COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION

DATE: August 10, 2018

TO: Supervisor Theodore Lipscomb Sr., Chairman, County Board of Supervisors
Kerry Mitchell, Director, Department of Human Resources

FROM: Laurie Panella, Chief Information Officer, Department of Administrative Services - Information Management Services Division

Prepared by: Anu Bhangoo, IT Director – Governance & Strategy, Department of Administrative Services - Information Management Services Division

SUBJECT: **Requesting to create five additional positions in the Department of Administrative Services - Information Management Services Division**

Issue

The Chief Information Officer of Department of Administrative Services - Information Management Services Division is requesting authorization to create five (5) full time equivalent (FTE) positions, comprising of 1.0 FTE position of Data Architect, 2.0 FTE positions of IT Application Systems Analyst III, 1.0 FTE position of Business Intelligence Analyst, and 1.0 FTE position of Application Technical Architect in the Department of Administrative Services - Information Management Services Division. These five positions will support the implementation and steady-state administration and support of the new Enterprise Resource Planning system for Milwaukee County.

Background

Milwaukee County (County) is implementing a new Enterprise Resource Planning (ERP) system. This system will impact the entire County and is critical to its everyday finance, human resources and procurement operations. To support the system, the Department of Administrative Services - Informational Management Services Division (DAS-IMSD) is requesting five (5) full time equivalent positions, comprising of 1.0 FTE position of Data Architect, 2.0 FTE positions of IT Application Systems Analyst III, 1.0 FTE position of Business Intelligence Analyst, and 1.0 FTE position of Application Technical Architect, be created. These positions are critical to ensure we derive full business value from County's investment in this new ERP system by helping us maintain its data integrity, system sustainability and efficient operations into the future.

In evaluating these additional resource needs, DAS-IMSD consulted several external resources including Gartner, Inc. (a global research and advisory firm providing insights, advice, and tools for leaders in IT, Finance, HR functions across the world), Plante Moran

Consulting (the business advisory firm that helped County in the selection of our ERP vendor) and Infor, Inc. (ERP vendor of the County). Through those interactions, DAS-IMSD has determined an initial support plan need by these five (5) new FTE position roles.

Enterprise Platform Modernization Project (Capital Project WO602) provides allocation for support resources to implement the ERP system. It has been a tradition at County that technical resource needs for capital information technology projects are provided by contracted personnel. However, due to the complexity and mission critical nature of the ERP system, DAS-IMSD is recommending that the above mentioned select ERP resources be FTE employees. This is more cost effective and will ensure quality outcomes if the knowledge and know-how for managing and supporting the system versions, integrations, special reports, data structure and any customizations of the ERP system remain in-house.

Recommendation

Department of Administrative Services - Information Management Services Division recommends the County Board authorize the Chief Information Officer, Department of Administrative Services - Information Management Services Division, or her designee, to create the following new full time equivalent positions:

Title	Number of Positions	Title Code	Pay Grade
Data Architect	1	TBD	36M
IT Application Systems Analyst III	2	TBD	28D
Business Intelligence Analyst	1	TBD	27MN
Application Technical Architect	1	TBD	37M

p.p. Ann Bhangro

Laurie Panella
Chief Information Officer, Department of Administrative Services - Information Management Services Division

cc: Chris Abele, County Executive
       Supervisor James Schmitt, Chairperson, Finance & Audit Committee
       Members, Finance & Audit Committee
       Supervisor Eddie Cullen, Chair, Personnel Committee
       Members, Personnel Committee
       Kelly Bablitch, Chief of Staff, County Board
       Raisa Koltun, Chief of Staff, Office of the County Executive
       Scott Manske, Comptroller
       Teig Whaley-Smith, Director, DAS
       Joseph Lamers, Director, Planning, Strategy & Budget

Stephen Cady, Research & Policy Director, Office of the Comptroller
Janelle Jensen, Legislative Services Division Manager, Office of the County Clerk
Shanin Brown, Committee Coordinator, Office of the County Clerk
Lynn Fyhrlund, IT Director – Applications, DAS-IMSD
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