

PERSONNEL, AUDITS, AND ANIMAL WELFARE COMMITTEE REPORT relative to the June 2022 Quality Assurance report from Gartner, Inc. in connection with the Human Resources and Payroll (HRP) Project.

Recommendations for Council action:

1. NOTE and FILE the July 8, 2022 City Administrative Officer (CAO) report, inasmuch as this report is for information only and no Council action is required.
2. REQUEST the following reports from the Gartner by September 7, 2022:
 - a. A report in regard to a meeting with City Department Personnel Directors to receive input and recommendations to improve user experience.
 - b. A monthly report from Gartner to include addressing the adequacy of staffing in sponsor Departments.
3. DIRECT the HRP Steering Committee to report by September 7, 2022 with a realistic phase two schedule signed off by all sponsor Departments, addressing the items recommended by Gartner in its June 2022 report, attached to the July 8, 2022 CAO report and Council File.
4. DIRECT the CAO to report by September 7, 2022 in regard to its briefing of labor partners on Phase One and Phase Two issues.
5. DIRECT the Information Technology Agency to report by September 7, 2022 on the means for Workday users to speak to a live IT professional rather than submitting a SNOW ticket to resolve Workday problems.

Fiscal Impact Statement: The CAO reports that it's July 8, 2022 report, attached to the Council File, has no impact to the General Fund. This is an informational report with no financial recommendations.

Financial Policies Statement: The CAO reports that its July 8, 2022 report, attached to the Council File, is in compliance with the City's Financial Policies as this is an informational item with no fiscal impact.

Community Impact Statement: None submitted.

Summary:

On August 3, 2022, your Committee considered a July 8, 2022 CAO report relative to the June 2022 Quality Assurance report from Gartner in connection with the HRP Project. According to the CAO, in November 2021, this Office issued a Task Order Solicitation seeking proposals from firms experienced in enterprise software

implementation to provide QA services for the HRP project. The vendor Gartner was selected and began work in February 2022.

As part of the agreement, Gartner must report regularly on the status of the HRP project for the duration of the engagement as part of the Project Health Checks for Phases 1 and 2. On March 3, 2022, Gartner submitted the Phase 1 Go-Live Readiness Assessment Report. The Readiness Assessment Report provided an independent evaluation for Phase 1 (Human Capital Management and Compensation) of the overall project in terms of adherence to best practices in large system implementations. Following the Readiness Report, Gartner must provide monthly QA reports on the status of the project including improvements or deficiencies identified from their initial assessment. Gartner's report on the project status for June 2022. After consideration and having provided an opportunity for public comment, the Committee moved to note and file the CAO report. Also, Committee made a series of recommendations that are detailed above in Recommendation Nos. 2-6. This matter is now submitted to Council for its consideration.

Respectfully Submitted,
Personnel, Audits, and Animal Welfare Committee

COUNCILMEMBER VOTE

KORETZ: YES

HARRIS-DAWSON: ABSENT

BONIN: ABSENT

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8/3/22

-NOT OFFICIAL UNTIL COUNCIL ACTS-