



State of Missouri MOVERS Project

IMPLEMENTATION KICKOFF

September 21, 2022

Agenda

Welcome	Ken Zellers , OA Commissioner, Executive Project Sponsor
The “Why”	Kayla Hahn , Governor’s Office, Policy Director Aaron Willard , Governor’s Office, Chief of Staff
Our Partners	Dana Chamblee , Accenture Seth Hedstrom , BerryDunn Kirk Teal , ISG Daniel Keene , Oracle Paul Brandt , Mythics
Project Overview <ul style="list-style-type: none">• Introduction• Approach• Governance	Casey Osterkamp , OA Director of Personnel, Executive Steering Committee Stacy Neal , OA Director of Accounting, Executive Steering Committee Robert Davis , BerryDunn, ERP Program Director, Project Management Team Josh San Souci , Accenture, Project Manager
Change Management & Your Role	Tracy Farris , General Assembly ERP Coordinator, OCM Lead
Closing Remarks	Casey Osterkamp , OA Director of Personnel, Executive Steering Committee

Welcome

Ken Zellers, OA Commissioner, Executive Project Sponsor



Office of Administration (OA) Placemat



Strategic Placemat – Our Top Priorities for FY23 Office of Administration

FY23 – updated 8/19/2022

VISION	<i>Excellent customer service, every time.</i>			
FOCUS AREAS	Team Member Focus Recognize superior performance, provide opportunities for growth and engage our team members	Customer Focus Provide quality solutions to enable our partner agencies to deliver impact to their customers	Culture of Excellence Improve how we work by using standardized tools and training while promoting a culture of continuous improvement	Technology Solutions Looking to the future, implement technology that will improve how we work and provide a better customer and team experience
STRATEGIC INITIATIVES	1A. Increase Focus on Quarterly Pulse Survey Data: Use QPS data to unite around a shared vision, improve culture, and implement solutions. (Cindy Dixon – GS) 1B. Compensation Strategy: Develop training on compensation best practices and propose legislation for annual salary adjustments. (Kim Reynolds - DOP) 1C. Professional and Leadership Development Award (PLDA): Develop and implement a \$7 million dollar statewide program to reward and support the top 10% team members to grow in their career to better serve customers. (Alyssa Bish – DOP)	2A. Applications Assessment and Planning: Complete an assessment of ITSD supported software applications to create a multi-year strategic roadmap. (Paula Peters - ITSD) 2B. Customer Experience Feedback Tool: Develop and pilot a measurement system and process to gauge and respond to customer experiences with the State of Missouri. (Cindy Dixon – GS)	3A. Onboarding: Design a framework so OA new hires have the best employee onboarding experience their first 90 days. (Dawn Sweazea - DOP) 3B. Call Center Optimization: Convene a cross departmental call center working group to optimize data dashboards and call center practices. (Cindy Dixon – GS) 3C. D&I Journey: Implement plans for the coming year that focus on creating a resilient workforce and strengthens our communities through increasing diversity and inclusion in OA. (Danielle Briot - OEO) 3D. FMDC Apprenticeship Program: Examine the viability; develop and implement an FMDC apprenticeship program to address the needs in skilled trades talent development. (Brenda Verslues - FMDC)	4A. ERP Preparation: Improve the quality of data stored in the State's accounting system to ensure effective implementation of new ERP system. (Stacy Neal - Accounting) 4B. Establish Enterprise Architecture (EA) standards: Design a new technology foundation to support enhanced user experience for citizens and team members. (Keith Huhn – ITSD) 4C. Identity and Assess Management (IAM): Implement IAM technology that will include single sign-on, multi-factor authentication, on and off boarding workflow, monitoring and compliance for all Active Directory agencies. (Jim Garrett – ITSD)

