

# **SURVEY OF STATE EMPLOYEES**

**Edison Enterprise Resource Planning System**

**Compilation of Responses to Survey Provided  
by Users of the Edison Enterprise Resource  
Planning System Financial and Supply Chain  
Management Component**

**July 2009**



**STATE OF TENNESSEE  
COMPTROLLER OF THE TREASURY**

**Department of Audit  
Division of State Audit**



# Comptroller Survey of Users of Edison's Financial Component

This survey is being sent by e-mail to users of Edison's Financial component in state agencies.

It is very important that we achieve a high response rate to obtain an accurate assessment of the performance of the Edison Financial component from the perspective of users. Therefore, we strongly encourage you to respond.

Because of the short time frame for this survey, we also strongly encourage you to respond quickly. All responses are due by Friday, June 5, 2009, at 4:30 p.m., Central Time.

This survey will only be sent to you one time. You will not receive a follow-up survey or a second request for a response.

For the check-off questions, only aggregate information will be reported. For example, of 5,000 respondents, 100 (2%) reported problems with the draw down of Federal funds. This example is for illustration purposes only.

## ANONYMITY

WE ARE UTILIZING A COMPUTER PROGRAM WHICH WILL ENSURE THAT ALL RESPONSES TO THE SURVEY WILL BE KEPT ANONYMOUS. The computer program will automatically tally all responses into totals by question. There is no way for us or any other party to trace your responses to you. With regard to any written comments you might provide, we would like to compile those comments and include them in our report. As with the check-off questions, your responses will be anonymous, and there is no way for us or any other party to trace your responses to you.

## CONTACT INFORMATION

If you have a specific existing Financial module issue relating to Edison, you want the issue to be addressed by Edison staff, and providing personally identifiable information is acceptable to you, please send your information to [edison.survey@tn.gov](mailto:edison.survey@tn.gov). The Office of the Comptroller of the Treasury would like to monitor the progress of any issues brought to the attention to Edison staff in this way, and requests that you would copy your e-mail to [igedison.survey@tn.gov](mailto:igedison.survey@tn.gov). Issues sent to these e-mail addresses are independent and separate from the Comptroller's survey of the Edison Financial component.

There are 115 questions in this survey.

## NOTE:

For some comment fields, some respondents entered no information. Therefore, in these cases, the number of comments is less than the number of respondents who could have commented.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

# Demographic Information

## 1. In what branch of government do you work? \*

Please choose **only one** of the following:

Response	N	Percent
Executive	1,356	87.9%
Legislative	144	9.3%
Judicial	43	2.8%
Total	1,543	100.0%

## 2. In what department of the Executive branch do you work? (If you feel that answering this question may reveal your identity, please select "No answer" at the bottom of the list.)

[Only answer this question if you answered 'Executive Branch (state departments and agencies)' to question '1' ]

Please choose **only one** of the following:

Response	N
Department of Revenue	116
Department of Health	112
Department of Finance and Administration	110
Department of Safety	100
Department of Correction	94
Department of General Services	93
Department of Education	89
Department of Mental Health and Developmental Disabilities	77
Tennessee Board of Probation and Parole	77
Tennessee Wildlife Resources Agency	69
Department of Commerce and Insurance	68
Department of Agriculture	44
Department of Children's Services	34
Division of Mental Retardation Services	27
Department of Human Services	24
Department of Military	23

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

<b>Response</b>	<b>N</b>
Tennessee Bureau of Investigation	20
Department of Financial Institutions	14
TRICOR (Tennessee Rehabilitative Initiative in Correction)	10
Alcoholic Beverage Commission	8
Bureau of TennCare	8
Department of Environment and Conservation	7
Commission on Aging and Disability	5
Department of Tourist Development	5
Department of Veterans Affairs	4
Tennessee Commission on Children and Youth	4
Department of Economic and Community Development	3
Department of Human Resources	3
Department of Labor and Workforce Development	3
Tennessee Regulatory Authority (TRA)	3
Tennessee Arts Commission	2
Tennessee Human Rights Commission	2
Department of Homeland Security	1
Tennessee Advisory Commission on Intergovernmental Relations (TACIR)	1
Department of Transportation	0
Governor's Office	0
Office of e-Health Initiatives	0
State Board of Education	0
Tennessee Ethics Commission	0
Tennessee Health Services and Development Agency	0
Tennessee Housing Development Agency	0
Tennessee Registry of Election Finance	0
No answer	96
Total	1,356

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**3. In what department of the Judicial branch do you work? (If you feel that answering this question may reveal your identity, please select "No answer" at the bottom of the list.)**

[Only answer this question if you answered 'Judicial Branch (Attorney General, Court Officials)' to question '1' ]

Please choose **only one** of the following:

Response	N
Judicial Boards, Commissions, Conferences and Committees	14
State Courts - Supreme Court and Appellate Courts	11
Attorney General and Reporter	4
Tennessee Council of Juvenile and Family Court Judges	0
No Answer	14
Total	43

**4. In what department of the Legislative branch do you work? (If you feel that answering this question may reveal your identity, please select "No answer" at the bottom of the list.)**

[Only answer this question if you answered 'Legislative Branch (Senators, Representatives, Constitutional Officers, legislative staff)' to question '1' ]

Please choose **only one** of the following:

Response	N
Comptroller of the Treasury	112
Treasury Department	20
Secretary of State	4
Legislative Joint Committees	1
General Assembly – The State of Tennessee Senate and House of Representatives	0
Tennessee Senate Committees	0
Tennessee House of Representative Committees	0
No Answer	7
Total	144

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**5. How long have you been employed in Tennessee state government? \***

Please choose **only one** of the following:

Response	N	Percent
less than 6 months	2	0.1%
6 months - 1 year	10	0.6%
1 year - 5 years	337	21.8%
5 years - 10 years	271	17.6%
10 years - 20 years	372	24.1%
20 years - 30 years	385	25.0%
Over 30 years	166	10.8%
Total	1,543	100.0%

**6. What is your job function? \***

Please choose **all** that apply:

*Note: There were 1,543 respondents to this question. Respondents could answer in more than one category.*

Response	N
Procurement	312
Accounts Payable/Travel	296
Cashiering/Billing	199
General Ledger	153
Other	1,085

**7. Please describe the "Other" job functions: \***

[Only answer this question if you answered 'Other' to question '6' ]

Please write your answer here: There were 1,085 responses.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**8. Do you use Edison's Financial component only for travel claims? \***

Please choose **only one** of the following:

