OC ERP Consulting - Technology Gap Analysis

PURPOSE: To identify performance gaps and recommendations for a future delivery model

Gap Impact	Count
High	30
Medium	41
Low	15

#	Functional Area	Technology Gap	Impact if the Gap is not addressed	Options for addressing the Gap in the current system
1	Accounts Payable	The current system does not provide performance metrics to assist AP with aging reports for open invoices, the number of invoices that each user inputs, the number of open invoices, invoices that are outstanding for a certain amount of periods, the number of invoices that were matched vs. invoices that required extra work, invoices that had PO's vs. invoices that did not, and invoices that have discounts.	The lack of performance metric automation requires manual calculated metrics and even discourages these metrics even being tracked.	Replacement financial system functionality could house and automatically calculate performance metrics, including these metrics listed within the system.
2	Requisitions	The current system does not allow expediting of requisitions. All expediting is done by email.	There is potential for human error and processing inefficiencies when Processes are managed outside the system.	Upgrade to newest version of CGI or Replacement financial system functionality may allow for configured workflow
3	Procurement	The current system has unnecessary fields that the county has to navigate through when handling PO's	There is a potential for human error and data entry error	Upgrade to newest version of CGI, and implement full version of procurement, or Replacement financial system functionality
4	AR/ Cash Management	The current system does not track the collections process. Collections is a manual process in which invoices are submitted with fees applied.	There is a potential for human error and data entry error when collection efforts are processed manually and actions are not documented in a central location.	Upgrade to newest version of CGI or Replacement financial system functionality
5	AR/ Cash Management	The current system does not automatically track late fees. It requires a file upload	There is a potential for human error and data entry error with processes are handled outside the system.	Upgrade to newest version of CGI or Replacement financial system functionality
6	AR/ Cash Management	The current system does not track past tax debt	There is an inability to effectively research valuable data and could result in the inability to make accurate budget determinations.	Upgrade to newest version of CGI or Replacement financial system functionality
7	Grants	Supporting documentation, such as milestone reports, financial reports, lists of properties, etc. cannot be created in the system.	There is potential for reporting inefficiencies and inaccuracies when reports using system data are developed and populated outside the system.	Replacement financial system functionality could have the ability to create basic reporting for grants including milestone or other financial reports.
8	Grants	The current system does not have the ability to produce KPI reporting.	There is potential for KPI inefficiencies and inaccuracies when these metrics using system data are developed and populated outside the system.	Replacement financial system functionality could have the ability to create and maintain KPIs for grants.
9	HR/Benefits	The current system does not have a way to ensure new employees are responding to all required fields when completing their benefits election. This results in blank field and an employee benefits being rejected by the benefits administration.	There is potential for processing inefficiencies and human error when employees have to enter information in fields without any guidance. This poses of risk of individuals eligible for benefits not having the entitled to benefits	Upgrade to newest version of CGI or Replacement financial system functionality
10	HR/Benefits	The current system allows one requisition per vacant position it does not allow multiple hires hires per reqs	There is a potential for processing inefficiencies and human error. No flexibility allowing information to be processed with ad efficiently as possible	Upgrade to newest version of CGI or Replacement system functionality
11	HR/Benefits	The current system does not have the ability to handle new department request. The request is processed out side the system via email.	There is potential for system update inefficiencies and inaccuracies when new dept request are completed and processed manually.	Plan a future integration with existing CGI platform or upgrade to cloud HR platform
12	HR / Time Management	The current system does not capture Hours, and description field. This information is being captured in VTI and is not brought over to caps + The team would like this process integrated into the new system.	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Planned future state integration with new time system coming online in July 2022

13	HR /Workforce Administration	The current system does not have the ability to provide robust reporting and necessary HR data in the system	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality
14	HR /Workforce Administration	The current system requires a manual crosswalks between different areas and different system to extract data. The current system lacks automation that leverage the current UI.	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality
15	HR /Workforce Administration	The current system does not have a robust HR Poral/ Dashboard that monitor and track data such as how many employees , how many vacancies, etc. available to the public for transparency	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality
16	Accounts Payable	The current system does not have audit trails or work flow control on self service catalog purchases	There is an inability to effectively research historic and current Accounts Payable data.	Replacement financial system functionality could provide an audit trail of all changes made in the AP Module
17	Requisitions	The current system does not have the ability to handle requisitions to check process. The current process is handled in multiple systems.	The inability to house requisitions in the same system could result in missed requisitions, human error, and data entry	Upgrade to newest version of CGI or Replacement financial system functionality
