

## ENTERPRISE RESOURCE PLANNING (ERP) Update

The Village began a multi-year project in the summer of 2019 to replace its ERP system. Staff began the implementation of the Munis and CityView software systems in 2021. An ERP system integrates functions across an organization that can serve departments' financial and operational processing needs. ERP replacement is one of the largest and most far reaching projects an organization can undertake due to the impact on how work is conducted and the way in which day-to-day tasks are accomplished.

### ERP Project Highlights

- Complete replacement of the Village's current ERP system (Eden, launched in 2006)
- Shift from on-premise to cloud-based systems
- Two vendors:
  - Tyler - Finance and Human Resource Department functions and licensing
  - CityView - Community Development permitting functions
- Implementation from 2021 to 2023
  - Phase 1 - Finance Module
  - Phase 2 - Utility Billing Module
  - Phase 3 - City View (Community Development - Permitting)
  - Phase 4 - Payroll/HR Module

**Finance (Phase 1) - Operational Since April 2022:** Phase 1 was the implementation of the Finance Module, which needed to be operational to integrate with remaining modules and CityView. This includes the General Ledger, Accounts Payable, Purchasing, Budgeting, Fixed Assets, General Billing/Accounts Receivable, Cashiering, Bid/Contract Management and Licensing. It also included replacing the on-line vendor portal and customer service portal with new Munis on-line portals for Vendor Self Service and Customer Self Service. Each piece of this module has been built, configured, tested. This Phase went live on April 4, 2022, which was on schedule. Staff continues to make improvements on all these modules as we learn new functionality and fix minor issues encountered in day to day operations. The Bid/Contract Management and Licensing modules are scheduled to launch at the end of 2022 to allow for completion of required functionality for electronic signatures for Bids and Contracts and custom forms for licensing. Implementation activities will continue throughout 2023.

**Utility Billing (Phase 2) - Go-Live in October 2022:** The Utility Billing module is primarily built and configured. There is extensive data conversion work ongoing that is required to accurately bring all utility billing customers into the Munis system. This module requires integrations with several third party vendors. Staff is focusing on accurately processing these imports and exports. Parallel billing started in August. Final testing and training is scheduled for October. Go-live in Utility Billing is on track and scheduled for the last week of October 2022. Implementation activities will continue throughout 2023.

**City View (Phase 3) - Go-Live in November 2022:** The implementation of the CityView software continues to run smoothly. The configuration, workflows and processes have all been analyzed and completed. Currently, validation testing is scheduled through the end of August. The final phases of the implementation include User Acceptance Testing in September and end user training in October. Go-live is on schedule for November. Implementation activities will continue throughout 2023.

**HR / Payroll (Phase 4) - Go-Live in January 2023:** Staff is currently working to configure the Human Capital Management (HCM) system and the payroll module. Significant work has been done in both systems and parallel payroll processing has started. Next steps include establishing work flows, testing and training. Work has started on the Employee Self Service portal but not all functionality has been configured yet. This module is on track and scheduled to go live the first pay period of 2023. Implementation activities will continue into 2024.

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