



Business & Financial Conference

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ERP: What Have You Done To Me?

American Public Power Association
Business & Financial Conference
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Public Utility District No.1 of Snohomish County



- ▶ Snohomish PUD is a municipal corporation independent of Snohomish County
- ▶ The PUD is organized through 3 systems: Electric, Generation and Water. Each system is separately financed.
- ▶ We are the largest PUD in the state, 2nd largest in the Northwest and 12th largest public power utility in the US measured by customers served. Approx. 350,000 Electric system and 20,000 Water system customers.
- ▶ Our service territory covers over 2,200 square miles, including all of Snohomish County and Camano Island.

Expect a Challenge



Points to Ponder

- What are we trying to accomplish?
- Is the proposed system right sized for our utility?
- What are the on-going support requirements?
- There will be organizational and job changes. How will you address those?



Planning and Preparation

- Plan, Plan, Plan and Plan some more
- Develop and document current "As Is" processes
- System and Implementer selection
- Clearly define your Scope
- Blue print "To Be" processes "start to finish"



Schedule



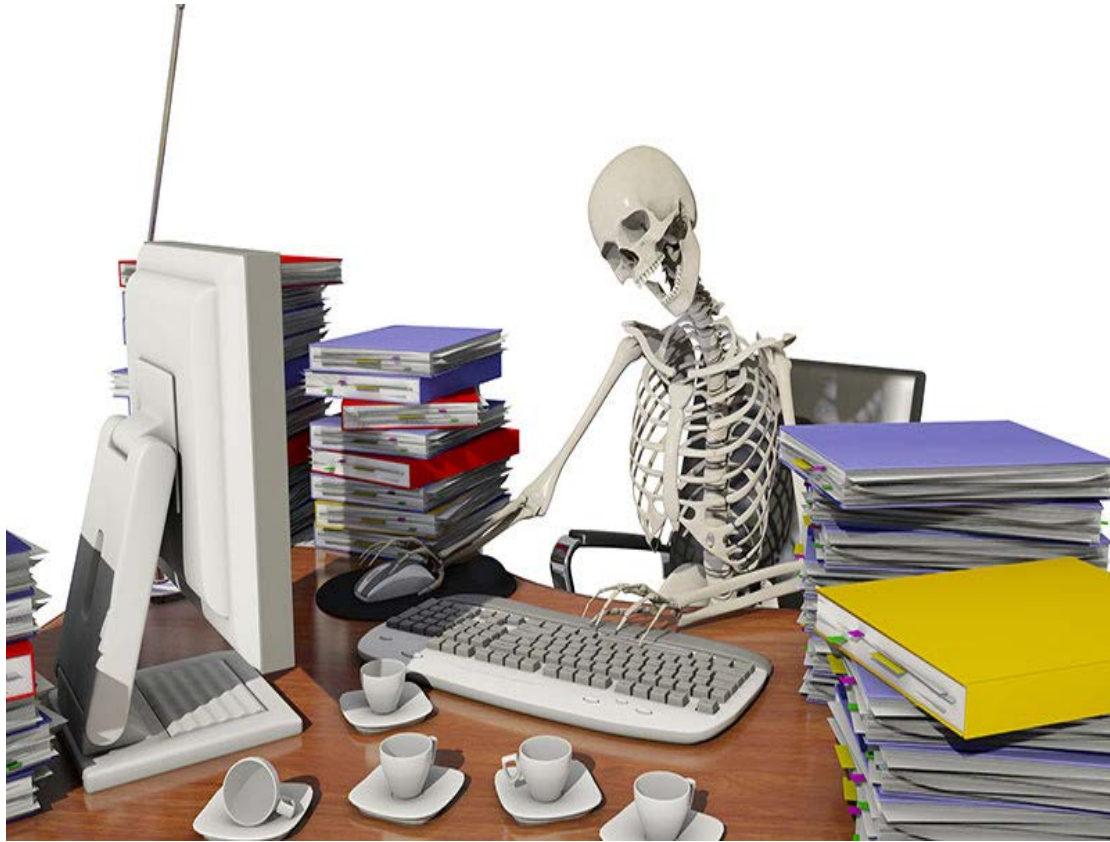
- There will be issues--build in time contingencies
- Be willing to adjust the schedule (or scope or budget) if necessary

Budget



- ▶ Provide realistic cost estimates for:
 - ▶ Implementation
 - ▶ On-going Maintenance
 - ▶ Additional project FTEs