18	Procurement	The current system does not allow users to view requisitions see expenditures, track contracts assigned to them, and drill down into data	There is potential for human error when all relevant data cannot be identified for reporting.	Upgrade to newest version of CGI, and implement full version of procurement, or Replacement financial system functionality
19	Procurement	The current system has no vendor portal to facilitate information updates such as address changes. Additionally, some modifications require managerial approvals	There is potential for processing inefficiencies, manual entry errors and approval delays when procurement staff have to manage these changes outside the system.	Replacement financial system functionality could support a self-service vendor portal allowing vendors to update their information themselves so that workflow is automatically generated based on business rules.
20	Procurement	The current system does not have an interface with IRS due to lack of validation of vendors TIN/EIN	There is potential for human error when all relevant data cannot be identified for accuracy.	Replacement financial system functionality could support a self-service vendor portal allowing vendors to update their information themselves so that workflow is automatically generated based on business rules, and IRS validation can take place with UI tools
21	Procurement	The current system does not have the ability to accommodate or sort contracts executed by legal counsel that are confidential.	There is a potential for contract management errors to be made when all contract data is not stored, managed and accessible in the same system.	Replacement financial system functionality could support contract access and reporting based on work flow and role based security.
22	AR/ Cash Management	The current system does not automatically create invoices based on contract dates or contract terms	There is a potential for human error and data entry error with manual invoice creation.	Upgrade to newest version of CGI or Replacement financial system functionality
23	AR/ Cash Management	The current system does not capture what's owed. Excel Spread sheet and Cubs reports are used to see what is owed and what's applied	There is a potential for human error and data entry error with processes are handled outside the system.	Upgrade to newest version of CGI or Replacement financial system functionality
24	AR/ Cash Management	The Current system does not track overpayments to be applied to future payments	There is a potential for human error and data entry error with processes are handled outside the system.	Upgrade to newest version of CGI or Replacement financial system functionality
25	AR/ Cash Management	The current system does not have the ability to generate reports by agency	There is an inability to effectively research historic and current financial data.	Upgrade to newest version of CGI or Replacement financial system functionality
26	AR/ Cash Management	The current system had limitation on reports needed for specific agencies.	There is an inability to effectively research historic and current financial data and could result in the inability to make accurate budget determinations..	Upgrade to newest version of CGI or Replacement financial system functionality
27	AR/ Cash Management	The current system does not integrate with fast and quantum. Manually adjustments and uploads are done from caps to fast and caps+ to quantum to include cash receipts, and JV file	There is a potential for human error and data entry error when financial and operational adjustments are maintained manually and the lack of workflow notifications can allow human error and data entry error	Upgrade to newest version of CGI or Replacement financial system functionality

28	Capital Budgets	The current system does not track capital strategic budget formations over $100,000. The supervisory review is handled outside of the system manually.	There is a potential for processing delays when these reviews are done outside of the system and this situation could also result in relucted reviews depending on information available to reviewers.	Upgrade to newest version of CGI or Replacement financial system functionality
29	Capital Budgets	The current system does not track capital assets approvals. Tracking is currently being done manually by monitoring board meetings and approvals There is no interface or reconciliation between the Current system.	There is a potential for processing delays when these approvals are done outside of the system and this situation could also result in relucted approvals depending on information available to reviewers.	Upgrade to newest version of CGI or Replacement financial system functionality
30	Capital Budgets	The system does not track Capital Assets purchases or sales. This is a manual process that rely on acquisition forms to provide needed information.	There is a potential for human error and data entry error when forms are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement financial system functionality
31	Contract Management	The current system does not have the ability to build contracts or solicitations and identifying if the contract is based on federal, grant or state funding.	There is potential for communication errors, processing inefficiencies and inaccurate contract builds or solicitations requests when users cannot readily access need contract information as they manage the contract processes.	Upgrade to newest version of CGI or Replacement financial system functionality
32	Contract Management	The system does not have the ability to develop a full contract or amend/modify contracts in the system	There is potential for processing inefficiencies and inaccurate when developing a contract, amend/modifying contract must be performed outside the system that stores the contract management data.	Upgrade to newest version of CGI or Replacement financial system functionality
33	Grants	The current system does not track grant requirements.	There is potential for communication errors and processing inefficiencies when users cannot access grant requirements when managing grant processes and reimbursements.	Replacement financial system functionality could provide grant tracking and grant reimbursement request capabilities that includes access to system templates and grant agreements.