🗨️ Directly tied to Quarterly Pulse Survey (QPS) Results

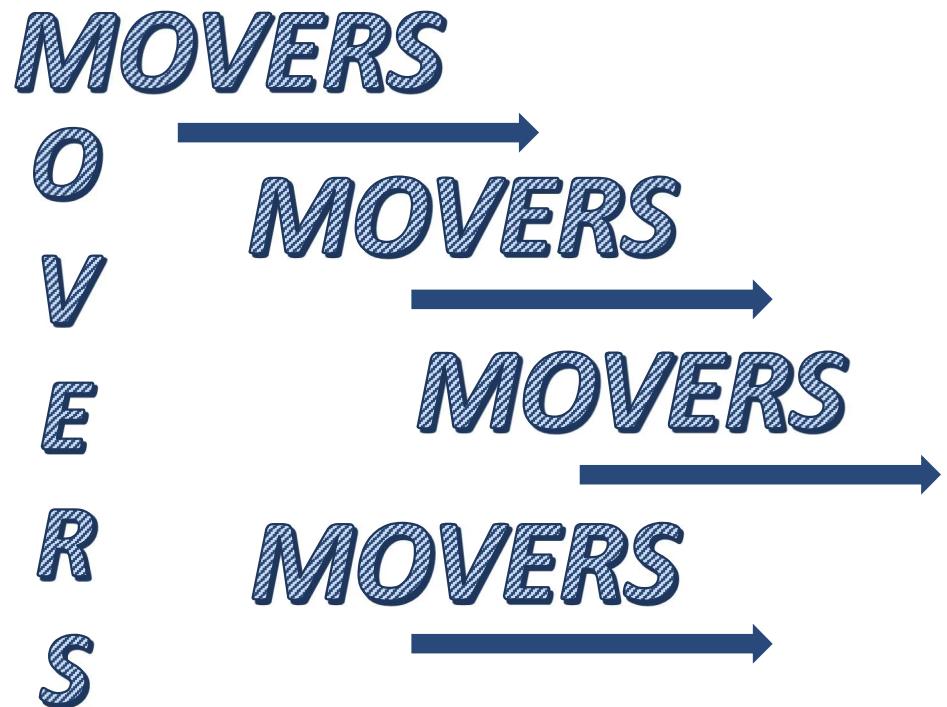


MOVERS: Our System of the Future

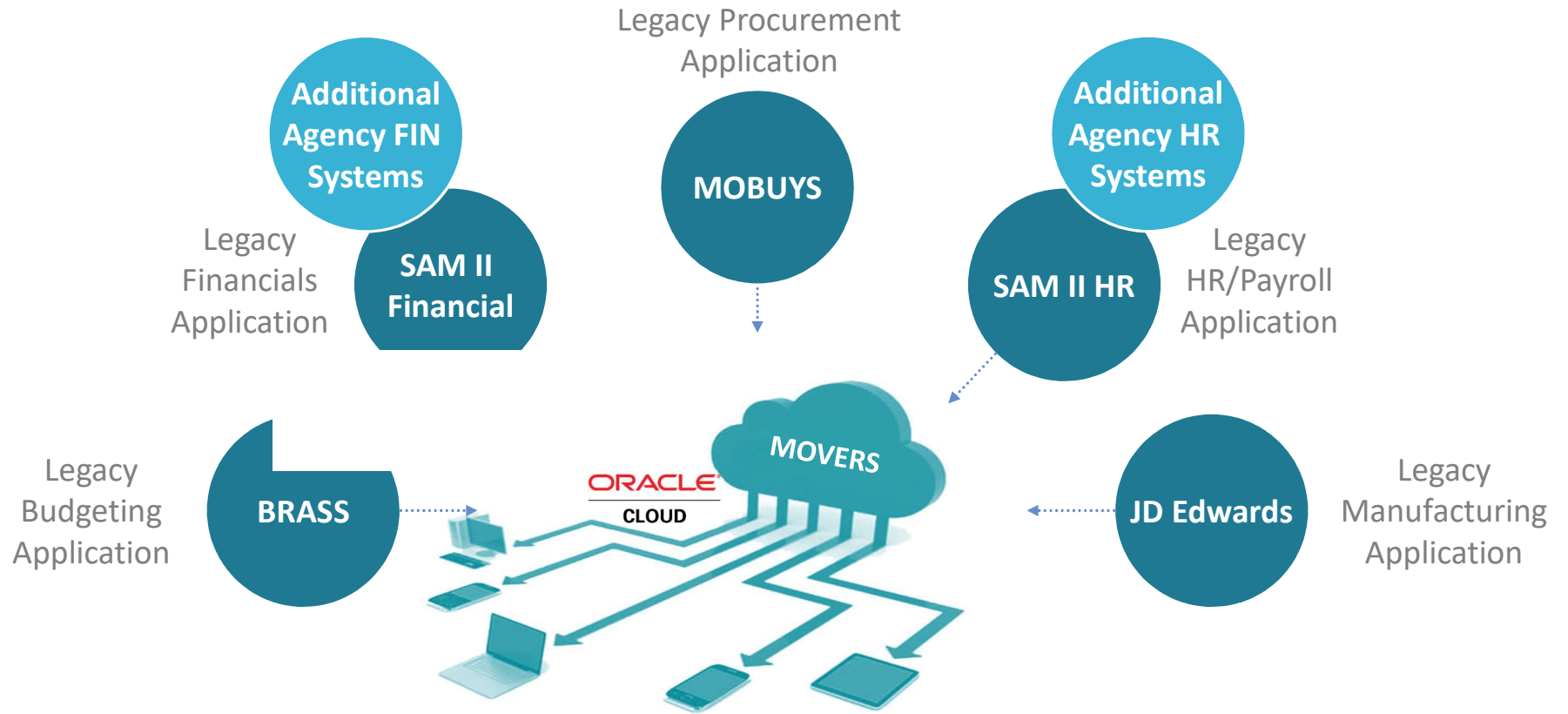
Missouri (MO) Vital Enterprise Resource System

Scope consists of:

- Budgeting
- Financials
- Procurement
- Grants & Projects
- Human Resources
- Time & Attendance
- Payroll
- Manufacturing
- Fleet (to be determined)



Many Systems to One Modern, Integrated System



The 'Why'

Kayla Hahn, Governor's Office, Policy Director

Aaron Willard, Governor's Office, Chief of Staff



Governor's Priorities



Significant Investment of Taxpayer Resources

- In excess of \$200 million over the next 20 years



Government Reform

- Changing the way we work to better serve Missourians



Benefits

- Transparency
- Data-driven decisions
- Cloud-based solution that will grow and evolve with us

Missouri Leading the Way

Missouri is receiving National Recognition

- In 2020, Missouri ranked 3rd in the biennial Digital States Survey
- Received an A for data-driven government in same survey

Governor Parson Expectations

- Statewide collaboration
- Adopt best practices
- Eliminate department-specific systems

Our Partners

Dana Chamblee, Accenture

Seth Hedstrom, BerryDunn

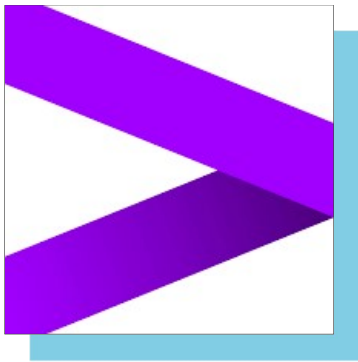
Kirk Teal, ISG

Daniel Keene, Oracle

Paul Brandt, Mythics



Our Partners



Accenture:

The **System Integrator** for the Oracle solution, Accenture is responsible for providing an implementation methodology and all key implementation activities to include design, configuration, testing, and training.



BerryDunn:

BerryDunn was retained to serve as **Program Management Office (PMO)** on behalf of the State of Missouri to have overall responsibility for program management tasks related to the implementation of the Enterprise Resource Planning (ERP) solution.



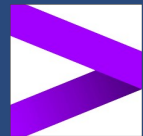
ISG:

The **Independent Validation and Verification (IV&V)** services provider. ISG will provide both ongoing and focused assessments intended to identify and mitigate risks to the success of the implementation.



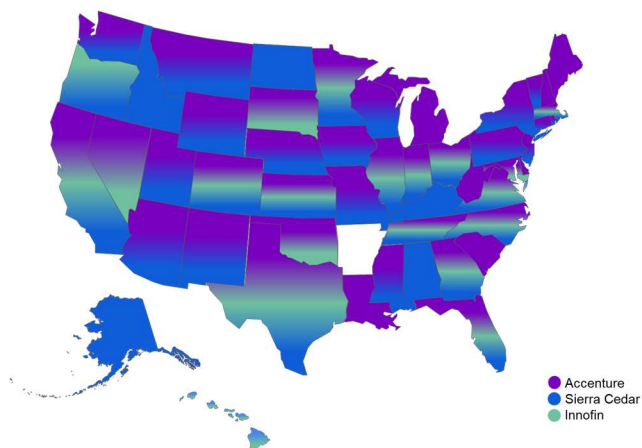
Mythics/Oracle:

The **software vendor** selected by the State of Missouri; Oracle OCI ERP is the software procured through Mythics, one of Oracle's **software resellers**.



Accenture

Accenture is excited to join you as the State's implementation partner



- We have worked with the State of Missouri since 2017
- Over 1,500 employees in Missouri
- Committed to hiring/training apprentices over the life of the program
- Experienced Oracle implementation partner

Accenture & Oracle - Proven, Innovative, Thought Leader

 58,000+ Oracle skilled professionals	 7,000+ Oracle Cloud certifications	 650+ Active clients annually	 175+ Oracle Awards 30+ in last 5 years
 7,000+ Oracle projects delivered	 750+ Oracle Cloud implementations	 100+ Oracle Delivery Centers globally	 40+ Industries served



2 SMO ERP 22.0052



BerryDunn

Founded in
1974

37 years
serving the
public sector

55
principals

750+
employees



Government Assurance
Practice Group



Health Analytics
Practice Group



Local Government
Practice Group



Management Information
Technology Group



Medicaid
Practice Group



State Government
Practice Group

We provide exceptional services to the public sector—particularly as it relates to systems and ERP consulting.

We conducted more than 100 systems consulting projects, of which more than half are ERP-specific. By way of our experience, our independence and objectivity, and our firm's BerryDunn Bridge program, we help our clients leverage industry best practices, take advantage of modern technologies, and transform and innovate the way they work and serve their stakeholders.

