. 2. Also, see if ECC has report for timecard internal and external audits for all employees not individual which is currently an EBS report.	4

Line #	Module	Processes	Business Priority	Comments	# Enhancements
		3. Address outstanding Oracle SRs. - SR 3-29807909538: TA 34300702 Payroll ECC Dashboard data not matching with US Gross to net 4. SR 3-27191129831: RC 34470690 Payroll Dashboard Other process details not retrieving all concurrent requests		3. Address outstanding Oracle SRs. - SR 3-29807909538: TA 34300702 Payroll ECC Dashboard data not matching with US Gross to net 4. SR 3-27191129831: RC 34470690 Payroll Dashboard Other process details not retrieving all concurrent requests SR 3-29807909538: TA 34300702 Payroll ECC Dashboard data not matching with US Gross to net: Continue working with oracle and will be following up with them on the timelines for the bug fixing. A one-off patch has been requested. Oracle Team has confirmed from their Development Team that the functionality does not currently exist, but they are taking as a bug and not pushing for an idea (enhancement request). Development management is waiting on the HR team for their processes. They will update the bug as soon as they hear back from HR. They have advised that this could be a while before something is delivered SR 3-27191129831: RC 34470690 Payroll Dashboard Other process details not retrieving all concurrent requests: Patch Applied on UAT Instance for the Payroll Real Time Data & Business testing is in progress. Data is Populated and Business is verifying the data.	
3	Payroll	Validate if Oracle can be configured to accommodate two pension codes on a given pay period using an override process?	H		1
4	Payroll	Self-Service Screen Configuration for Timecards and W4s to improve end user experience. Improved employee friendly timecard views for the complete pay period. Ensure employees can view both weeks in the pay cycle without scrolling across the screen. They also would like the hour code lines to alternate color scheme like banded rows. Direct deposit (payroll payment) screens more employee friendly	H	Goal: Can a report generate that includes all pensioned wages to the file generated? This will allow an efficient way to capture those wages not reported due to GRE transfers, timing of retroactive terms and other transactional issues	1
5	Payroll	Work with HR/Benefits to identify if positive configuration or vendor response is needed to ensure timecards can accommodate short term disability hours. May require Policy change	H	Goal: Can the employee pension element be opened to allow payroll to add/close as needed regardless of the 'current' pension class.	1
6	Payroll	1. Configure Timecard Retro Report to include effected dates, the title, salary and specific benefit	H	As agreed with the business, the pain point count has been increased from 1 to 2 1. Configure Timecard Retro Report to include effected dates, the title, salary and	2