Labor Resources



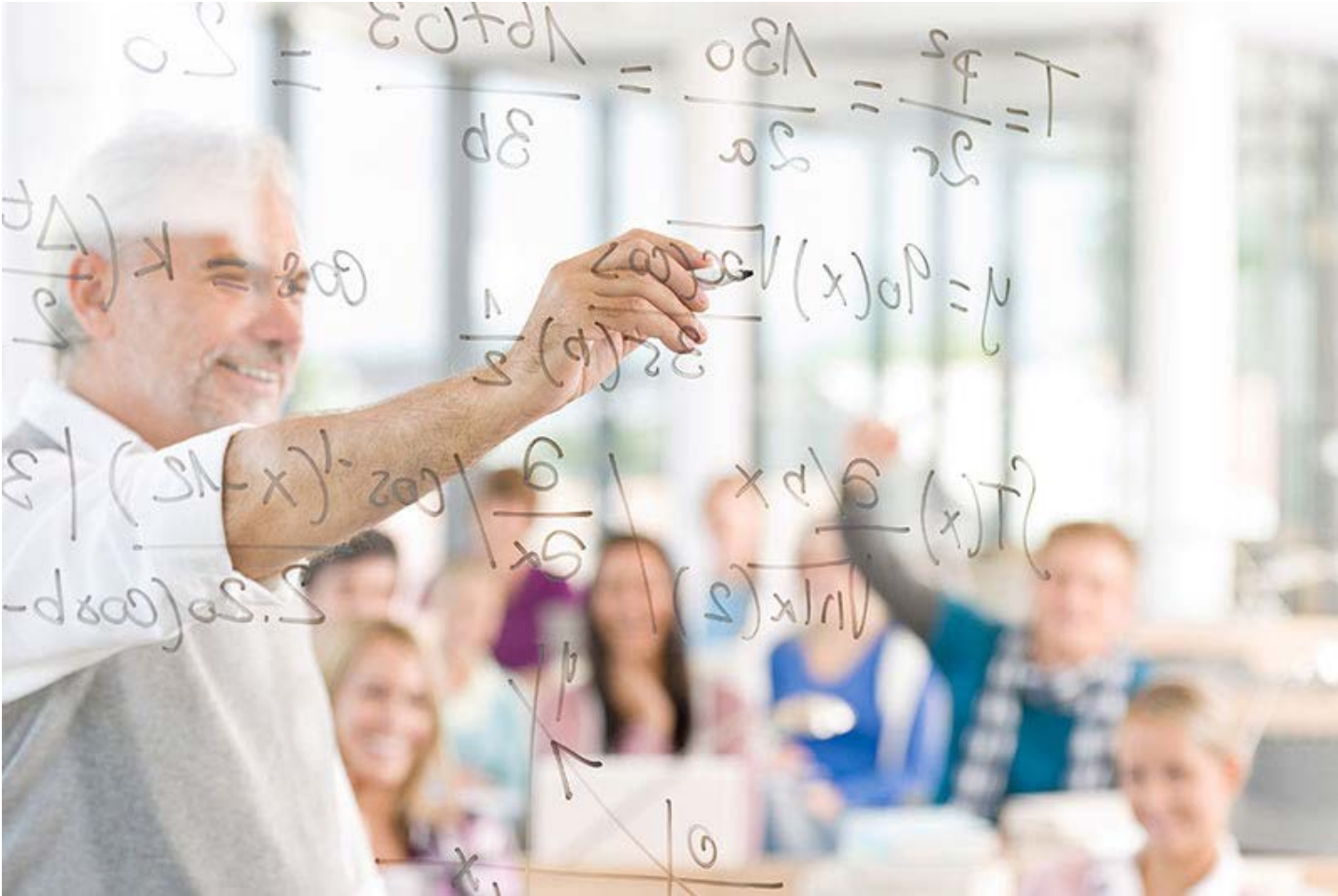
- Don't underestimate staffing requirements
- Consider:
 - Hiring a consultant who knows the software application
 - Internal Project Manager to work with the System Implementer Project Manager
 - Functional Lead concept
 - Internal team coordinator
 - Training team



Change Management / Communication

- Keep the lines of communication open:
 - Steering Committee
 - Project Team
 - Utility Staff
- Develop a Glossary of terms and acronyms
- Change Manager/Communication Lead

Training



- ▶ Project Team
- ▶ Training Team
- ▶ Job/User Specific

For a Quality Project

Don't skimp on:

- ▶ Resources
- ▶ Internal controls
- ▶ System security and access
- ▶ Training
- ▶ Communication



“Go Live” does not = “All Done”