Dedication to Serving the State of Missouri

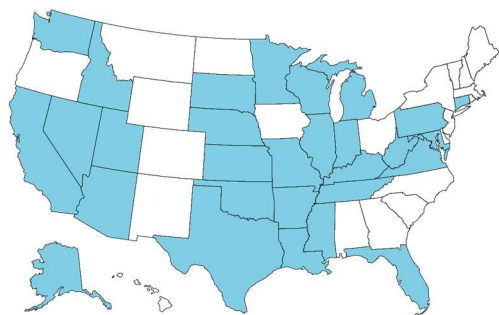
State Clients

- Missouri Department of Health and Senior Services
- Missouri Department of Mental Health
- Missouri Department of Social Services
- Missouri Department of Social Services, MO HealthNet Division
- Missouri Division of Accounting
- Missouri Information Technology Services Division
- Missouri Office of Administration

Local Clients

- City of Crestwood
- City of Ferguson
- City of Independence
- City of Jefferson
- City of Kirkwood
- Lindbergh Schools

ISG is providing IV&V services to ensure overall project success



Verification Services

- Review of Key Project Deliverables
- Administration Activities and Tasks
- Development and Implementation of a Verification Strategy



50 Total state, local, and higher education ERP clients served

14 State-level ERP IV&V engagements for all major public sector modules

18 Cloud-based engagements across public sector

Validation Services

- Provide independent, objective guidance and expertise
- Share leading practices and lessons learned from projects to improve efficiency and limit rework
- Provide recommendations to limit impact of potential risks and issues



ORACLE FUSION CLOUD APPLICATIONS

Oracle Fusion Cloud Applications Designed for Change. Built for You.

1,700+

new Oracle Cloud Apps features
in the last 12 months

80%+

quarterly performance and feature
updates **influenced by customers**

\$6B

in annual research and development

0

future upgrades required

24

States have chosen an Oracle solution
as their financial system of record

1,500+

Oracle Applications Public Sector clients

120+

Oracle Cloud Applications Public Sector
clients

+ Data centers in
37 commercial and government
regions

+ **7** more planned in 2022

55

Oracle Specializations

350+ Resources dedicated to
Supporting the full lifecycle of our
customers' Oracle investments

100,000+

Oracle Transactions

30+ SaaS projects **modernizing**
Government workloads

50/50 US States Supported



Project Overview: Introduction

Casey Osterkamp, OA Director of Personnel, Executive Steering Committee

Stacy Neal, OA Director of Accounting, Executive Steering Committee



Pardon the Construction

As we mobilize, please note that we will be a work in progress



Today



Soon

Why Are We Doing This?



Who is frustrated by multiple sign on ids for statewide systems?



Do you wish you could use your phone to submit information or approve transactions when you aren't at your desk?



Have you ever asked for a report or been asked to produce a report that makes you wonder... how is this basic information not easily accessible?



Do you want an intuitive system that uses history and patterns to help you respond intelligently?



Do you want the technology you use on a daily basis to make your job easier?

Imagine the Potential



Talent Management Transformation



**TEAM MEMBER
EXPERIENCE**

How Can You Help?

We need your feedback... now and throughout the project

Today (...and likely in the future)

- Team will use a tool (Menti)
- On your phone, open new browser
- Go to www.menti.com
- Enter code **8749 7242 (no spaces)**
- Respond when asked questions



Please enter the code

Submit

The code is found on the screen in front of you

Looking Ahead

- Project will have a single email address to contact for any project-related inquiries or feedback.



MOVERS@oa.mo.gov

Menti Question #1



What is your biggest pain point with the current systems?

91
Too many passwords to remember

150
Data not shared across systems

93
Lack of real-time data

88
Lack of reports or ad hoc reporting

117
Not user friendly

68
No mobile access

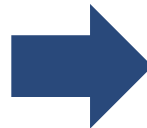


Example 1: Work List Comparison

For those of you that said **EXCITED!**

Batch ID		Document ID		Organization	Status	Process Date		
Batch Type	Batch Agency	Batch Number	Doc Type	Doc Agency	Doc Number	Status	Approvals	Last Date
			PVQ	300	Q2050300042	PEND1	AQA00	09 14 22
			PVQ	300	Q2050300044	PEND1	AQA00	09 15 22
			PVQ	300	Q2050300045	PEND1	AQA00	09 15 22
			PVQ	300	Q2050300046	PEND1	AQA00	09 15 22
			PVQ	300	Q2050300047	PEND1	AQA00	09 15 22
			PVQ	300	Q2050300048	PEND1	AQA00	09 15 22
			PVQ	300	Q2050300049	PEND1	AQA00	09 15 22
			PVQ	300	Q2050300050	PEND1	AQA00	09 15 22
			PVQ	300	Q2050300051	PEND1	AQA00	09 15 22
			PVQ	300	Q2050300052	PEND1	AQA00	09 15 22

Today

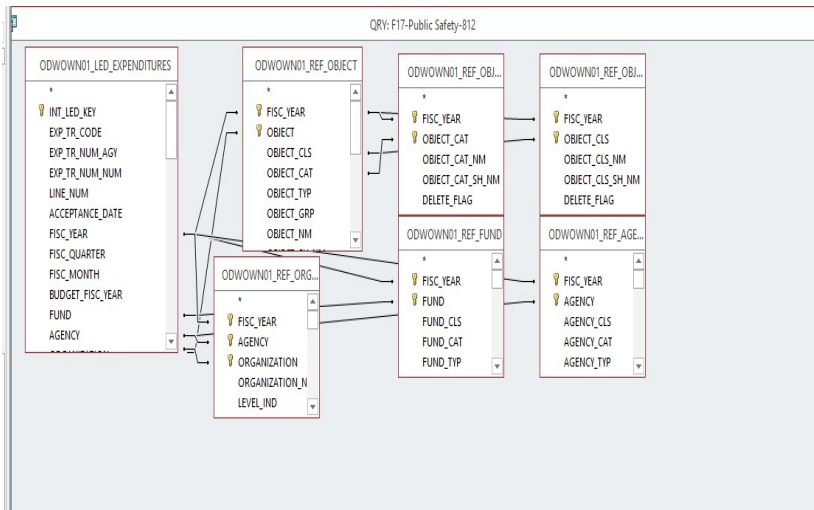


Invoice Number	Image	Amount	Supplier	Supplier Site	Validation Status	Invoice Date	Creation Date	Identifying PO
81522-MISSOURI		1,589.90 USD	Midtown Computer Supplies	MC2 Progress US	Incomplete	8/11/22	8/11/22 1:17 PM	PR705938
RF-HACLA-0001		170.00 USD	Lee Supplies	Lee Progress US	Not validated	8/15/22	8/15/22 4:18 PM	
RF-HACLA-0002		170.00 USD	Lee Supplies	Lee Progress US	Not validated	8/15/22	8/15/22 4:30 PM	
RF-HACLA-0003		175.00 USD	Lee Supplies	Lee Progress US	Not validated	8/15/22	8/15/22 5:02 PM	PR705940