Response	N	Percent
Yes - I use Edison's Financial component only for submitting and/or approving travel claims	402	26.1%
No - I use Edison's Financial component for other functions (which may also include travel claims)	1,141	73.9%
Total	1,543	100.0%

**9. Is your role primarily transactional or approval/management? \***

Please choose **only one** of the following:

Response	N	Percent
Primarily Transactional	795	51.5%
Primarily Approval/Management	359	23.3%
Half Transactional and Half Approval/Management	389	25.2%
Total	1,543	100.0%

**10. Do you work in your agency's central office, or a field office? \***

Please choose **only one** of the following:

Response	N	Percent
Central Office	825	53.5%
Field Office	718	46.5%
Total	1,543	100.0%

**11. Which Edison modules do you use? \***

Please choose **all** that apply:

Module	Count
Travel	867
Purchasing	433
ePro Requisitions	337
Accounts Payable	314
Contracts	239

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

<b>Module</b>	<b>Count</b>
Cashiering	221
Accounts Receivable	206
Procurement Contract	191
General Ledger	185
Inventory	161
Asset Management	144
Services Procurement	140
Billing	126
Budget Control	122
Grants	118
Fleet Management	108
Projects	71
Cost Allocation	63
Plant Management	62
Strategic Sourcing	62
Cash Management	56
eSupplier	47
Catalog Management	27
Don't know	260

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## Edison Financial Component Questions

The Edison Financial component was implemented January 2009 for Wave One and April 2009 for Wave Two. Wave Three is currently scheduled to be implemented July 2009.

### 12. In which wave of Edison's Financial component does your agency fall?\*

Please choose **only one** of the following:

Response	N	Percent
Wave One	588	38.1%
Wave Two	730	47.3%
Wave Three	225	14.6%
Total	1,543	100.0%

### 13. Have you experienced any issues with the functionality of the Edison Financial component (such as problems with accuracy, completeness, timeliness, or reliability of processing transactions and financial information)? \*

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	759	57.6%
No	559	42.4%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

#### 14. Please check the issues experienced. \*

[Only answer this question if you answered 'Yes' to question '13' and if you have NOT answered 'Wave 3' to question '12' ]

Please choose **all** that apply:

*Note: There were 759 respondents to this question. Respondents could answer in more than one category.*

<b>Issue</b>	<b>Count</b>
Timeliness of processing transactions, draw downs, payments	417
Not able to correct errors in a timely manner	317
Issue resolution not timely	316
Inadequate testing prior to implementation	301
Reliability of processing and reporting	299
Accuracy of information	288
Completeness of information	280
Not able to pay invoices in a timely manner	228
Not able to procure goods and supplies in a timely manner	227
Not able to obtain proper access for staff in a timely manner	218
Edison Financial component has lost data	161
Edison Financial component has changed data (from correct to incorrect)	156
Other	156
Breakdowns in internal controls	155
Insufficient financial reporting to meet business objectives	124
Security profiles not consistent with agency role mapping	120
Have been able to see transactions by other agencies	92
Asset management module not operational	84
Edison Financial component has miscalculated amounts	73
Other agencies have been able to view our transactions	65
Not able to transfer funds in a timely manner	49
Edison Financial component does not correctly allocate revenues by source	41
Not able to use procurement cards	39
Not able to draw down Federal funds in a timely manner	23

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**15. Please write a short description of the other issues: \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you answered 'Other' to question '14' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please write your answer here: There were 156 responses.

**16. Please estimate the number of discrete instances of each type of issue since implementation (January 2009 for Wave One and April 2009 for Wave Two). If there are no instances, please enter "0." \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please write your answer(s) here:

*Because some respondents entered impossibly large numbers, the results of this question were unusable.*

**17. Have your issues with the Edison Financial component been resolved? \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	314	41.4%
No	445	58.6%
Total	759	100.0%

**18. Please estimate the number of current, unresolved discrete instances of each type of issue. If there are no instances, please enter "0." \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you answered 'No' to question '17' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please write your answer(s) here:

*Because some respondents entered impossibly large numbers, the results of this question were unusable.*

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**19. What is the current status of your issues? \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you answered 'No' to question '17' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Open, pending, being addressed	110	24.7%
Open, pending, not being addressed at this time	62	13.9%
Don't know the current status	273	61.3%
Total	445	100.0%

**20. Please estimate the number of current issues by status category. If there are no instances, please enter "0": \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you answered 'No' to question '17' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please write your answer(s) here:

*Because some respondents entered impossibly large numbers, the results of this question were unusable.*

**21. Were your issues resolved? \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
All of the time	151	19.9%
Most of the time	206	27.1%
Some of the time	322	42.4%
None of the time	80	10.5%
Total	759	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**22. Have any new issues surfaced in the past two weeks? \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	353	46.5%
No	406	53.5%
Total	759	100.0%

**23. Please describe the new issues: \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '22' ]

Please write your answer here: There were 353 responses.

**24. Who resolved the issues? \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' *and* if you have NOT answered 'None of the time' to question '21' ]

Please choose **all** that apply:

Self	Supervisor	Agency Administrative Staff	Edison Help Desk	Edison Staff (Not Help Desk)	F&A Division of Accounts	Other
255	151	222	143	189	107	104

**25. Please identify "other" who resolved the issue. \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you answered 'Other' to question '24' *and* if you have NOT answered 'Wave 3' to question '12' *and* if you have NOT answered 'None of the time' to question '21' ]

Please write your answer here: There were 104 responses.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**26. In your opinion, were the issues resolved promptly? \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' *and* if you have NOT answered 'None of the time' to question '21' ]

Please choose **only one** of the following:

Response	N	Percent
All of the time	57	8.4%
Most of the time	230	33.9%
Half of the time	57	8.4%
Some of the time	265	39.0%
None of the time	70	10.3%
Total	679	100.0%

**27. On average, did the resolution occur: \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' *and* if you have NOT answered 'None of the time' to question '21' ]

Please choose **only one** of the following:

Response	N	Percent
Within 1 day	81	11.9%
Within 3 days	138	20.3%
Within 5 days	136	20.0%
Within 10 days	131	19.3%
Within 30 days	108	15.9%
Within 60 days	42	6.2%
Over 60 days	43	6.3%
Total	679	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**28. Please estimate the number of resolved issues by time frame. If there are no instances, please enter "0": \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' *and* if you have NOT answered 'None of the time' to question '21' ]

Please write your answer(s) here:

Response	N	Percent
Within 1 day	3,504	20.0%
Within 3 days	3,515	20.1%
Within 5 days	2,005	11.5%
Within 10 days	2,005	11.5%
Within 30 days	2,351	13.4%
Within 60 days	1,765	10.1%
Over 60 days	2,361	13.5%
Total	17,506	100.0%

**29. Have late payments of invoices had any negative effects on your agency? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **all** that apply:

*Note: There were 1,318 respondents to this question. Respondents could answer in more than one category.*

Response	N
No negative effects, all invoices paid timely	418
Some invoices paid late, but no negative effects	280
Some invoices paid late, agency paid some late fees	141
Some invoices paid late, some vendors have refused to provide further goods and/or services until the payment process improves	171
Some invoices paid late, some vendors have stopped providing goods and/or services to agency altogether	80
Other	394

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**30. Please explain the "Other" negative effects: \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' *and* if you answered 'Other' to question '29' ]

Please write your answer here: There were 393 responses.

