

# Enterprise Resource Planning (ERP) and Utility Billing (UB) System Implementation Update

January 28, 2025



## **Our Mission**

To meet the water-related needs of the people through dedicated employees, providing high quality water at a reasonable cost.

# Program Timeline

## SpryPoint Utility Billing and Customer Information System (CIS) Implementation

	Analyze	Configure	Testing	Deploy	Operate	Total
Estimated Weeks	13	49	34	1	16	113
Start Date	10/7/2024	01/06/2025	01/15/2025	08/10/2026	08/17/2026	10/7/2024
End Date	01/04/2025	12/12/2025	08/07/2026	08/15/2026	12/03/2026	12/03/2026

## Workday Human Capital Management (HCM), Payroll, and Financials Implementation

	Readiness	Planning	Architect and Configure	Testing	Deploy	Post Deployment	Total
Estimated Weeks	10	6	46	24	4	12	102
Start Date	10/07/2024	12/16/2024	01/27/2025	12/15/2025	06/01/2026	06/29/2026	10/07/2024
End Date	12/13/2024	01/24/2025	12/12/2025	05/29/2026	06/26/2026	09/18/2026	09/18/2026

## Workday Financial Planning Implementation

	Planning	Architect and Configure	Testing	Deploy	Post Deployment	Total
Estimated Weeks	1	18	4	1	4	28
Start Date	6/22/2026	6/29/2026	11/2/2026	11/30/2026	12/7/2026	10/07/2024
End Date	6/26/2026	10/30/2026	11/27/2026	12/4/2026	1/1/2027	1/1/2027





# Program Health Summary

- ▲ The program kick-off and began on October 7, 2024, to implement the Workday Enterprise Resource Planning (ERP) System and SpryPoint Utility Billing (UB) Customer Information System (CIS).
- ▲ A program governance structure was successfully established, and the program is being actively managed by a program management team, steering committee, and organizational change management team.
- ▲ BerryDunn provided the following outputs: Program Management Charter, monthly and weekly program status reporting, review of vendor deliverables and project initiation documentation, participation in vendor working sessions, and facilitation of organizational change management alignment and District workstream lead engagement coaching.
- ▲ The SpryPoint project completed the Analyze phase activities and tasks on schedule.
- ▲ The Workday project completed the Readiness phase activities and tasks on schedule.
- ▲ The SpryPoint project is currently in the Configure phase and is progressing on-track.
- ▲ The Workday project is currently in the Planning phase and is progressing on-track.
- ▲ The overall program is in green status.



# Program Health Indicators

Project Health Report	Overall	Schedule	Scope	CVWD Staffing	Vendor Staffing	Issues	Risks	Budget
Trend	↓	↔	↔	↔	↔	↓	↔	↔
Current Period – January 2025	G	Y	G	G	G	Y	Y	G
December 2024	G	Y	G	G	G	Y	Y	G

Project Health Indicator Key	
Symbol	Explanation
↔	The horizontal trend arrow indicates that the project health report is on a neutral trend (i.e., no change from the previous reporting period).
↑	The upward trend arrow indicates a positive trend (i.e., the project health report has improved since the previous reporting period).
↓	The downward trend arrow indicates a negative trend (i.e., the project health report has weakened since the previous reporting period).
G	Green "G" means the schedule/scope/cost are not at risk.
Y	Yellow "Y" means the schedule/scope/cost are at risk.
R	Red "R" means the schedule/scope/cost are at significant risk.

- ▲ **Overall** program status is green, trending toward yellow due to the number of indicators in yellow status.
  - ▲ **Schedule** is in yellow status due to near-term scheduling conflicts and ongoing challenges with meeting the goal of scheduling CVWD project staff three-weeks prior to the session/event.
  - ▲ **Scope, CVWD Staffing, and Vendor Staffing** remain in a green status.
  - ▲ **Risks and Issues** are in yellow status due to the number of risks and issues at this stage in the program, with several requiring expanded mitigation strategies.
  - ▲ **Budget** is in green status with all budget line-items billing on-track.



# Selected Risks and Issues

- Issue – Workday is Phasing Out the Supplier Portal
  - The Workday Supplier Portal is being sunset in March 2026 and will be replaced by Workday Strategic Sourcing.
- Risk – Limited District staff time
  - Some key District project staff may have limited time to commit to the project.
- Risk – District data conversion resources
  - Key District IT data conversion staff are heavily involved in numerous project activities and meetings, in addition to data conversion tasks and responsibilities for both the Workday and SpryPoint implementations. Data conversion is a key and significant program activity for limited CVWD IT resources to support.
- Risk – Functional expectations
  - End users and subject matter experts could experience differences between their expectations for the new software and actual system functionality.



