



CITY OF CONCORD

New Hampshire's Main Street™

Finance

Brian G. LeBrun
Deputy City Manager
Finance

DATE: July 13, 2021

TO: Honorable Mayor and Members of the City Council

FROM: Brian G. LeBrun, Deputy City Manager - Finance

SUBJECT: New Payroll/Human Resources (HCM) Software Go Live

I am pleased to report that the City has very successfully implemented the new Munis Payroll system and produced the first live paychecks for the July 9, 2021 pay date. We had no reported errors in the employees' first paycheck process and distribution in this new system.

We all recognize how important payroll is to every employee in the organization and the team responsible for the transition has been diligently working on parallel processing scenarios to be certain the first and subsequent payrolls are spot on. This team did an incredible job!

In addition to Payroll, the Munis HCM module also includes the Personnel Action (PA) Process, Employee Self-Service, Recruiting, Performance Management, Position Control and Position Budgeting. The implementation team has been working on all of these sections in conjunction with payroll and they will all go live sometime after July 9. Employee self-service will roll out to all employees after Personnel Action is live.

Position Control is an aspect of HCM that will be used mainly by Human Resources, Payroll and Budgeting. Position Budgeting will mainly be used by the Office of Management and Budget for annual budgeting purposes and starting for the FY23 Budget.

This is the second major module of Munis to go live. While it has taken longer than originally expected, Concord's setup is unique in the municipal world and we worked closely with Munis to modify many different aspects of the program to ensure a proper implementation. Additionally, COVID-19 training complications added to the delay.

I express a sincere thank you to all employees that have been part of this implementation and put in the many long hours and good work to bring this new payroll system to fruition. Specifically,

the Human Resources Office - Donna Frederick, Cheri Forrest, Robin Wirbal and Jennifer Johnston; the Payroll Accounting Office – Brenda Daniels, Don Mathews and Katie Graff; and the Budget Office – Rebekah Dougherty and Bob McManus. I also recognize all of the employees in each department that have been training and contributing to the parallel payroll processing. They have worked through and helped resolve many issues to secure accurate payrolls at go live.

While HCM is the second phase of Munis to go live, we are also currently working on implementing Energov for Community Development, Utility Billing in General Services for Water and Wastewater and the final main implementation will be the Property Tax Module, which is anticipated to start implementation in February 2022. We will also be working on an electronic time and attendance product and document storage using Tyler Content Manager (TCM). Still much more to do.

Thank you to the City Council for your support with this project and please let me know if you have any questions or comments.

Brian