

ELIRE CASE STUDY | CITY OF HENDERSON

Modernizing PeopleSoft for City of Henderson

Related: 9.2 Upgrade | PeopleSoft HCM | PeopleSoft FSCM | PeopleSoft Optimization

INTRODUCTION - ABOUT CITY OF HENDERSON

The City of Henderson has grown to more than 103 square miles and is the second largest city in Nevada. The city's official slogan "Henderson-a Place to Call Home" reflects a community that enjoys small town values while benefiting from big city efficiencies.

Of all the cities within Clark County, Henderson has perhaps the brightest future for Southern Nevada. Master-planned residential areas, progressive business development, new roads and public works projects, outstanding parks and recreation facilities and

schools serve to make Henderson, Nevada one of the nation's most dynamic communities, preserving President Kennedy's "city of destiny" vision so many years ago and laying the foundation for 50 more years as one of the nation's best and brightest stars.

The city is part of the Las Vegas Metropolitan area, which spans the entire Las Vegas Valley. Henderson has roughly 3,000 employees across 22 departments.



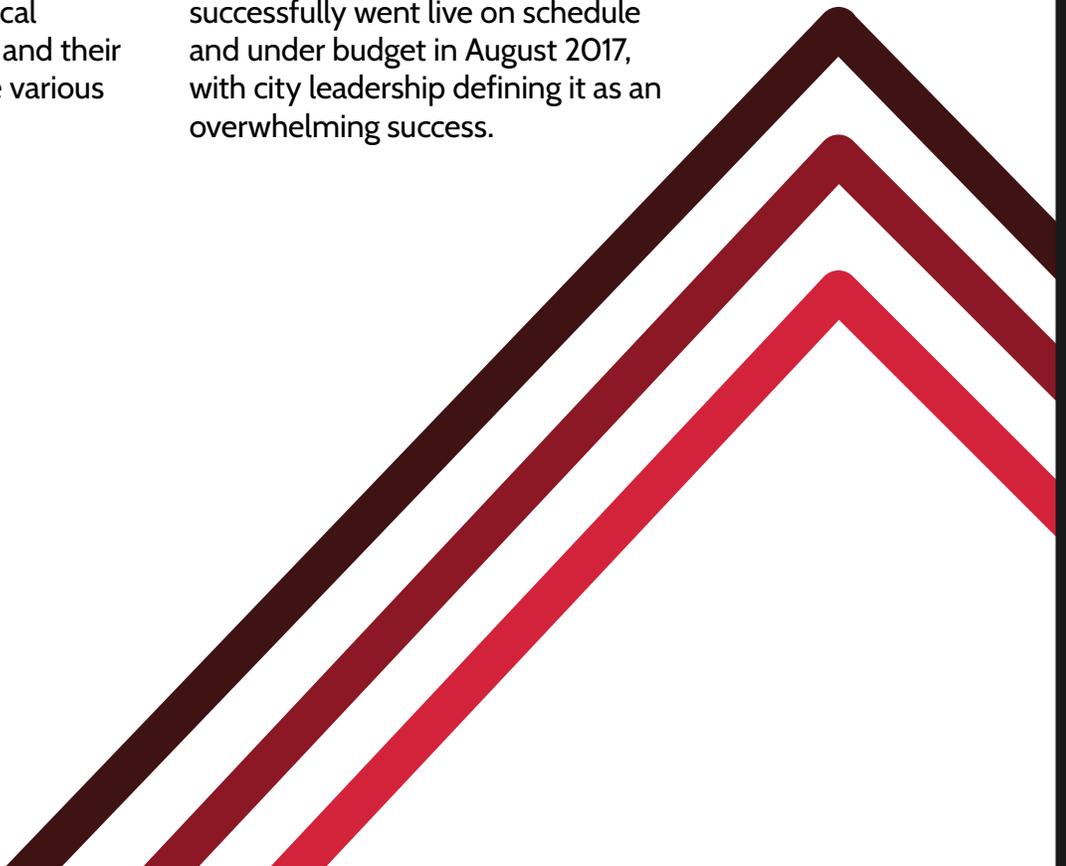
LAYING THE FOUNDATION - 9.2 UPGRADE

Ahead of City of Henderson's PeopleSoft HCM & FSCM 9.2 Upgrades, Elire functional leads performed analysis workshops to fully understand existing customizations and applied industry-leading best practices to utilize PeopleSoft 9.2 new features as widely as possible. They also helped identify unnecessary and ineffective existing customizations, in particular redesigning a highly customized Time & Labor module.