# Workday Project Summary

## Project milestones and deliverables

Key Milestones	Target Start Date	Target Finish Date	Actual Finish	Status
<b>Plan</b>				
Kick Off	12/16/25	1/21/25	1/21/25	Green
<b>Architect &amp; Configure</b>				
Discovery Sessions	1/6/25	Planning		Green
Integration Requirement Gathering	Planning	Planning		Green
Data Conversion Submission	Planning	Planning		Green
Integration Discovery Sessions	Planning	Planning		Green
Configuration Workbook Sign Off	5/2/25	5/2/25		Green
Configuration Tenant Build	5/5/25	5/30/25		Green
Integration Requirements Sign Off	Planning	Planning		Green
Integrations Design	Planning	Planning		Green
Customer Confirmation Sessions	6/2/25	6/20/25		Green
Configuration Unit Testing	6/23/25	12/12/25		Green
Integration Build and Unit Testing	Planning	12/12/25		Green
E2E Tenant Build	12/15/25	1/9/26		Green
<b>Testing</b>				
<b>End to End Testing</b>	1/12/26	3/13/26		Green
Payroll Parallel Testing	4/6/26	5/29/26		Green
UAT	Planning	Planning		Green
<b>Deploy</b>				
Go Live	6/1/26	6/26/26		Green

Status Key	
<b>Complete</b>	Self-explanatory
<b>Green</b>	On track to finish with no impact to the approved Schedule, Budget, Resources or Scope.
<b>Yellow</b>	Not meeting the expectation relating to the approved Schedule, Budget, Resources and/or Scope. Other milestones or deliverables may be in jeopardy. Mitigation plans are in place to resolve.
<b>Red</b>	Has issues resulting in schedule and/or cost variance outside agreed tolerances (implying that the delivery date is no longer achievable without a scope change, additional resources and/or budget). A mitigation plan has not been defined.



# Workday Project Summary

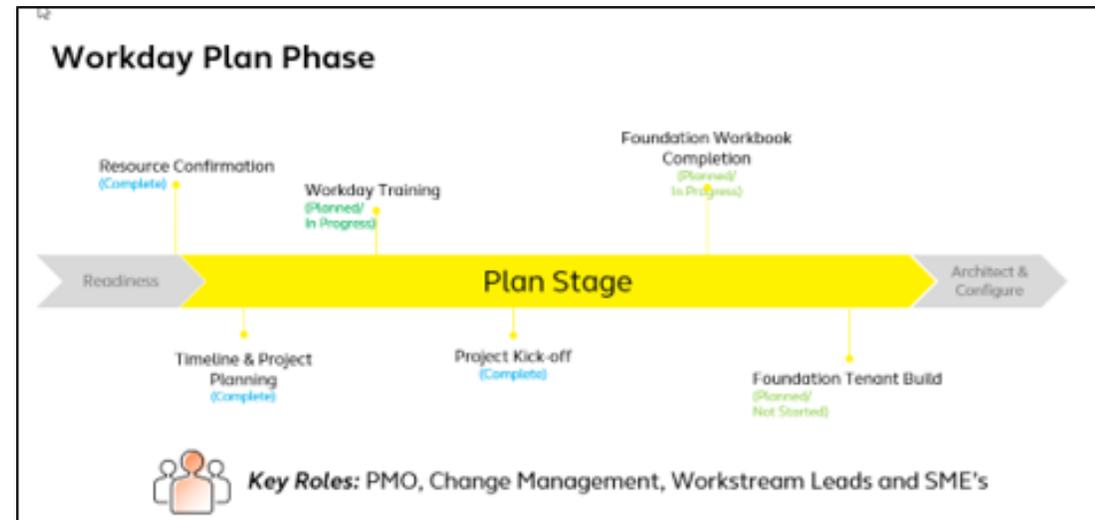
## Recent accomplishments and upcoming activity

### What's Completed?

- Readiness Phase delivery
- Project Startup
- Initiation of project planning
- Workstream initiation (Full Strada Team onboarding and introductions)
- Planning and Preparation for Customer Training
- Planning and Preparation for Foundation Data Model sessions and assignments

### What's Coming Up?

- Phase specific Customer Training Complete
- Foundation Data Model session and assignments
- Foundation Tenant Build
- Change Management Strategy
- System Review
- Integration Scope Ratification (February)