**31. In your opinion, were you treated courteously during the issue resolution process? \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	669	88.1%
No	90	11.9%
Total	759	100.0%

**32. In what way did you feel that you were not treated courteously? \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you answered 'No' to question '31' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please write your answer here: There were 90 responses.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**33. How satisfied are you with the Edison issue resolution process?\***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Very Unsatisfied)	151	19.9%
2	98	12.9%
3	90	11.9%
4	76	10.0%
5 (Somewhat Satisfied)	214	28.2%
6	48	6.3%
7	51	6.7%
8	17	2.2%
9 (Very Satisfied)	14	1.8%
Total	759	100.0%

**34. In your opinion, were the issues that you have encountered the result of computer programming errors, human errors in data entry, human errors in accurately completing paperwork or filing paperwork timely, or a combination of both? \***

[Only answer this question if you answered 'Yes' to question '13' *and* if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Issues were all due to computer programming issues	165	21.7%
Issues were mostly due to computer programming errors, with some due to human errors	229	30.2%
Issues were half due to computer programming errors and half due to human errors	148	19.5%
Issues were mostly due to human errors, with some due to computer programming errors	68	9.0%
Issues were all due to human errors	21	2.8%
Not sure	128	16.9%
Total	759	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**35. In your opinion, what are the five highest priority issues in order of importance?**

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please number each box in order of preference from 1 to 24

*Note: Respondents rankings were weighted (e.g., the accumulated rankings of 1 were multiplied by 5; rankings of 2 were multiplied by 4; etc. Each issue's weighted scores were then summed, and the issues were then displayed by their cumulative ranking.*

<b>Issue</b>	<b>Weighted Score</b>	<b>Rank</b>
Accuracy of information	3,140	1
Timeliness of processing transactions, draw downs, payments	2,457	2
Reliability of processing and reporting	1,819	3
Completeness of information	1,681	4
Inadequate testing prior to implementation	1,174	5
Not able to pay invoices in a timely manner	1,022	6
Not able to correct errors in a timely manner	881	7
Issue resolution not timely	781	8
Not able to procure goods and supplies in a timely manner	765	9
Not able to obtain proper access for staff in a timely manner	437	10
Insufficient financial reporting to meet business objectives	406	11
Breakdowns in internal controls	401	12
Other	349	13
Edison Financial component has lost data	256	14
Edison Financial component has changed data (from correct to incorrect)	253	15
Security profiles not consistent with agency role mapping	246	16
Asset management module not operational	152	17
Not able to transfer funds in a timely manner	148	18
Edison Financial component has miscalculated amounts	119	19
Not able to draw down Federal funds in a timely manner	116	20
Not able to use procurement cards	100	21
Edison Financial component does not correctly allocate revenues by source	63	22
Have been able to see transactions by other agencies	63	23
Other agencies have been able to view our transactions	46	24

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**36. Please identify the "Other" high priority issues: \***

Please write your answer here: There were 120 responses.

**37. How satisfied are you with the performance of the Edison Financial component? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Very Unsatisfied)	195	14.8%
2	138	10.5%
3	121	9.2%
4	147	11.1%
5 (Somewhat Satisfied)	368	27.9%
6	100	7.6%
7	128	9.8%
8	65	4.9%
9 (Very Satisfied)	56	4.2%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**38. How confident are you that the Edison Financial component accurately, completely, timely, and reliably performs the following functions? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

**[Records Information]**

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not confident)	163	12.4%
2	91	6.9%
3	106	8.0%
4	106	8.0%
5 (Somewhat confident)	407	30.9%
6	107	8.1%
7	145	11.1%
8	104	7.9%
9 (Very confident)	89	6.7%
Total	1,318	100.0%

**[Processes Transactions]**

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not confident)	178	13.5%
2	112	8.5%
3	111	8.4%
4	139	10.5%
5 (Somewhat confident)	338	25.6%
6	115	8.7%
7	138	10.5%
8	99	7.5%
9 (Very confident)	88	6.7%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## [Reports on Activity]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not confident)	202	15.3%
2	103	7.8%
3	111	8.4%
4	131	9.9%
5 (Somewhat confident)	372	28.2%
6	112	8.5%
7	131	10.0%
8	86	6.5%
9 (Very confident)	70	5.3%
Total	1,318	100.0%

**39. The Edison Financial component was implemented in January 2009 for Wave One and April 2009 for Wave Two. In your opinion, is the performance of the Edison Financial component better, the same, or worse today as compared to the month of implementation? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Better	432	32.8%
Same	551	41.8%
Worse	128	9.7%
Not Sure	207	15.7%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**40. If you have a complaint about the Edison Financial component, do you know who to contact? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	1,017	65.9%
No	526	34.1%
Total	1,543	100.0%

**41. Do you have adequate access to computers to perform your business functions that require the Edison Financial component? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	1,477	95.7%
No	66	4.3%
Total	1,543	100.0%

**42. Did you receive training in advance of implementation of the Edison Financial component (January 2009 for Wave One, April 2009 for Wave Two, and July 2009 for Wave Three)? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	1,152	74.7%
No	391	25.3%
Total	1,543	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**43. How many hours of training did you receive? If there are no instances, please enter "0": \***

[Only answer this question if you answered 'Yes' to question '42' ]

Please write your answer(s) here:

*Note: Respondents reported 36,648 total hours. However, the actual sum of the categorized hours was 35,690. Percentages are based on the actual sum of the categorized hours.*

Response	N	Percent
Online training	8,448	23.7%
In class training	19,246	53.9%
Studied manuals	7,996	22.4%
Total hours	35,690	100.0%

**44. In your opinion, how helpful was the training you received? \***

[Only answer this question if you answered 'Yes' to question '42' ]

Please choose the appropriate response for each item:

**[Online Training]**

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	159	13.8%
2	102	8.8%
3	87	7.5%
4	89	7.7%
5 (Somewhat Helpful)	350	30.3%
6	94	8.2%
7	71	6.2%
8	40	3.5%
9 (Very Helpful)	85	7.4%
10 (Not Applicable)	75	6.6%
Total	1,152	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

### [In Class Training]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	149	12.9%
2	113	9.8%
3	80	6.9%
4	88	7.6%
5 (Somewhat Helpful)	228	19.8%
6	79	6.8%
7	84	7.3%
8	40	3.6%
9 (Very Helpful)	97	8.4%
10 (Not Applicable)	194	16.9%
Total	1,152	100.0%

### [Manuals]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	133	11.5%
2	88	7.6%
3	73	6.3%
4	78	6.8%
5 (Somewhat Helpful)	252	21.8%
6	69	6.0%
7	70	6.1%
8	38	3.4%
9 (Very Helpful)	65	5.6%
10 (Not Applicable)	286	24.9%
Total	1,152	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**[Overall]**

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	133	11.5%
2	134	11.6%
3	98	8.4%
4	106	9.2%
5 (Somewhat Helpful)	312	27.0%
6	89	7.7%
7	101	8.8%
8	50	4.3%
9 (Very Helpful)	98	8.6%
10 (Not Applicable)	31	2.8%
Total	1,152	100.0%

**45. What reasons for not attending Edison training apply to you? \***

[Only answer this question if you answered 'No' to question '42' ]

Please choose **all** that apply:

*Note: 391 respondents answered this question. Respondents could select multiple reasons for not attending Edison training.*

Reason	N
I was not aware of available Edison Financial component training	111
I could not attend due to job responsibilities	43
I had to cancel my attendance	5
I was not scheduled for Edison Financial component training	219
I was not allowed to attend Edison Financial component training	33
The course I was scheduled to attend was canceled by Edison	20
Other	92

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**46. Please explain the "Other" reason training was not attended: \***

[Only answer this question if you answered 'No' to question '42' *and* if you answered 'Other' to question '45' ]

Please write your answer here: There were 89 responses.

**47. Did you receive training after implementation of the Edison Financial component (January 2009 for Wave One, April 2009 for Wave Two, and July 2009 for Wave Three)? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	507	38.5%
No	811	61.5%
Total	1,318	100.0%

**48. How many hours of training did you receive? If there are no instances, please enter "0": \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '47' ]

Please write your answer(s) here:

*Note: Respondents reported 10,247 total hours. However, the actual sum of the categorized hours was 9,226. Percentages are based on the actual sum of the categorized hours.*

Response	N	Percent
Online training	2,353	25.4%
In class training	4,014	43.5%
Studied Manuals	2,859	31.1%
Total	9,226	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**49. In your opinion, how helpful was the training you received? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' and if you answered 'Yes' to question '47' ]

**[Online Training]**

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Not Helpful)	66	13.0%
2	43	8.5%
3	31	6.1%
4	26	5.1%
5 (Somewhat Helpful)	119	23.4%
6	25	4.9%
7	29	5.7%
8	17	3.3%
9 (Very Helpful)	39	7.7%
10 (Not Applicable)	112	22.2%
Total	507	100.0%

**[In Class Training]**

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Not Helpful)	53	10.4%
2	35	6.9%
3	29	5.7%
4	30	6.1%
5 (Somewhat Helpful)	108	21.3%
6	22	4.3%
7	36	7.1%
8	26	5.1%
9 (Very Helpful)	53	10.4%
10 (Not Applicable)	115	22.6%
Total	507	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## [Manuals]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	59	11.6%
2	37	7.3%
3	28	5.7%
4	20	3.9%
5 (Somewhat Helpful)	98	19.3%
6	23	4.5%
7	27	5.3%
8	25	4.9%
9 (Very Helpful)	36	7.1%
10 (Not Applicable)	154	30.3%
Total	507	100.0%

## [Overall]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Helpful)	50	9.8%
2	50	10.0%
3	32	6.3%
4	33	6.5%
5 (Somewhat Helpful)	145	28.5%
6	41	8.1%
7	34	6.7%
8	32	6.3%
9 (Very Helpful)	64	12.6%
10 (Not Applicable)	26	5.1%
Total	507	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**50. What reasons for not attending Edison training apply to you? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' and if you answered 'No' to question '47' ]

Please choose **all** that apply:

*Note: 811 respondents answered this question. Respondents could select multiple reasons for not attending Edison training*

<b>Response</b>	<b>N</b>
I was not aware of available Edison Financial component training	177
I could not attend due to job responsibilities	88
I had to cancel my attendance	17
I was not scheduled for Edison Financial component training	392
I was not allowed to attend Edison Financial component training	31
The course I was scheduled to attend was canceled by Edison	54
Other	206

**51. Please explain the "Other" reason training was not attended: \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' and if you answered 'No' to question '47' and if you answered 'Other' to question '50' ]

Please write your answer here: There were 206 responses. However some responses were limited to spaces or punctuation characters.

**52. In your opinion, did your training sufficiently prepare you to perform your job duties? \***

[Only answer this question if you answered 'Yes' to question '42' or question '47']

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

### [Online Training]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Sufficiently Prepared)	275	22.4%
2	123	10.0%
3	99	8.1%
4	96	7.8%
5 (Somewhat Sufficiently Prepared)	278	22.7%
6	67	5.5%
7	56	4.6%
8	34	2.8%
9 (Sufficiently Prepared)	72	5.9%
10 (Not Applicable)	126	10.3%
Total	1,226	100.0%

### [In Class Training]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Sufficiently Prepared)	263	21.5%
2	115	9.4%
3	77	6.3%
4	92	7.5%
5 (Somewhat Sufficiently Prepared)	210	17.1%
6	61	5.0%
7	53	4.3%
8	44	3.6%
9 (Sufficiently Prepared)	73	6.0%
10 (Not Applicable)	238	19.4%
Total	1,226	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

### [Manuals]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Sufficiently Prepared)	223	18.2%
2	104	8.5%
3	81	6.6%
4	85	6.9%
5 (Somewhat Sufficiently Prepared)	199	16.2%
6	55	4.5%
7	62	5.1%
8	31	2.5%
9 (Sufficiently Prepared)	66	5.4%
10 (Not Applicable)	320	26.1%
Total	1,226	100.0%