Soon

Example 2: Data Request Changes

For those of you that said **CONCERNED WITH CHANGE!**



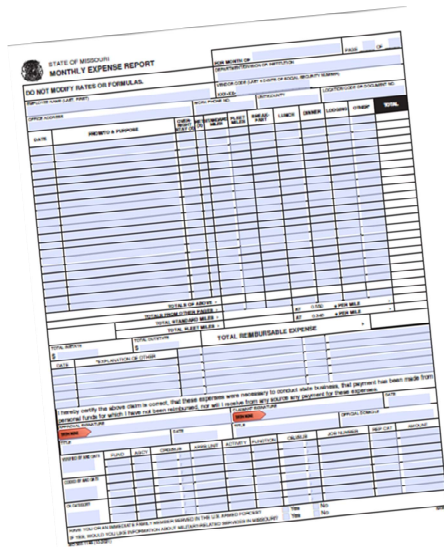
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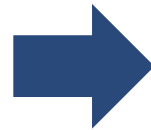
Soon

Example 3: Expense Form

For those of you that said **THRILLED!**



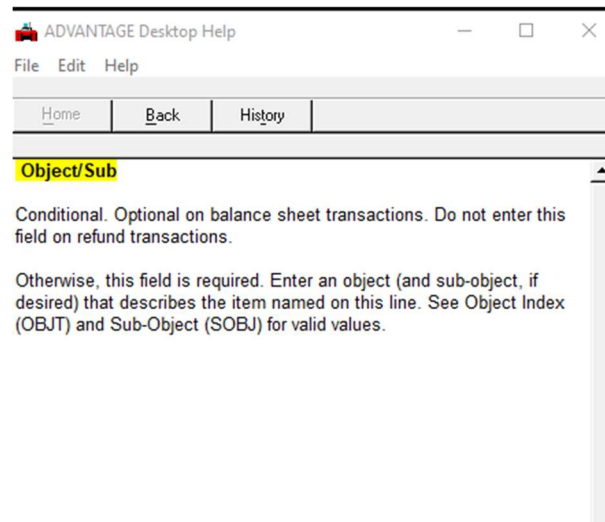
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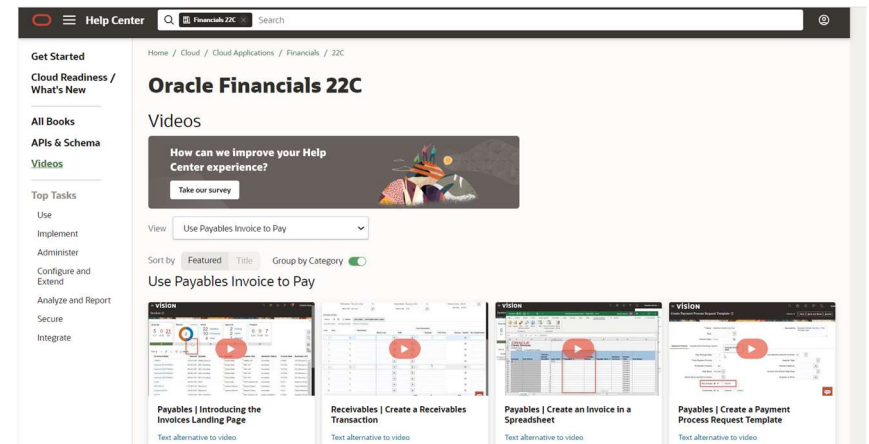
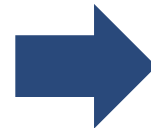
Soon

Example 4: Help Features

For those of you that said **NERVOUS!**



Today

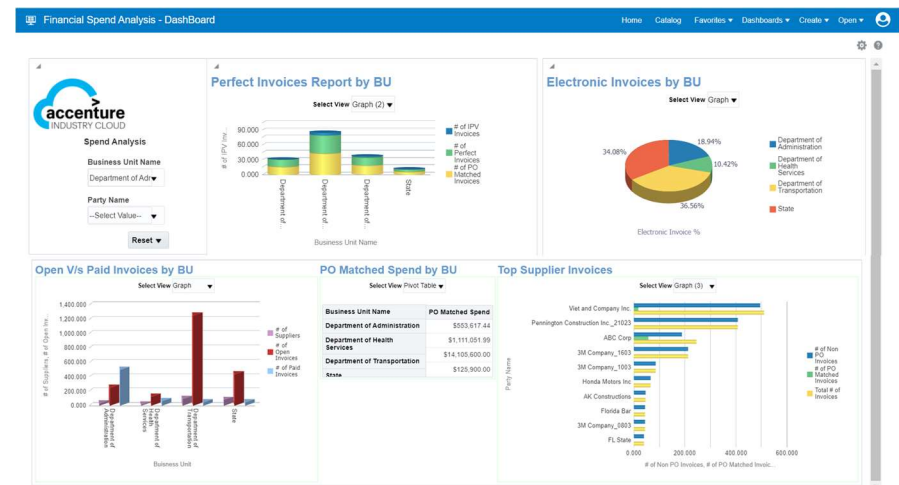
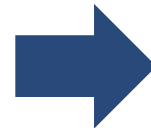


Soon

Example 5: Data Visualization

For those of you that said **OPTIMISTIC!**

FISC_YEAR	FUND	APPR_UNIT	OBJECT	SumOfEXPEI
2011	0101	0044	2478	1524.31
2011	0101	0044	2496	3824
2011	0101	0044	2547	22885.32
2011	0101	0044	2550	2700
2011	0101	0044	2556	917.03
2011	0101	0044	2559	700
2011	0101	0044	2562	69
2011	0101	0044	2565	1785
2011	0101	0044	2577	13202.54
2011	0101	0044	2583	412.88
2011	0101	0044	2598	3720.7
2011	0101	0044	2685	1114.58
2011	0101	0044	2691	790.51
2011	0101	0044	2694	1118.17
2011	0101	0044	2697	5982.31
2011	0101	0044	2700	3634.85
2011	0101	0044	2805	2885
2011	0101	0044	2838	2180.49
2011	0101	0044	2916	3084
2011	0101	0044	2922	4141.2
2011	0101	0044	2937	1314
2011	0101	0044	2991	5371.59
2011	0101	0046	2005	2515183.76



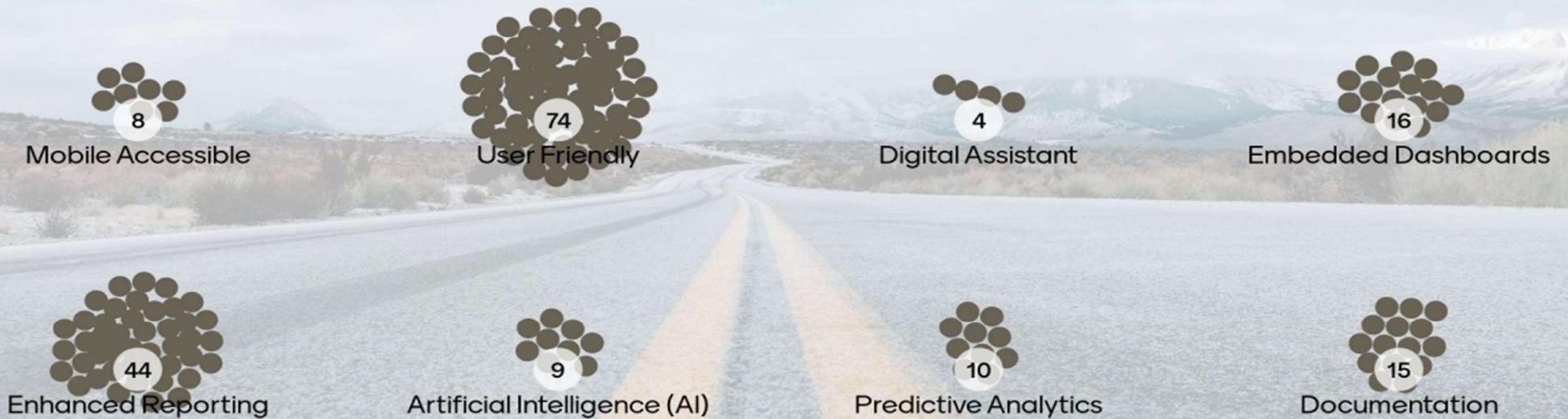
Today

Soon

Menti Question #3



What is the top feature you are most excited about?