The Elire Project Manager handled full oversight functions, including detailed project status dashboard reporting through all phases of the project, and led the organization's overall Change Management efforts such as phase kickoff sessions, testing, and training. The City of Henderson's assigned Project Manager was instrumental with the coordination of critical internal resource availability and their engagement throughout the various upgrade project phases.

Henderson business users who were also heavily engaged throughout the upgrade consistently provided constructive feedback which promoted strong collaboration and a high level of comfort with the future system. Elire's PeopleSoft Technical Lead led the overall technical upgrade portions of the project, coordinating the reapplication of customizations across Elire and internal city developers, training internal city System Administrator resources on the new PeopleSoft Update Manager (PUM) processes and providing overall test move oversight from the initial test phase through the move to production.

Each City of Henderson employee interacts with PeopleSoft applications on a weekly basis. The project successfully went live on schedule and under budget in August 2017, with city leadership defining it as an overwhelming success.



KEY MOTIVATORS FOR OPTIMIZATION

Post 9.2 upgrade, City of Henderson decided on a “selective adoption” approach to applying PeopleSoft Images, with the focus mainly on break-fixes. The primary functionality they adopted after the upgrade to 9.2 was Fluid Open Enrollment for Benefits.

Now 5 years post 9.2 upgrade, City of Henderson wanted to further optimize their PeopleSoft applications, with the goal of reducing customizations and taking advantage of new and delivered functionality, while also being very cognizant of what they were changing for end users. At this time, City of Henderson was on PUM 24, with the goal of “getting current” up to PUM 43 (HCM) and PUM 44 (FSCM), as well as performing a PeopleTools Upgrade to release 8.59x.

In addition to getting current with both application PUMs and PeopleTools, the wealth of new and under-utilized features available for HCM and FSCM provided further motivation for the transition.

Below represents the key objectives of the City of Henderson’s “Make Me Current” project effort:

OVERALL:

- Upgrade all environments of the PeopleSoft System to the latest generally available PeopleTools and PUM versions
- Removal of unnecessary customizations and minimizing future PUM impacts of customizations that remain utilizing new PeopleTools capabilities (ex. Event Mapping, Page & Field Configurator, Dropzones, etc.)
- Take advantage of any new functionality identified and agreed to during the Analysis Phase of the project
- Increase knowledge of Finance Staff and HR staff in the modules they currently utilize
- Implement wishlist and pain point items compiled from both HR and Finance teams and agreed to during the Analysis Phase of the project
- Continuous improvement of existing security models in PeopleSoft to be more compliant with industry standards for PeopleSoft Security

