Change Network Kickoff

July 31, 2019
Agenda

- EDGE Overview
- Project Timeline
- Countywide Change
- Change Network Structure
- EDGE Governance
- Departmental & Office Activity Checklist
- How You Can Help
You Were Chosen to Champion Change

- Commit to the Change
  - Are YOU willing to be a Change Champion?
  - Assume ownership of the change for your department/office
  - YOU, will be living the change

- Ask Questions & Stay Up-to-Date
EDGE Project Overview

Enabling Delivery of Government Evolution

EDGE is Miami-Dade County’s Enterprise Resources Planning (ERP) project

EDGE will streamline and modernize the County’s business processes and technologies, so they operate more efficiently
EDGE Delivers
EDGE Delivers

- Future Adaptability
- Foster Teamwork & Enhance Collaboration & Communication
- Single System of Records
- Transform to More Efficient Processes
- Automate New Business Processes/Systems
- Transparency
- Self-Service/Manager Self-Service
- Sustainability & Paperless Processes
Finance Benefits

• Improved visibility on processes that will lead to an enhanced customer experience

• Process automation and data integration such as, travel authorization and reimbursement request

• Reporting efficiencies due to use of robust tools providing

• Improved collaboration and workflows through the use of workbenches and dashboards
Procurement / Supply Chain Benefits

- Departments/Offices gain visibility to the entire procurement cycle
- Access to countywide procurement data / reporting
- Accurate spend breakdown at the product level
- Sourcing tool available to all for spot-market quotes
- Contract development will be automated from the use of standard clause library
- Online collaboration tool for sharing and developing contract documents
Budget Benefits

• Streamlined Hyperion structure using PeopleSoft Chart of Accounts
• Capital project enhancements / integration between Hyperion / PeopleSoft
• Enhanced employee calculations / templates
• New scorecard tools with enhanced integration
• Enhanced integration for forecast information (Peoplesoft to Hyperion)
• Analytic reporting
• Eliminate duplicate entry between budget modules
Human Resources Benefits

- Reduce paper processes (Online workflows, Real time payable time)
- Employee Empowerment (Employee Self Service)
- Reduction of processing time. Recruit to Hire to first check, retro-active processing
- One System one flow of information. (Reporting)
Technology Benefits

• Single sign on
• Integration solutions
• Mobile / remote access from most devices
• Analytics / self service reporting
• Consistent user interface
• Continuous technology updates
• Enhanced integrations
EDGE Project Governance

**Executive Sponsors / Steering Committee**
- Review and approve changes to project time, scope and / or cost
- Approve changes in business practice or process

**Enterprise ERP Business Leadership Council**
- Review, vet and make business solution changes impacting project time, scope and / or cost

**Project Management Office (including full Project Team & Leads)**
- Day to day management and execution of the project
- Implement requirements as agreed by Miami-Dade County and Accenture in the Statement of Work
- Manage appropriate changes to the Statement of Work not impacting overall time, scope and / or cost

**Business Leadership Council**
- Analyze and provide recommendations beyond the stated project scope as agreed by Miami-Dade County and Accenture in the Statement of Work
- Assess and validate business process and technical recommendations for department/office or cross-department/office impacts
The Change Network is a structure of individuals throughout the County who sponsor and advocate for the EDGE project to foster commitment.

**Executive Steering Committee** has the authority to legitimize and drive the change within a function of the County.

**Department/Office Sponsors** have the authority, responsibility, and credibility to advocate and drive the change for a County Department/Office.

**Change Agents** are influential people who are responsible for promoting and supporting the change at each department.

**Liaisons** provide support to the Change Agent(s) in executing tasks in a strategic area within the department.

**End Users** are all affected employees who are required to live the change. (All Sponsors and Change Agents are usually also “End Users”)

The Change Network is key for change initiatives to ensure sponsorship. Also it is an important communication channel, relaying information from the project to the Stakeholders and bringing information back regarding progress, challenges, expectations, required support, etc.
Change Agents
What does it mean for me?