Project Overview: Approach

Josh San Souci, Accenture, Project Manager



Scope



APP/DEV

Reports:

- 500 custom reports
- Out of the box reports will be leveraged

Integrations:

- 350 interfaces
- Delivered integrations will be leveraged

Conversions:

- 27 conversions
- 3-5 mock conversions for each release



ORACLE CLOUD ERP SOFTWARE (SaaS)

Budgeting/EPM (PHASE 1):

- Enterprise Data Management
- Planning (Budget & Forecast)
- Narrative Reporting

Financial/ERP (PHASE 2):

- General Ledger (Budget Control, Encumbrance Accounting)
- Accounts Payable
- Accounts Receivable
- Assets & Cash Management
- Financial Reports Center
- Tax, Expenses
- Subledger Accounting
- Intercompany
- Automated Invoice Process
- WebCenter Forms Recognition Cloud Service
- Core HCM ("Shell")

Project Portfolio Mgt (PHASE 2):

- Grants Management
- Project Financials
- Project Contract Billing
- Project Cost Control

Procurement (PHASE 2):

- Purchasing
- Procurement Contracts
- Enterprise Contracts Mgmt
- Self Service Procurement
- Sourcing Cloud Service
- Supplier Portal
- Supplier Qualification
- Inventory Management
- Cost Management
- Maintenance, Install Base

Risk Management (PHASE 2):

- Advanced Access Controls
- Advanced Financial Controls

Manufacturing (PHASE 2A)

- Manufacturing

Learning (PHASE 2B):

- Learning Cloud

HCM (PHASE 3):

- Core HR
- Absence & Time & Labor
- Benefits
- Recruiting & Onboarding
- Workforce Model/Predictions
- Work Life
- Workforce Compensation
- Talent Management
- Payroll US
- Help Desk
- Health and Safety Incidents

Risk Management (PHASE 3):

- Advanced HCM Controls (AHC)



OCM

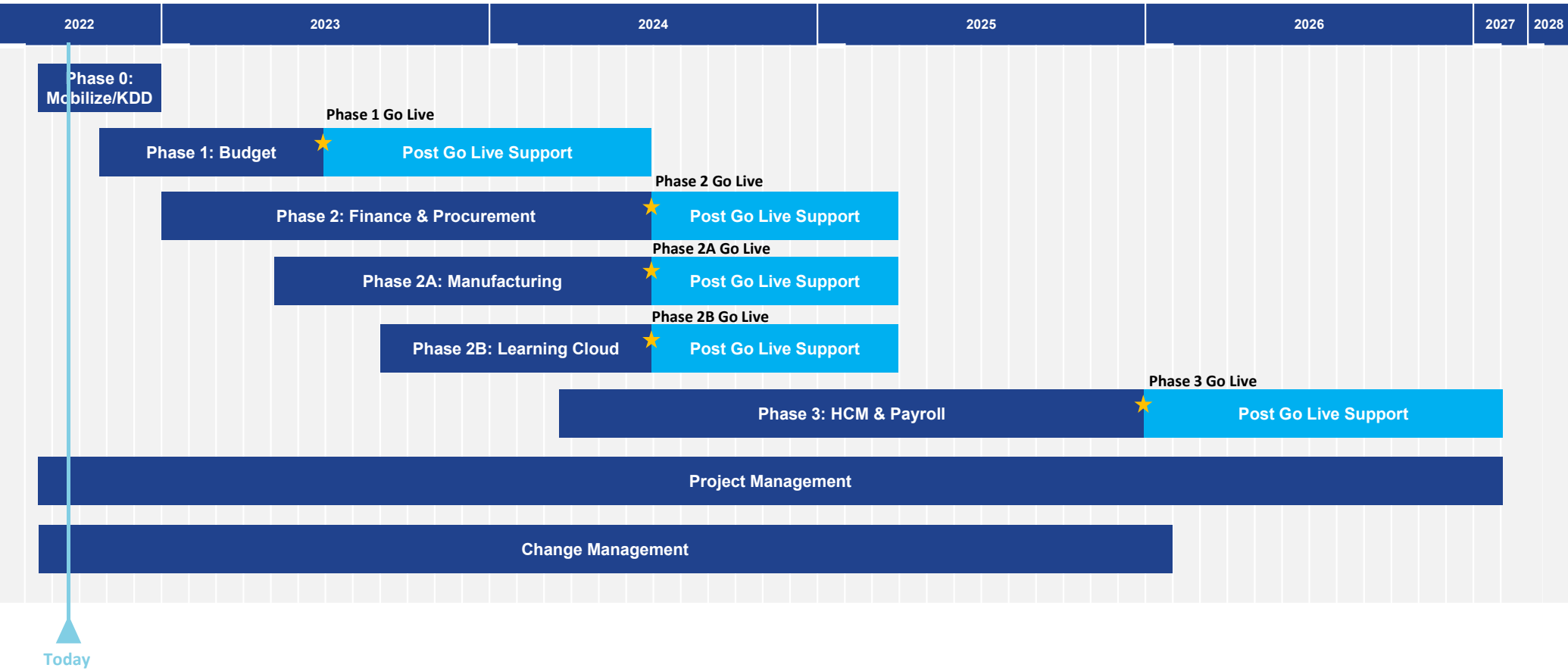
Change Management:

- Communications
- Change Impact Assessments
- Engagement & Sponsorship
- Readiness Assessment & Planning
- Business Transformation
- Change Sustainability

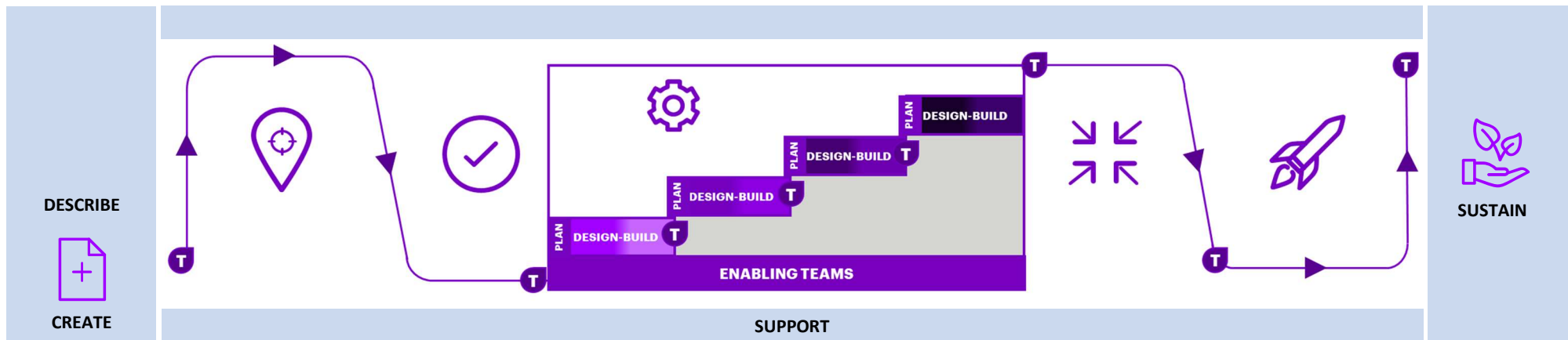
Training:

- Training Development (Maverick content)
- Train-the-Trainer
- Training Delivery

Schedule



Methodology



KEY ACTIVITIES

PLAN	DESIGN	CONFIGURE	PROTOTYPE	TEST	DEPLOY
<ul style="list-style-type: none"> • Mobilize project • Enable team • Establish governance processes • Lead decision-driven design workshops • Make strategic design decisions • Align key stakeholders 	<ul style="list-style-type: none"> • Disposition (how met) system requirements • Confirm functional and technical scope for release • Complete detailed functional designs 	<ul style="list-style-type: none"> • Configure the application • Complete detailed technical designs • Build reports, interfaces, conversions and extensions (PaaS) • Perform unit test for development items 	<ul style="list-style-type: none"> • Schedule prototype reviews with stakeholders • Demonstrate as-built functionality • Validate prototype before entering next iteration (agile) • Perform test prep activities 	<ul style="list-style-type: none"> • Execute system integration test • Execute UAT • Execute performance test • Perform mock conversions • Resolve defects • Build training materials • Plan cutover 	<ul style="list-style-type: none"> • Assess readiness for go live • Perform dry run / dress rehearsal of cutover • Deliver training • Execute cutover • Go live • Support users and applications post go live (service delivery)

Menti Question #4



Which functionality are you most excited about?