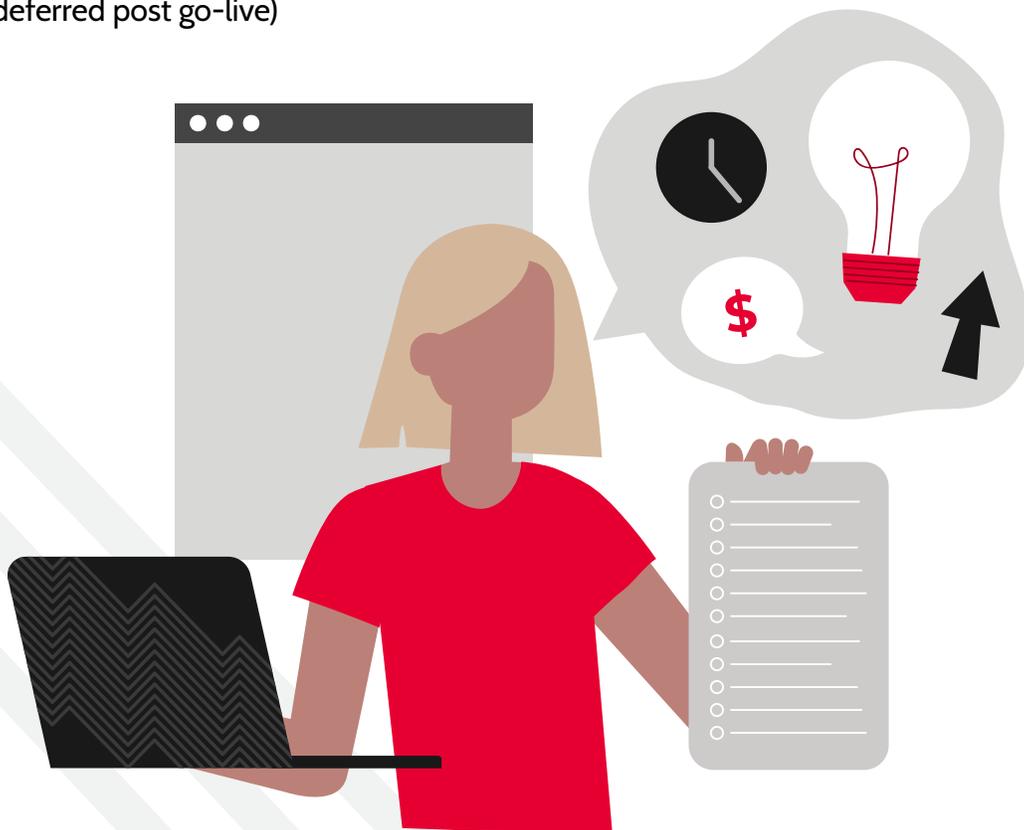
KEY MOTIVATORS FOR OPTIMIZATION CONT.

HCM:

- Transition to Fluid HCM Homepages & Navigation (as agreed to during the Analysis phase)
- Job Modernization – Job functionality to fluid
- Fluid Position Management
- Workcenters for Benefits and Time & Labor
- Workflow Delegation Framework
- Fluid Employee Self-Service
- Implementation of Manager Self-Service (note: Rollout deferred post go-live)
- Kibana - Including Benefits Utilization Dashboard (note: Rollout deferred post go-live)

FSCM:

- Move to Fluid FSCM Homepages & Navigation as agreed to during the Analysis phase
- Fluid ePro/Requisitions & Approvals
- Fluid Payment Requests
- Workcenter for General Ledger
- Commitment Control reporting enhancements as agreed to during the Analysis phase
- Implementation of Billing Spreadsheet Uploads
- Kibana - Including AR Collections Dashboard (note: Rollout deferred post go-live)



OPTIMIZATION SCOPE OVERVIEW

Elire and City of Henderson took a hands-on approach to evaluating optimization opportunities during the “Make Me Current” project, starting with downloading available new features from the available PeopleSoft 9.2 PUM images. The COH team went through the available functionality options and the Elire Functional Subject Matter Expert consultants demonstrated and estimated the level of effort required for implementation. The City of Henderson team then had to make decisions with hours and budget to help prioritize which features would be in/out of scope for the initial “Make Me Current” project engagement.

Items that were backlogged were documented and retained for future phase implementations. As the project evolved, certain scope items were de-prioritized and backlog items were moved into scope.



EXECUTION OF OPTIMIZATION

Throughout the “Make Me Current” initiative, city IT staff was heavily engaged, with Finance and HR Business Users helping to define the initial requirements, evaluating and approving designs created by the Elire Functional Lead SMEs, and later playing a key role with testing the final optimized application changes. Elire worked closely with the City of Henderson’s small, but knowledgeable PeopleSoft IT support team to complete most technical efforts and support of new feature application demos. Tight documentation and knowledge transfer was a priority with the teams working hand-in-hand.