Line #	Module	Processes	Business Priority	Comments	# Enhancements
		changes. 2. Consolidation of Change Reports from all GREs		specific benefit changes. 2. Consolidation of Change Reports from all GREs Deployed in UAT on 12/8 for business testing and Business needs 2 weeks to test. Post UAT, Business has Suggested couple of modifications on the report. Bourntec will work, deploy, and present the same again on 12/19. Meeting with Jessica is already scheduled accordingly Post UAT, Business has Suggested couple of modifications on the report. We have worked & tested on EDEV Instance. Have made all the modifications including the XML Format. Deployed it in the UAT with the help of BTS Team. Business needs to test for the Payroll Real Time Data. On Jan 6th meeting has been scheduled with the payroll team for testing. Done on EDEV & Deployed on UAT post XML Changes for the Payroll Real Time Data. Internal testing with Jessica as well as with users done on 6th Jan. Users have suggested couple of changes. Bourntec Team will work and deploy in EDEV & UAT by Wednesday before payroll meeting. All the changes are made and deployed in UAT as well as Jessica has tested and will test internally with the Business Users.	
7	Payroll	Create an Alert/Process ID in EBS when cost string is invalid. Ex: New Hire Cost String and percentage charge. Change program/fund/cost center. If done in FY the cost allocation is not updated or is done incorrectly. Payroll is not informed of what is accurate but gets the kick back upon submission to GL. Hiring manager is who enters this information, and this alert would advise them of an inaccurate input.	H	S2-Need more details: Alert or something indicating the cost string is not valid. PA has a static table that is not often updated to match when an employee changes cost centers, program, etc	1
8	Payroll	Timecard flexibility for exempt employees to allow accurate recording of time worked (especially when working on projects) while only allowing required biweekly hours to be paid. Also, review the Disaster OT code provided in Release 2 which seems to have	H		1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
		a seeded Oracle code that invalidates the automatic calculation on retros that involve CIC and OT Premium entries.			
9	Payroll	Explore Automation from Benefits to Payroll to replace manually loading incentives into payroll system	H	Goal: Can the incentives come over from OAB, directly? S2-Move to Benefits	1
10	Payroll	Mobile Application- Self Service where employees can see timecards in mobile app. Troubleshoot the OKTA implementation.	M	Working with IT/DBA Team to kick start the implementation of timecards through Mobile App	1
11	Move to HR HCM/Taleo	Automatically validated for discrepancies so that the assignment policy correlates to the position. This is important for proper execution of timecard validation policies, benefits, and FRS. Use position not employee. Assignment Time Information.	M	Change from Classified/Exempt can cause the assignment policy to be violated S2-Move to HR?	1
12	Payroll	Create automated validation process to pre-note banking information before running payroll.	M	Bank	1
13	Payroll	Alert/Flag when an employee's withholdings are tax exempt and when need to be renewed for exemption. Employees that file exempt from withholding taxes in current year, need to reaffirm their exempt status in the current year. Currently a manual process.	M	Goal: Can Oracle populate a notification to alert the employees claiming exempt status to update their W-4 every year?	1
14	Payroll	DROP ENTRIES-extremely manual process for payroll to split regular vs DROP earnings and pension rate on a specific pay cycle that crosses over months. This in turn, causes manual corrections to the actual FRS file	M		1
15	Payroll	Automate Change Reports to send to Payroll. Possibly a nightly process that runs change reports automatically and sends output to payroll mailbox for daily review.	L	Goal: Run specialized request set report to accommodate the multiple reporting tools required to fulfill a VOE.	1
16	Payroll	Validate GRE Transfer Program from Release 2 can be put into production	L	One payroll GRE group to another. Is this stemming from and HR process or EBS functionality? Employee records and elements. S2-Move to HR? Got a document from Jessica. reviewed internally. As well as Jessica needs to	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
				create and run some test scenarios and provide feedback by Next Week Review Meeting. Business needs to create and run some test scenarios and provide feedback by Next Week Review Meeting A call is scheduled with Payroll Team on Jan 6th. Could not test the program on Jan 6th and a separate call will be schedule when users are available	
17	Payroll	Review Shoe-Allowance payment process. Could be a process change for a more standardized procurement method or Create self-service report for Manager initiated Shoe Allowance Payment Process	L		1
18	Payroll	FRS Pension and Payroll Process that impacts element entry and reports. Employee Pension Contribution-Payroll has to ask for assistance to have this element available for adjustments to employee records. Use custom code to allow payroll to adjust employee element regardless of current pension class.	L	Enhance pension process; new reports to handle late DROP entries, must have audit trail of last-minute updates; can Oracle accommodate two employee pension codes on a given pay period using an override process? Need to isolate negative pension earnings Go	1
19	Payroll	Do you know of any validation of Social Security options that might exist for Oracle? For the Socials HR uses E-verify and I guess the question is if the SSN can be entered into Oracle and the validation with E-Verify can be done then	L	SR 3-31554048281: Validation of Social Security options with E-Verify As per the current functionality we can only validate if SSN is entered in the right format and validate for Duplicate values. We have to customize for E-Verify & got final confirmation from oracle. Jessica needs to confirm on plan of action whether need to speak to E-Verify Team in detail on all the integration options and formats for the data import & export. As well as need to provide the timelines to business on the ETA and approximate working hours to fulfill the requirement. Bourntec Team need business help in coordinating with E-Verify Team. Adding to that need to put this point in the work stream meetings for go or no/go.	1
20	Payroll	Automatically assigning responsibilities based on an employee’s role	L	SR 3-31547130631: Auto Assigning of Responsibilities	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
				There is no OOTB. Need to customize. POC is planned and delivered post cheque writer is done as this is not in the utmost priority list.	

9.8 Finance - AP

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	Accounts Payable	Resolve Invoice Overbill Change Order Issue	1	Amount of rework to invoices required because of issues with Purchase Orders. Overbill impact since 12.2 implementation. **Workstream	1
2	Accounts Payable	Improve AP AME Workflow	2	Customizations to AP AME Invoice Workflow is labor intensive and manual. The current mapping is not directly related to HR. We do not want it directly related to hierarchy but would like improvement over what we currently must do. A lot of maintenance to keep up with the AME table. When an employee leaves it causes a lot of reworks in resubmitting invoices and creates the opportunity for invoices and expense reports to get stuck. 1. Implement Default Approver 2. Provide an alert/report when there is a change to the HR PCN and to identify invoices already in workflow when a change occurs 3. Enable approval comments to flow to workbench with FRI action ~~4. Enable approval history in payables workbench for iExpense reports~~ 5. Enable First Approver Name to appear in approval history in Payable Workbench 6. Enable proper e-mail notification approvals 7. Enable workflow notifications for when an invoice goes on hold to user 8. Enable workflow notifications in worklist for AP Holds.	7
3	Accounts Payable	Improve MISC Template upload process	3	Template Upload process intermittently has issues that cause extra work to fix. If one field in the batch has an issue, the entire batch has to be reviewed. If a rejection occurs with any invoice field, the list of values response isn't It is a always the actual issue causing additional research to figure out the rejection. 1.Explore WEB ADI Functionality for validations to be completed during MISC	3