34	Grants	The current system does not utilize dashboards for financial reporting.	There is potential for communication errors and processing inefficiencies when managers have to review reports instead of more effective ways to communicate financial reporting.	Replacement financial system functionality could facilitate more effective communication of financial information through dashboard tiles that display financial metrics and on demand ad hoc reporting for further detail.
35	Grants	The current system does not allow supporting documentation to be attached to grants and for this documentation to be visible to interested users.	There is potential for human error and processing inefficiencies when supporting documentation is not readily available for system users.	Replacement financial system functionality could provide the capability for supporting documentation, including Excel spreadsheets, to be uploaded and attached to the relevant transactions.
36	Grants	The current system does not have the ability to capture grant cost criteria, contract recruitments, and audit requirements. Project governance is managed on spread sheets e-mail communications.	There is potential for communication errors, processing inefficiencies and inaccurate grant reimbursement requests when users cannot readily access grant attributes as they manage grant processes and reimbursements.	Replacement financial system functionality could store grant attributes within the system for ready access by staff tracking grants and preparing grant reimbursement requests.
37	Grants	The current system does not have the ability to track costs by code or line times. This process is currently managed in Excel.	There is potential for processing inefficiencies and inaccurate grant reimbursement requests when grant costs cannot be tracked within the system..	Replacement financial system functionality could provide the capability to support the tracking of grant expenditures by code or line item.
38	Fixed Assets	The current system does not have necessary fields to type in information related to expenditures that are converting to an asset.	There is potential for inaccuracies and processing inefficiencies when system when necessary fields are not available to capture necessary information pertaining to an asset that could affect the asset life cycle	Upgrade to newest version of CGI or Replacement financial system functionality
39	Fixed Assets	The current system does not have the ability to handle an assets that is transferred, but is not fully depreciated.	There is potential for inaccuracies when asset values cannot be transferred, these fixed assets are retained for long periods and adjustments can be identified during asset lifetimes.	Upgrade to newest version of CGI or Replacement financial system functionality

40	Fixed Assets	The system does not have the ability to create notifications for asset purchases over $5,000 or track and manage assets in the system.	There is potential for inaccuracies and processing inefficiencies when system users are not alerted to certain changes in system data.	Upgrade to newest version of CGI or Replacement financial system functionality
41	HR	The current system does not tack information based on different employer codes The county processes benefits for Special districts as well as the courts resulting in a need to track based on employer codes.	There is potential for processing inefficiencies, and human error when staff have to access information from another source, and no flexibility allowing employee to get necessary information in a timely manner.	Upgrade to newest version of CGI or Replacement financial system functionality
42	HR	The current system does not allow requisitions for membership, travel, employee reimbursement, and paying of reimbursement and travel through employee paychecks	There is potential for processing inefficiencies, and human error when staff have to access information from another source or manually process information, and no flexibility allowing employee to give necessary information in a timely manner.	Upgrade to newest version of CGI or Replacement financial system functionality
43	HR /Payroll	The current system does not allow seamless setup for new deductions. Several tables have to be updated manually. Until documents errors out administration does not know that pay codes are not set up correctly	There is potential for processing inefficiencies, and human error when staff have to access information from another source or manually process information, and no flexibility allowing employee to give necessary information in a timely manner.	Upgrade to newest version of CGI or Replacement financial system functionality