### [Overall]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Sufficiently Prepared)	244	19.9%
2	133	10.8%
3	98	8.0%
4	100	8.2%
5 (Somewhat Sufficiently Prepared)	299	24.4%
6	72	5.9%
7	74	6.0%
8	48	3.9%
9 (Sufficiently Prepared)	74	6.0%
10 (Not Applicable)	84	6.9%
Total	1,226	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**53. Do you know who your agency's Accounts Payable (AP) Super Users are? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	728	47.2%
No	815	52.8%
Total	1,543	100.0%

**54. Do you know who your agency's Procurement Super Users are? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	738	47.8%
No	805	52.2%
Total	1,543	100.0%

**55. Do you know who to contact in your agency for initial help with the financial modules? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	1,091	70.7%
No	452	29.3%
Total	1,543	100.0%

**56. Should you be consulted by Project Edison staff concerning role mapping and security profiles? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	58	25.8%
No	167	74.2%
Total	225	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**57. Have you been consulted by Project Edison staff concerning role mapping and security profiles? \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '56' ]

**[Role Mapping]**

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Not Consulted)	24	41.4%
2	7	12.1%
3	1	1.7%
4	0	0.0%
5 (Somewhat Consulted)	11	19.0%
6	1	1.7%
7	3	5.2%
8	5	8.6%
9 (Fully Consulted)	6	10.3%
Total	58	100.0%

**[Security Profiles]**

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Not Consulted)	30	51.7%
2	9	15.5
3	0	0.0%
4	1	1.7%
5 (Somewhat Consulted)	6	10.3%
6	3	5.2%
7	3	5.2%
8	3	5.2%
9 (Fully Consulted)	3	5.2%
Total	58	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**58. \* What is the status of your agency's role mapping and security profiles effort?**

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '56' ]

Please choose **only one** of the following:

Response	N	Percent
Not started	1	1.7%
Partially completed	4	6.9%
Half completed	0	0.0%
Mostly completed	16	27.6%
Completed	9	15.5%
Don't know	28	48.3%
Total	58	100.0%

**59. Should you be consulted by Project Edison staff concerning work flow analysis and business process design? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	55	24.4%
No	170	75.6%
Total	225	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**60. Have you been consulted by Project Edison staff concerning work flow analysis and business process design? \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '59' ]

**[Workflow Analysis]**

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Not Consulted)	34	61.8%
2	5	9.1%
3	3	5.5%
4	0	0.0%
5 (Somewhat Consulted)	6	10.9%
6	3	5.5%
7	1	1.8%
8	1	1.8%
9 (Fully Consulted)	2	3.6%
Total	55	100.0%

**[Business Process Design]**

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Not Consulted)	35	63.6%
2	3	5.5%
3	4	7.3%
4	1	1.8%
5 (Somewhat Consulted)	7	12.7%
6	2	3.6%
7	1	1.8%
8	0	0.0%
9 (Fully Consulted)	2	3.6%
Total	55	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**61. What is the status of your agency's workflow analysis and business process design effort? \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '59' ]

Please choose **only one** of the following:

Response	N	Percent
Not started	1	1.8%
Partially completed	6	10.9%
Half completed	0	0.0%
Mostly completed	6	10.9%
Completed	3	5.5%
Don't know	39	70.9%
Total	55	100.0%

**62. Should you be consulted by Project Edison staff concerning speed charts? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	49	21.8%
No	176	78.2%
Total	225	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**63. Have you been consulted by Project Edison staff concerning speed charts? \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '62' ]

Please choose the appropriate response for each item:

**[Speed Charts]**

Response	N	Percent
1 (Not Consulted)	28	58.0%
2	1	2.0%
3	3	6.0%
4	3	6.0%
5 (Somewhat Consulted)	3	6.0%
6	3	6.0%
7	2	4.0%
8	3	6.0%
9 (Fully Consulted)	3	6.0%
Total	49	100.0%

**64. What is the status of your agency's speed chart efforts? \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '62' ]

Please choose **only one** of the following:

**[Speed Charts]**

Response	N	Percent
Not started	4	8.2%
Partially completed	7	14.3%
Half completed	2	4.1%
Mostly completed	9	18.4%
Completed	3	6.1%
Don't know	24	49.0%
Total	49	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**65. Should you be consulted by Project Edison staff concerning testing? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	61	27.1%
No	164	72.9%
Total	225	100.0%

**66. Have you been consulted by Project Edison staff concerning testing? \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '65' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not Consulted)	38	62.3%
2	4	6.6%
3	1	1.6%
4	1	1.6%
5 (Somewhat Consulted)	10	16.4%
6	4	6.6%
7	0	0.0%
8	2	3.3%
9 (Fully Consulted)	1	1.6%
Total	61	100.0%

**67. What is the status of your agency's testing efforts? \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '65' ]

Please choose **only one** of the following:

Response	N	Percent
Not started	10	16.4%
Partially completed	12	19.7%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

Half completed	2	3.3%
Mostly completed	5	8.2%
Completed	0	0.0%
Don't know	32	52.5%
Total	61	100.0%

**68. To your knowledge, has Project Edison staff conducted tests of your modules, including parallel testing? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	18	8.0%
No	33	14.7%
Don't know	174	77.3%
Total	225	100.0%

**69. Have you been provided with the results of such tests, including all relevant documentation? \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '68' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	8	44.4%
No	10	55.6%
Total	18	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**70. How satisfied are you with the development process of the Edison Financial component as it pertains to your agency? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

**[Development Process]**

Please choose the appropriate response for each item:

Response	N	Percent
1 (Very Unsatisfied)	67	29.8%
2	41	18.2%
3	25	11.1%
4	25	11.1%
5 (Somewhat Satisfied)	45	20.0%
6	9	4.0%
7	6	2.7%
8	4	1.8%
9 (Very Satisfied)	3	1.3%
Total	225	100.0%

**71. How satisfied are you with the Edison issue resolution process as it pertains to the development process? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

**[Issue Resolution]**

Please choose the appropriate response for each item:

Response	N	Percent
1 (Very Unsatisfied)	66	29.3%
2	36	16.0%
3	36	16.0%
4	25	11.1%
5 (Somewhat Satisfied)	44	19.6%
6	7	3.1%
7	6	2.7%
8	2	0.9%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

9 (Very Satisfied)	3	1.3%
Total	225	100.0%

**72. Do you have any significant outstanding issues today? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	80	35.6%
No	145	64.4%
Total	225	100.0%

**73. Please explain: \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '72' ]

Please write your answer here: There were 80 responses.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**74. How much time, if any, have you spent in preparation for implementation of Edison's Financial component as compared to operation of the prior systems? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Over 100% more	11	4.9%
100% more	9	4.0%
90% more	2	0.9%
80% more	13	5.8%
70% more	10	4.4%
60% more	8	3.6%
50% more	24	10.7%
40% more	7	3.1%
30% more	11	4.9%
20% more	13	5.8%
10% more	5	2.2%
Same amount of time	54	24.0%
10% less	6	2.7%
20% less	1	0.4%
30% less	5	2.2%
40% less	3	1.3%
50% less	7	3.1%
60% less	3	1.3%
70% less	1	0.4%
80% less	3	1.3%
90% less	11	4.9%
100% less	18	8.0%
Total	225	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**75. Have any critical elements been left out of the preparation for Wave 3 implementation? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	109	48.4%
No	116	51.6%
Total	225	100.0%

**76. Please explain: \***

[Only answer this question if you answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '75' ]

Please write your answer here: There were 109 responses.