- Provide Support and Advocacy
- Relay Information to the EDGE Project Team
- Work with Liaison(s) in your Departments/Offices
- Obtain Information from End-Users
- Communicate Information to and from Departments/Offices
- Mitigate Resistance
- Execute Implementing Activities
- Maintain Readiness Checklist
- Ask Questions
Liaison(s)

What does it mean for me?

- Support Change Agent based on your expertise
- Relay Information to the EDGE Project Team
- Communicate Information to and from Departments/Offices
- Mitigate Resistance
- Execute Implementing Activities
- Ask Questions
Business Leadership Councils & Change Networks

Business Leadership Councils

Decision Making Body
- Support/validate design and build decisions
- Confirmation of decisions made by EDGE Project
- Contribute to resolution of issues
- Escalate decisions, as necessary

Department/Office Change Networks

Two Way Information
- Gain understanding of EDGE Project and solution
- Push EDGE communications through department
- Provide input/information from departments
- Departmental Activity Checklist
Change Network Time Commitment

1) Monthly Change Network Meetings
2) Business Process Workshops

January – March 2020
Resource Duration:
Approximately 4 – 8 hours

April - May 2020
Resource Duration:
Approximately 16 – 40 hours

May – July 2020
Resource Duration:
Approximately 24 – 80 hours

1) Bi-Weekly Change Network Meetings
2) Department/Office Role Mapping
3) User Acceptance Testing
4) Future State Simulations

August - October 2020
Resource Duration:
Approximately 3 days – 2 weeks

Note: Estimated hours may vary based on department/office size and complexity.
Departmental/Office Activity Checklist

- Itemizes department/office activities and events in support of the EDGE Project
- Documents progress made by each department/office to prepare for the implementation of EDGE
- Examples from the Checklist:
  - Provide completed Inventory questionnaire
  - Provide department/office user names to attend EDGE training
  - Participate in and coordinate department/office attendance in Business Process Workshops
Departmental / Office Activity Checklist

- Available for download on the EDGE Website as a Microsoft Excel spreadsheet
  - Strategic Area Business Leadership Councils → Change Management / Training → Documents and Resources
- Updated checklist posted on a regular cadence (i.e. weekly, monthly, etc.)
Providing Status on the Departmental / Office Activity Checklist

- Each Department/Office will update the fields below:
  - Department/Office Name
  - Department/Office Status
  - Completed By (Name)
  - Actual Completion Date
  - Department/Office Status Comment (if applicable)

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<thead>
<tr>
<th>Task ID (Column F)</th>
<th>Task/Event Description (Column K)</th>
<th>Department Name</th>
<th>Department Status</th>
<th>Completed By (Name)</th>
<th>Actual Completion Date (MM/DD/YY)</th>
<th>Department Status Comments</th>
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<td>Complete the EDGE Department ChartField Build Values Workbook</td>
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<td>Not Started</td>
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<td>GENR101</td>
<td>Review the Department User Count spreadsheet. Provide an updated count on the number of Employees and Manager.</td>
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<td>CONF103</td>
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<td>CONF104</td>
<td>UPCOMING: Confirm Interfaces</td>
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</table>
Submitting Status on the Departmental / Office Activity Checklist

• Email the updated *Departmental / Office Activity Checklist* to the EDGE Project Team via email at **EDGE@miamidade.gov**
  • This email should be sent from the Change Agent for each department/office by the due date

• A confirmation email will be sent from the EDGE Project Team to the Change Agent to confirm receipt of updated list
Introducing the New EDGE Website
Navigating to the EDGE Website

MiamiDade.gov → Employees → Employee Services → EDGE: Enabling Delivery of Government Evolution
Primary Change Agent

Confirm the Primary Change Agent for your department/office and alternate Change Agent
PeopleSoft (PS) Department Collection Workbook
PS Department Collection Workbook

• EDGE team will provide
  • Department/Office Input workbook
    • Current FAMIS Dept Org structure
    • Samples of how to complete the required worksheets

