



**CITY OF ROCK ISLAND
CITY COUNCIL STUDY SESSION
April 21, 2023 - 5:00 p.m.**

**Location:
City Council Chambers, City Hall, 3rd Floor
1528 Third Avenue, Rock Island, IL**

[Watch Live](#)

CALL TO ORDER

**THIS MEETING WILL BE CONDUCTED BY AUDIO AND VIDEO
CONFERENCE WITHOUT A PHYSICALLY PRESENT QUORUM OF THE
ROCK ISLAND CITY COUNCIL DUE TO THE DISASTER DECLARATION
ISSUED BY GOVERNOR PRITZKER.**

Because of this order related to COVID-19 health concerns affecting the State and the City, the Mayor has determined that an in-person meeting at City Hall with all participants may not be practical or prudent.

Alderspersons and Staff may not all be physically present at City Hall due to the disaster and physical attendance at City Hall may be limited. To participate remotely during the Public Comment or Public Hearing portion of the meeting, please join by phone at +1 304-512-0024 PIN: 807 815 371#

ROLL CALL

PUBLIC COMMENT

CITY SOFTWARE (ERP) PROJECT INTRODUCTION - PLANTE MORAN

Documents:

[ERP PROJECT - CITY SOFTWARE PRESENTATION.PDF](#)

DOWNTOWN PROJECT UPDATE

Documents:

[ERP PROJECT - CITY SOFTWARE PRESENTATION.PDF](#)

MOTION TO ADJOURN.

Motion: Motion whether or not to adjourn.

RC: Roll Call vote is needed.

This agenda may be obtained in accessible formats by qualified persons with a disability by making appropriate arrangements from 8:00 am to 5:00 pm, Monday through Friday, by contacting the [City Clerk's Office](#) at (309) 732-2010 or visiting in person at: 1528 Third Avenue, Rock Island, IL 61201.



plante moran

Audit. Tax. Consulting.
Wealth Management.

ERP Project Introduction

City of Rock Island, IL | April 24, 2023



ROCK ISLAND
ILLINOIS



Agenda

- Project Team
- What is ERP?
- Project Approach
- Next Steps
- Questions



Project Team



Plante Moran Project Team



Mike Riffel
Engagement Partner



Mike Blickhahn
HCM/Payroll Expert



Natalie Schwarz
Project Director



Caroline Glass
Community Dev. Advisor



Nina Rajcevic
Project Manager



Diane Langham
Financials Expert



Adam Ben-Moche
Project Consultant



Tracey Rau
Utility Billing Expert



Stacey Mansker-Young
Technical Expert



Payton Williams
Utility Billing Advisor



Plante Moran



1924

Year Founded



3,300+

Staff



24

Offices
Worldwide



50

States with
clients



150+

Countries with
clients



45+

Services
available



50+

Years
Government
experience



100+

Government
Technology
Consulting
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85+

Clients just like
you over last ten
years



We work on similar projects Nationwide

Village of Montgomery, IL

Village of Arlington
Heights, IL

City of St. Charles, IL

Village of Glencoe, IL

City of Peoria, IL

Village of Elk Grove, IL

Village of Park Forest, IL

City of Lake Forest, IL

Village of Northbrook, IL

Great Lakes Water
Authority, MI

Town of Little Elm, TX

Placer County Water
Agency, CA

State of Washington

City of Pflugerville, TX

State of Nevada

City of St. Louis, MO

City of Wauwatosa, WI

City of Delaware, OH

Yakima County, WA

City of O'Fallon, MO

City of Georgetown, TX

Town of Jupiter, FL

Milwaukee County, WI

City of North Miami
Beach, FL



Knowledge of the Vendor Marketplace

Public Sector Focused Team

- National Footprint
- Industry Best Practices

Public Sector Vendor Expertise

- Vendor Independence
- Vendor Liaison Program
- Vendor Marketplace Visibility
- Vendor Trends



