

**Gainesville.**  
**Citizen centered**  
**People empowered**

**Department of Technology**

## Memo

**To:** Honorable Mayor and Members of the City Commissioner  
**Via:** Deborah Bowie, Interim City Manager *DB*  
**From:** Dan Hoffman, Assistant City Manager *DH*  
Lucian Badea, Director of Technology  
**Date:** 3/1/2019  
**Re:** Department of Technology – Audit of ERP System Implementation

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### Background Information

The City Auditor initiated a project audit for City's ERP (Enterprise Resource Planning) project management. This memo is summarizing the events, information flow and actions taken based on the feedback received.

### Inquiries received

- On 01/08/2019 we received an interim audit report with a number of observations. On 01/30/2019 we received an additional Project Activity Questionnaire.
- We have responded to the interim audit report on 01/25/2019, addressing each one of the Auditor's observations.
- We have provided a detailed response to the Project Activity Questionnaire on 03/01/2019.

### Response Details

Please see below the items addressed in our response based on the Auditor's observations.

- We will formalize the ERP Implementation Project Charter, contingent on vendor on-boarding.
- We clarified that our Sponsor Team is serving as Steering Committee.

- The “Integrated Project Management Plan” is under development and it is a live document.
- We are taking steps to establish the IT PMO office in the City of Gainesville, which will oversee the implementation of City-wide future software projects.
- We are designing an Admin Procedure to establish IT Governance for major software implementation projects within the City. This will ensure our ability to assess high impact software implementation projects and make sure new software integrates in the City ecosystem.
- City’s Department of Technology and GRU IT are already maintaining open communication channels for sharing expertise in regards to IT projects across the City. We have recurring bi-weekly meetings with GRU IT to discuss and assess problems, plan and synchronize future deployments and consult on finding the best solutions benefiting the City.