# Strathcona County
# Business Transformation Project Update

## June 22, 2021

STRATHCONA COUNTY

# What is SCBT?

- The Strathcona County Business Transformation project (SCBT) is implementing new technology, optimizing processes, and aligning people to evolve to modern day systems.

- The key functional areas of focus are Finance, Human Resources, and Supply Chain Management (i.e. procurement / contract management). Replacement of Property Tax and Utility Billing systems is also included.

- This is a complex project that will impact staff and business throughout the County. There will also be impacts to residents as the way they view and pay their Utility and Property Tax bills will be changing.

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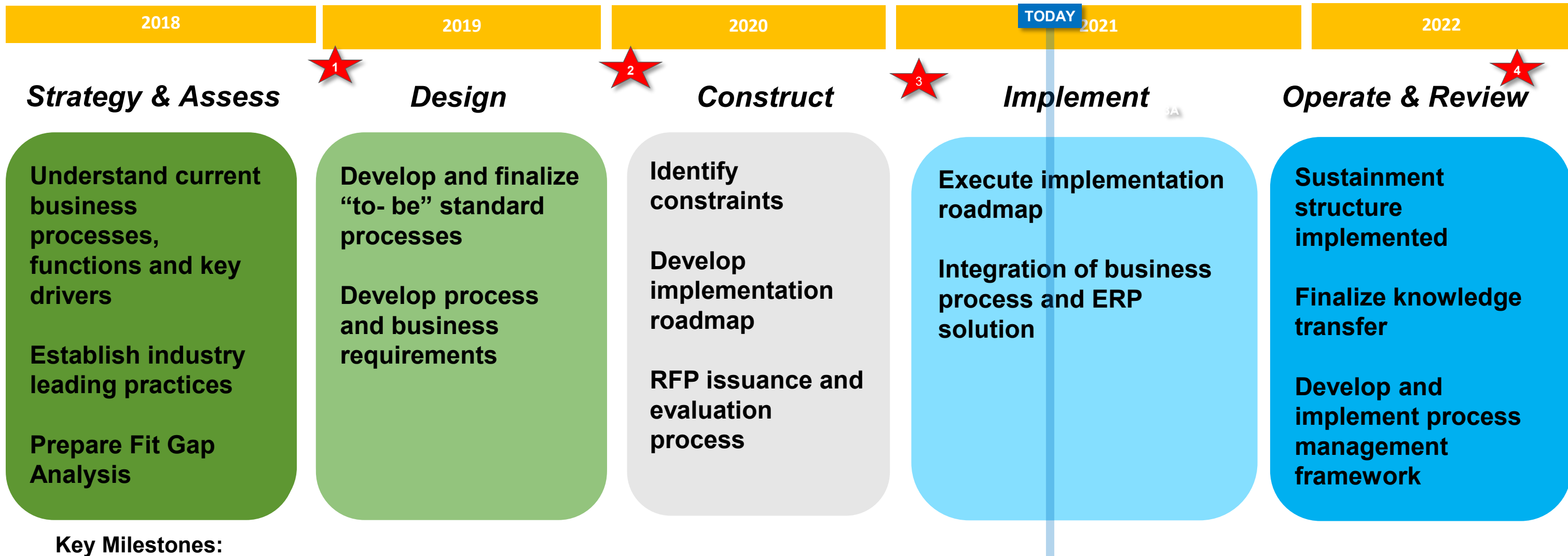
# What are the expected benefits?

- Potential for improved customer service experience

- Reduction in manual processes

- Reduced financial risk with enhanced system and process controls

- Enabling employee and manager self service

- Improved data quality and integrity for evidence-based decision making

- Increased accessibility of information

- Utilizing standard processes and application set up; no system customization

- Opportunities to address current gaps and provide additional value to the organization

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# What is the status of the project?