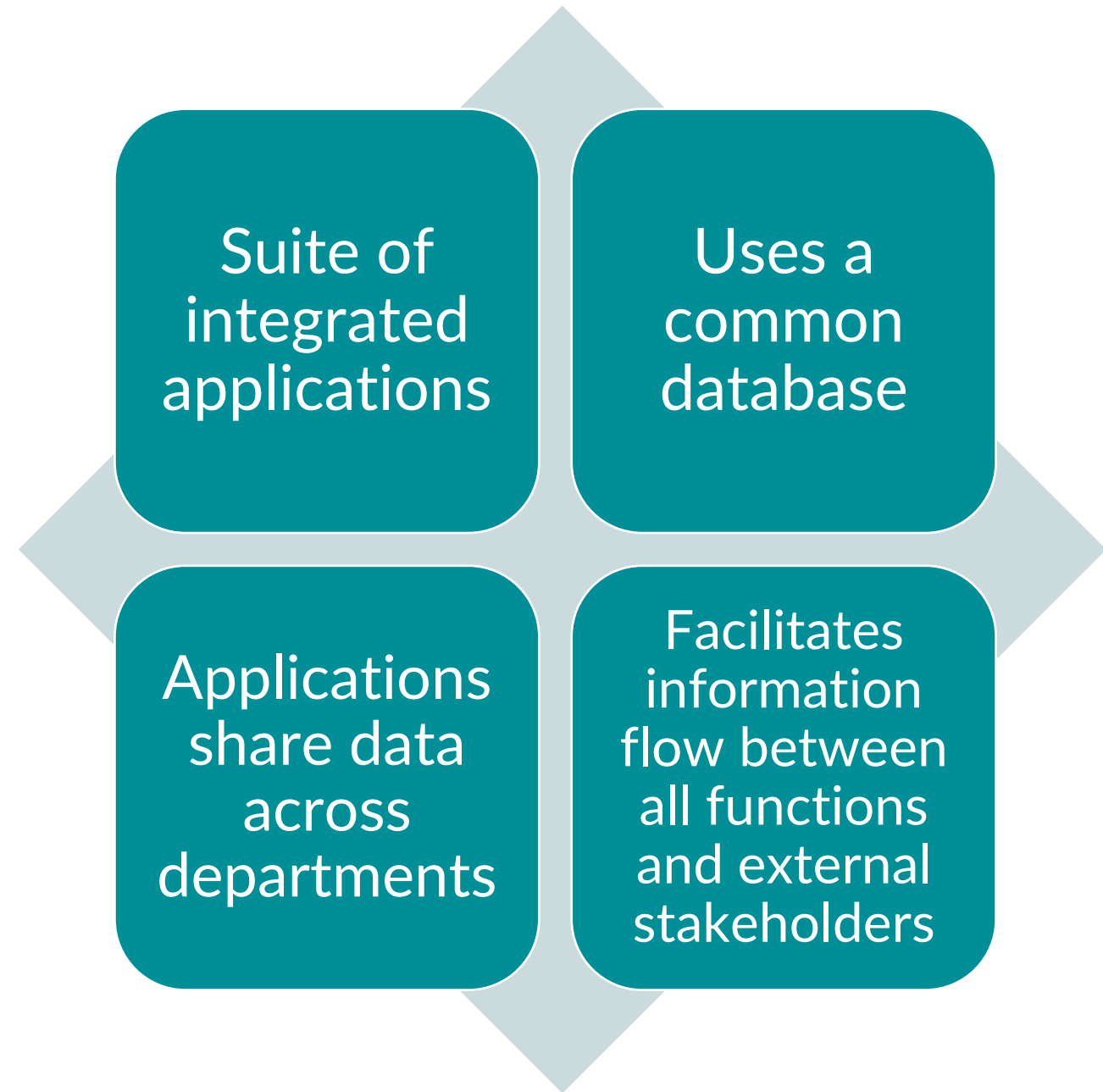


What is ERP?



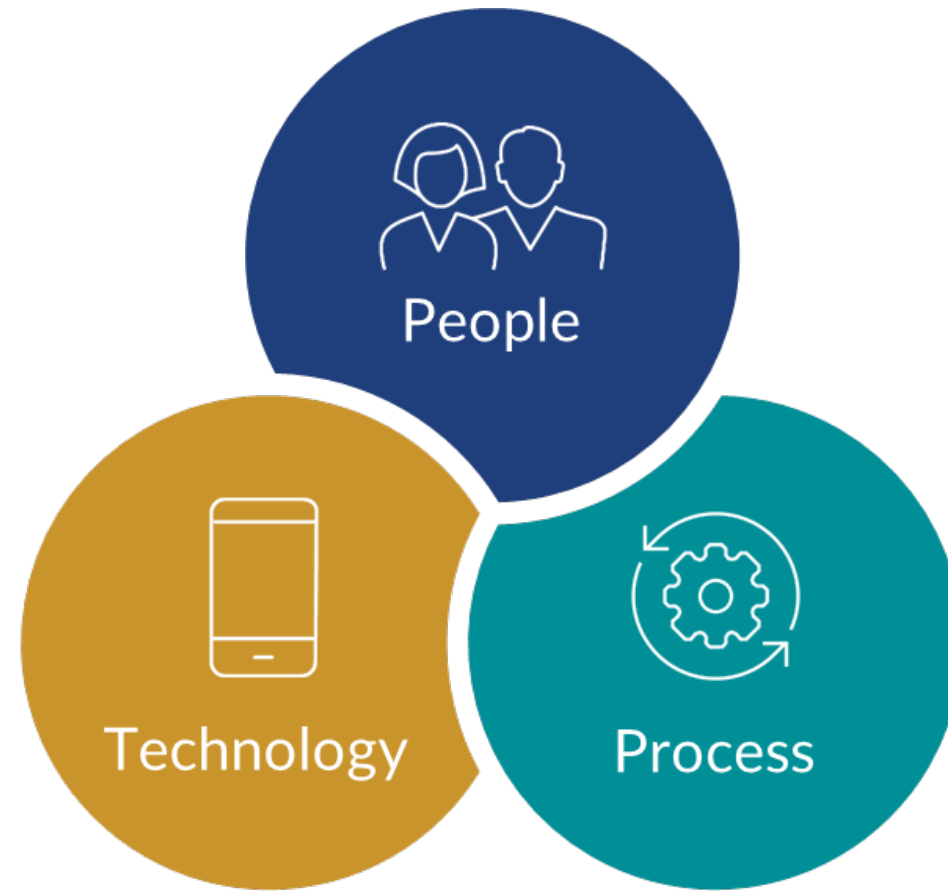
What is ERP?

Enterprise Resource Planning





Not Just a Technology Project





Project Approach



Why are we doing this?