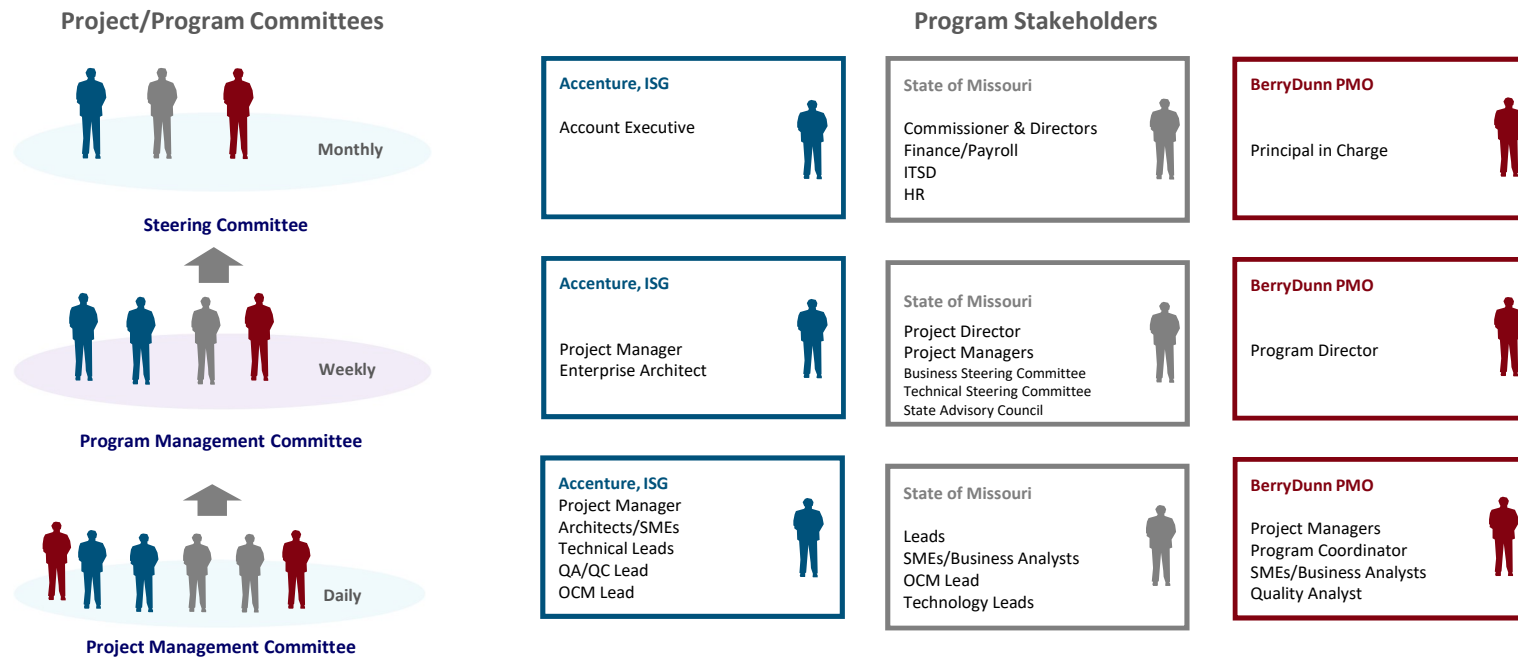
Project Overview: Governance

Robert Davis, BerryDunn, ERP Program Director, Project Management Team

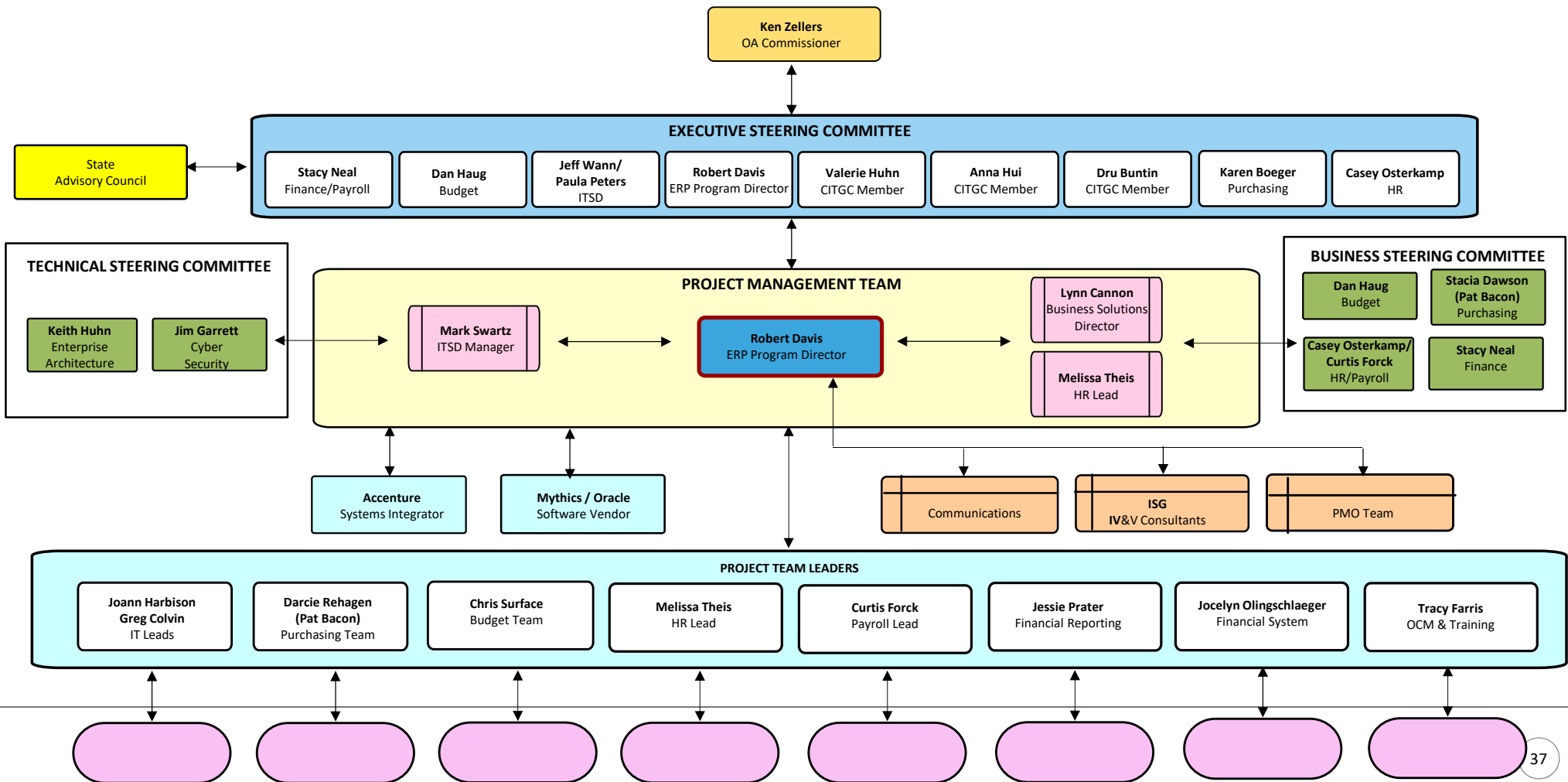


Program Governance

How is the project going to be organized across stakeholders?

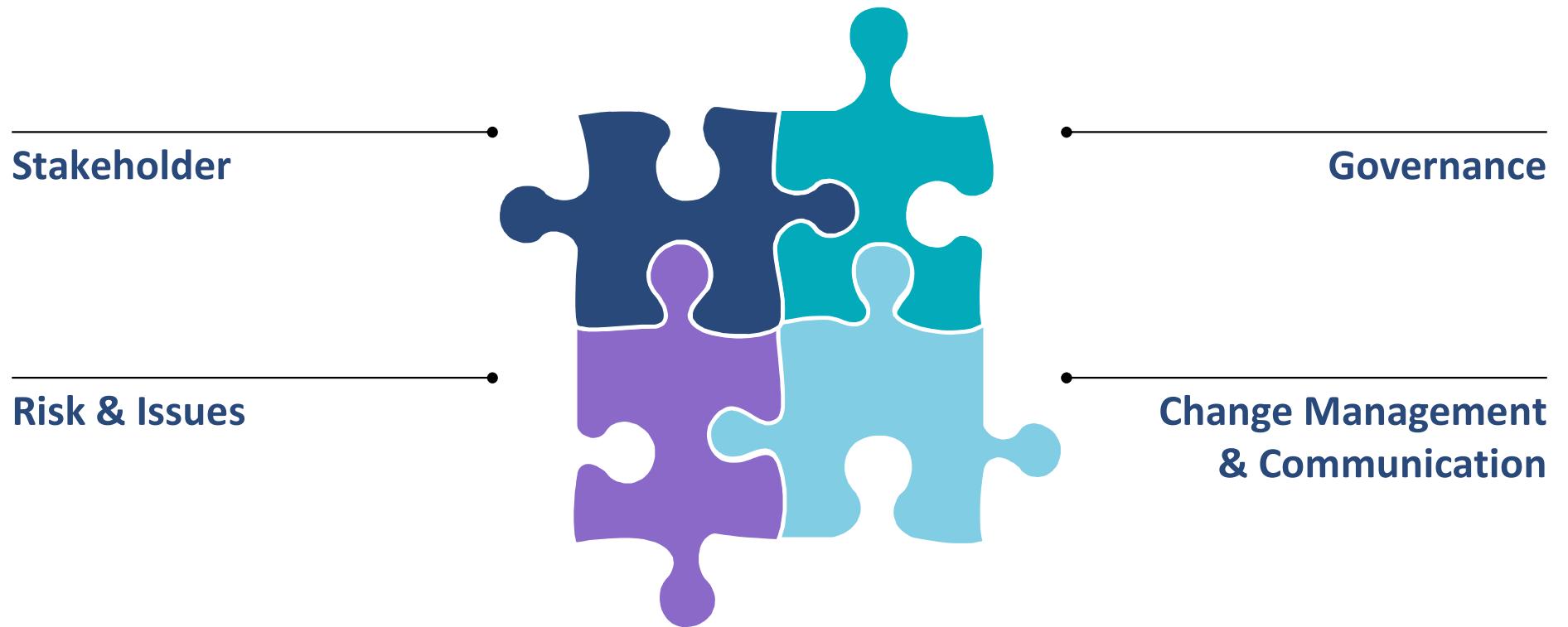


MOVERS Program Governance Structure



Critical Success Factors

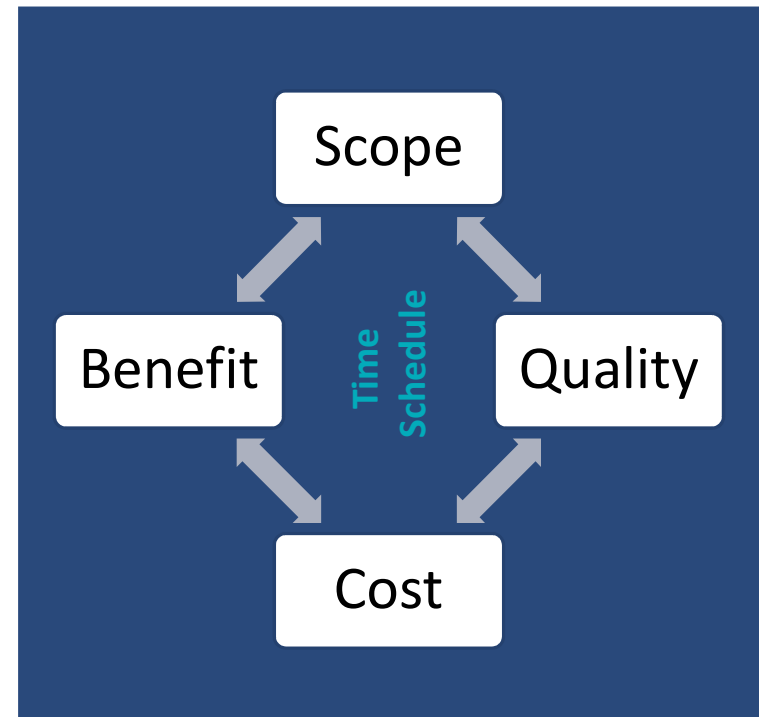
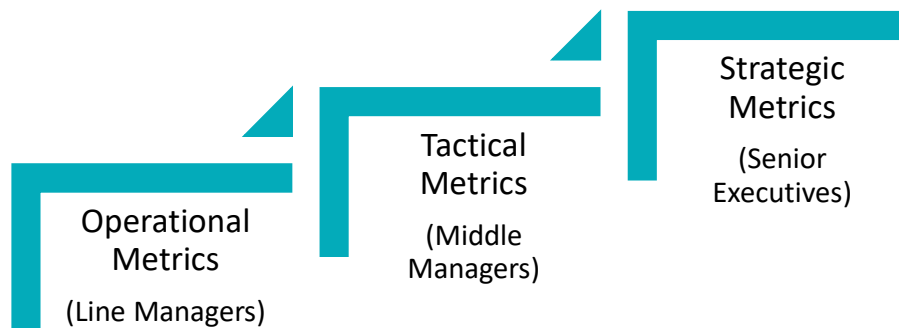
Each piece of the puzzle must fit to drive overall success