44	HR /Payroll	The current system does not have the ability to handle a large volume of direct file uploads. Currently files are being uploaded by end users using updocs.	There is potential for processing inefficiencies, and human error when staff have to access information from another source or manually process information, and no flexibility allowing employee to give necessary information in a timely manner.	Upgrade to newest version of CGI or Replacement financial system functionality
45	HR/Benefits	The current system has a large number of "codes" in the payroll system with no cross walk available.	There is potential for process in efficiencies as codes have to be readily identified and limits this ability to only a few staff of OC and also allows the risk of human error.	Upgrade to newest version of CGI or Replacement financial system functionality
46	HR/ Benefits	The current system does not have the ability to handle classifications requests (new/updates/removal). These request are done outside the system. Any updates completed in the system are done with limited traceability	There is a potential for human error when manual interventions are needed to process requests, and there no ability to effectively monitor request.	Upgrade to newest version of CGI or Replacement system functionality
47	HR/Time Management	The day by day Posting of payroll is not captured in the current system due to extensive back end reports of payroll processing	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality
48	HR/Time Management	The current system does not have a scheduling system for predictive modeling.	There is lack of insight into future workforce or staffing needs for critical projects.	Explore options with new payroll system coming online in July 2022.
49	HR / Time Management	The current system does not have the ability to produce an analysis of budget vs actuals to allowing HR to determine workload vs staffing	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality
50	HR/Cash and Comp	The tuition reimbursement program is currently done manually through a claim form submission by employee	There is potential for human error and processing inefficiencies when tuition reimbursement process is not available for users within the system to reference.	Upgrade to newest version of CGI or Replacement system functionality
51	HR/ Cash and Comp	The current system does not have the ability to handle salary updates. Salary Updates are done manually usually excel 3 to 4 times a year	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality
52	Financial Reporting	The current system lacks the ability to handle robots reporting to multiple UI's. The cloning process for Financial reports between systems through data warehouse takes 1 day	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality

53	Financial Reporting	The current system does not have a dynamic financial statement build process allowing a single document for CAFR reporting . All financial statement are prepared using excel and word and converted to PDF. All updates are manually done on the word document.	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality
54	Financial Reporting	The current system does not have the ability to reconcile and cross reference defined fields in a report, The county uses an extensive process of reconciling and cross referencing all numbers in the reports. The cross reference and updates to the reference are all done manually	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement financial system functionality
55	Financial Reporting	The current system does not have the ability to produce robust reporting. More robust reporting is needed to allow production data	Data ware house is used as a reporting tool more an archive tool.	Upgrade to newest version of CGI or Replacement financial system functionality
56	Vendor Management	The current system has no vendor portal to facilitate information updates such as address changes. Additionally, some modifications require managerial approvals.	There is potential for processing inefficiencies, manual entry errors and approval delays when procurement staff have to manage these changes outside the system.	Upgrade to newest version of CGI or Replacement financial system functionality
57	Accounts Payable	The current system does not support 3-way match functionality, currently the matching is carried out through email verifications outside of the system	The absence of three way matching precludes the ability to gain visibility into exceptions / mismatches, avoid duplicate payments and late fees, reduce manual data entry / eliminate errors and accelerate invoice turnaround times.	Upgrade to newest version of CGI or Replacement financial system functionality