• Department must complete
  • PS Department Collection Workbook
    • Develop an Org Chart
    • PS Department values
    • Crosswalk Legacy values to PS Department
    • Tree Roll Up
Department ChartField Tips & Considerations

• PS Department ChartField values will be created in Finance and integrated with HR and Hyperion (Budget)
  • Coordinate with your Department's Finance, HR and Budget staff

• Consider restructuring and/or updating your organization to be represented in the PS Department Chartfield

• Review combinations of ChartField values to eliminate redundancy and obsolete structures
PS Department Collection Workbook

• Attend *August 6, 2019* Finance Liaison Meeting

• Due Date
  • Preliminary PS Department Collection Workbook submission due *August 15, 2019*
  • Final PS Department Collection Workbook submission with Department Director approval due *August 29, 2019*

• The work done by Departments will greatly assist the project in creating and updating PS department values
Department/Office User Count

• Change Agents will receive a Microsoft Excel sheet containing an estimate of the following for their department/office
  • Count of Employees and Managers
  • Count of Employees Performing Finance, HR, Procurement and Budget Transactions

• Each department/office will be responsible for providing updates to the EDGE Team
Upcoming Monthly Change Agent Meetings

• Wednesday, August 28, 2019 at 11:00 AM to 12:00 PM
• Wednesday, September 25, 2019 at 11:00 AM to 12:00 PM
• Wednesday, October 30, 2019 at 11:00 AM to 12:00 PM
• Wednesday, December 4, 2019 at 11:00 AM to 12:00 PM
Weekly Change Network Office Hours

Available if you need

- Wednesday, August 7, 2019 at 11:00 AM to 12:00 PM
- Wednesday, August 14, 2019 at 11:00 AM to 12:00 PM
- Wednesday, August 21, 2019 at 11:00 AM to 12:00 PM
- Wednesday, September 4, 2019 at 11:00 AM to 12:00 PM
- Wednesday, September 11, 2019 at 11:00 AM to 12:00 PM
- Wednesday, September 18, 2019 at 11:00 AM to 12:00 PM
- Wednesday, October 2, 2019 at 11:00 AM to 12:00 PM
- Wednesday, October 9, 2019 at 11:00 AM to 12:00 PM
- Wednesday, October 16, 2019 at 11:00 AM to 12:00 PM
- Wednesday, October 23, 2019 at 11:00 AM to 12:00 PM
“If it doesn’t challenge you, it doesn’t change you.”
Next Steps

• Confirm primary Department/Office Change Agent and the designated alternate
  • *Due date: Today, July 31*st

• Complete the PS Department Collection Workbook
  • *Finance Liaisons Attend: August 6*th *Meeting*
  • *Preliminary due date: Thursday, August 15*th
  • *Final due date: Thursday, August 29*th

• Review the Department User Count spreadsheet. Provide an updated count on the number of Employees and Managers for your department/office
  • *Due date: Friday, August 23*rd

• Set aside time to support EDGE in your new role
We are Here for You!

Email us EDGE@Miamidade.gov

Visit the EDGE Website
http://www8.miamidade.gov/employee/edge.page
Questions?
Appendix
Departmental/Office Activity Checklist Definitions

- **Task ID** – An identifying alphanumeric associated with each task item
- **Type (Task/Event)** – An indicator if it’s a Task (action item) or an Event (Meeting, Planned occasion etc.)
- **Project Phase** – Identifier of EDGE Project Phase (Design, Build, Test, Deploy)
- **Task Group** – Responsible EDGE group associated with the task
- **Task/Event Description** – A brief description of action to be taken or event
- **Activity/Task Owner(s)** – Department resource assigned to the task
- **Required EDGE Project Submission** – Yes or No indicators if items should be submitted to the EDGE Project Team
- **Specific Activity Start and Due Date** – Day, Month and Year dates for start and due date of task/event
- **Task Deleted** – Yes or No indicators if task is no longer needed
- **Additional Task Update Comment(s)** – Comments, as necessary
- **Task Criticality** – High, Medium or Low of importance of task/event
- **Applicable to all Departments** – Notation of task/event impact to all departments or specific departments