**77. How confident are you that Wave 3 implementation will result in the accurate, complete, timely, and reliable processing of transactions and information? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not confident)	101	44.9%
2	21	9.3%
3	25	11.1%
4	17	7.6%
5 (Somewhat confident)	35	15.6%
6	7	3.1%
7	4	1.8%
8	3	1.3%
9 (Very confident)	3	1.3%
10 (Don't know)	9	4.0%
Total	225	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**78. How confident are you that Wave 3 implementation will be successful on July 1, 2009? \***

[Only answer this question if you answered 'Wave 3' to question '12' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not confident)	110	48.9%
2	21	9.3%
3	15	6.7%
4	22	9.8%
5 (Somewhat confident)	29	12.9%
6	6	2.7%
7	3	1.3%
8	1	0.4%
9 (Very confident)	3	1.3%
10 (Don't know)	15	6.7%
Total	225	100.0%

**79. Did you attend a post go-live workshop? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	293	22.2%
No	1,025	77.8%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**80. Was the post go-live workshop beneficial to your job responsibilities in Edison? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' and if you answered 'Yes' to question '79' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Not beneficial)	17	5.8%
2	28	9.6%
3	21	7.2%
4	15	5.1%
5 (Somewhat beneficial)	80	27.3%
6	25	8.5%
7	36	12.3%
8	17	5.8%
9 (Very beneficial)	54	18.4%
Total	293	100.0%

**81. Did you participate in a post go-live conference call? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	272	20.6%
No	1,046	79.4%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**82. Was the post go-live conference call beneficial to your job responsibilities in Edison? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '81' ]

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Not beneficial)	29	10.7%
2	18	6.6%
3	21	7.7%
4	24	8.8%
5 (Somewhat beneficial)	80	29.4%
6	23	8.5%
7	27	9.9%
8	19	7.0%
9 (Very beneficial)	31	11.4%
Total	272	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**83. From your perspective, do you think the issues experienced with the Edison Financial component are typical start up matters or more serious?\***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

<b>Response</b>	<b>N</b>	<b>Percent</b>
I am not aware of any problems with the Edison Financial component	98	7.4%
The issues appear to be expected and typical start-up issues that will diminish as the system matures	312	23.7%
The issues appear to be more serious than expected and typical start up issues, but manageable as the system matures	426	32.3%
The issues appear to be serious systemic matters; I doubt they can be resolved	195	14.8%
The issues appear to be fatal flaws that show that the system is broken beyond repair and should be replaced	83	6.3%
Not sure	204	15.5%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**84. How would you compare the performance of the Edison Financial component modules with that of the prior systems? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose the appropriate response for each item:

**[Asset Management]**

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Much Worse)	121	9.2%
2	42	3.2%
3	40	3.0%
4	51	3.9%
5 (Same)	71	5.4%
6	21	1.6%
7	16	1.2%
8	15	1.1%
9 (Much Better)	26	2.0%
10 (Have no experience with module)	915	69.4%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

### [Accounts Payable]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	126	9.6%
2	58	4.4%
3	73	5.5%
4	85	6.4%
5 (Same)	78	5.9%
6	34	2.6%
7	34	2.6%
8	23	1.7%
9 (Much Better)	49	3.7%
10 (Have no experience with module)	758	57.5%
Total	1,318	100.0%

### [Accounts Receivable]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	100	7.6%
2	45	3.4%
3	45	3.4%
4	57	4.3%
5 (Same)	72	5.5%
6	32	2.4%
7	24	1.8%
8	16	1.2%
9 (Much Better)	36	2.7%
10 (Have no experience with module)	891	67.6%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## [Budget Control]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	93	7.1%
2	36	2.7%
3	45	3.4%
4	40	3.0%
5 (Same)	74	5.6%
6	16	1.2%
7	17	1.3%
8	17	1.3%
9 (Much Better)	18	1.4%
10 (Have no experience with module)	962	73.0%
Total	1,318	100.0%

## [Billing]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	97	7.4%
2	46	3.5%
3	44	3.3%
4	54	4.1%
5 (Same)	72	5.5%
6	20	1.5%
7	15	1.1%
8	14	1.1%
9 (Much Better)	24	1.8%
10 (Have no experience with module)	932	70.7%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

### [Cost Allocation]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	85	6.4%
2	30	2.3%
3	42	3.2%
4	48	3.6%
5 (Same)	67	5.1%
6	14	1.1%
7	13	1.0%
8	14	1.1%
9 (Much Better)	20	1.5%
10 (Have no experience with module)	985	74.7%
Total	1,318	100.0%

### [Cash Management]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	79	6.0%
2	31	2.4%
3	32	2.4%
4	39	3.0%
5 (Same)	68	5.2%
6	13	1.0%
7	12	0.9%
8	18	1.4%
9 (Much Better)	21	1.6%
10 (Have no experience with module)	1,005	76.3%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

### [Contracts]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	134	10.2%
2	71	5.4%
3	52	3.9%
4	55	4.2%
5 (Same)	70	5.3%
6	24	1.8%
7	25	1.9%
8	17	1.3%
9 (Much Better)	22	1.7%
10 (Have no experience with module)	848	64.3%
Total	1,318	100.0%

### [Cashiering]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	95	7.2%
2	33	2.5%
3	31	2.4%
4	36	2.7%
5 (Same)	73	5.5%
6	28	2.1%
7	26	2.0%
8	24	1.8%
9 (Much Better)	45	3.4%
10 (Have no experience with module)	927	70.3%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

### [Fleet Management]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	83	6.3%
2	32	2.4%
3	27	2.0%
4	29	2.2%
5 (Same)	65	4.9%
6	18	1.4%
7	14	1.1%
8	10	0.8%
9 (Much Better)	24	1.8%
10 (Have no experience with module)	1,016	77.1%
Total	1,318	100.0%