BUDGET

TIME

SCOPE
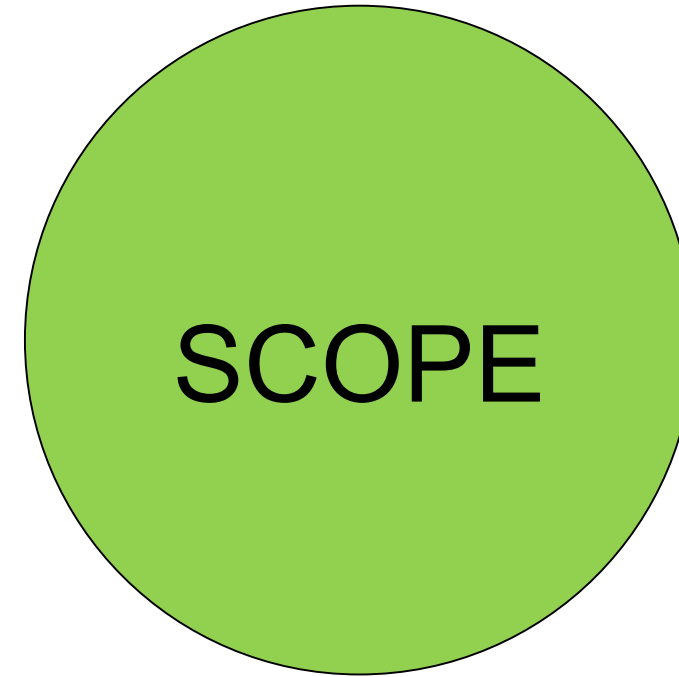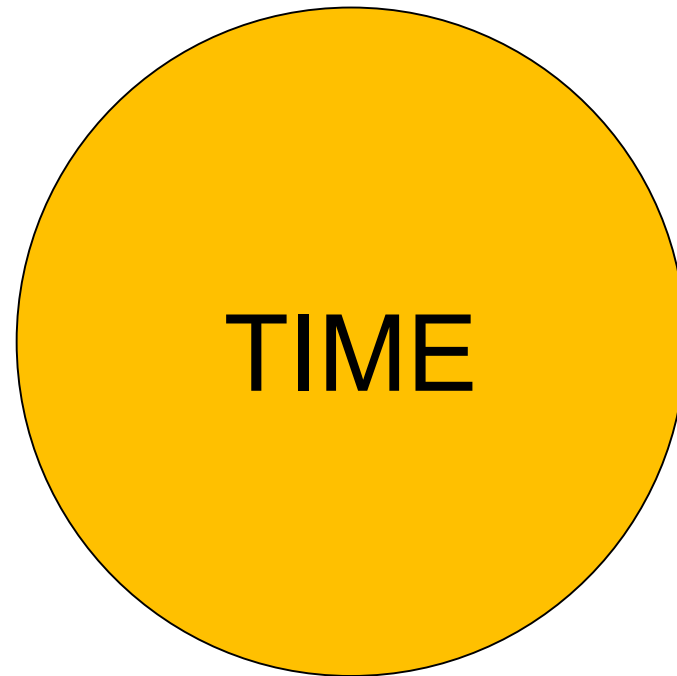
Time is currently under review for minor adjustments; major delays could have an impact on budget.

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# What phase is the project in?

| 2018 | 2019 | 2020 | **TODAY** 2021 | 2022 |
|------|------|------|------|------|

*Strategy & Assess*    *Design*    *Construct*    *Implement*    *Operate & Review*

**Strategy & Assess**

**Understand current business processes, functions and key drivers**

**Establish industry leading practices**

**Prepare Fit Gap Analysis**

**Design**

**Develop and finalize "to- be" standard processes**

**Develop process and business requirements**

**Construct**

**Identify constraints**

**Develop implementation roadmap**

**RFP issuance and evaluation process**

**Implement**

**Execute implementation roadmap**

**Integration of business process and ERP solution**

**Operate & Review**

**Sustainment structure implemented**

**Finalize knowledge transfer**

**Develop and implement process management framework**

**Key Milestones:**

1   BT Partner (PwC) Onboard

2   BT Design Sign-off

3   Software Solution Selected &  System Implementer Onboard

4   Business Transformation Initiatives Complete

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5

# What are the project highlights?

- New systems have been selected:
  - Oracle Cloud
  - Central Square's Tempest Solution for Utility Billing and Property Tax
  - Oracle Enterprise Performance Management (EPM) for Financial Planning, Budgeting and Forecasting

- Deloitte is our implementation partner

- Implementation phase kicked off March 22, 2021

- Original 10 member project team has grown to approximately 30 dedicated County staff for the implementation phase plus others

- In the first two and a half months, there have been well over 100 working sessions

- Many successful milestones thus far

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# What to expect next?

- A lot of hard work …

- Challenges to overcome …

- Many operational design decisions to be made …

- A lot more work and testing …

- Staff will be trained on new systems and processes …

- The benefits and improvements will make all this hard work well worth the effort.

There is currently a focus on ramping up communication and engagement throughout the organization. Staff should stay tuned for more information or reach out to the project office if they have any questions.

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