

# Edison Enterprise Resource Planning Project

Review of Issues Related to Payroll and Benefits



1

# Methodology



2

# Employee Survey

40,941 Surveys Sent  
15,795 Respondents  
39% Response Rate



3

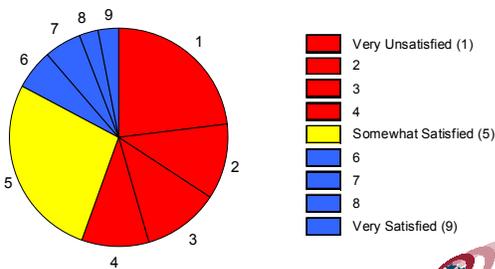
# Survey Rating Scale

- 1 Very Unsatisfied, Not Helpful, Much Worse
- 2
- 3
- 4
- 5 Somewhat Satisfied, Somewhat Helpful, Same
- 6
- 7
- 8
- 9 Very Satisfied, Very Helpful, Much Better



4

# Satisfaction with Complaint Resolution

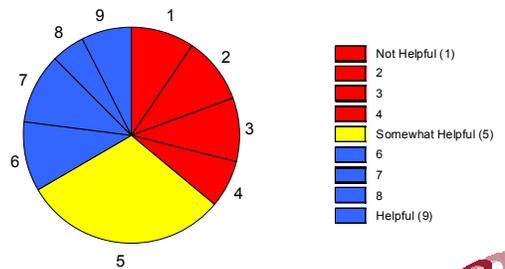


Employee Survey



5

# Helpfulness of Training Prior to Implementation

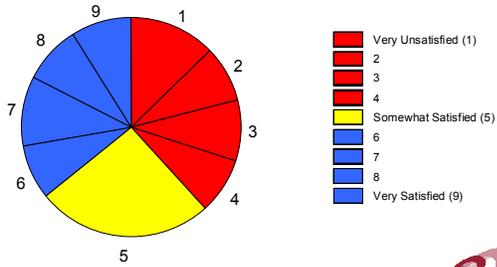


Employee Survey



6

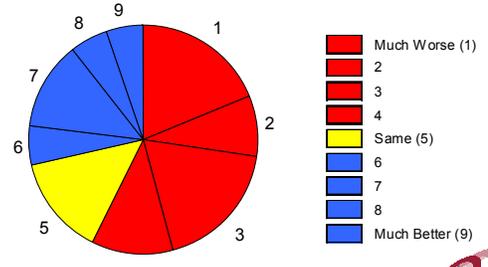
## Satisfaction With Performance



Employee Survey



## Comparison to Previous System



Employee Survey

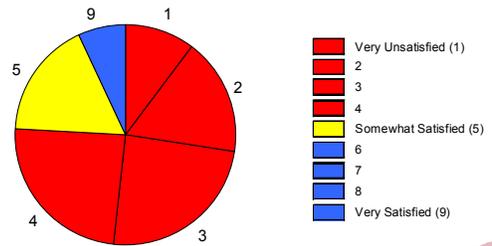


## HR Director Survey

51 Surveys Sent  
32 Respondents  
63% Response Rate



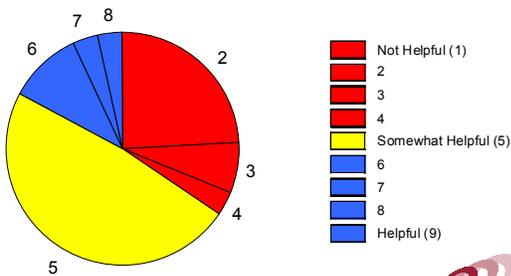
## Satisfaction with Complaint Resolution



HR Director Survey



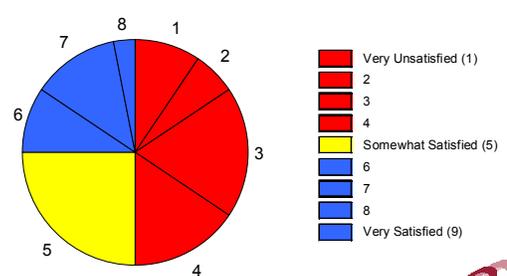
## Helpfulness of Training Prior to Implementation



HR Director Survey



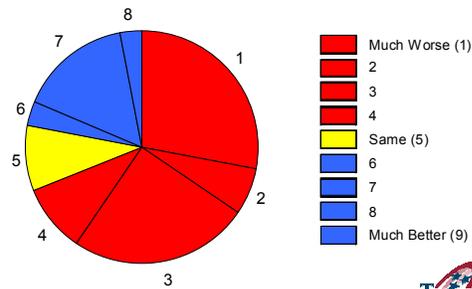
## Satisfaction With Performance



HR Director Survey



## Comparison to Previous System

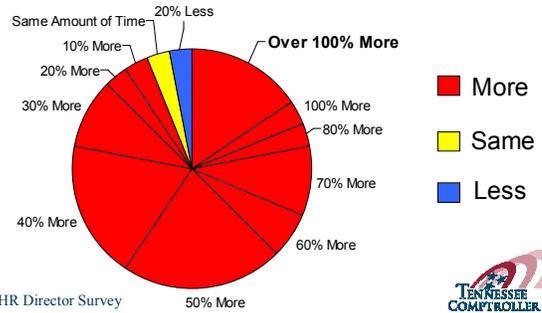


HR Director Survey



13

## Current HR Time Required Compared to Previous System

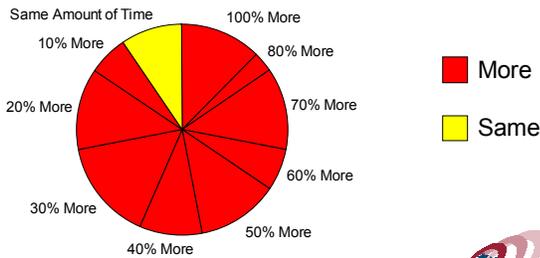


HR Director Survey



14

## Current Staff Time Required Compared to Previous System



HR Director Survey



15

## Conclusions

- ◆ Serious Dissatisfaction with Accuracy, Functionality, Reliability, and Efficiency
- ◆ Pervasive Dissatisfaction
- ◆ Negative Perception
- ◆ Credibility Problems



16

## Conclusions

- ◆ Multiple Errors
- ◆ Computer Errors vs. Human Errors
- ◆ Dissatisfaction with Training
- ◆ Dissatisfaction with Complaint Resolution



17

## People, Not Statistics



18

## Acknowledge Problems



19

## Recommendations

- ◆ Independent Technical Review
  - ◆ HCM Component
  - ◆ Wave 1 & Wave 2, post rollout
  - ◆ Wave 3, prior to rollout
  
- ◆ Postpone Wave 3 Rollout



20

## Recommendations

- ◆ Project Edison & F&A
  - ◆ Identify and Prioritize Issues
  - ◆ Allocate Appropriate Resources
  - ◆ Report on Status



21

## What is at Stake?

- ◆ Integrity of State
  
- ◆ Respect for Employees



22

## Information Available Online

<http://www.tn.gov/comptroller/edison>



23