Measurement and Reporting

How we will measure and report overall project success

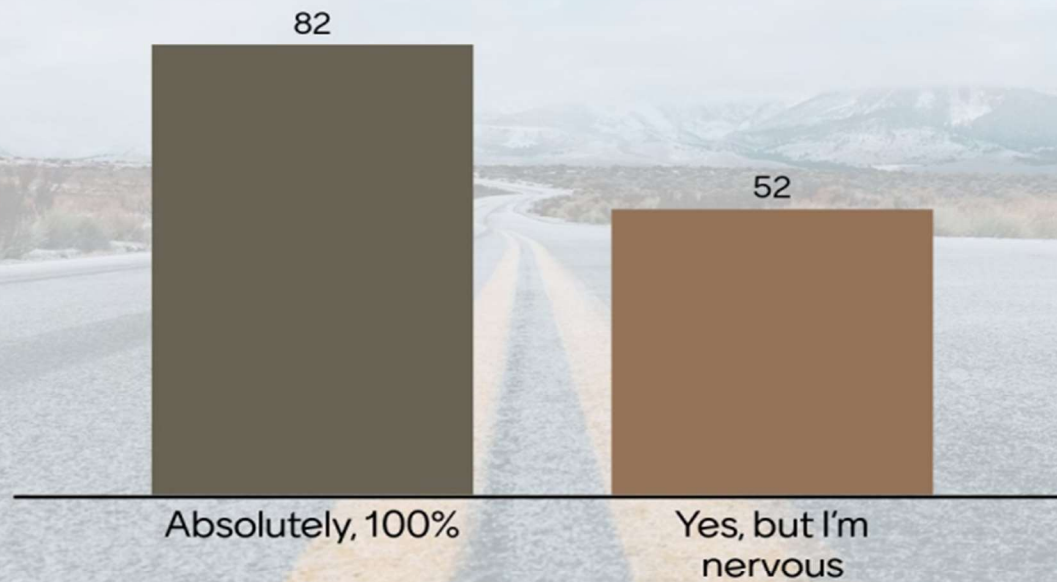
- What is being measured and at what frequency?
- What does the RFP define as expected metrics?
- Why is this important for the State?



Menti Question #5



Are you ready to lean in and make this project a success?



Change Management and Your Role

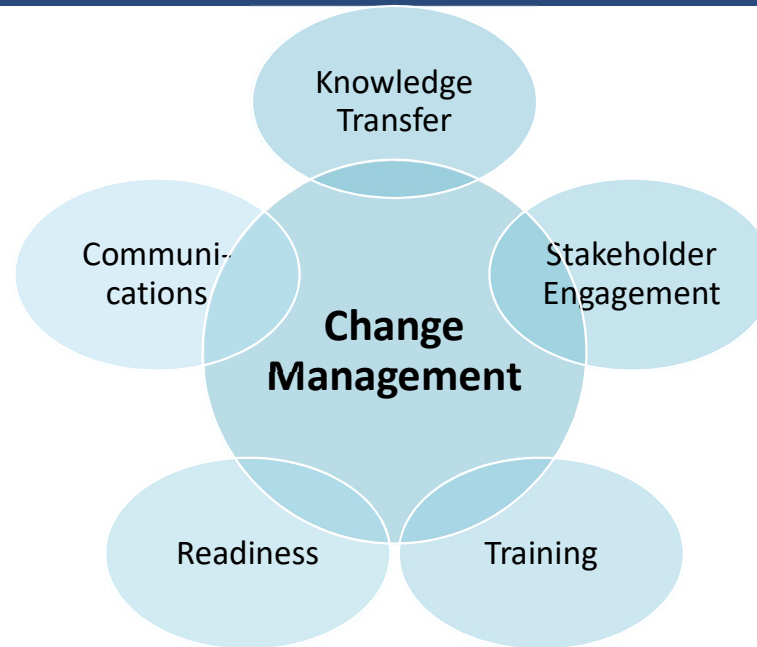
Tracy Farris, General Assembly ERP Coordinator, OCM Lead



Roles, Tasks and Phases

Project Team Roles

- OCM Leads
- OCM Consultants
- Training Leads
- Training Coordinators



State Agency Roles

- Process Owners
- Subject Matter Experts
- Change Champions
- Technical Specialists
- Trainers

Key Tasks by Phase

Plan & Design	Configure & Prototype	Test	Deploy
<ul style="list-style-type: none"> • OCM Resources Plan • Communications Plan • Project Team Training 	<ul style="list-style-type: none"> • Change Impact Assessment and Readiness Plan • Change Network 	<ul style="list-style-type: none"> • Training Materials • Train-the-Trainer 	<ul style="list-style-type: none"> • End-User Training • End-User Support Procedures

Your Participation In Each Phase



Department Staff attend project workshops to **design system and processes**

Department Staff attend **business process workshops**

Change Champions advocate for **MOVERS** and **bring information and perspective**

Process Owners & SMEs participate in **User Acceptance Testing**

Contributed Trainer Network **builds in-house knowledge and expertise**

Phase 1

Budget & Planning

Phase 2

Finance & Procurement

Phase 3

HCM / Payroll

Closing Remarks

Casey Osterkamp, OA Director of Personnel, Executive Steering Committee



What Should You Do Now?

- Respond to inquiries in a timely fashion
- Ask questions and share feedback – we need this project to be a success, and accordingly, we need your support to get there
- For extra credit, you may want to review Oracle’s demonstrations
 - Accessible on Oracle website
 - Must create account using e-mail with mo.gov domain
 - [Create Your Oracle Account](#)
 - **To view the videos:** Go to [State of Missouri – Oracle Demonstrations](#) and click on the video you’d like to play

Go Team!

Let's Do This!

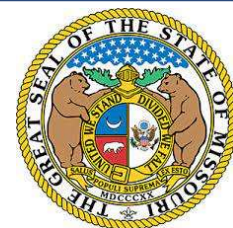
- Join the Excitement!!!
- Be an active participant
- Remember the End Goal
- Celebrate the wins along the way

Contact Us



MOVERS@oa.mo.gov

Thank you!



Appendix



Appendix A: Detailed Schedule