### [General Ledger]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	80	6.1%
2	41	3.1%
3	31	2.4%
4	43	3.3%
5 (Same)	74	5.6%
6	18	1.4%
7	22	1.7%
8	14	1.1%
9 (Much Better)	24	1.8%
10 (Have no experience with module)	971	73.7%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## [Grants]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	81	6.1%
2	34	2.6%
3	31	2.4%
4	23	1.7%
5 (Same)	67	5.1%
6	14	1.1%
7	13	1.0%
8	10	0.8%
9 (Much Better)	17	1.3%
10 (Have no experience with module)	1,028	78.0%
Total	1,318	100.0%

## [Inventory]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	115	8.7%
2	41	3.1%
3	41	3.1%
4	37	2.8%
5 (Same)	78	5.9%
6	20	1.5%
7	7	0.5%
8	13	1.0%
9 (Much Better)	20	1.5%
10 (Have no experience with module)	946	71.8%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## [Plant Management]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	67	5.1%
2	25	1.9%
3	22	1.7%
4	32	2.4%
5 (Same)	65	4.9%
6	13	1.0%
7	8	0.6%
8	7	0.5%
9 (Much Better)	20	1.5%
10 (Have no experience with module)	1,059	80.3%
Total	1,318	100.0%

## [Projects]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	79	6.0%
2	29	2.2%
3	23	1.7%
4	28	2.1%
5 (Same)	74	5.6%
6	16	1.2%
7	6	0.5%
8	12	0.9%
9 (Much Better)	13	1.0%
10 (Have no experience with module)	1,038	78.8%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

### [Catalog Management]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	87	6.6%
2	32	2.4%
3	22	1.7%
4	40	3.0%
5 (Same)	67	5.1%
6	8	0.6%
7	9	0.7%
8	10	0.8%
9 (Much Better)	16	1.2%
10 (Have no experience with module)	1,027	77.9%
Total	1,318	100.0%

### [Procurement Contract]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	129	9.8%
2	57	4.3%
3	59	4.5%
4	51	3.9%
5 (Same)	73	5.5%
6	21	1.6%
7	12	0.9%
8	16	1.2%
9 (Much Better)	27	2.0%
10 (Have no experience with module)	873	66.2%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

### [ePro Requisitions]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	125	9.5%
2	55	4.2%
3	50	3.8%
4	55	4.2%
5 (Same)	86	6.5%
6	26	2.0%
7	21	1.6%
8	24	1.8%
9 (Much Better)	30	2.3%
10 (Have no experience with module)	846	64.2%
Total	1,318	100.0%

### [eSupplier]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	86	6.5%
2	34	2.6%
3	35	2.7%
4	27	2.0%
5 (Same)	63	4.8%
6	13	1.0%
7	9	0.7%
8	16	1.2%
9 (Much Better)	12	0.9%
10 (Have no experience with module)	1,023	77.6%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## [Purchasing]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	169	12.8%
2	69	5.2%
3	84	6.4%
4	63	4.8%
5 (Same)	90	6.8%
6	36	2.7%
7	26	2.0%
8	26	2.0%
9 (Much Better)	35	2.7%
10 (Have no experience with module)	720	54.6%
Total	1,318	100.0%

## [Service Procurement]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	114	8.6%
2	45	3.4%
3	44	3.3%
4	44	3.3%
5 (Same)	84	6.4%
6	18	1.4%
7	10	0.8%
8	14	1.1%
9 (Much Better)	25	1.9%
10 (Have no experience with module)	920	69.8%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## [Strategic Sourcing]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	85	6.4%
2	23	1.7%
3	24	1.8%
4	23	1.7%
5 (Same)	64	4.9%
6	7	0.5%
7	7	0.5%
8	10	0.8%
9 (Much Better)	19	1.4%
10 (Have no experience with module)	1,056	80.1%
Total	1,318	100.0%

## [Travel]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

Response	N	Percent
1 (Much Worse)	142	10.8%
2	64	4.9%
3	77	5.8%
4	98	7.4%
5 (Same)	140	10.6%
6	69	5.2%
7	84	6.4%
8	107	8.1%
9 (Much Better)	173	13.1%
10 (Have no experience with module)	364	27.6%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

## [Overall]

[Only answer this question if you have NOT answered 'Wave 3' to question '1' ]

Please choose the appropriate response for each item:

<b>Response</b>	<b>N</b>	<b>Percent</b>
1 (Much Worse)	176	13.4%
2	107	8.1%
3	140	10.6%
4	154	11.7%
5 (Same)	182	13.8%
6	67	5.1%
7	81	6.1%
8	68	5.2%
9 (Much Better)	115	8.7%
10 (Have no experience with module)	228	17.3%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**85. During implementation (January 2009 for Wave One and April 2009 for Wave Two), did the Edison Financial component require more, the same, or less of your time to perform your business functions as compared to the prior systems? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Over 100% more	180	13.7%
100% more	122	9.3%
90% more	40	3.0%
80% more	110	8.3%
70% more	112	8.5%
60% more	69	5.2%
50% more	199	15.1%
40% more	50	3.8%
30% more	84	6.4%
20% more	73	5.5%
10% more	46	3.5%
Same amount of time	147	11.2%
10% less	15	1.1%
20% less	15	1.1%
30% less	15	1.1%
40% less	2	0.2%
50% less	17	1.3%
60% less	5	0.4%
70% less	2	0.2%
80% less	8	0.6%
90% less	2	0.2%
100% less	5	0.4%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**86. Currently, does the Edison Financial component require more, the same, or less of your time to perform your business functions as compared to the prior systems? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Over 100% more	143	10.8%
100% more	82	6.2%
90% more	38	2.9%
80% more	84	6.4%
70% more	78	5.9%
60% more	54	4.1%
50% more	159	12.1%
40% more	65	4.9%
30% more	116	8.8%
20% more	102	7.7%
10% more	59	4.5%
Same amount of time	184	14.0%
10% less	28	2.1%
20% less	33	2.5%
30% less	21	1.6%
40% less	14	1.1%
50% less	22	1.7%
60% less	5	0.4%
70% less	8	0.6%
80% less	11	0.8%
90% less	3	0.2%
100% less	9	0.7%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**87. Comparing implementation (January 2009 for Wave One and April 2009 for Wave Two) to the present day, does the Edison Financial component require more, the same, or less of your time to perform your business functions? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Over 100% more	120	9.1%
100% more	71	5.4%
90% more	36	2.7%
80% more	73	5.5%
70% more	65	4.9%
60% more	57	4.3%
50% more	136	10.3%
40% more	63	4.8%
30% more	86	6.5%
20% more	89	6.8%
10% more	49	3.7%
Same amount of time	259	19.7%
10% less	51	3.9%
20% less	51	3.9%
30% less	27	2.0%
40% less	21	1.6%
50% less	26	2.0%
60% less	9	0.7%
70% less	11	0.8%
80% less	8	0.6%
90% less	3	0.2%
100% less	7	0.5%
Total	1,318	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**88. Are you currently having to work around aspects of the Edison Financial component to accomplish your job duties? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please choose **only one** of the following:

Response	N	Percent
Yes	541	41.0%
No	777	59.0%
Total	1,318	100.0%

**89. Please explain: \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' *and* if you answered 'Yes' to question '88' ]

Please write your answer here: There were 541 responses.