Line #	Module	Processes	Business Priority	Comments	# Enhancements
				Template preparation 2. Enable workflow review and approval 3. Keep batches separate by AP User	
6	AP Enterprise Command Center	Extend the AP Enterprise Command Center (ECC)	6	Explore personalization/ extension function	1

9.9 Finance – AR

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	Accounts Receivable	Receipt Reversal Default Date	1	When the business unapplied and reverses a standard receipt created/applied in a period that is now closed, the Reversal GL date on the application screen defaults too today. The system does allow us to change the Reversal GL date to the first day of the oldest period open, but if you save before changing the date on the apply line, then you can't do anything else (like reverse) before that date Receipt Reversal Results - Default Reversal Date, GL date.	1
2	Accounts Receivable	Resolve Receipt Batch Incorrect Data	1	There are 5 old outstanding receipt batches that require attention that are showing open but are in balance and everything is applied Receipt Batch Incorrect Data - in Applications window -' Reversal GL Date' is already defaulting as a first date of oldest open period. – No Change is required to do here. in Reverse window - Date and GL Date would be also 'first date of oldest open period'	1
3	AR Enterprise Command Center	Future Date invoice restriction in ECC AR	1	1. Update ECC to only show current item 2. Update outstanding customer balances to reconcile with Aging reports Future Date invoice restriction in ECC AR - AR_ECC_Future_Date (More than System Date_Transaction_Invoice_Restriction **12/9: UAT deployment requested.**	2
4	Accounts Receivable	AR to GL Reconciliation Report	1	Identify why the AR to GL reconciliation report is showing a variance against AR AR to GL Reconciliation - Oracle # 3-30506028431 - issue with AR to GL Reconciliation	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
5	Accounts Receivable	Review AR module setups and best practices	1	1. Invoices (transactions) where portions are adjusted off (we lose the aging history) 2. Bids & bonds & restitution process. Is the current method of recording the best process? 3. Explore best practices for month-end close process. What reports should be run, and what reports can be used to research variances? 4. Review receipt naming convention to allow for easy search and sort of departments. 5. Receipts - after a receipt is posted it can't be modified in any way. Correcting a receipt is a cumbersome process. Same for unapplied deposits. ~~6. Review multi-fund accounting setups~~ 7. Review remittance bank account setups	6
11	AR Enterprise Command Center	Extend the AR Enterprise Command Center (ECC)	7	Explore personalization/ extension function	1

9.10 Finance – CM

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	Cash Management	Automate Bank Reconciliations	1	1. Configure previous day transactions bank load process in BAI2 format 2. Facilitate 1-to-1 relationship of all cashflow transactions: 3, 3rd party feeder systems that integrate with GL 3. Facilitate 1-to-1 relationship of all cashflow transactions: Payables Transactions 4. Facilitate 1-to-1 relationship of all cashflow transactions: Receivables Transactions 5. Facilitate 1-to-1 relationship of all cashflow transactions: Other Transactions 6. Provide User-Friendly CSV report format for Bank Statement Detail Report 7. Provide User-Friendly CSV report format for Bank Statement Summary Report 8. Provide User Friendly CSV report format for GL Reconciliation Report 9. Provide User-Friendly CSV report format for Transactions Available for Reconciliation Report 10. Provide User-Friendly CSV report format for Cash in Transit Report	9

2	Cash Management	Consolidate Cash Pools	2	Need to create full cash pool, including integration with banking ZBA accounts with full automation of necessary journal entries to follow cash movement. **Bourntec Comment:** Prepared POC document and sent to Business for review on the available functionality.	1

9.11 Finance – iExpense

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	iExpense	Automate and improve travel preauthorization process, reporting, and system transparency	1	There is not a travel requisition or preauthorization process in Oracle 1. Provide mechanism for Travel preauthorization within the Oracle System 2. Enable Access Authorization Functionality Create workflow approval of Travel Preauthorization requests within Oracle to follow the HR Hierarchy 3. Enable Access Authorization for Travel Preauthorization - Delegation 4. Enable DFF in iExpense Templates form to capture preauthorization number 5. Create a PIN detail report for preauthorization data 6. Create a PIN summary report for preauthorization data Requirement 7: Functionality available in BCC iExpense and CCC iExpense Responsibilities	7

