

ORACLE NETSUITE
for Government

Overcoming Challenges in Local Government ERP

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Introduction

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Brief Overview

- Overview of ERP Systems
- Various Perspectives on ERP Systems
 - Best-in-Class vs. All-in-One Solutions
- Considerations for ERP Scope
- Finance-Focused ERP Systems

Common Challenges in Local Government ERP

- Overview of Challenges:
 - New Vendor Selection & Procurement
 - Implementation
 - Training & Support
 - Security
 - Process Optimization & Automation
 - Staying Current - Updates & Upgrades
 - Reporting & Compliance

Interactive Thumbs Up/Thumbs Down Activity



New Vendor Selection & Procurement

Challenges

1. RFP vs. Sole Source
2. Consultants
3. Contract & Final Scope Considerations
4. Initial & Ongoing Investment Costs

Strategies for Overcoming Challenges

1. Thorough Needs Assessment
2. Transparent and Fair Procurement Processes
3. Vendor Evaluation Criteria
4. Consultant Selection and Management
5. Contract Negotiation and Scope Management
6. Cost Estimation and Contingency Planning

Implementation

Challenges

1. Vendor Involvement
2. Scope & Budget Adjustments
3. Timeline Management

Strategies for Overcoming Challenges

1. Clear Communication and Collaboration
2. Change Management and Stakeholder Engagement
3. Agile Project Management Practices
4. Risk Management and Contingency Planning
5. Resource Allocation and Workload Management

Training & Support

Challenges

1. Onsite vs. In-Person Training
2. End User vs. Train-the-Trainer Approaches
3. Self-Service Training Options
4. Account Management/Customer Success
5. Technical Support

Strategies for Overcoming Challenges

1. Customized Training Plans
2. Engage Super Users
3. Interactive Training Sessions
4. Continuous Learning Opportunities
5. Dedicated Support Channels

Security

Challenges

1. Ransomware & Cyber Attacks
2. On-Premise vs. Cloud Solutions
3. Vendor Involvement

Strategies for Overcoming Challenges

1. Comprehensive Security Assessment
2. Multi-Layered Defense Mechanisms
3. Continuous Monitoring and Incident Response
4. Data Backup and Disaster Recovery
5. Employee Training and Awareness

Process Optimization & Automation

Challenges

1. Embracing Change for Long-Term Benefit
2. Leveraging Technology & AI
3. Workflow & Automation

Strategies for Overcoming Challenges

1. Change Management and Communication
2. Skills Development and Training
3. Pilot Projects and Proof of Concepts
4. Cross-Functional Collaboration
5. Continuous Improvement and Innovation

Staying Current – Updates & Upgrades

Challenges

1. Managing Minor Updates (Fixes & Minor Feature Releases)
2. Version Upgrades

Strategies for Overcoming Challenges

1. Established Update and Upgrade Procedures
2. Vendor Communication and Support
3. Test Environments and Sandboxing
4. Change Management and User Training
5. Data Backup and Disaster Recovery

Reporting and Compliance

Challenges

1. Ensuring Compliance
2. Reporting Automation

Strategies for Overcoming Challenges

1. Regulatory Monitoring and Updates
2. Collaboration with Legal and Compliance Teams
3. Automation and Workflow Integration
4. Regular Audits and Reviews
5. Training and Education

Q&A

Thank you



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