58	Procurement	Procurement management is done outside the current system due to ease of use. The team would like to see a combination of the systems/multiple integrations	There is potential for processing inefficiencies and human error when Procurement Management and monitoring must be performed outside the system where all the data resides.	Upgrade to newest version of CGI, and implement full version of procurement, or Replacement financial system functionality
59	Procurement	The current system does not allow shipping notices in 3 way match, or acknowledge of receipt by receiving department.	The absence of three way matching precludes the ability to gain visibility into exceptions / mismatches, avoid duplicate payments and late fees, reduce manual data entry / eliminate errors and accelerate invoice turnaround times.	Upgrade to newest version of CGI or Replacement financial system functionality
60	Procurement	The current system does not allow the building of extensive roles and workflow to cover all departments and offices.	The is the potential of compliance breach in the absence of an effective security and workflow system.	Upgrade to newest version of CGI or Replacement financial system functionality
61	AR/ Cash Management	The current system requires invoice information to be entered manually and processed one at a time.	There is a potential for data entry error with manual data entry.	Upgrade to newest version of CGI or Replacement financial system functionality
62	AR/ Cash Management	The current system has no interface with the bank for the lockbox. It is a manual entry	There is a potential for human error and data entry error with processes are handled outside the system.	Upgrade to newest version of CGI or Replacement financial system functionality
63	AR/ Cash Management	The current system does not generate aging reports.	There is an inability to effectively research valuable data and could result in the inability to make accurate budget determinations.	Upgrade to newest version of CGI or Replacement financial system functionality
64	AR/ Cash Management	The current system does not track receivables. Receivables are tracked by excel spread sheet or a shadow spread sheet	There is a potential for transactions to get missed by AR staff and for data export error in the Excel transfers.	Upgrade to newest version of CGI or Replacement financial system functionality
65	AR/ Cash Management	The current system does not integrate with the budget system preventing true and actual collections to forecast the next year budget	There is an inability to effectively forecast the next year budget when current financial and budget data is not available that could result in the ability to make accurate budget determinations.	Upgrade to newest version of CGI or Replacement financial system functionality
66	Capital Budgets	The current system does not capture proprietary funds financial data. The financial data is entered in during year end for reporting for priority funds.	There is potential for human error and processing inefficiencies when information affecting financials are managed outside the system.	Upgrade to newest version of CGI or Replacement financial system functionality

#	Category	Issue	Potential Impact	Recommendation
67	Contract Management	The current system does not capture the subledger for assets. Subledger for the assets are accounted for manually in excel.	There is potential for processing inefficiencies and inaccurate subledger accountability must be performed outside the system that stores the contract data.	Upgrade to newest version of CGI or Replacement financial system functionality
68	Contract Management	The current system does not allow proper separation of duties by role based security and workflow.	There is a potential for a conflict of interest or role conflicts for key accounting or financial processes.	Update current access system to allow for role based security or upgrade to new version of CGI.
69	Grants	The current system requires managing grants (e.g., tracking expenditures, budget, other requirements) in Excel spreadsheets by pulling revenue and expenditure reports for tracking so they can ultimately request reimbursement from each grant agency.	There is potential for human error and data entry error, along with processing delays, when grant revenues and expenditures are tracked outside the system.	Replacement financial system functionality could provide the reporting ad workflow capabilities to manage grants submit reimbursement requests including the tracking of revenues, expenditures and grant budgets.
70	Grants	The current system does not have the ability to process project billing. This process is managed in Excel, and e-mail communications.	There is potential for processing inefficiencies and inaccurate grant billing when the billing must be performed outside the system that stores the grant financial data.	Replacement financial system functionality could provide grant billing capabilities and workflow for the supervisory approval of project billing.