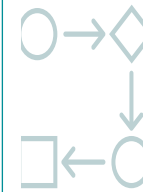
Process inefficiencies exist due to system limitations



Shadow systems and workarounds exist with current ERP



Desire for greater access to information



Gain operational efficiencies



What do we want to achieve?

A more user-friendly system

Reduce manual data entry and redundancy

Procure an integrated solution

Incorporate best practices into processes

Provide residents access to a self-service portal

Provide staff access to a self-service portal



Expected ERP Project Outcomes

Integration

Information is currently difficult to reconcile between systems

ERP is the source of truth

Staff can spend more time acting on information instead of searching for it

Citizen Engagement

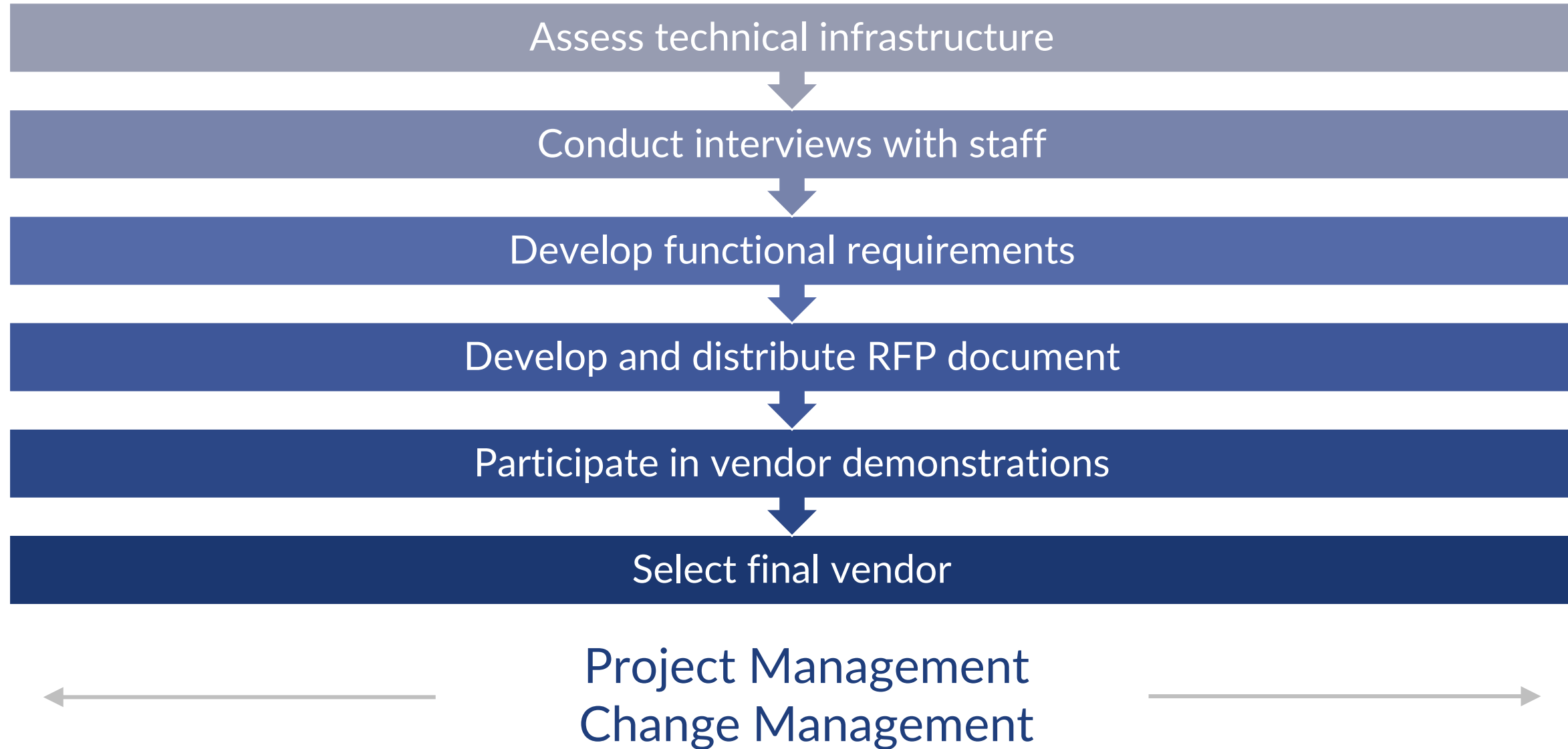
Attaining services and information can be a lengthy process

A customer portal allows citizens to see useful information

Citizens spend less time waiting for approvals and information



Project Overview





Project Scope

Finance

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Budget
- Cash Receipting
- Fixed/Capital Assets
- General Ledger
- Grants and Projects
- Payroll
- Purchasing
- Timekeeping & Leave
- Utility Billing