# SpryPoint Project Summary

## Project milestones and deliverables

Milestone	Description of Deliverable	Date Invoiced
3 – PM – Project Management – PM Month 3	<ul style="list-style-type: none"> <li>Project management activities</li> </ul>	November 2024
32 – ANA – Analysis – Analysis Workshops 4	Complete the following deliverables: <ul style="list-style-type: none"> <li>SpryEngage Workshop</li> <li>SpryMobile Analysis Workshop</li> </ul>	November 2024
33 – ANA- Analysis – Analysis Report Delivery	Complete the following deliverables: <ul style="list-style-type: none"> <li>Deliver Analysis Report to client for review</li> </ul>	November 2024
4 –PM – Project Management – PM Month 4	<ul style="list-style-type: none"> <li>Project management activities</li> </ul>	January 2025
34 – ANA- Analysis – Analysis Report Signoff	Complete the following deliverables: <ul style="list-style-type: none"> <li>Obtain sign off on the discovery documents</li> </ul>	January 2025
40 – DC- Analysis – Data Conversion Strategy Data Mapping	Complete the following deliverables: <ul style="list-style-type: none"> <li>Deliver Data Conversion Strategy Document</li> </ul>	January 2025

## Project health

<b>SCOPE:</b>	No deviations from Scope	<b>Green</b>
<b>SCHEDULE:</b>	No deviations from Schedule	<b>Green</b>
<b>BUDGET:</b>	No deviations from Budget	<b>Green</b>
<b>RESOURCES:</b>	No issues with resourcing	<b>Green</b>
<b>RISKS:</b>	Delivery of csv files for DC1.0 by Jan 13	<b>Amber</b>
<b>ISSUES:</b>	No known Issues	<b>Green</b>



# SpryPoint Project Summary

## Recent accomplishments and upcoming activity

### What's Completed?

- Delivery of draft versions of the SpryPoint discovery documents.
- SpryEngage Discovery session was completed.
- Data Conversion – SpryPoint / Client meeting recurring meeting.
- CVWD – Review of discovery documents.

### What's Coming Up?

- Onsite follow up session to address RAC, IWAA, Land Mgt, SpryCIS, SpryEngage, SpryMobile, Water Budgets and Data Conversion.
- Data mapping and extracts to support January conversion.
- Introduction to the SpryCIS configuration workbooks.
- Delivery of Data Conversion Strategy Document
- CVWD – Completion of Statement Template and Lockbox Documents.
- Start of the configuration phase – Items to support DC 1.0.
- Data Conversion 1.0 delivery.

Phase	Status	Progress	Comments
Analysis	On schedule	30%	Initial analysis of SpryCIS, SpryEngage and SpryMobile have been completed. Additional sessions being conducted to gain understanding of more complex areas of the implementation.
Configuration	Not started	0%	ETA - Start Feb 3 DC 1.0 Delivery - ETA Feb 14
Testing	Not started	0%	Core Team Training - Week of March 17 Functional Testing 1.0 - March 24
Deploy	Not started	0%	
Operate	Not started	0%	

■ Not started      ■ Milestone late  
■ On schedule      ■ Project Late



# Program Budget Summary

Anticipated Program Expenditures - As of December 31, 2024						
Description	Total Budget (\$)	Expended to Date (\$)	Budget Remaining (\$)	Expended to Date (%)	Status Indicator	Status Notes
<b>Workday</b>						
– SAAS Subscription Fees (Years 1 – 3)	1,876,829	590,633	1,286,196	31.5	On Track	Includes Workday training 96,360 with yearly subscription cost
<b>Strada</b>						
– Implementation Services	4,303,806	0	4,303,806	0	On Track	
<b>SpryPoint</b>						
– SpryPoint SaaS Subscription Fees (Years 1 – 3)	1,780,000	530,000	1,250,000	29.8	On Track	
– Implementation Services	2,580,800	159,680	2,421,120	6.2	On Track	
<b>BerryDunn</b>						
– Implementation Program Management Services	1,711,840	110,240	1,601,600	6.4	On Track	
– Travel	41,600	4,366	37,234	10.5	On Track	
– Contingency 25%	438,360	0	438,360	0	On Track	
<b>CVWD Staff Augmentation</b>	1,500,000	0	1,500,000	0	On Track	
<b>Contingency 20%</b>	1,376,921	0	1,376,921	0	On Track	
<b>Totals:</b>	<b>\$15,610,156</b>	<b>\$1,394,919</b>	<b>\$14,215,237</b>	<b>9%</b>	<b>On Track</b>	



# Conclusion

- The overall program is in green status.
- The SpryPoint project is currently in the Configure phase and is progressing on-track.
- The Workday project is currently in the Planning phase and is progressing on-track.



# Question & Answers

- Questions?