The City of Henderson controlled the formal testing cycles of this project, feeling comfortable doing it with their existing scripts and support of Elire consultants. The Elire team supported the city staff when defects were identified and the teams collaboratively solutioned as necessary.

Thorough job aids were developed by the Elire Training Lead Consultant and delivered ahead of go-live in June 2023

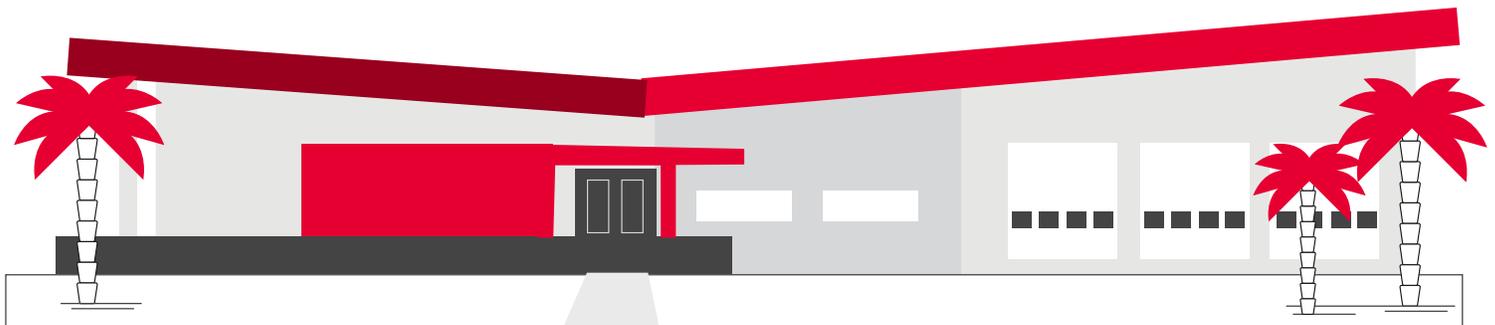


NEXT STEPS & CONTINUED INNOVATION

The next phase of optimization is slated to begin in the early part of 2024, with a roll out of the in-scope Kibana Dashboards, Manager Self-Service, Fluid Employee Self-Service, and continued application Security enhancements.

Post the “Make Me Current” engagement, City of Henderson’s mindset towards optimization has changed. Their business users are now looking to stay current and continue to add more features and exploring the implementation of additional PeopleSoft modules including: Asset Management, Grants Management, and further advancing their current use of Project Costing.

As a part of future PeopleSoft HCM optimization efforts, the City of Henderson will be evaluating Fluid Time and Labor Timesheet enhancements that were delivered and further enhanced in most recent PeopleSoft HCM PUM releases available after the “Make Me Current” go-live.





JEFF HILLIARD

On-Premise Center of Excellence Lead

Mr. Hilliard serves as Elire's on-premise Center of Excellence Lead. Jeff has over 20 years of experience overseeing and conducting complex PeopleSoft technical upgrades.



JORDYN FUGERE-BURMEISTER

Marketing Director

Mrs. Fugere-Burmeister is Elire's Director of Marketing and specializes in strategic marketing planning, content, and SEO optimization for Elire's Marketing Organization.

ABOUT ELIRE

Established in 2005, Elire's eighteen years of experience is focused on five main product areas: Oracle Cloud, PeopleSoft, Treasury, Advisory Services, and Managed Services. Elire's mission is to be a Trusted Advisor for their clients, specializing in transforming clients from PeopleSoft to Oracle Cloud. Elire fulfills this promise by efficiently implementing, integrating, upgrading, and optimizing client software investments and business processes.

Elire is uniquely positioned in the marketplace as the only PeopleSoft and Cloud partner with both active practices, proven methodologies, and proprietary transformation accelerators including PeopleSoft to Cloud Data Conversion Accelerator and PS to Cloud DataSync for co-existence. Elire's 300+ clients span the public and private sectors, including niche expertise in Financial Services, Utilities, Government Laboratories, Healthcare, Education, and Professional Services.



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