**90. In your opinion, does Edison contain adequate controls to prevent fraud and abuse in financial transactions? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	1098	71.2%
No	445	28.8%
Total	1,543	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**91. In what areas are controls lacking? \***

[Only answer this question if you answered 'No' to question '90' ]

Please choose **all** that apply:

<b>Response</b>	<b>N</b>
Travel	164
Other	131
Purchasing	104
Accounts Payable	101
Billing	65
Cashiering	58
ePro Requisitions	58
Contracts	55
Budget Control	54
Inventory	53
Accounts Receivable	52
Asset Management	51
Procurement Contract	51
Cash Management	39
Services Procurement	38
Cost Allocation	37
General Ledger	36
Projects	33
Grants	30
eSupplier	30
Fleet Management	28
Plant Management	22
Strategic Sourcing	22
Catalog Management	21

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**92. Please provide a short description of the areas where the "Other" controls are lacking: \***

[Only answer this question if you answered 'No' to question '90' *and* if you answered 'Other' to question '91' ]

Please write your answer here: There were 128 responses.

**93. Please describe the critical internal control weaknesses: \***

[Only answer this question if you answered 'No' to question '90' ]

Please write your answer here: There were 444 responses.

**94. In your opinion, will mistakes in financial transactions increase, decrease or remain about the same with Edison as compared with the prior systems? \***

Please choose **only one** of the following:

Response	N	Percent
Increase	405	26.2%
Decrease	257	16.7%
Remain about the same	321	20.8%
Don't know	560	36.3%
Total	1,543	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**95. In your opinion, will payments to vendors be faster, slower, or remain about the same with Edison as compared with the prior systems? \***

Please choose **only one** of the following:

Response	N	Percent
Faster	321	20.8%
Slower	458	29.7%
Remain about the same	171	11.1%
Don't know	593	38.4%
Total	1,543	100.0%

**96. In your opinion, will transparency in financial transactions be greater, less, or remain about the same with Edison as compared with the prior systems? \***

Please choose **only one** of the following:

Response	N	Percent
Greater	256	16.6%
Less	180	11.7%
Remain about the same	283	18.3%
Don't know	824	53.4%
Total	1,543	100.0%

**97. Based on your experience, what would you advise a Wave 3 agency to do to prepare for implementation of the Edison Financial component? \***

[Only answer this question if you have NOT answered 'Wave 3' to question '12' ]

Please write your answer here: There were 1,315 responses.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**98. If implementation of Edison's Wave 3 Financial component or modules were to be postponed, would your agency experience any negative effects? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	192	12.4%
No	1,351	87.6%
Total	1,543	100.0%

**99. What would the negative effects be? \***

[Only answer this question if you answered 'Yes' to question '98' ]

Please write your answer here: There were 192 responses.

**100. In your opinion, should the state delay the Wave 3 implementation of the Edison Financial component? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	822	53.3%
No	721	46.7%
Total	1,543	100.0%

**101. Please explain why you think the state should delay the Wave 3 implementation of the Edison Financial component: \***

[Only answer this question if you answered 'Yes' to question '100' ]

Please write your answer here: There were 820 responses.

**102. Please explain why you think the state should not delay the Wave 3 implementation of the Edison Financial component: \***

[Only answer this question if you answered 'No' to question '100' ]

Please write your answer here: There were 721 responses.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**103. What recommendations do you have for Project Edison going forward? \***

Please write your answer here: There were 1,540 responses.

**104. Have you been discouraged or pressured in any way to not discuss problems with the Edison Financial component? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	110	7.1%
No	1,433	92.9%
Total	1,543	100.0%

**105. Please describe the situation: \***

[Only answer this question if you answered 'Yes' to question '104' ]

Please write your answer here: There were 110 responses.

**106. Have you been discouraged or pressured in any way to not contact Edison staff directly concerning any issues you experience? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	129	8.4%
No	1,414	91.6%
Total	1,543	100.0%

**107. Please describe the situation: \***

[Only answer this question if you answered 'Yes' to question '106' ]

Please write your answer here: There were 129 responses.

**108. Would you feel uncomfortable discussing or criticizing the performance of the Edison Financial component to date? \***

Please choose **only one** of the following:

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

Response	N	Percent
Yes	245	15.9%
No	1,298	84.1%
Total	1,543	100.0%

**109. Please explain: \***

[Only answer this question if you answered 'Yes' to question '108' ]

Please write your answer here: There were 245 responses.

**110. Have you been instructed to instruct any of your agency's employees not to discuss or criticize the performance of the Edison Financial component? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	27	1.7%
No	1,516	98.3%
Total	1,543	100.0%

**111. Please identify by whom you were instructed, and what were the circumstances? \***

[Only answer this question if you answered 'Yes' to question '110' ]

Please write your answer here: There were 27 responses.

**112. Have you instructed any of your agency's employees not to discuss or criticize the performance of the Edison Financial component? \***

Please choose **only one** of the following:

Response	N	Percent
Yes	10	0.6%
No	1,533	99.4%
Total	1,543	100.0%

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.

**113. Please describe how many employees, and what were the circumstances? \***

[Only answer this question if you answered 'Yes' to question '112' ]

Please write your answer here: There were 10 responses.

**114. As stated in the introduction, your comments are completely anonymous. With regard to any written comments you might provide, we would like to compile those comments and include them in our report. Please consider if you wish to include any personal identifying information in these comments. If you would like to provide comments on Edison that may be compiled or summarized and included in our report, please provide them here:**

Please write your answer here: There were 687 responses.

**115. If you would like to comment on Edison, but not have your comments included in our report, please provide them here:**

Please write your answer here: There were 282 responses.

\* Denotes a mandatory question

Note: Percentages shown may not always add to 100.0 because of rounding.