9.12 Finance - FA

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	Fixed Asset	Configure SLA rules to account for manual additions in fixed assets and post gain or loss based on sale of asset	H	Need to be advised of the Public Sector impacts. Chandra is changing the accounting rule for manual additions and cost adjustments from Fund.100100.2740001.0000 to 9001.100200.3644100.1010 (gain/loss. On-program revenue) It is 9001 only for Fund <4001. Funds 4001 and greater keep that fund. 2. Change the accounting rule for Intracompany lines for Transfers similar to the update made for the manual additions/cost adjustments above Same comment as above. Accounting for Manual Additions and other transactions that are going to investment in fixed assets but need to post to gain or loss on sale of asset.	1
2	Fixed Asset	Grants Module end to end integration testing. Implement Grants Module and configure Fixed Assets to limit disposal of assets. Change Management.	H		1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
3	Fixed Asset	RX(I) need to be tested by location or category following the Release 2 SLA changes	H	Similar to FSG reports where items can be added/totaled etc. RX or RXI (Asset Cost and Accumulated Depreciation are the current.) Once accounting is correct from the SLA and the new columns can be added if needed. This could be monthly and year end	1
4	Fixed Asset	IndV assets. In PA the project is set up by asset which consolidates the funds ex: water and sewer.	H		1
5	Fixed Asset	Remove Mass Allocations in process docs	H		1
6	FA Enterprise Command Center	Extend the FA Enterprise Command Center (ECC). Asset Cost ECC Comm Center Dashboard and Asset Reconciliations ECC Comm Center Dashboard (Validate/Reconcile/Roll-Out)	H	Create Training Docs and show Business what is available. Then decide if a full training is warranted.	1
7	Fixed Asset	Automate necessary ACFR capital accounting and reporting. Configure Public Sector module and fully enable Capital Accounting and Reporting	M	Changing 3 ledgers to 2 and 3 books to 2 which is a pre-requisite from the SLA changes. Bourntec checking EFIN to see funds and business details that exist and what Anne will need to move forward. What responsibility is available or needs to be configured. Financial Modules Public includes Encumbrance Accounting. Ex: Trial Balance automatically from EBS to CaseWare. Manual Year End. AR exception report. FA may want a threshold/exception report Process automated instead of manual? Requires Accountant to investigate/analyze. Ex: Capital Assets. FH Black decided not to do it. In CaseWare you need one final balance. Need to review intention with Angie/Bill. The Public Sector button is visible in Project Accounting and has not been checked. Requested additional info from Oracle on its functionality with FA. Bourntec Comment: We cannot access the link shared, kindly send the document over mail or include in this share point	1
8	Fixed Asset	Implement third party add on for scanning of assets.	M	Scanning system to integrate with Oracle. Only want to be able to scan assets for inventory. RFID chip radio frequency identifier (GPS) has a chip in the tag. Scan room and it captures all in it.	1
9	Fixed Asset	i-assets implementation-exists from Go Live for transferring an asset would fill it out and then go to Receiving dept who would update the forms. then go to FA for approval. Negative is modification and movement of assets to surplus ex: need signoff. See if there is attachments for official signatures. Current process is manual forms	M	Bourntec may not prioritize for Release 3. Anne is asking about improved functionality since implementation in 2011. 15 assets being transferred, and one fails the program rejects is all. People would have to start over from scratch. It is for the workflow of the transfer process. Dept. Accepting would have to approve. FA then gets it for approval. If functionality is not already improved with upgrades, then perhaps the workflow would be a process of one asset at a time.	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
10	Fixed Asset	Revenue (what is meant by this? Anne doesn't understand if this is associated to Grant money which restricts or possibly donated with restrictions on what can happen.) When donated the revenue is recorded. assets (real property and tangible personal property) to Depreciated Assets is difficult due to multiple funding sources and having to set up multiple FA within one project that we tie to one location. Configure with custom extension to identify revenue assets that change to depreciated assets. If a project is creating 2 assets which would need 1 location for each asset. Ex: Water/Sewer assets in addition to the funding source. Error would be fund water and location sewer. FA Module doesn't have the logic to prevent the location errors. Rules are one way in Real Book and other in Tangible. Process doc doesn't exist and would need to be written. Possibly in the transfer procedure.	M	Bourntec: Need further inputs to comment	1