Human Resources

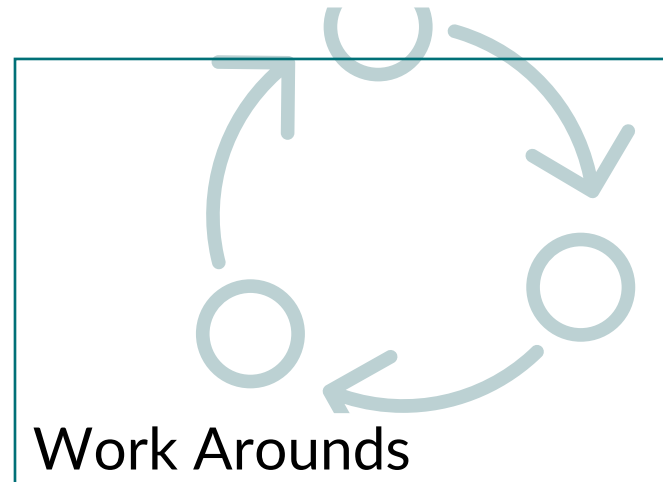
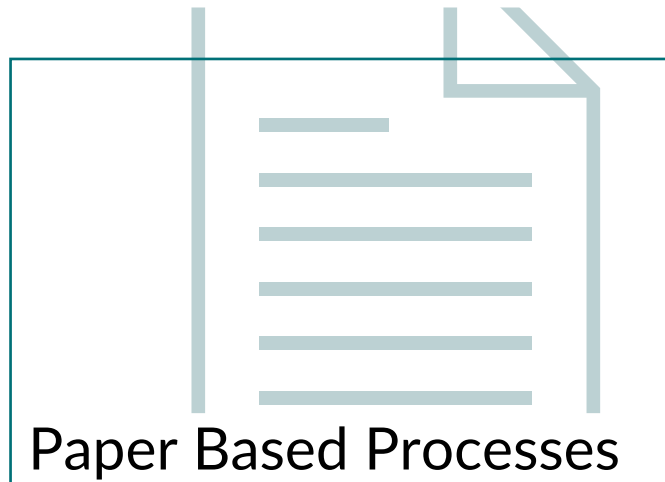
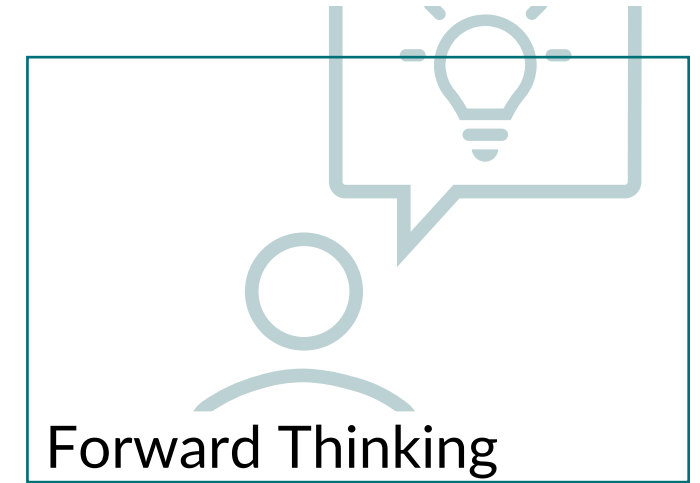
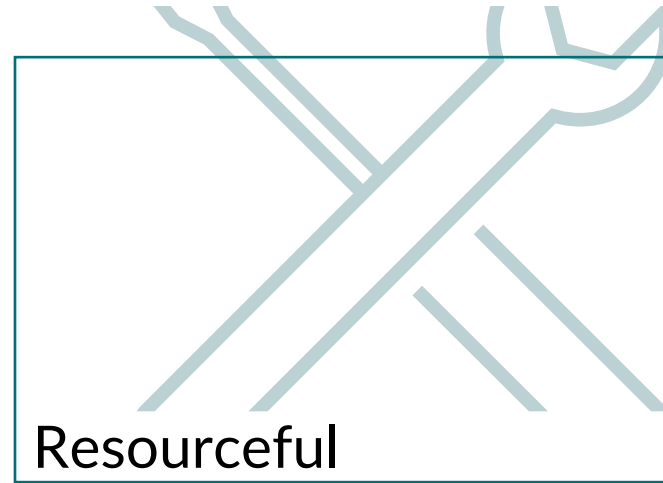
- Compensation
- Employee Benefits
- Employee Self-Service
- Learning Management
- Performance Management
- Personnel Actions
- Position Control
- Recruitment, Onboarding, Offboarding
- Customer Service Log

Other

- Community & Economic Development
- Technical Infrastructure
- Environmental Health & Safety
- Risk Management
- Customer Self-Service
- Citizen Engagement



Themes





Next Steps



Project Timeline

Milestone	Timing
Project Kickoff	April 2023
Conduct Stakeholder Interviews	April 2023
Develop Requirements	May 2023
Develop Needs Assessment Report	June 2023
Develop and Distribute RFP	July 2023
Vendor Demonstrations	September 2023
Vendor Selection	November 2023



