

TO: ALL COUNTY PERSONNEL

**FROM: VERDENIA C. BAKER
COUNTY ADMINISTRATOR**

PREPARED BY: OFFICE OF FINANCIAL MANAGEMENT & BUDGET (OFMB)

**SUBJECT: MODIFICATIONS TO THE COUNTY'S AUTOMATED
FINANCIAL SYSTEM**

PPM #: CW-F-071

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ISSUE DATE
February 4, 2016
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EFFECTIVE DATE
February 4, 2016
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PURPOSE:

To establish a process for reviewing and approving requested modifications to the County's automated financial system.

UPDATES:

Future updates to this PPM will be the responsibility of the Director of the Office of Financial Management and Budget.

AUTHORITY:

Palm Beach County Administrative Code 301.00

SCOPE:

This PPM shall only apply to requested "modifications" to the County's automated financial system.

DEFINITIONS:

Application: A complete, self-contained program that performs a specific function directly for the user (e.g., the County's automated financial system).

Baseline Modification: A modification that is incorporated directly into and becomes part of the application, automatically carries forward to new releases of the application, and is available for general use by all application users.

Custom Modification: A modification that works in conjunction with, but remains separate from, the application, does not automatically carry forward to new releases of the application, is designed to meet individual needs, and is not available for general use by all application users.

Defect: An unwanted and unintended property of an application that causes it to malfunction.

Modification: A change or alteration to an application made to improve it or make it more suitable.

Workaround: An alternative approach for achieving the desired functionality without making a modification to the application.

BACKGROUND:

Given the County's history of extensive customization to its prior automated financial system, which involved significant resources to maintain with each new application release, a decision was made to keep the new automated financial system as close to the base system as possible.

POLICY:

A compelling business need without an acceptable and cost effective workaround must be present for the "Financial System Modification Review Committee" (FSMRC) to consider any modification request.

"Baseline modifications" will be given priority consideration over "custom modifications."

Regarding the actual programming work for modifications, use of appropriate technical resources shall be investigated, taking into consideration time criticality and cost factors.

Should it be necessary to initially develop a "custom" modification as a solution, every effort will be made to work with the automated financial systems' vendor and other customers using this system to "baseline" this modification in a future release of the vendor's application.

RESPONSIBILITIES:

User Department: A department using the County's automated financial system will be responsible for specifying the new functionality desired, identifying any existing workaround(s), explaining why a modification is required, and identifying the time criticality for the requested modification. When explaining the need for the modification, emphasis should be placed on identifying cost savings, time savings, improvement in customer (internal and external) service, etc.

Clerk & Comptroller/County: The Clerk & Comptroller's Office in conjunction with the County's Subject Matter Expert will be responsible for examining the modification request, evaluating the feasibility of identified workaround(s), and making a functional assessment of the requested modification, prior to submitting the request to the vendor as an enhancement. The functional assessment along with any feedback received from the vendor will be presented at the next FSAT meeting following the date of the request.

Financial System Administration Team: The "Financial System Administration Team" (FSAT) will be responsible for evaluating all requested modifications to the County's automated financial system, and making a recommendation for approval or disapproval of the requested modification. This body will **not** have jurisdiction over other enterprise systems that may feed or

interface with the County’s automated financial system (e.g. CARS); however, if the enterprise system(s) requires a modification to the County’s automated financial system then authorization falls under the purview of FSAT.

Financial System Modification Review Committee: The “Financial System Modification Review Committee” (FSMRC) will have final authority for approving or disapproving requested modifications to the County’s automated financial system.

Membership of the FSMRC will consist of the Chief Financial Officer (CFO) of the Clerk and Comptroller’s Office, the Director of the Office of Financial Management and Budget, and the Director of Information Systems Services (ISS).

The Director of ISS shall serve as the chair of the FSMRC and will lead negotiations with the vendor.

PROCEDURES:

FINANCIAL SYSTEM ADMINISTRATION TEAM:

- FSAT will meet at least four times each year (quarterly) to address modification requests. If there are no requests to be reviewed the meeting may be cancelled.
- For there to be a meeting, a quorum consisting of at least fifty percent (50%) plus one (1) of the voting membership must be present.
- A decision by the FSAT to disapprove a modification request shall be **final**, and end the review process. Approved modification requests will be forwarded to the FSMRC for final determination.
- Membership of the FSAT will initially consist of representatives from the following areas with one (1) vote each:

Airports	Community Services
Engineering & Public Works	Facilities Development & Operations
Clerk & Comptroller Finance	Information Systems Services
Office of Financial Management & Budget	Parks & Recreation
Purchasing	Water Utilities
Fire Rescue	

- FSAT membership may be expanded or reduced at the discretion of the Team. The Finance Business Analysis Manager of the Clerk & Comptroller’s shall serve as a non-voting Team Leader of the FSAT.