9.12.1 Finance – GL

Line #	Module	Processes	Business Priority	Comments	# Enhancements
1	General Ledger	Resolve Encumbrance Issues to include modifications to several existing reports to facilitate the analysis and research for correcting balances.	1	Determine and correct business processes and/or causes of Encumbrance issues. Possible reasons: 1. Invoices on the PO have variances in multiple lines 2. Closing in the wrong fiscal year 3. Rejected SPOs not in approved status (negative encumbrances) 4. Canceling lines and payments in change orders (out-of-sync tables) Possible solutions to minimize Encumbrance: 1. Review and update business process for cancels/closes, and ‘finally’ closed POs 2. Review and update training manuals for canceling/closing/change orders 3. Add warnings/alerts/exception reports (different fiscal years)	5

Line #	Module	Processes	Business Priority	Comments	# Enhancements
				4. Limit variances to invoices of PO 5. Correct overbill issue - how does an overbill amount affect encumbrances?	
2	General Ledger	Implement workflow for journal entry into GL. The preference is to upload JEs into OPUS using a workflow module to approve. Include Attachments as part of implementation. Automate as many rules as can be configured.	2	General Ledger (GL) Journal Approval process is manual in almost every aspect. GL utilizes the Desktop Integrator's Web ADI templates for Budget, Spreadsheet, and Encumbrance journal entries. The preference is to use workflow and automate as many rules as possible. 1. Set up the Journal Approval process in GL including journal sources and approver limits. 2. Integrate the Journal approval with AME workflow. 3. Include GL Attachments so the JE support can be attached to the journal before posting. 4. Automate other aspects of the current day GL approval/posting process to include assigning the JV#, and configuring simple checks and balances listed on the journal checklist used as GL's mitigating control document. **Bourntec Comment:** Tina to get back on the final approach - 1. Is approval based on Individuals who are determined in excel who will approve or anyone falling in the same position can approve? Waiting for the inputs to proceed on the approach. 2. If its direct employee - A Custom page will be generated and all the existing employees will be uploaded in there and needs to be maintained if any changes in the individuals. 3. If based on Positions and not Individuals, then we need the logic of departments, how does Oracle identify departments as its not one of the segment values.	1
3	General Ledger	Access to journal entries and associated backup papers needs accessibility from Oracle. Can they be stored and accessed in Oracle EBS also? The Attachments feature in General Ledger has already been pre-seeded to be available in the Enter Journals form.	3	Journals are currently scanned/uploaded into AppXtender (scan documents invoices, journals, reports). The Attachments feature in General Ledger is pre-seeded functionality and available: 1. A Paper Clip icon on the menu bar will be highlighted. 2. Each window is assigned at least one Attachment option (file, long and short text, urls). 3. Once all attachments are done, perform Check/Reserve Funds and post journal. 4. Attachments cannot be changed once journal is posted.	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
4	GL Enterprise Command Center	Extend the GL Enterprise Command Center (ECC)	4	The Enterprise Command Center (ECC) is new for GL module and provides components with interactive search support and display capabilities using metrics, graphs, and charts: 1. Available search criteria (refinements) 2. Selected search criteria (refinements) 3. Summarization of data and metric bars 4. Customized charts to represent data graphically 5. Collection sets of results tables 6. Tag clouds to highlight important information The Oracle General Ledger Command Center allows you to monitor key financial areas using the Journal Processing and the Account Analysis dashboards: 1. Highlight pending journals during the import processing from subledgers. 2. Review debit and credit account activities by ledger, accounting period, source, and balancing segment. 3. Analyze key metrics, drillable graphs, and tag clouds. 4. Navigate to underlying applications to take corrective actions as necessary.	1
5	GL Enterprise Command Center	Modify custom reports PIN Custom GL Detail Report in GL and the Encumbrance Detail Report in Purchasing to include additional parameters and formatting options.	5	PIN Custom GL Detail Report: 1. Allow report to be run for multiple fiscal years 2. Include in LOV 'ALL' to run the report once for all encumbrance types (obligation, commitment, invoice, etc. 3. Separate the account segments after the Credit column (col I) but leave Column A intact Purchasing Encumbrance Detail Report: 1. Add account string to item line 2. Populate Supplier/Vendor 3. Remove subtotaling lines 4. Add PO status	2
6	General Ledger and Purchasing	Combine the GL FSG BE&E report data and the Purchasing EDR report data into one report with drill-down functionality	6	Combine two reports into one and have the drill-down function to the sub-ledgers GL FSG BE&E report: 1. Period Activity balance, Budget balance, YTD expenditures, Encumbrance balances Purchasing Encumbrance Detail Report: 1. Add account string to item line 2. Populate Supplier/Vendor	1

Line #	Module	Processes	Business Priority	Comments	# Enhancements
				3. Remove subtotaling lines 4. Add PO status	