Selection Process



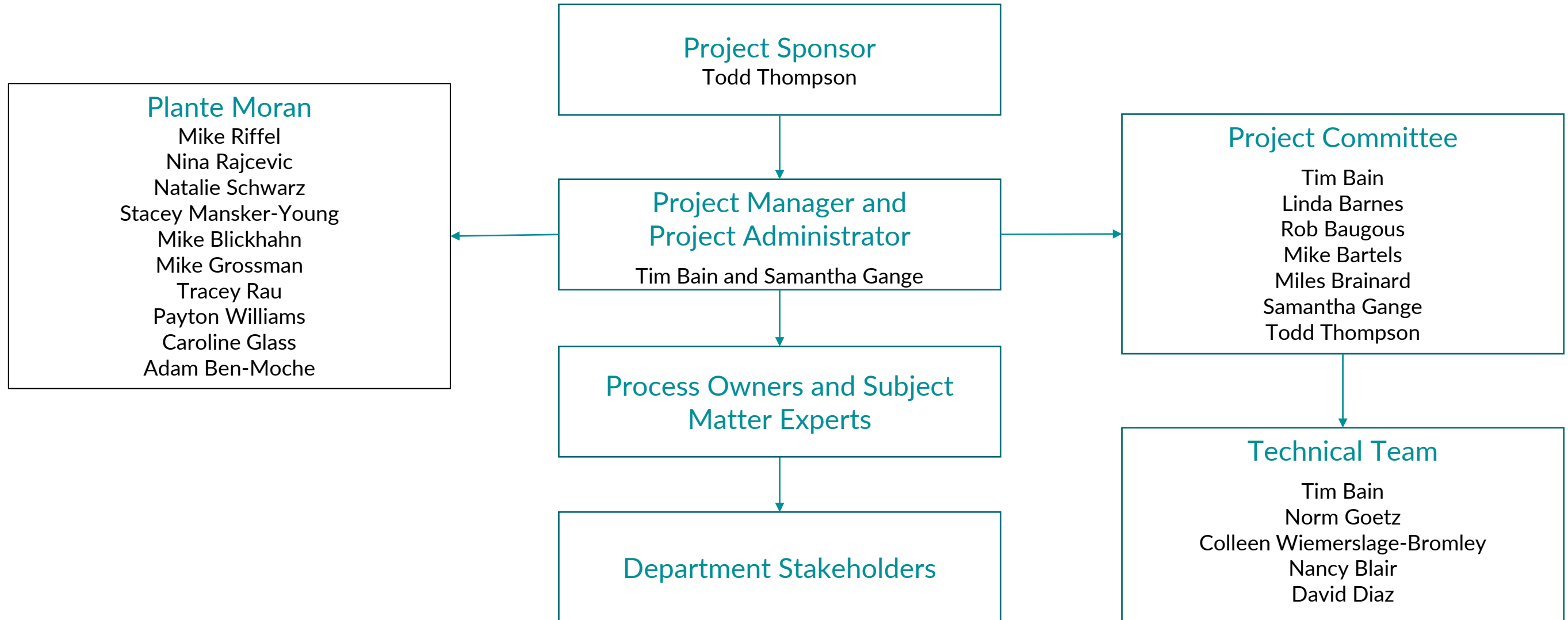


ERP Implementation Considerations

- Select the best ERP for your current and future needs
- Minimize modifications to the selected ERP system
- Get executive buy-in and build consensus around ERP
- Set realistic expectations for ERP implementation
- Focus on staff resources
- Establish strong project management
- Make change management a priority
- Commit quality resources to the project team



Project Organizational Structure





Questions?

Tim Bain
Rock Island Project Manager
Bain.Timothy@rigov.org

Nina Rajcevic
Plante Moran Project Manager
Nina.Rajcevic@plantemoran.com



Thank You!



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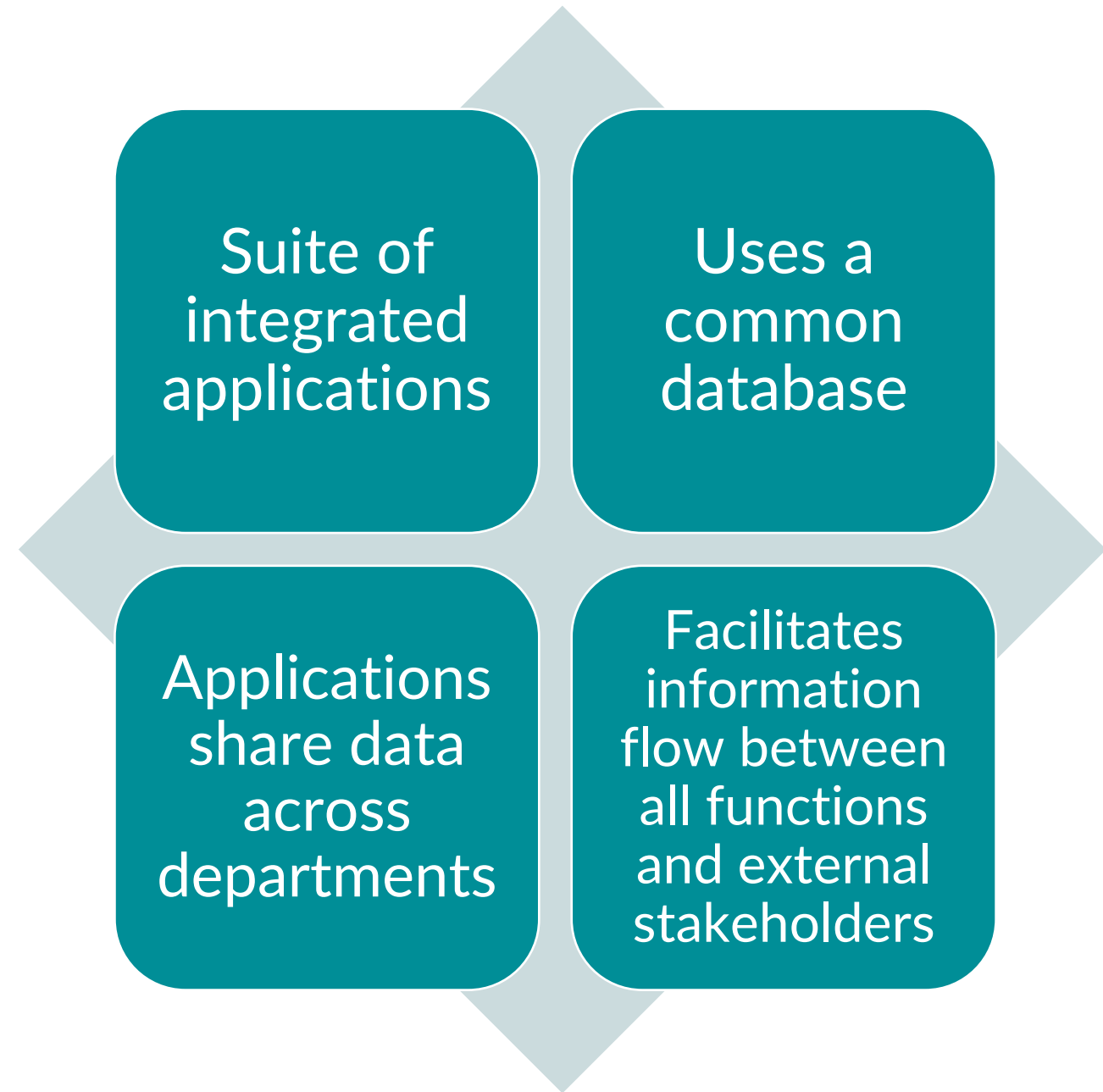


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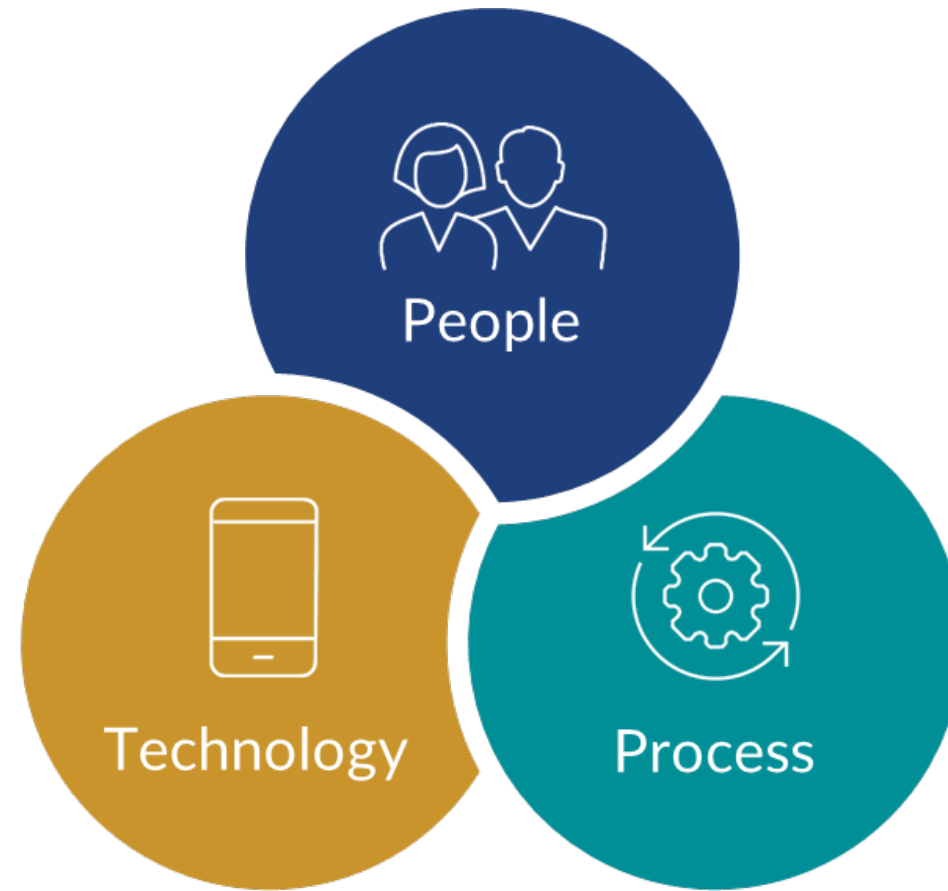
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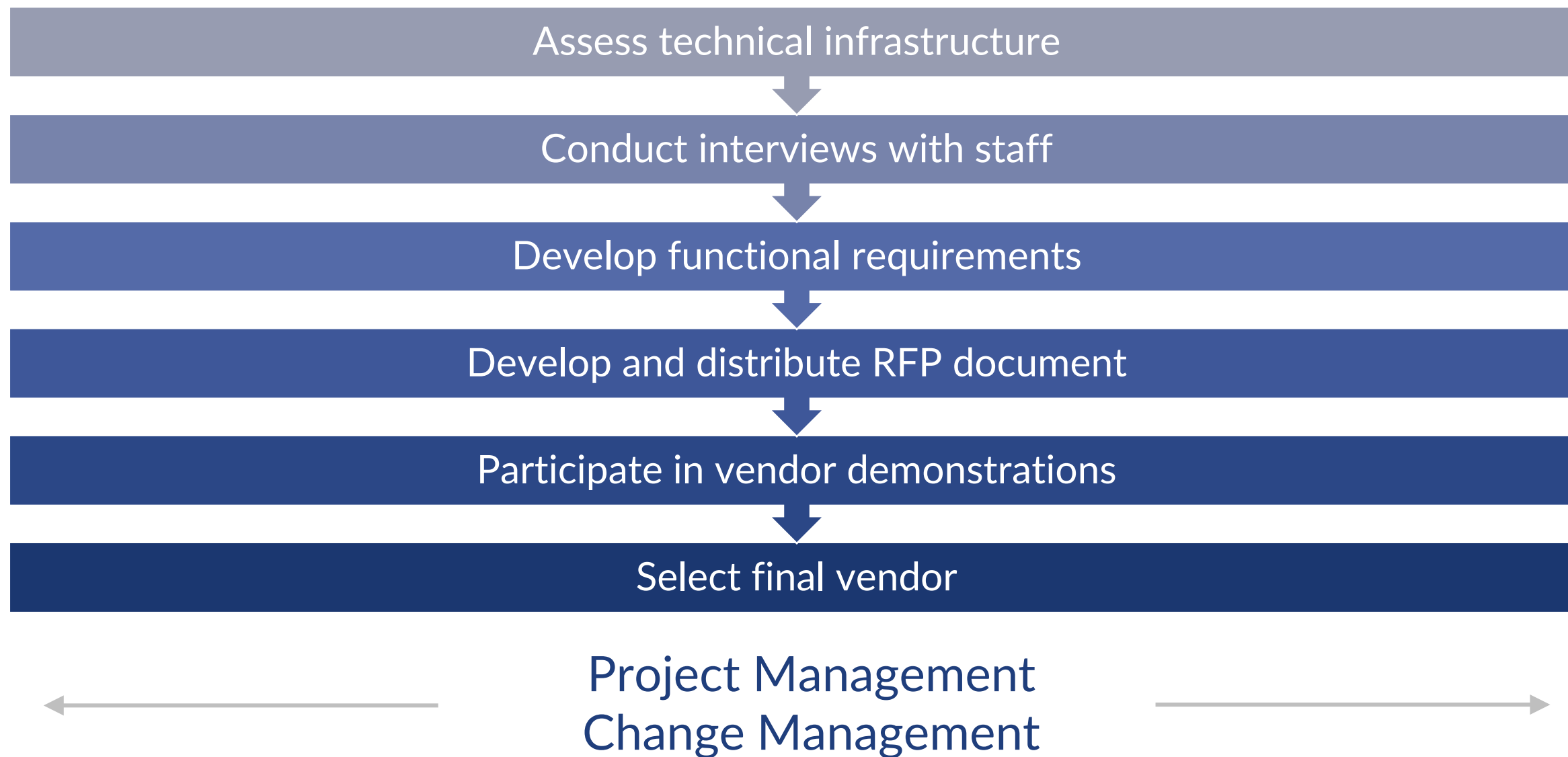
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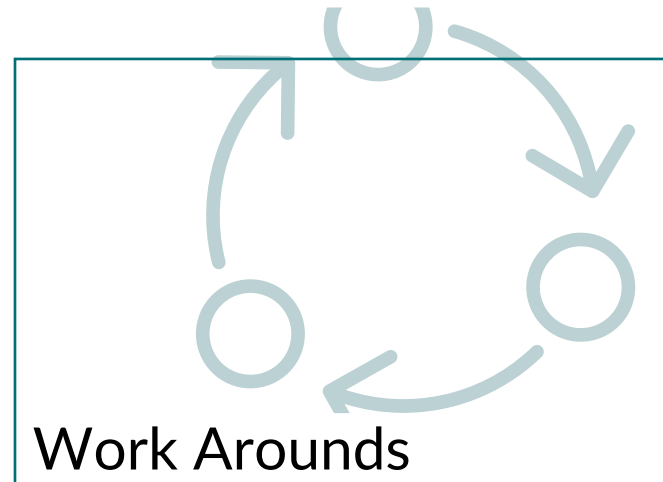
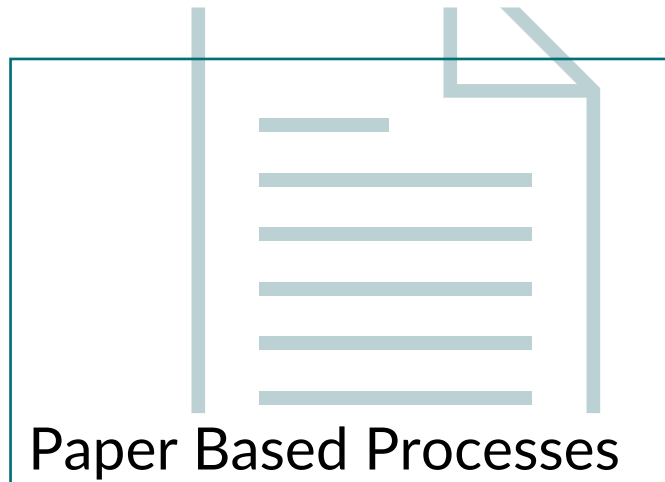
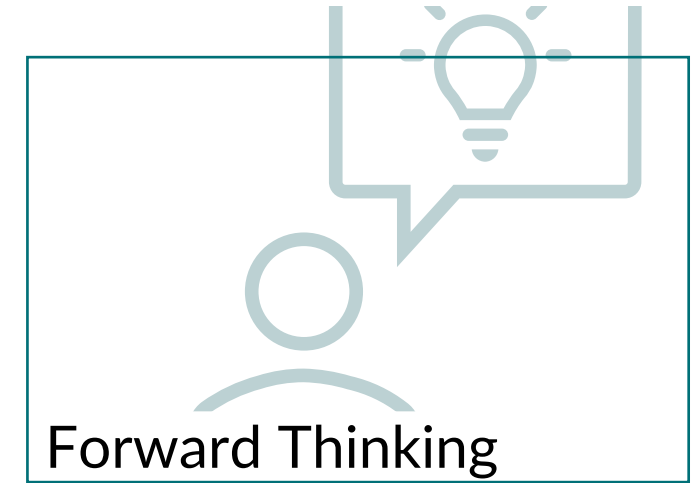
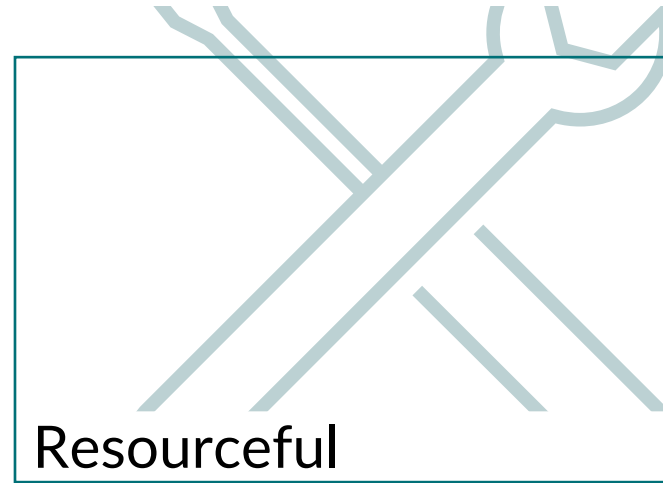
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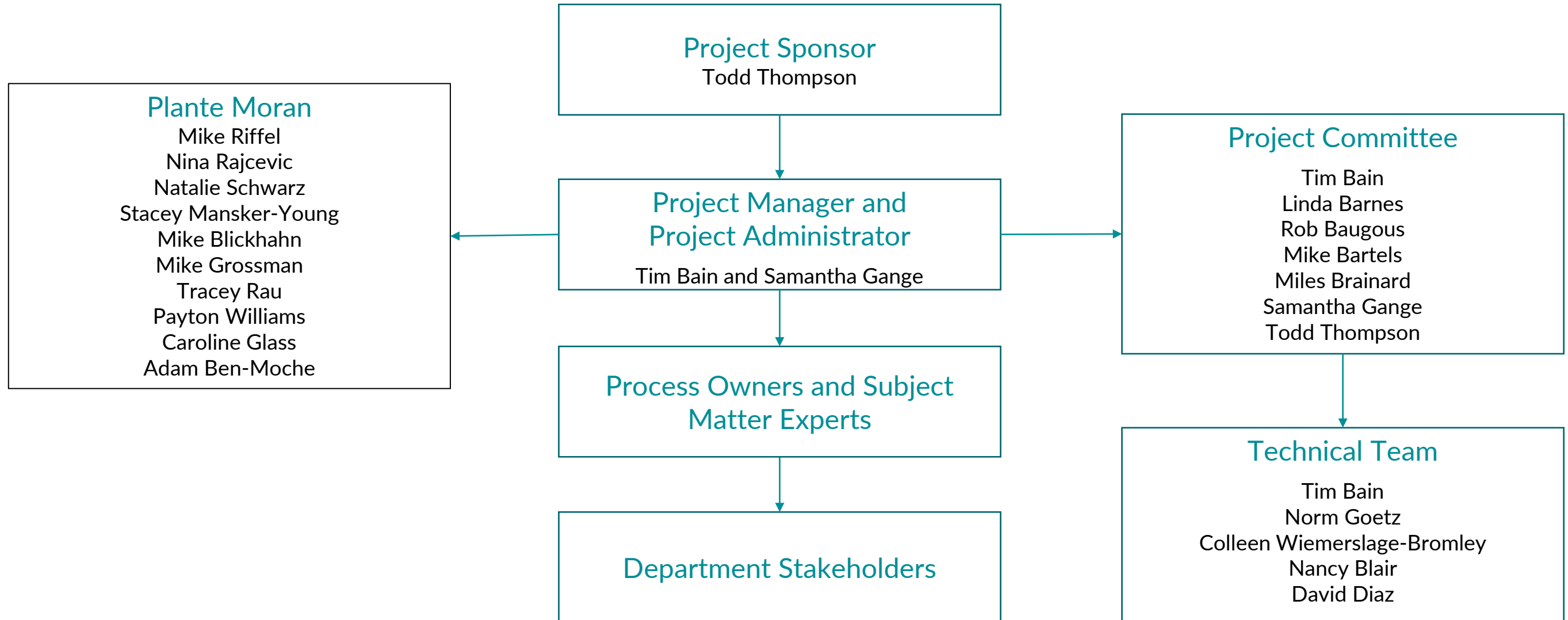


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