71	Fixed Assets	The system does not have the ability to assign an asset number to the assets.	There is potential for human error and data entry error, along with processing inefficiencies, when Asset numbers must be assigned manually.	Upgrade to newest version of CGI or Replacement financial system functionality
72	Fixed Assets, GL, Cash, and Bank, Project Management	The current system does not have the ability to handle period 13 and CAFER adjustments. These adjustment are currently done manually in Excel.	There is potential for human error and data entry error, along with processing delays, when adjustments are prepared outside the system and uploaded.	Upgrade to newest version of CGI or Replacement financial system functionality
73	GL, Cash, and Bank	The current system does not allow automatic creation of journal entries for users outside the accounting department. These users manually create the journal entries .	There is potential for communication errors and processing inefficiencies when other users cannot draft journal entries for Accounting Department review and consideration.	Replacement financial system functionality could provide a workflow for the request, submission, and approval of journal entries for users outside of the accounting department.
74	GL, Cash, and Bank	The current system does not have the ability handle Transfer of funds between departments. Transfers are done at dept level and comes in JV upload to the system through Excel or manually Journal entries through central accounting.	There is potential for human error and data entry error, along with processing delays, when journal entries are prepared outside the system and uploaded.	Upgrade to newest version of CGI or Replacement financial system functionality
75	GL, Cash, and Bank	The current system did not have the functionality to handle the Year end processes such as year end close and period 13	There is potential for human error and data entry error, along with processing delays, when Processes occur outside the system.	Upgrade to newest version of CGI or Replacement financial system functionality
76	GL, Cash, and Bank	The current system does not have the ability to handle modified accruals and Gatsby 34 compliance.	There is potential for human error and data entry error, along with processing delays, when journal entries are prepared outside the system and uploaded.	Upgrade to newest version of CGI or Replacement financial system functionality
77	GL, Cash, and Bank	The current system does not allow a "drill down" view of journal entries. Reviewing of JV's require General Accounting to open each JV, review Journal Voucher, and all attachments.	There is potential for human error and processing inefficiencies when journal entries review require more human intervention.	Upgrade to newest version of CGI or Replacement financial system functionality
78	GL, Cash, and Bank	The current system does not have the ability to handle the year end accruals or reversal dates.	There is potential for human error and processing inefficiencies when journal entries review require more human intervention.	Upgrade to newest version of CGI or Replacement financial system functionality
79	GL, Cash, and Bank	The current system does not have the ability to provide real time reports that tells the fund balance. Currently the team manually tracks the fund balance.	There is potential for human error and processing inefficiencies when journal entries review require more human intervention.	Upgrade to newest version of CGI or Replacement financial system functionality
80	GL, Cash, and Bank	The system does not have the ability to handle year end close in a efficient manner. Current process takes 10hrs	There is a potential for a delay in key reporting if year end close processes are extended.	Upgrade to newest version of CGI or Replacement financial system functionality

81	GL, Cash, and Bank	The current system does not archive documents. All record keeping and support documents are retained in production going back to 2009. The county is up to 850 gigabytes in current system.	There is an inability to effectively research historic and current financial and budget data that could result in the inability to make accurate financial determinations or see an accurate financial picture of the organization as a whole.	Upgrade to newest version of CGI or Replacement financial system functionality
82	HR / Time Management	The current system currently does not capture timesheet entry within the system, calculate Overtime, or Other time. Timesheets are entered manually in VTI .	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Automate integration when new time system comes online in July 2022.
83	HR / Time Management	The current system does not capture time sheet corrections or managers overtime providing an audit trail Timesheet corrections are done manually.	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement financial system functionality
84	Financial Reporting	The current system does not have the ability to generate working trail balance. The team manually consolidate statements to create financial statements and balance sheets.	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality
85	Financial Reporting	The currently system does not have the ability to create the necessary financial reports The county is creating text reports, using a monarch module to get data back in Excel to create financial reports	There is a potential for human error and data entry error when reports are created outside of the system and data has to be imported or manually entered into another system.	Upgrade to newest version of CGI or Replacement system functionality
86	Financial Reporting	The current system does not have the ability to integrate with other systems.	There is a lack of insight into future financial needs, limiting the ability for proactive planning	Upgrade to newest version of CGI or Replacement financial system functionality