FUNDING FOR APPROVED MODIFICATIONS:

Funding for FSAT and FSMRC approved items that benefit ALL users of the County's automated financial system shall be established by ISS in a capital budget unit specifically designated for County Automated Financial System enhancements/modifications. Approved modifications that benefit a single user department shall be funded by that department.

The Director of ISS shall be responsible for submitting capital budget requests for approved modifications to the County's automated financial system. Budget request amounts and associated justification shall be determined by the FSAT membership at a meeting held during the last quarter of the calendar year, approved by the FSMRC, and presented to the Director of ISS during the annual budget process.


PROCESS TO REQUEST MODIFICATIONS:

1. A User Department requesting a modification to the County's automated financial system will complete **PART I** of the **MODIFICATION REQUEST FORM** (*refer to ATTACHMENT A*) and forward the completed, signed and dated form to a designated representative in the Clerk & Comptroller's Office.
2. Clerk & Comptroller's Office will complete **PART II** of the **MODIFICATION REQUEST FORM** and forward the completed, signed and dated form to the FSAT Team Leader or designee who will present the item at the next FSAT meeting which should be no later than three months after submittal and receipt of the request. Finance Business Analysis, along with the County Subject Matter Expert will review the Modification Request Form and backup information and submit request to the vendor.
3. The FSAT team leader or designee will complete **Part III** of the **MODIFICATION REQUEST FORM** for presentation at the next FSAT meeting. The FSAT team leader or designee will work with the requesting User Department, County subject matter expert and appropriate technical resources to obtain a cost estimate from the vendor. The cost estimate of the proposed modification is based on the concept paper that was submitted by the requesting User Department.
4. The FSAT Team Leader or designee will convene a meeting of the FSAT to discuss all new modification requests received. The FSAT Team Leader will present each **MODIFICATION REQUEST FORM** for discussion and a vote.
5. A representative from each User Department requesting a modification should be present to answer questions from, and have the opportunity to speak directly to, the FSAT.
6. The FSAT team leader will complete **Part IV** of the **MODIFICATION REQUEST FORM**.
 - a. If the request is denied an explanation is provided to the User Department representative.
 - b. If the request is approved, the FSAT team leader will complete **Part IV** of the **MODIFICATION REQUEST FORM** and forward the completed, signed and dated form to the FSMRC Chair.

7. The Chair of the FSMRC will convene a FSMRC Committee meeting to be held within ten business days of the FSAT meeting during which the FSAT Team Leader or designee will present the justification for each FSAT-approved modification request.
8. In the event the primary FSMRC member is unable to attend, a designee will be acceptable for that meeting. Other members of the FSMRC and the FSAT chair must be notified that a designee will be attending in his or her place.
9. A representative from each User Department requesting a modification should be present to answer questions from, and have the opportunity to speak directly to, the FSMRC. Other FSAT members may also be present and answer any questions from the FSMRC.
10. The FSMRC Chair will complete **PART V** of the **MODIFICATION REQUEST FORM** as recommended by a majority of the FSMRC members, and forward the completed, signed and dated form to the ISS Department for final processing.

ATTACHMENTS:

Attachment A: Modification Request Form



VERDENIA C. BAKER
COUNTY ADMINISTRATOR

Supersession History:

1. PPM # CW-F-071, issued date 11/3/03, effective date 10/1/03
2. PPM #CW-F-071, issued date 10/21/10



**PALM BEACH COUNTY
AUTOMATED FINANCIAL SYSTEM
MODIFICATION REQUEST FORM**

PART I – REQUEST DESCRIPTION

[To be completed by the User Department and forwarded to Clerk & Comptroller. PBC Concept Document Form must be attached for enhancement requests]

DEPARTMENT:

DIVISION:

DEPARTMENT DIRECTOR:

SIGNATURE:

DATE:

PART II - CLERK & COMPTROLLER/SUBJECT MATTER EXPERT RECOMMENDATION

[To be completed by Clerk & Comptroller's Office, Finance Business Analysis]

PBC ISSUE #:

VENDOR ISSUE #:

REVIEWED BY:

SIGNATURE:

DATE:

PART III – COST ESTIMATES

[To be completed by the FSAT Chair after receipt of estimate(s) from The vendor and/or ISS]

VENDOR RELATED

COST: \$

TIME ESTIMATE:

ISS RELATED

COST: \$

TIME ESTIMATE:

PART IV – FSAT RECOMMENDATION

[To be completed by the FSAT Team Leader, with FSAT-approved modifications forwarded to the FSMRC Chair.]

FSAT TEAM LEADER:

SIGNATURE:

DATE:

PART V – FSMRC RECOMMENDATION & COMMENTS

[To be completed by the Chair of the Financial System Modification Review Committee.]

FSMRC CHAIR:

SIGNATURE:

DATE: