

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

Wave 1

1. It should be delay to make sure so that most of the errors are fixed.
2. not enough training
3. If you have no knowledge of Wave 2 why go to wave three
4. Wave 3 has the biggest agencies in the state coming on. They need to work the problems out that they are already having before bringing these on. Most of these agencies are no where ready to go live.
5. There are still to many issue with Wave 1 and 2 of vendors being paid in a timely matter. Bringing on another wave will jsut increase the load on the system and slow it down even more. How many servers are we running off of? Does each department have their own server like before?Or are we all on one? If so that needs to be changed. Also the noon updates slow the system down now with wave 1 and 2. It slows it up so much you get the SQL errors which is the server not being able to handle the work loads. I feel there are a lot of bugs that need to be worked out before the last departments come on-line. If they are not fixed it will just had more fuel to the fire already burning from Waves 1 and 2.
6. To ensure Edison is ready for operation. To allow more time for testing of Edison. To ensure the training and training materials are accurate. Allow for time to correct the existing problems within Edison. Have waves 1 and 2 completely operational.
7. Implemented all three waves in the same fiscal year without the benefit of an independent audit of internal controls could substantial harm the state if material weaknesses are found. The resulting weakness could lead to a qualified opinion on the CAFR; thereby, increasing the cost of the state to borrow, etc. If Wave 3 is delayed and problems are found the impact on the CAFR would be mitigated, because Wave 3 agencies represent the majority of state expenditures.
8. To have more time to identify and correct current problems; and to offer more training.
9. I don't think the state wants to, in this tough budget time, spend the amount of money required to train people properly so they can train staff properly in this system..
10. REDUNDANT TASKS SHOULD BE CONSOLODATED BEFORE WE PROCEED
11. It would give more time to work out problems with the system
12. It appears the computer system is not big enough to handle the current workload. Oftentimes, processing is extremely slow or you can't work in EDISON at all when it is being used by large numbers of people. Can the system handle the additional workload?Also, requested financial reports still have not been made available to agency

staff to properly report financial transactions. At least in STARS, the information is reliable. More testing needs to be done on the indirect cost revenue calculation to see why the indirect cost doesn't calculate when the corresponding base expenditure processes. This timing delay can cause problems especially when you are close to drawing all the available funds in a grant.

13. Problems need to be resolved first for all the agencies that are already in the system and learn from those problems.
14. to make sure all are trained on the first 2 waves
15. Current issues need to be resolved before subjecting more people to all the additional work required.
16. To get more of the "bugs" out of the system. A few things are still being worked out with at least the Wave 1 users.
17. Wave 2 never should have taken place. We appear to be testing as we go and further tests are not needed to identify the problems. The "next wave" should be fixing the problems and not adding users to the problem.
18. Make sure all anticipated problems have been tested and somewhat resolved.
19. If the inadequacy of reports, training, and usability of the system in our office is any indication of what other offices will have to go through, I do not know if they will be able to meet deadlines or have the information available to do their jobs.
20. Wait until all aspects are working properly.
21. the system is going to blow up
22. We have not learned everything yet.
23. It has been too many problems with the system.
24. This should NEVER have been deployed until the system was properly tested and the correct users were able to test - why would it be implemented before any actual user was able to test?
25. delay the 3rd until the tweaks are out of the first two
26. I'm not convinced that the system can produce year-end financial statements that are accurate and complete.
27. I'd rather see 6 month increments instead of 3.
28. i think they should work out the problems more

29. Please....fix the mess that is before making another. When the Capitol fund goes live, contractors and designers that won't be paid will be heard on the Hill.
30. I think we should proceed. We are not going to fix the problems unless we keep working on them.
31. Although, I haven't personally experience any issues with EDISON, there are obviously issues with the system that should be corrected before any further implementations.
32. Looking with prior start up experience, it is bound to be a disaster.
33. Wave 1 and Wave 2 agencies are in trouble. Work with the wave 1 and wave 2 groups to get issues resolved and let them become part of the support group for Wave 3. Edison folks cannot keep up now, why burn them out anymore.
34. Get all the bugs out before train more people.
35. Current issues need to be resolved before another wave.
36. to make sure that the major problems with the financial section have been resolved, including work flow issues.
37. there are too many issues not resolved with one and two to implement three
38. Adequately address all issues related to implementation of Waves 1 and 2.
39. There have been nothing but problems with either phase since the beginning
40. Get people in the class room to really teach not just set there and click or enter, we can do that on our own from our desk. Really get into the program and teach like in a computer class.
41. Edison team needs to resolve current issues with current agencies before adding more responsibility training a new wave.
42. Work out current problems before installing another level...
43. Wave 1 and 2 are still having problems, so why add the biggest agencies with the most money to the problems.
44. Waves 1 and 2 are still experiencing many problems. Wave 3 includes all the very large agencies. It appears to me that if Wave 3 does go live July 1, it will be a major struggle to ensure that payments are made in a timely manner.
45. Again, I don't know. I don't have the knowledge to have an opinion... there was no "I don't know" box to check.
46. this component is not working, why is it taking so long to do something that was purchased long ago.

47. I believe that current problems with the system should be resolved, and the system allowed to stabilize, before bringing on-line the largest agencies brought on to date. Edison support staff is stretched too thin as is.
48. the whole thing takes more time to work with the system than the old system
49. The training needs to be better --and the help desk needs to include folks who KNOW and troubleshoot the system --not just taking messages!
50. Until the system has been corrected and additude training established, no department should have to face what this department has gone through and continues to struggle with on daily basis.
51. Don't think Edison or Accounts are prepared for the volumen of transactions.
52. accuracy
53. Because I don't think that the servers will last since each wave has caused the system to slow down. And since most of the big agencies aren't going on until wave 3, I think the system will probably crash.
54. only reason for proceeding - misery loves company
55. My real answer is "I don't know." That was not an option.
56. Wave 1 agencies are still have problems with the system.
57. The training and manuals for Edison are rediculous.They take you around the world to get something done if it will even work.It needs to be stream lined 1,2,3 a,b,c.they both are very confusing to some one even if they are good on computers.
58. to clear up all areas they can
59. Unless I am missing part of the issue, we will already have to be using at least in part both systems (STARS and Edison) for the preparation of the CAFR and the Schedule of Expenditures of Federal Awards since the largest dollar agencies are in Wave 3. I am assuming that the Wave 3 agencies were included in Wave 3 due to the size or the complexity of their programs. If that assumption is correct, this will probably be the most problematic wave. I am hoping that the implementation of Wave 3 is seamless; however, if the smaller or less complex agencies were not, how could the largest agencies be?
60. the system does not work and will not allow wave 3 employees to do their jobs as well as they are doing them now. It will slow them down.
61. They need to resolve the problems they have now and not add more.

62. Strictly self-interest - it will slow the system down again as it did when wave 2 came on. If possible, do more beta testing before bringing more agencies on.
63. The problems that have arisen with the other two Waves have not been fixed and by adding the Wave 3 agencies which are all of the large agencies is only going to make the system much slower. The invoice paying problems have not been solved and need to be solved before any other agencies go on Edison. Some of these agencies cannot go without goods or services; i.e, Health Dept.putting them on Edison would certainly hurt that agency.
64. There is no reason to bring on another wave of employees before the system's kinks have been worked through more than they have at this time.
65. More time is required for testing prior to implementation. All access rights must be confirmed and tested including approval processes.
66. To ensure that any problems currently present in the system are addressed and corrected.
67. I didn't even know there was a phase two until the travel authority fiasco.
68. There are still many issues in processing vendor invoice payments in a timely manner. This is not only invoice processed through Procurement for maintenance , utilities, but Consultant contractor invoices. Also issues after a PO has been issued in process the payment through Admin Services and General Services.
69. not enough training
70. I hate to rush into this
71. Too many problems still unresolved
72. I don't want all of this "Big Money" from Wave 3 to get lost or miscalculated in the Edison system.
73. If my information is correct, Wave 3 will account for a larger number of users than Wave 1 and Wave 2 combined. There are too many significant issues left unresolved to go forward when you have that many new users coming online.
74. If deployed like previous Waves major problems will occur.
75. Ensure that the component is operating correctly
76. Edison is not working. We invent solutions to the problems we encounter and then lose data and controls.
77. get rid of edison
78. They can not keep up with the current problems.

79. Edison is very difficult to work with.
80. Training
81. All areas of Edison are not working to their full potential.
82. Again, I have no idea what Wave 3 involves. If it is something I should know then I guess that pretty much says it right there.
83. To let employees become more familiar with what we are working with now before you introduce something new
84. Why create more problems before the existing ones are resolved?
85. Each time a new wave is implemented, the system slows down from the increased number of users and the additional resources required. Focus should be centered on correcting outstanding issues before bringing on another wave. Let the last wave have a more positive experience.
86. Continue to assess how well wave 2 in the Edison System works.
87. all
88. Wave 1 and wave 2 are still experiencing major problems. Edison should get all of the current issues solved before adding more agencies to the system.
89. The bugs have not been worked out from Wave 1 and 2. Fix the problems before you introduce new problems.
90. Obviously, there have been and currently are discrepancies in financial records
91. THERE ARE TOO MANY UNRESOLVED ISSUES IN WAVE 1 AND WAVE 2. YOU KNOW I HAVE TO OPEN MORE WINDOWS NOW THAN WITH 3270. THIS SHOULD BE SIMPLER AND EASIER TO NAVIGATE.
92. Problems with Wave 1 and 2 have not been resolved. These should be taken care of before anything else.
93. not enough time for training. Current agencies need to get issues resolved so Edison can better handle wave 3, these agencies coming on wave 3 are much larger and have more accounting issues that will overwhelm the system right now. The current issues need to be resolved before bringing on Wave 3. They need to be better trained with live experiences instead of just hitting enter through the training material. They also need to be held accountable for online training.
94. I think we should fix what we have and see if we can make it run right. If we change everything over then nothing will work .
95. i feel Edison can not handle the additional users and maintain adequate response time.

96. We have enough to deal with at the moment and the implementation will only create more problems if it will be as bad as what we are experiencing so far.
97. Give Edison time to work out the problems.
98. Nothing due to any issues with Edison, but due to Recovery Act Funds coming to Wave 3 agencies.
99. Waves 1 and 2 should be up and running efficiently with all glitches taken care of before the implementation of Wave 3.
100. Edison has more than quadrupled my management duties. I am less efficient and should be terminated.
101. Because Wave 1 and Wave 2 aren't working.
102. If the state feels they need to be more prepared, they should take the time and not rush it.
103. For the major agencies slated for Wave 3, the implementation of Edison in its current form would be devastating to the operation of the State.
104. UNTIL WE LEARN MORE ABOUT WAVE 2.
105. I don't use it-no comment
106. Someone should talk to the every day people that work in Edison and see how much more time it takes to do anything and then see what can be done to correct these items before anyone else is added to Edison. I have spoke with people that will be going on Edison in Wave 3 and I'm not sure Edison can handle everything. We have time now when things are not update like they should be, what's going to happen when everyone is finally on Edison?
107. The system slowed down when Wave 2 came on board. More issues have been brought to light with Wave 2 agencies that need to be resolved. F & A are understaffed to handle the workload of Wave 1 & 2 agencies. Wave 3 agencies are the biggest and therefore will only increase the workload for F & A and also for the Edison system itself.
108. When vendors don't receive payments, and these tend to be minority businesses, it creates financial hardships for them and their line of credit with their financial supporters.
109. yyy
110. Current process is great, will slow us down, when we are already short staffed
111. There are a lot of issues with the Edison system. Someone needs to figure out how to fix the problems that exist before adding to them. Wave 3 has a lot of critical agencies that cannot lose information or have the snafues that we are experiencing.
112. It will probably crash Edison with so many users.

113. Because of all the problems and glitches data has been lost, process time has been tripled. No telling how bad things will get until it has been fixed.
114. Edison is still experiencing too many problems to include TDOT, DHS, DCS and L&WFD. Those are huge agencies with many locations. Edison needs to work before including those. Timing this for the 09 FYE is irresponsible and foolish.
115. My concern is that Wave 3 is comprised of the larger agencies. I am not convinced that the Edison team has spent enough time with each agency addressing how Edison is going to impact their processes.
116. For what my dept. does, nothing with Edison will improve our jobs. Far to time consuming, I don't know how you could improve this problem. We went from a 2 step process to a 12 step process.....how can you help this?
117. We still need more time in Edison timesheets
118. not sure.
119. creators of system did not talk to end users before using system
120. Give employees time to master the 1st 2 waves
121. Not sure 1 & 2 are fully understood
122. THE WHOLE SYSTEM SHOULD BE SCRAPED,
123. Because until the initial problems are solved, why take on more users.
124. Because some people still are not comfortable with constant change in Edison process.
125. Why bring more agencies on line until the problems Wave 1 is experiencing is corrected.
126. The agencies that are in Wave 3 are some of the most complicated agencies in terms of funding, payment transactions, etc. I have some experience in these agencies and I believe it will be very difficult for Edison to process the types of transactions that your public welfare agencies have.
127. To allow time to prepare and train affected personnel to a greater degree than their predecessors.
128. I am not sure if the system has proved that it works. Not enough practice has been given for the employee.
129. There are still too many payroll issues, workflow issues with F&A Accounts, procurement issues, asset management issues that have not been resolved. In my opinion, adding all these larger agencies would only compound the solution issues. The volume of issues would just increase and also added to this would be all new issues related to each individual agency added in Wave 3.

130. The system appears unable to handle the current volume--long processing delays, unresponsive actions to open files, etc.
131. There are still problems with the software that need to be resolved before additional agencies are added. The Edison team can not provide resolutions to the issue present by wave 1 & 2 agencies in a timely manner. The Wave three agencies will create a significant increase in accounting transactions and the Division of Accounts is having difficulty processing Wave 1 & 2 transactions in the month of entry.
132. I don't think the departments will be ready
133. The training is inadequate for all. The Help desk is largely not able to resolve the issues. The procurement module in General Services Purchasing does not work and no solicitations are being sent out to vendors. Purchasing has to use the old system of TOPs to bid out any contracts as of this date.
134. Because if Wave 1 and Wave 2 are having problems, why go live with Wave 3 and then the State would be dead in the water until Edison is fully functional. The State should have started with a small agency so that the kinks could be worked out.
135. It should delay Wave 3 until most of the issues with Waves 1 and 2 are resolved to managements satisfaction.
136. NEED TO INCREASE PRODUCT KNOWLEDGE
137. WORK OUT THE PROBLEMS FIRST
138. until training vis do first not last like are the other edison waves
139. more in depth training
140. There are still too many problems with Wave 1 and 2 agencies.
141. Wave 3 will slow down an already waterlogged system. When Wave 2 came on the issues identified by wave 1 had not been resolved. Adding more agencies and transations will stop all movement.
142. I think Wave 3 should be delayed until processes such as workflow/approval is correct.
143. They need to fix ALL issues with Edison before adding more to it.
144. All aspects of the system needs to be functioning properly before more departments and brought on line and more confusion created.
145. Corrections need to be made to the current problems before proceeding with wave 3. Address issues with the agencies and find out what is causing the problems and determine if it is system failure or lack of training.
146. Because there are still some problems with the sysetm

147. it does not work, and staff are not trained on how to use system.... if it worked
148. With the present issues adding more agencies will only compound the problems. Since wave two was added system down time has increased. The AP module is moving much slower. Response time for help with problems has increased. Accounts is slower in approving transactions. We still do not have reliable reports. There are too many issues that need correction before you burden the system with more users.
149. Wave 1 and 2 are still having numerous problems and implementation is NOT GOOD. Edison should be reimbursing the State of Tennessee. Both TOPS and Edison should be running paralleled because it is not fully implemented.
150. nothing is never correct when entered
151. too many unsolved problems with wave 2
152. IT DOESN'T ALLOW THE PEOPLE IN THE FIELD TO DO THEIR WORK!
153. With all the trouble Wave 1 and Wave 2 is still having. The helpdesk tickets take too long to be addressed now, Wave 3 would make it worse.
154. System has too many bugs
155. to give the ones who have already had a hard time a little more time to adjust.
156. Wave 1 & 2 are not understood.
157. Need to get the bugs worked out of the current system and get as any issues resolved first before moving forward.
158. There are too many bugs that need to be worked out of the system before these larger agencies are added.
159. This system doesn't meet specifications to do the sourcing events that Purchasing requires to award contracts. The documents do not look like anything the State should be sending to vendors to solicit bids. They look more like a quickbooks statement. They'll confuse any vendor who tries to interpret the process, others will not even try. We'll be protested due to the confusion. The sourcing events, or the lack of the ability to do these sourcing events, should kill this system.
160. To resolve each agency issues & to give everyone time to learn. System is extremely slow with 2 waves on. Give wave 1 & 2 more attention & help in speeding up the process before adding 3.
161. NEED MORE TIME TO ADJUST
162. It would allow more time to work the bugs out and make it easier for them.

163. there are too many current issues to bring on another wave of agencies. the current problems need to be addressed and corrected first.
164. All known issues/bugs should be corrected before further implementation.
165. Delayed payment of vendors is enough of a problem without adding any more to the pile
166. none
167. system is too complicated
168. Wave 3 should be delayed if the agencies are not ready.
169. Don't think they have worked out the problems with Wave one yet.
170. The current volume of transactions being processed through Edison is already overwhelming to our central accounting staff--adding the Wave 3 agencies will just make it worse.
171. I believe that the state went "live" too early with too many agencies. It is my opinion that a small group(3-5) of agencies should have piloted the system first. This would have allowed for problems to be discovered/corrected and training/manuals revised before a larger group of agencies began to use.
172. There is not enough time for training of wave 3 personnel and the State payment system is already seriously behind in payment for wave 1 and 2 agencies.
173. To take the time to correct errors that appeared in wave 1 & 2
174. The problems need to be fixed before adding more agencies.
175. Too many processes have either been identified or have been worked around to make EDISON work for the State of Tennessee. While I believe that these will eventually get worked out, they are still very real issues which will cause us pains for many years to come. I do not believe that any company our size has ever gone cold turkey and not run parallel systems when setting up a system of this size. There are too many new and untested systems which have been thrown into the mix. Why a hand full of people made this decision for the State is unknown. I just hope in the end that for every \$1 million saved we can stop spending \$10 million to fix.
176. Make sure all components are functioning completely
177. Things are not going very well. There is a negative image regarding Edison, and to a large extent a negative attitude. What is needed is success with the already implemented components, to build confidence among the users.

178. Because experience tells me Edison will be inflexible, inaccurate, and unreliable. It will have lower functionality than legacy systems it was intended to replace. In this case, newer is definitely not going to be better.
179. No purchases over \$25,000 have been processed by the General Services Purchasing Division, also, vendor information in the Vendor database is not complete.
180. WHY ADD MORE PROBLEMS TO AN ALREADY DISFUNCTIONAL SYSTEM?
181. to try to work thru the current users issues and resolve them before bringing anyone new in
182. not enough time
183. I don't have enough experience to answer this question. There should have been an option for "I don't know".
184. There are so many problem that the programmers are working on now that they ar not completing because they seem to lack an understanding of the laws/regulations that mandate how the state does business.
185. too many reported problems
186. does not appear that the system or the business processes are adequately prepared for the high volume agencies
187. Try to remedy the existing problems with procurement/bill paying before taking on any more Dept. transactions...
188. The system is not designed for the unique demands of government. It is designed for a retail environment. The state should look at other programs in use by existing states and also look at the drop rate of Peoplesoft programs from other states. Edison needs to be fitted to the states needs, not the state increasing man hours and lost time to adapt to Edison.
189. Edison is still flawed. Majorly. Just because the previous system was old didn't mean that it didn't work. sometimes it's better to have an old system with flaws you know how to fix than lay off several hundred people in order to buy a new system that no one knows how to fix; including the people at the Edison help desk or the edison teaching classes
190. There is a reporting problem that is on going in Edison. Wave three agencies are the larger agencies with more transactions and also in need of timely reports for Federal requirements. Timely process of transactions and lack of reporting would be even more a problem for the Wave 3 agencies.
191. Because it takes longer to process transactitons. Because you have to scan all backup and attach it to the transactions. Now we can just staple the backup and submit JV.

192. They need to make sure it is going to work or at least have tested it on real work.
193. It seems that the Edison/Purchasing staff are still working out the "kinks" in the system. If the State waited until the system is running smoothly it would be less stressful and frustrating for employees. If would also assure that State business continues without delays.
194. current issues
195. More time for training and to get caught on the last wave of mistakes.
196. We need more training on Wave 1 and Wave 2
197. repair all the problems from 1 and 2 before going any further
198. Issues should be resolved before the program is implemented in other areas. If this assessment was used in the Personnel implementation of Edison then the issues could have been resolved first and a lot of state employee time would not have been wasted.
199. Problems are still occurring in Edison. These issues need to be resolved before bringing more departments into the system. In my opinion, Wave 2 should have also been delayed. Known problems are occurring and bringing more people in on these problems is not a solution
200. I don't know what Wave 3 is and frankly don't care as long as I get paid.
201. I wish there had been an "I don't know" option. the State is in a real bind. We can't go back and aren't prepared to go forward. We are stuck in the middle. Either way comes with dire consequences.
202. I believe that all and any problems with this system should be corrected before another wave is implemented.
203. EMPLOYEES NEED MORE TRAINING. AND TO BE ENSURE THEY UNDERSTAND THE SYSTEM VERY WELL BEFORE THE WAVE 3 IMPLEMENTATION.
204. fix known problems
205. Fix it first
206. FOR EXAMPLE IF TENN CARE IS NOT TOTALLY PREPARED FOR THIS IT WILL BE IN THE NEWS MEDIA ASAP!
207. All the issues from wave one are still there. they all need to be resolved before adding any more to Edison.

208. Waves 1 and 2 have had their internal and external processes destroyed by trying to implement this system - why add insult to injury and bring even more frustrated users into a system that clearly doesn't work?
209. Contracts have not been loaded into Edison and the asset tagging matter is still being resolved by the Edison content group...the system is NOT ready and we have been live for 6 months now...do not put any other agencies up against this mess til it gets more "mature"
210. I believe the state should roll Wave 1 and 2 back to the old systems until the problems with the EDISON financial components can be resolved.
211. The first two have not had enough time to work to get out all of the "bugs" problems that are happening. Fix that part first before you implement the next step.
212. The largest agencies are in wave 3. If we are still having significant problems with waves 1 and 2, I don't see how we can expect wave 3 to go any better until more problems are resolved.
213. Edison still has too many quirks. It doesn't process or calculate correctly at this time. Things are still getting hung up and can't even be located in the system for days. More bugs need to be worked out before more people are added. The process is slow enough as it is and the more people using it the slower it gets.
214. Recovery Act transparency may be disastrous. If we are unable to produce how \$\$ are spent, our state could be smeared by the current administration.
215. The system is not working correctly. There are new problems on a daily basis. It is not stable or reliable. Also, Wave 1 and Wave 2 agencies are about to go thru the first year end closing in Edison and are going to need a lot of time and attention if that is going to succeed because there are so many outstanding issues and problems that have yet to be resolved. They haven't even migrated the data from Stars into Edison and the year end is June 30th.
216. The state needs to improve the training and manuals for implementation. If a delay will at least temporarily save money for state government in the face of major cuts, Wave 3 should be delayed.
217. I see no advantage at all to the entire Edison system
218. everything should be delayed until the kinks are worked out with what we already use.
219. Waves 1 & 2 should be 100% clear before implementation of wave 3
220. the state is trying to start too many new programs at once without working out the problems of programs they recently started.

221. We don't have Wave 1 working correctly yet. Wave 2 is still in a cluster and adding Wave 3 would just compound the problem by adding more confused people to the mix.
222. Too much time for employees because of internal difficulties that have not been ironed out before implementation.
223. Make sure everyone has been trained.
224. The Edison Sourcing module has failed to process any Event on-line and continues to experience problems. The system needs to be completely tested and proven to work before any agency is placed on the system.
225. Wave 1 and 2 are not working. It takes so much time to accomplish small tasks that were easily done on the old system that I have no time to do what I should be doing.
226. Edison is a disaster just waiting to happen, check with other states that have had it but have it no longer.
227. To make sure all problems are solved.
228. It is my understanding that edison has not resolved problems that many agencies are experiencing. It just doesn't make good sense to bring more agencies into an already problem arena.
229. Too many problems still exist for more agencies to be added. Adding wave 3 will compound the problems wave 1 and 2 are currently experiencing. Edison needs to be more thoroughly tested and problems fixed before wave 3 is added.
230. we need to get our current tools working correct before adding additional modules
231. There appear to be too many issues outstanding to begin bringing on other high volume agencies
232. Wave 3 must be debugged to a much greater extent; Wave 3 must be tested by users before going live. Adding more "brokenness" will not fix the system. The continued issues working with the Edison Financial Component have put a great strain on myself and others. It is not mentally or physically healthy; nor does it make for a good work environment.
233. Getting it working for an extended period of time and give wave 1 & 2 employees time to learn it throughly. Then use those employees to help implement/train at the wave 3 facilities.
234. While I only directly work with the travel module, my co-workers who use other aspects of the financial component have spent many additional hours trying to order supplies through Edison. Our division has been unable to purchase needed equipment because you cannot order APCAT catalog items yet. Also, I understand that we will not be able to add items recently purchased to the inventory module.

235. If the training is no better now than it was when Wave 1 was implemented, yes, it should be postponed.
236. Budget issues... use money for other things
237. work the bugs out.
238. I only work with the travel. It works fine.
239. There have been many items that were not considered when Edison went live. Either it was a budget issues and not enough funds were spent to ensure the proper reports and tools were available to use or it just wasn't thought about. If there was testing done it was not throughout to prevent delays. Wave 3 needs time to also be able to see how this effects how they internally process and to be able to document the new processes. This has been difficult for us because it changes on a regular basis. Also they need to look at end users and make sure they are trained and understand.
240. Wave one and Wave 2 have been emplimented and they are still finding problems daily. Need to have pretty much all of the bugs worked out before bringing the last of the big departments online. Failure to do so could cause major problems for the State and it's customers.
241. It would give more time for the Edison team to resolve outstanding issues for Wave 1 & 2
242. NO
243. There needs to be full and complete testing of the various modules for Wave 3 departments, review of results, and user acceptance prior to go live.
244. In BOPP field offices we have had too much change. slow down
245. To make sure any imperfections are corrected.
246. I do not believe The Procurement Module will ever work.
247. I explained this in the prior statement. In short, get 1 and 2 working well before adding more when 2 and 2 are not completly working to satisfaction.
248. look at all the problems it has with wave 1 and 2
249. Edison and Divison of Accounts staff need to issue clear documentation of current module information entry required to get vouchers and journals approved. Once again, the state is disbursing accounting policy and procedures though oral history instead of having clear written policies and procedures that are easily accessible via the state's web site.
250. To correct the problems with Wave 1 and Wave 2.

251. We have enough Edison on our plates now. The initial waves should be perfected first.
252. According to the report issued by the Comptroller's Office, there are numerous problems with the system.
253. I think they should work with the people who are already on and get them comfortable with what they are doing. We have been told that we would get new procedures for some of our transactions when the new wave comes on. Why can't we have them now since we are already working in Edison?
254. Some modules are still not fully operational (such as asset management). Wave 3 should not be implemented until everything is operational.
255. Again, the kinks in the system need to be worked out prior to implementation. Purchasing has yet to fully process a Sourcing Event.
256. Problems haven't been resolved with Wave 1 and Wave 2.
257. The largest in terms of transaction volume and most complexly-funded agencies are in wave 3. Service contract payments take approximately 5 to 6 times more work now. Try telling that to a wave 3 agency that handles tens of thousands of transactions a month. I think the increased volume will bring the state's accounting system to a halt.
258. because the kinks still haven't been worked out, why cause additional people unwarranted frustration
259. This could be a disaster. Imagine the news reports when doctors won't accept TennCare patients because the state isn't their bills. Bond Fund absolutely should not go on Edison. We are no where near ready. There is supposed to be transparency with the stimulus money, and five months into implementation we still don't have basic accounting reports, at least not ones that balance. I don't know how an auditor would audit this. We don't even know how much money we've spent.
260. Get the problems worked out from 1 & 2 before taking on 3.
261. There are no bones to this project. Wave 3 needs to understand what is about to happen to them and determine who will do what in the system and how the work will flow from one person to another.
262. Financial reporting on much of the data in Edison to date is very incomplete, and does not satisfy reporting requirements for department management.
263. Until all problems with Edison are addressed-if possible at least the agencies in wave 3 could still function normally.
264. POOR PREPARATION, TRAINING, AND WORKING UNDERSTANDING OF WHAT EDISON PROVIDES AS AN AUDIT TRAIL. VENDORS ARE NOT PREPARED

265. I could tell a difference in the system of when it was just wave 1 and when wave 2 went live, I can just imagine how slow it is going to be when wave 3 goes live.
266. No comment
267. Since the data structure in Edison has not been documented, it is not possible to properly audit the system. Internal controls CANNOT be tested if you do not know where the data is stored and how it is structured. Any proper audit routine will map the data structure to the internal control components and then test that each component is properly fulfilling its purposes. If you cannot tell how the data is stored and structured, you have no basis upon which to conclude that the internal controls and business processes are functioning properly and cannot issue an opinion on the resulting financial statements (CAFR).
268. there are too many issues that have not been corrected - sourcing, item no, loading of contracts, processing of payments - Edison Staff, DGS, Accounts, Assets need to devote time to fixes before adding these large agencies - not sure about processing time of adding large number of users - processing time is very long now????
269. Because there are so many problems & issues that are still needing to be corrected, don't add more to that.
270. Many users appear not to have sufficient knowledge of the system at the present time
271. The modules for Edison are not ready to handle the third wave. Facility Max and M-5 are not working correctly Edison training not adequate
272. The state is putting too much on the procurement employees, they are barely able to do their work, much less advise and inform the rest of the agency how to do the work and correct errors
273. Not all of the problems we face on a daily basis have been fixed yet. Someone finds a way maybe to work around a problem but hardly ever fix it. Some problems are told they will not be able to change them.
274. make sure systemic problems can be resolved before states full implementation
275. there needs to be a surety that everyone who uses Edison - no matter what module - knows how to use it - there are so many steps and it takes so long to do the necessary work - it is very frustrating to the user and what is a very bad problem - is when using Edison - if you do not stay on it constantly - (if interrupted - which happens frequently) it will time out on you and you lose what you have entered. This is a maddening issue.

Wave 2

1. To correct the noted systemic issues.

2. PEOPLE ARE HAVING A HARD TIME NOW LEARNING WHAT HAS TO BE DONE. gIVE THEM TIME TO LEARN WHAT HAS ALREADY BEEN IMPLEMENTED SO THEY CAN FEEL MORE CONFIDENT AND NOT OVERWHELMED.
3. Staff needs to learn more with the first 2 waves
4. to learn what we have so far
5. I think the State should do away with Edsion completely.
6. See previous answer.
7. So you can have the modules fixed so they will work correctly. The program is already making mistakes, being dropped out of the program for no reason, booted off because of too many transactions at once.
8. I think the entire system should be gotten rid of.
9. There are just TOO MANY issues with Wave 1 and 2. I can not even receive a reliable report that I feel confident about to do my job. You took away STARS 820 report so I have no reports to do my job!!!!
10. Like I said before need to get wave one down pat first. going to edison and clicking try it, do it or you have completed logging in is not a good way of training for edison. ITS LIKE ASKING WHICH CAME FIRST THE CHICKEN OR THE EGG!
11. to ensure bugs worked out from implementation of other waves
12. Why wouldn't you - the lead agency for Purchasing - Central Purchasing in the Department of General Services is still using TOPS. Why if the main purchasing agency not made to use Edison weren't other agencies afforded the same until a final decision is made to scrap or have all facets of the system operational.
13. There are a lot of corrections to be made in Edison at the present time. These issues need to be addressed before they are compounded by Wave3 problems.
14. The State should iron out the current wrinkles prior to creating new ones.
15. Current systems are not working properly and efficiently. Fix the broken parts before crossing another bridge.
16. TOO MANY PROBLEMS IN IMPLEMENTING WAVE 1 AND 2
17. Need to work the bugs out.
18. I think that Wave 3 should be postponed until all of the questions and work arounds from Waves 1 and 2 have been addressed. Edison staff is stretched way too thin now and it's

almost impossible to get someone who can actually help you with a problem without adding more agencies to the waiting list.

19. to better train staff
20. According to Nashville news agencies, there are enough problems to fix prior to moving to the next phase.
21. Wave two should have been delayed since there were remaining issues in wave one. All the issues should be resolved and running smoothly before additional larger agencies are forced into this.
22. Due to current problems with the system
23. I do not think that Edison can handle the current traffic which the system is experiencing and I do not think that the programmers and troubleshooters are prepared to take on additional issues at this time. Edison is frequently very slow, b/c we are told, it has more traffic than it can support.
24. I don't know enough about the financial pieces of state business - it's not my job so many of these questions I don't understand. All I know of the little bit that I'm responsible for is very time consuming and not training provided
25. Don't need to add more transactions into the system until the bugs be identified by Wave 1 & 2 are worked out. Not only purchasing problems but also report process so Dept. know what has been spent.
26. should be scrapped
27. I think the 3rd wave should be tested more, improved for user friendliness, and prepared with the end user in mind - not the programmer. This cannot be done by July, and the end user suffers. The first and second waves sure didn't meet expectations, and I personally think it would be better to scrap some of it and start over, keeping in mind what the system is meant to do versus what the programmers think it should do. If the programmers had to actually use it they would make enormous changes.
28. It seems that the Help Desk doesn't know the answers to questions we have. They take a long time to get back with you, if they do at all. Let the problems uncovered in Wave 2 be resolved before bringing in Wave 3. We really don't like Edison, but we know that we must learn to use it, give them time to retune the system work the bugs out and you should have an easier time when Wave 3 comes on board.
29. the state should correct the problems discovered in waves 1 and 2 before implementing wave 3
30. training for everyone
31. Closing out of FY 09

32. Was there any pre testing of Edison
33. to be sure all quirks are worked out
34. too many unanswered questions. no f&a policy updated, no purchasing manual updated, the rules and policies we are use to abiding by are not in place. issues such as contract items not loaded in to edison is causing huge problems with additional staff time being utilized. incorrect item numbers having to be changed from an '8' number to a '1' number is extremely time consuming.
35. I think everyone should have some time to adjust to this one
36. make edison easier to use (to order one pencil takes like 10 steps, this is ridiculous). and give more training, not just computer run throughs. Nashville get a lot more training than the other regions. Memphis gets an email to do edison training, that's it...
37. Take it all Away.
38. fix program first after 150 million still sucks
39. It is very obvious that there are many problems with Edison. These problems should be found and fixed prior to the system going live. That is how every other software implementation is done. I have no idea why the state rushed Edison. Productivity has been seriously reduced as a result of hasty implementation of a software system that was not properly tested and de-bugged.
40. Because they are behind now getting payments processed and approved in accounts they are a week behind on approving and it will just make the delays longer with more payments being paid. There also needs to be more training
41. wave one and two still has alot of issues not resolved
42. Because the system is hard to use and takes to long to use.
43. The Division of Accounts cannot process the workload they currently have.
44. Work load created by this system needs to be addressed before going further. Departments that do not have adequate staffing and knowledgeable, properly trained employees will experience possibly more complications than others.
45. Many are still having trouble with wave 1, a whole lot more are having trouble with wave 2. If wave 3 is thrown into the mix, the frustration level of many people may cause them to discount the system altogether. Let people get more comfortable with what we have so far. It should make wave 3 easier to understand and implement.
46. It may take some additional time to make certain that Wave 1 and 2 are performing as expected before the final phase is implemented.

47. delay wave 3 until you have wave 1 and 2 working properly and people understand how it works
48. I think we need to get all of the Wave 1 & 2 issues resolved before tackling the next wave.
49. So much of what has been released has been difficult to use. If staff are having a hard time with problems associated with time management and approval, I fail to see how adding a new "wave" will help. Rather, I think it will slow down employee productivity even more.
50. Until they try to work out the bugs.
51. Scrap the system
52. In my opinion, Wave 2 was not implemented correctly. Staff is resistant to utilization of the system primarily because of the method in which it was introduced. I believe that overall, Edison (or a similar system) can be highly efficient for the state. However, the implementation was extremely poorly done.
53. Things need to be fixed with Wave 1 & 2 before more problems are added to the mix!
54. There are still many problems with contracts that have not yet been resolved. When Wave 3 begins, they too will add more issues and problems, slowing down response time which is already lengthy. Let's get some of these issues resolved before adding another wave! I wish this had been done with Wave 1 and 2.
55. Need to correct all problems with wave 1 and 2 before going further.
56. Because there are too many bugs still in the program.
57. I am not sure that we are ready for Wave 3.
58. Edison is not a user friendly system.
59. EXTENDED TRAINING, ONE DOESN'T GET IT THAT QUICK
60. The State needs to be sure Wave I and II are working correctly before implementing Wave 3.
61. WE HAVE NOT LEARNED ONE YET
62. get the bugs out before adding more!
63. State budget. I am concerned about the welfare of the state budget. Even though implication of the system is probably paid for, mileage paid to attend training is not, and will probably overspend travel budget for some agencies.

64. Basically, delaying implementation would allow us to get more work done and give the system more time to be corrected.
65. Because we don't have all the bugs out of the two other waves yet!
66. They should do away with Edison period. Go back to the system that has worked well for years and save millions and millions in productivity, etc...
67. Because it may give Wave 3 more time to prepare and Wave 2 time to catch up
68. I feel that Assets and Inventory should be fixed so that they are operational before Wave 3 goes live. State wide contracts need to be fixed so that they function correctly with Edison.
69. BECAUSE IT IS NOT WORKING PROPERLY NOW WITH THE AGENCIES USING IT...MORE TRAINING AND EVERYTHING WORKING LIKE IT SHOULD NEEDS TO BE COMPLETED FIRST.
70. Problems have already arisen and there are more that will appear
71. Agencies need time to get backlogs of invoices processed and entered for payment. Adding another wave at this point will only increase stress, overtime, and delay further what needs to be done now.
72. Because there are unknowns about the effect of Wave 3 implementation that have to be found and corrected.
73. Because stage 2 isn't going to well
74. Let the dust settle from earlier "waves".
75. There have been numerous not thought out problems with Wave 1 &2. Folks that can, do not have time to fix all that needs fixing or changed.
76. all unresolved disconnects and problems prior to expanding the use of ANY additional components
77. Lets work out the problem that exist in wave one and two first. And by all mean test it within a department first.
78. It would be easier to spend stimulus money before implementing Wave 3
79. Doesn't seem that all of the contracts are available for ordering and the jobs are not assigned correctly.
80. Maybe have time to work out some of the problems.
81. Its a completely inadequate system for field oriented employees.

82. Entire system is much worse than previous system
83. wave 2 still has too many problems
84. Fix all the problems before making more people suffer!
85. Iron out all problems with Wave 1 and 2 so people will be more accepting the implementation of the Wave 3.
86. Edison has increased my time for processing over 300% over the old system.
87. There are still too many problems in the Financials. All of the items on contracts should be entered into the system before anyone else goes live.
88. There are too many glitches in the system that need to be corrected before more join.
89. Need to get problem areas that already have fixed prior to moving to next phase
90. I only use the procurement cards and do not have any experience with the other aspects of Edison. When we began using the Edison system to report and approve procurement card transactions we had to find a way to scan the receipts. Once all the receipts were scanned and transactions approved, I thought the system would work fairly well. But we were told to continue to fill out our monthly credit card reports as we had always done. That has changed since then, now if we can report and approve transactions through Edison we do not have to fill out the credit card reports. The system as we have it now COULD be very beneficial when it is functioning correctly. There is no need to push forward to wave 3 and create new problems without fixing the existing problems we have now. I like the time and leave reporting. I like the procurement card system. The problem is some employees do not have everyday access to the internet. These employees have to make a special effort to get to a computer with internet access. This creates more work for employees that are already overworked. My experience with Edison thus far has been satisfactory.
91. everyone needs adequate training prior
92. I have no idea so I am unprepared to answer this honestly.
93. Until sure all problems with 1 & 2 are resolved why go further
94. Why bring more agencies into a broken system? I understand that the Wave 3 agencies are the largest and have the Federal Stimulus funds. Why create an additional audit nightmare with this massive amount of money? I believe we are going to have enough audit issues with existing grant funds.
95. gaining access to the system takes too much of my time
96. Why create more financial chaos when the first 2 waves have failed?

97. Need more training before implementation.
98. Additional training time will aid user efficiency.
99. Alot more training for field personnel with computers and examples to inter and see how the system is supposed to work.
100. There is still entirely too much information that has not transferred over from the old TOPS system to Edison.
101. Wave 1 and 2 haven't even figured out how to do their work in a reasonable amount of time. The State should have looked at the other states that tried to use this program and it didn't work for them, they got rid of it. Why would it work for TN
102. Until the help desk staff is trained and responsive, further implementation should be delayed
103. I would like to see some of the complaints addressed in waves 1 and 2 first before asking a wave 3 to accept the system as it is. Reporting requirements of the component are too time consuming and solutions too nebulous at this point.
104. What we are currently doing is complicated enough. Give employees more time to absorb and get use to Wave Two.
105. FIX what is out there now, before moving forward
106. Still to many unanswered questions wqith wave 2
107. because we have not been adequately prepared and trained for the first two waves
108. Wave 3 should be delayed till all of the contracts are cleaned up and the all outstanding invoices brought current. This will prevent additional back log of bills and invoices.
109. just getting use to wave 2
110. It would reduce future errors in large departments.
111. Fix the issues that have surfaced in the first 2 waves so those individuals won't be subjected to the same problems.
112. To clear up/resolve a lot of current issues before introducing to more employees
113. Wave three deserves to have it better through our experience than what we were thrown into.
114. They need to rethink the training. Also, they should get any problems fixed before the next implementation.

115. Putting more time and work into an inadequate system seems to be a waste. It may be best to have a more "division" friendly system since the overall does not apply or have the capability to perform non-routine data collection. Need some type of "over-ride" for these issues, since every department is different and software does not fit. Or, partially implement to see if it works before making it statewide.
116. The state should try to resolve current issues with Edison or scrap the system altogether and try to develop another system, relying on people currently working in the various departments.
117. Wave 2 is not structured
118. The kinks are not nearly worked out. There is so much confusion, it is overwhelming. I am a smart person. I cannot imagine having any less intelligence and maneuvering through the systems. IT IS VERY COMPLICATED and NOT USER FRIENDLY. For example, if Edison were as simple as this survey, which IT COULD BE, then it would not be a problem. Instead, it is like working a jigsaw puzzle with all kinds of hidden places and trap doors to find and fill out in order for everything to flow. One mistake, and you could very well find yourself starting all over again.
119. First they need to find and fix the problems that wave 1 and 2 users are experiencing contact agencies and see what works for them and then implement the IMPROVED system before you add another wave of people to the system.
120. Flaws in the programming make it very difficult.
121. The purchasing module takes up a lot of time in budget checks, saving and process monitor runs now, when wave 3 hits this will slow down the process even further, however it can also be said that the wave three agencies will not know what needs fixing on their end till they get up and rolling. I would suggest that they leave tops up and running to cover if they have issues that will not allow them to create P.O.s due to Edison and human error. The role mapping is confusing and there is plenty of room there to make mistakes even worse if they were filled out incorrectly
122. To give the Edison Staff time to fix all the issues that already exist before adding more work by starting wave 3.
123. To make sure that there is an across the board understanding of the entry requirements for travel authorizations.
124. All of the bugs should be worked out of wave 1 and 2 first. There should be more testing on Wave 3 before it is implemented to be sure the most of the bugs are worked out ahead of time. A different approach to training should be explored.
125. The kinks in what we have should be worked out before moving on to the next wave.
126. Because it's already screwed up one and two.

127. The state should have delayed Wave 2 implementation. It makes no sense to add more agencies to a flawed system. They should resolve ALL existing issues first so that resolutions will be readily available for Wave 3.
128. The system we have is not working as well as could be expected why expect it to work now
129. Wave 3 is dependent on the operational state of Wave 2. Major issues that have a negative impact on agencies' operation should be resolved first.
130. Wave 1 and wave 2 agency have not been adequately prepared. This agency is made up of 70% on the road field employees that have to come off their duties, find a computer, input purchasing information, find a scanner, scan receipts, and then double and triple check to see if the information has actually been sent. All of this, once a week, every week, every month of the year.
131. more time to get ready
132. Until all the bugs are worked out of the system why put the other agencies through what some of us are going through now?
133. Get the system working right. Too much down time with this awful system
134. agencies are given deadlines as it relates to fiscal year end that appears to be impossible to meet - before wave 3 begins it would seem logical to take the time to learn from wave 1 and wave 2 and focus on making the system better or run the risk of the system getting worse
135. If the federal government cancelled usage of the Edison program that is good enough for me.
136. Get the bugs worked out of what has been implemented first.
137. All the problems we already have found should be ironed out first.
138. Resolve all issues with Wave 1 and 2 to build user confidence in the Edison system.
139. Still too many problems and employee misunderstandings of the system
140. The end of fiscal year will be a new experience for us with Edison and will likely need access to the help desk more so than now. If Wave 3 is implemented at the same time, it seems questions will take much longer to get answered.
141. We cannot get adequate response to Wave 1 & 2 issues at the present time. Adding Wave 3 will NOT help the response time.
142. To clear the problems in Wave 1 & Wave 2 first.

143. I think they should do away with the Edison Program and put that money to a more useful cause like trying to save the jobs of State Employees.
144. I am now having trouble getting some needed supplies since it takes so long to get an RFP through. Perhaps this process should be streamlined before additional work is taken on.
145. bad idea
146. If it slows down as much when Wave 3 goes in as it did with the first 2 it will be a nightmare.
147. KNOWLEDGE AND USE OF FIRST TWO WAVES HAVE NOT YET DEVELOPED ANY SKILL LEVELS.
148. Because Edison is not ready to handle the necessary work. If we can't order what we need because the contracts are not in the system, how can the system work for the agency?
149. get first two right first
150. too many unresolved problems
151. Edison has been slow
152. Too early and should resolve problems with Wave 1 and 2.
153. Because I don't think the problems have been resolved and the influx of users in the system will cause a major interruption in the State's ability to continue doing business as in the past. I think the agencies now are in jeopardy of being able to continue with buying goods and services and to pay vendors without serious problems and the ability to perform their services to the public.
154. I don't really know what "wave 3" is. These darn surveys take a lot of time.
155. all the bugs should be worked out of the existing programs such as ordering supplies, paying bills
156. The first two Waves are not functioning with efficiency. No use implementing a third wave when the first two are not where they should be.
157. Bugs needs worked out!
158. At the present, it takes two or more weeks to get a voucher processed in order to pay a vendor. F&A Accounts doesn't have enough people to take care of the work now. General Services is still working on correcting contracts and Item ID's for Wave 2. People can only do so much, and more layoffs are possible. New technology is great, and change is good, but why in the world was more testing not done on this software, or more time put into getting the best software program that was available.

159. Too many bugs in the system.
160. Because of the problems experienced during Waves 1 and 2. The component should be more thoroughly tested before implementation.
161. another wave will not resolve the awkwardness of Edison
162. don't know what Wave 3 is about
163. More time to working on phase 1 and 2 will allow the project to deliver phase 3 at a higher quality.
164. don't know details of wave 3
165. IT DOES NOT WORK PROPERLY
166. Dont start the new wave until wave 1 and 2 problems are fixed. It just creates more problems to go to something that is not working right and if you know its not right why go to the next step
167. To allow present glithces in the system to be corrected and begin to work smoothly before furthering the program.
168. Problems with Wave 1 & Wave 2 need to be ironed out before proceeding. Fix what we have already before adding other possible problematic issues that have to be dealt with.
169. 99
170. to allow for further training and to work out any bugs in the system.
171. Get all the bugs worked out of other phases first
172. The first two have completely slowed down the system, things take much longe, when they should be goinging faster and there are too many options and if you do not choose the correct one, you spend DAYS trying to figure out where you went wrong and then figuring out which one you were supposed to pick/enter.
173. WE haven't fully understood how wave 2 is working. Let us 'catch up'
174. Should wait until we have a good handle on what we are doing now. I currently help several other AA's when trying to submit requisitions. Somehow I became the person that everyone is asking for help because they don't know how to accurately fill out a requisition.
175. it needs to work properly before all agencies are online.
176. There are still a lot of "bugs" that need to be worked out.

177. If iNovah is to go live in July, we shouldn't be waiting on client & server software updates with little or no time for the end users to test prior to going live. The end users aren't sure if they know enough to use iNovah well enough to perform their duties.
178. Technical glitches/difficulties from the first 2 waves need to be addressed/fixed prior to implementation of a new wave which will undoubtedly bring new glitches/difficulties.
179. the system is too involved & time consuming for the field office to handle.
180. We are still experiencing issues with the HR portion of the system. Then you have Wave 2 Financials that are trying to work things out so that they can run their operation. We have not heard one thing about year end closing. With that approaching how do you think the State is going to handle half of us in Edison and half of us in STARS and do year end closing. OR better yet with the problems that are being experienced by Wave 2 Department what do you think Wave 3 will be like and try to do year end closing???? I think you are asking for more mass chaos than we already have.
181. Get more familiar with wave 2, first and then proceed to wave 3
182. The current glitches within the system need to be fixed (the error message you sometimes get when attaching a receipt, the scrambling of dates on expense reports, the scrambling, and sometimes loss of locations you get when reviewing data within the Calc Mileage button, and other issues).
183. Make sure the system is working properly.
184. I think the system needs more time to mature.
185. If wave 1 and 2 aren't working properly, what makes you think Wave 3 will be any better?
186. The state should delay wave 3 implementation to make certain that the Edison Financial component works correctly, and to make the appropriate changes to the training materials so that those who use the financial component can perform their functions correctly.
187. Wave 1 and Wave 2 were used as guinea pigs and employees had to figure out the problem themselves. When you have a problem you should not have to wait a week to get problems resolved and then be told we don't know what to do. The ones with Edison should know how the state works first.
188. To ensure previous Wave's were corrected before rolling out next phase.
189. There are too many errors in the system that have not been corrected at this time. Until the small bugs have been taken care of why would you subject other agencies to them until they have been corrected.
190. System was not tested sufficiently prior to "go-live"2)State should have spent the money up front to customize People Soft to match our process instead of trying a force fit.3)

Delay all further implementation until Edison Desk, F&A and DOHR are no longer delaying processing due to "being too busy" It does not serve the state to implement a time saving system only to have central bureaucracies claim now being "too busy" due to Edison to process routine business.

191. Work out the known problems, the new problems as they arise then the wave three systems should be easier.
192. They need to have the other waves fixed before they just add more problems
193. The Edison System takes too much of the employees time to process purchases and other financial components. The Edison system should require at most the same amount of processing time for the employee as the system it replaced. In no aspect should the Edison System require more time to process than the old system.
194. Because wave 2 has not been adequately dealt with.
195. Edison system is too costly, timely and shouldn't have been implemented!
196. Gives more time for kinks to be worked out.
197. Need to make sure all aspects are functioning properly before it is implemented.
198. until they get the "kinks" worked out, the process should remain the same
199. Based on Wave 2
200. Wave 1 and 2 are still not at a point that most employees can understand and use. Adding more will make it worse.
201. The existing issues should be dealt with first.
202. Because they will not be 100% sure it will work, and if it doesn't, months will be spent just trying to figure out how to fix it.
203. First, set a time line for existing problems to be resolved with Wave 1 & 2. Then proceed with Wave 3 on a departmental introduction.
204. In our office I do not know of anyone who has been trained on Wave 3.
205. Fix what is not working correctly fist before going any futher.
206. They need to near-perfect the first two waves. Why waste money on something else when there are still unresolved issues on wave 1 & 2?
207. edison does not work as promised. there is inadequate training and no one who will help. it takes up an incredible amount of time. if the public knew about this and how much it costs, they would be outraged.

208. I think it would be best to work out more of the problems before moving forward.
209. I THINK THE STATE SHOULD GET RID OF THE EDISON PROJECT AND GO BACK TO WHAT WE HAD. THIS WAS SUPPOSE TO MAKE THINGS EASIER AND LESS TIME CONSUMING AND IT HAS MADE IT MUCH WORSE AND MUCH MORE TIME CONSUMING THAN BEFORE.
210. Wave 1 & 2 needs to be perfected before going into another Wave.
211. Use issues in wave one and two to assist in determining potential issues with wave 3.
212. Still trying to figure out wave 1 and 2.
213. Because the entire Edison system is a giant pile of crap.
214. Approvals will be overwhelming when teh wave 3 agencies come on & will slow everything down still quirks to work out
215. For the same reasons Edison as a whole should have been delayed: 1) inadequate training of field personnel 2) inadequate access to computers, high-speed internet, and peripherals 3)I use the financial component for procurement cards and ordering items off of state contracts- just 2 tasks- and I have had problems with just these 2 tasks. I could not imagine having to rely on this system for completion of a large portion of my job duties.
216. fix the bugs
217. Work out the kinks first.
218. so more training can be done
219. Fix wave 1 and 2 before starting wave 3
220. Problems being experienced by Wave 1 and 2 agencies need to be addressed and resolved before implementing Wave 3. Asset management problems, late vendor payments, and problems with payment card procedures would be compounded by adding more agencies in July.
221. quite a few bugs were revealed in the first two modules. It deserves a second look.
222. Because we're still trying to keep our heads above Wave 2
223. I would like to see my problems resolved before having to approve procurements for those agencies which will be in Wave 3.
224. Understaffed and overworked as it is now
225. It is my understanding that wave 3 would only include new agencies

226. When the issues of phase 2 have never been resolved why would you add additional issues until the system has had all the bugs worked out.
227. Edison has been a figure it out as you go. The implementation of wave one and two has brought those Departments to a halt. If Wave three will have the ability to operate using the old TOPS system they can continue to procure the necessities to operate. The Edison system needs to fully operational before it is pushed on wave three.
228. Do away with Edison all together and return to the prior system which worked fine and was less labor intensive for all levels of employees
229. I think we should take the time to make sure that everything is working correctly with the first two waves. The agencies in wave three are bigger agencies with a lot more dollars to deal with. Many agencies that are already on are still calling the help desk quite a bit. Adding the wave 3 agencies just around the corner might slow the responses down.
230. They need to fix what doesn't work first.
231. Fix the problme first.
232. You have not got the problems corrected from any of the waves, so why increase the volume until you have the problems solved and the existing agencies runing correctly Your resources seem to be spread thin now, what will happen when volume increases from another wave?
233. to develop a different training strategy
234. There are several smaller items that are not developed yet and also the assess management module is a big portion of the undeveloped module. Also we have no info on how the fiscal year-end closiing is going to work. The tension felt by employees is very intense right now with Edison being pushed on us without time to really study and namigate the program for its capabilities as far as retrieving data. This urgency to get Edison in place by July 1 is overshadowiing the State's responsibility of gathering, compiling, processing, and reporting to the public information with integrity and confidence.
235. Fix the problems you have now before implementing another wave.
236. I have not experienced personally any problems but any problem is too many so maybe it should be postponed until more training or systems diagnostics can be performed
237. Go back and correct all the issues/problems with wave 1 & 2 of Edison before you burden the rest of state government with the inadequate implementation and us of this burdensome system
238. Before the issues are compounded by bring new agencies on board the problems with the system should be worked out first. Why bring new agencies on board when the info you have to work with after go live is incomplete.

239. To better prepare training. Update CBT courses to meet real-time needs. Include state employees in development of programs based on actual need
240. I think all the BUGS should be worked out first. I know there are a lot more employees scheduled to go live in July. Also, the system is extremely, extremely, extremely SLOW--with financials, timekeeping, etc. Can't imagine how much slower it will be when thousands more go live.
241. BECAUSE OUR AGENCY IS STILL TRYING TO FIGURE OUT WAVE 2
242. I only answered yes because I Don't Know isn't an option. I'm not in a position to know whether it should be delayed or not.
243. Don't spend any more money than necessary until the current issues have been addressed and resolved.
244. To further review problems already in place and not solved
245. There are too many contract errors that need to be fixed now and adding more confusion into the mix would be costly in time and money causing many vendors to be paid late and hurt the states image as a reliable entity.
246. TO ENSURE PEOPLE ARE TRAINED
247. Still trying to learn Wave 2
248. Delay for more testing and training as needed to be sure it will work as proposed.
249. Let's get the first 2 waves going correctly then proceed, but if they (edisonites) think it will help by all means start it
250. It does not work
251. General Services state-wide contracts need to be in place; F and A accounts needs to re-think some of their policies because payments are backed up there
252. YOU SHOULD PERFECT WAVE 1 AND WAVE 2 ISSUES, BEFORE IMPLEMENTING OTHER AGENCIES/DEPARTMENT. THIS WAS A WASTE OF MY TAXPAYER MONEY.
253. I really think more intense training is required.
254. The first two waves aren't working correctly yet, why start something else until the first two are fixed?
255. Wait on implementation. Employees are overwhelmed and the problem is statewide. You can already tell employees were not properly trained for Wave 1 and 2. Employees need to be able to work proficiently in Wave 1 and 2 before Wave 3 is added to the system. Training needs to take place before Wave 3 is implemented.

256. Because wave 1 and 2 are such a disaster
257. I think All waves should be back on the old system, Edison is just A waste of time and Money, buddy,
258. I think the State should do away with the Edison system before any more money and time is wasted. We were sold a bill of goods!
259. Because the Second wave still has problems
260. I have no opinion
261. BECAUSE WE ARE LOST NOW, WE NEED TO GET WHERE WE ARE WRIGHT FIRST.
262. There are too many unanswered questions and too much that does not work. State government business is already hindered by the difficulty state employees are having with Edison. Adding some of the costlier and larger agencies such as TennCare, Health and Children's Services would be detrimental to the health of many Tennessee residents.
263. n/a
264. Wave 3 should wait until Wave 1 & 2 are processing transaction in a timely manner, getting invoices paid timely and getting reports that are meaningful to assess how the agency is doing with Edison. Bringing Wave 3 in would reduce the support for Wave 1 & 2 agencies.
265. because they need to get the bugs out so that the acency will not have to hold up on processing their work loads.
266. Not until Wave 1 and Wave 2 are without being questionable.
267. .
268. chance to correct known issues
269. It will create more work for employees, which will cause them to quit. We're in a hiring freeze, and we can't replace the employees who leave, so that's going to put even MORE work on the ones who stay.
270. Because Module 1 and 2 still experiecing glitz and diffuculties on Edison so they need to finish first this experiment before they decided to proceed with another one.
271. more training for wave 1 & 2,get caught up on any problems first
272. THE EXPENSE / TIME CONSUMPTION / AND DOES IT REALLY MAKE A PROFOUND DIFFERENCE.
273. There are serious problems not addressed in either Wave 1 or Wave 2.

274. the delay may give the state time to solve some major issues that wave 2 has experienced
275. Sometimes it does not work very efficiently nor accurately. Additional hours are lost to use a computer program, not my primary job.
276. I believe they should work out the problems in Wave 2 and 3 before moving on and adding more errors
277. There was no option to check don't have an opinion.
278. If large agencies some of the problems should be ironed out so same type problems don't increase. Then again if implemented just let agencies know before hand about problem areas so they can have in mind how they will work around. Ex. Temp employees access to processing work
279. The state needs to delay wave 3 until they fix some of the problems.
280. CAUSE ITS A WASTE OF TIME FOR EMPLOYEES AND A GREAT WASTE OF BUDGET MONIES!
281. Existing problems should be fixed before exacerbating the problem.
282. Edison is not a good system.
283. For one the state says that we are in a negative cash flow so why spend more money they say that we don't have. Pay your employees what they are worth before spending money on new equipment.
284. Give employee's more time to become proficient in what has already been implimented
285. In order to get a better understand and control of the current component.
286. I don't think it is ready for "prime time". More work needs to be done to make the process of using Edison clearer and simpler. Remove "jargon" from the presentation. Remove "abbreviations from the presentation. Use of abbreviation can cause misunderstanding because an abreviation with a meaning in one speciality may have an entirely different meaning in another area.
287. The delay would give additional time to correct current identified problems before bringing other agencies on board.
288. To get clear pictures and results from wave 1 & 2
289. If payments take 2 - 3 weeks now, and F&A has to pay overtime for employees to get payments caught up, How can the stat possibly pay bills when big Depts - TDOT, TDEC, Health, Human Services, etc. come on board
290. WASTE OF TAX MONIES

291. More training needs to be done before it is live. Roll mapping staff is being done inappropriately.
292. Wave 1 & 2's issues have not been resolved. There are big accuracy issues within the system. The process is taking way to many hours to implement and get up and going...and continues to be issues that are cropping up. Vouchers missing in neverland? Accuracy of what queries is out there? Discrepancies on the same query within a few hours of each other. All major problems should be cleared before one dumps more potential issues into the system.
293. There are still problems with the first 2 waves. Don't need more problems.
294. Because the bugs has not been worked out of what we have now.
295. I think they should be better prepared with extensive training before implementation.
296. Wave 1-2 is still in process
297. More training is apparently needed.
298. Edison is broke.
299. The system is "pretty" but involves too many screens to see the whole picture. System needs to be redone. Screen needs to show all, without having to scroll right or left. Example: mileage - one screen shows claim amount, another screen shows miles, it should all be on one screen. System not information information friendly, it just looks nice. Things take to long, need to revamp. also better training needs to be implemented. All the "bugs need to be worked out before next wave.
300. edison system not working like it should
301. Need to get Wave 1 and Wave 2 problems resolved before going to Wave 3.
302. EDISON NEEDS TO GET ALL THE BUGS OUT OF WAVE ONE AND TWO FIRST. IF YOU DON'T THEY WILL BE IN THE SAME BOAT AS US.
303. Edison is an absolute mess in every way I have seen it.
304. it's just going to generate more problems and those already on will have a harder time getting resolution to their problems
305. F&A cannot get the job done now. With thousands more on the edison module will there be enough computer room and personell for all the more work comming in and being done on Edison. The Edison problems need to be resolved before more get on it as the largest agencies are yet to come. Payments are very slow now, will they become slower with more approval work being done?

306. We need to get more experinced with all the new things we are trying to learn and use now.
307. Fix the problems that already exist before implementing Wave 3.
308. Make sure the training and system are in sync.
309. To give time for edison problems to be worked out and for everyone to catch up the backlog on the system presently. And to address problems with the approval process by somtimes stubborn personnel in F&A. Also its the end of the fiscal year.
310. We have to wait forever for any item to be approved/processed now. If they add Wave 3 agencies, it will only bog down the system and the approval process even more. There are still a lot of problems with the system that need to be worked on before the bigger departments in Wave 3 are added or it will become a bigger headache for the state.
311. work the bugs out of what we have first
312. The system needs to be fixed of its current problems before more is added.
313. Apparently not working well now
314. problems have not been resolved since wave 1 implementation
315. Because there are still issues that haven't been resolved from prior implementations.
316. The "bugs" or programming errors should be fixed first before implementing Wave 3 to the larger agencies.
317. too much is required at a time of less people. too much time required to process simple orders as well as too many people involved in approvals. Critical orders are lost in the system
318. There are to many unresolved issues. Contracts are not correct, people do not have the correct accesses, approval chains not correct. Not enough training that is state issue specific.
319. They need to get problems resolved with everything else first.
320. increase accuracy
321. I don't agree with rushing into any situation that has not been thoroughly tested backwards and forwards. All scenarios should be considered and tested.
322. State should take more time to check it through.
323. Due to its present slowness larger agencies use will make the system obsolete
324. For accuracy of information

325. Same issues
326. The problems identified in Wave 2 needs to be addressed before entering into Wave 3.
327. n/a
328. There is to much of the unknown in wave 1 and 2
329. Smooth out Wave 2 first.
330. Because it's a messsssssssssss
331. Most people are still having trouble with wave 1. We still have five or six folks that can't do time and leave correct. We still do not have the number of hubs with high speed intranet to do edison. Many field officers do not have computers to use.
332. Take it slower so everyone has a chance to learn each component
333. To be better prepared
334. Edison is a lot of wasted money for something that does not do what is required by state government. The top people will not admit they bought a sow's ear and they are trying to turn it into a silk purse.
335. because their are too many issues thathave not been resolved with the first two waves
336. To give employees more time to become familiar. Perhaps a "sandbox" should be put up as was with the original Edison class training so that employees could perform actions.
337. We are still struggling with the components that have been implemented. Time to get ourselves adjusted to the components we already have to at least become more comfortable with those processes before presenting more to us.
338. Most likely not ready because it has not been tested
339. There is so many problems with the state wide contracts which affects purchasing and inventory. one would think instead adding more confusion one would want to correct the issues before causing more confusing for agencies that are working smoothly. once they get the contracts loaded correctly with the correct information correct item I D numbers loaded so inventory will work the way it is supposed to. sourcing issues corrected. the complete the transistion of all agencies
340. In-place Edison support is not adquate to support and resolve 90% of the issues that are current with Wave 1 & 2. Which one of you think that added another group of users is going to assist the Support staff to do a better job?
341. work the bugs out first
342. I believe the existing problems need to be corrected before other agencies add to the mix.

343. Because Wave 2 is already suffering from a non-responsive Help Desk. When the larger Wave 3 agencies Go-Live, it will be nearly impossible to get any Edison assistance.
344. TRAINING...
345. because why not have some of the state run smoothly!!!!
346. it's had to keep up now and get our job done
347. Problems with Wave 1 & 2 should be corrected before implementing any other potential problems.
348. NO COMMENT
349. We need time to adjust to the components that are already in place. There are too many people with incorrect information giving directions
350. Too many bugs that need to be worked out
351. fix the problems with wave 1 and 2 first
352. The agencies that are in wave 1 and 2 still have problems if you add more users the edison folks will not be able to keep.
353. Give the other agencies more time to become familiar with operations and to have more support if necessary.
354. work out the problems from wave 1 and wave 2 first
355. The state should do away with the Edison system all together. They spent so much money on this system and it is not worth it. But they are laying off employees and think nothing of it.
356. Financial
357. There are a lot of people that don't understand what they are doing now.
358. When staff do not know what they should or will need to know about the System how can we be thinking about implementing the System. "Pilot Region" would be a good idea and then gradually add other regions.
359. I THINK THEY HAVE A LOT OF BUGS TO WORK OUT BEFORE ANYONE ELSE COMES ABOARD.ESPECIALLY WITH CONTRACTS.
360. until they can work out ALL of the current issues that are already a problem with the agencies that have been forced to deal with them, I don't think they should be allowed to
361. to make sure the affected agencies are properly trained to work the system

362. Until the problems that Wave 2 and 3 are clear up.
363. a lot of employees are still not train enough to do the job satisfactory.
364. There are many things that need to be working more smoothly before anything else is added to the mix.
365. to ensure the volume of does not negatively impact earlier converted agencies
366. Edison is just not working to time consuming
367. More time should be spent debugging and correcting known discrepancies before expanding the system.
368. They need more time to get people trained to use the system.
369. TRAINING SHOULD BE DEVELOPED THAT WILL WORK BEFORE ANY FURTHER IMPLEMENTATION.
370. fix all problems now before more are added
371. My understanding is that Wave 3 is the larger more complex financially driven agencies. With the volume of transactions they will be having to deal with, I think it is best they ensure everyone understands the process before it goes live.
372. give people time to work the bugs out of the current situation.
373. Adequate testing of the system is woefully lacking before implemenation; Finance and Administaration should review their policies and procedures before trying to make them fit the edison system
374. If the system is experiencing problems with making payments or ordering supplies now, then adding new departments is just going to make the process slower.
375. It can only get worse.
376. Too many problems exist NOW!!
377. Do not know
378. Everyone I talk to says the same, we don't know what we're doing, we haven't been trained; we don't know what training we need.
379. wait until more training can be conducted.
380. The system has many problems that need to be addressed before other agencies go live.
381. they need to make sure that there is enough training and first hand experance

382. It is like this. You don't get to 3rd base without going to 1st and 2nd first. We need to go back to a working system OR fix ALL problems with Wave 1 & 2 first.
383. The problems of Wave 1 & 2 have not been resolved. No reason to compound the problems by adding additional problems and users.
384. Why throw something out there that hasn't been truly tested. I am not a lab rat.
385. I think that the issues that Wave 2 has brought out needs to be addressed and resolved prior to going into Wave 3. I feel that there may still be too many unresolved issues.
386. The state needs to solve its current problems with payment before implementing another wave.
387. Get Wave 1 and Wave 2 going first.
388. work out all problem present now
389. I feel that the problems with Wave One and Two should be worked out before adding another wave into the mix.
390. We've had too much to learn already.

Wave 3

1. It should be introduced in increments slowly. Problems should then be addressed. Bringing in all financial all at once with all the steps involved to get something done spells disaster.
2. We are less than a month away from that date, and there are still unresolved problems with interfaces in our area. Also, staff tell me they are still very worried about this implementation.
3. We hear stories from other agencies that their modules are not working. Why should we go on it if it's not working. Plus some of our system is unique to us and it's not ready yet according to EDISON.
4. I don't think employees have been given the proper training and understanding of the system
5. I question whether it is a good decision to try to implement the Edison Financial component at year end.
6. In our department/division we are still working with Edison Staff to make sure that projects, vendors, etc. are set up correctly. We trying to get some security that payments for Debt Service will be made on a timely basis.

7. System needs to be thoroughly checked to make sure all components will be compatible so transition will go smoothly without problems/frustrations.
8. I feel that issues from Wave 1 and 2 need to be fully resolved before Wave 3 is implemented. Additionally, Edison seems to be driven by "codes" which should be fully reviewed for accuracy prior to implementation. Also, I believe additional training on the financials is needed.
9. Because a lot of important details have not been worked out and Edison staff does not know how to correct the problems. Before Wave 3 is implemented, Wave 1 and Wave 2 should be almost error free.
10. The integrity of the State of Tennessee's debt rating is at stake. If an interest or principal payment is not made timely, the State would be in monetary default, and it would ruin the State's ability to borrow money at low interest rates. At this point, just less than four weeks of going live, we should have a clear understanding of the accounts that we will be using, the entries we will be making, the whole process, and we do not. The Edison system should have been set up and ready to go for us, tested, and run parallel with STARS three months ago to have us ready for July 1.
11. to have more preparation and trainings
12. Nobodies ready including Edison
13. Edison is coming in for wave 3 at year end, a business time for fiscal and not a good time to learn to use a new system. Also I think thier needs to be more time to work out the bugs and questions in Edison to be sure that they can handle the increase volume and needs of my department.
14. I have not had all the training for the areas in my dept.
15. As stated before, the employees are not adequately trained. Parallel testing is needed to practice the workflow and make adjustments to internal processes. The Edison financial processes are too slow and cumbersome.
16. Our agency still has serious concerns regarding agency specific payments and how the interface will operate. Though we are a state agency, the type of payments we make are unique and the answers we have received from Edison have been very generic.
17. Personally, based on what I have been hearing from other individual's of other agencies, there are still many "kinks" to work out and there is a lack of confidence that Wave 3 will go off without a hitch amongst management in several other departments.
18. I don't think adequate training has been implemented. I also feel like the issues from Wave 1 and Wave 2 need to be resolved before proceeding with the financial componet. Also, timing the implementation of Wave 3 at the same time as fiscal year end close-out is not wise in my opinion due to the increase of normal fiscal year deadlines.

19. I feel that I am not knowledgeable about the procedure at all. This is a very intense program and I do not feel comfortable in trying to submit a purchase request. I do not feel comfortable in contacting any one at Central Property & Procurement.
20. I think Edison needs to be analyzed to see if Wave 1 and 2 are functioning as they should. I think there should be more hands on training using all the functions Edison is supposedly capable of and in smaller group settings.
21. I think there are two reasons to delay wave 3. The first is there are too many large agencies in the wave and I would bet that you will see a mass fail of the system it self. We already have seen delays when we were just usining Time. They also are continuing to have major errors with the agencies that they have up and the help desk is not able to help in most cases. This will give another year to test out some of the areas that are unique to each department. they could let us run both systems to test out Edison for the next FY at a smaller bassis and slowly implament it. Then go live the next year.
22. Lack of Employee training
23. Edison needs to work before it is implemented
24. There have been way too many kinks in the system thus far, which should alert the state to proceed more cautiously. The same bureaucratic red tape approval processes are in place (5 people approve one thing), a new system may not necessarily speed anything up; in fact it may slow it down due to operator error from a lack of knowledge or training in addition to the fact that it has been a troubled system thus far
25. Due to lack of preparedness (through no fault of the agency) that is secondary to a failure of Edison staff to provide details regarding how to perform specific procurement activities in the new system.
26. Users need more time to practice with Edison before just jumping into it.
27. insufficient training
28. Will this part of the system have the same errors as the employee payroll part? If so venders could be paid twice or not at all.
29. I do not feel the issues of other departments have been resolved. To start another department on the system without other departments issues being resolved would not be in the States best interest.
30. After speaking with multiple wave 1 and 2 agencies, there are major issues with transactions processing that have not been resolved. Even if these issues relate to improper role mapping or row securities, these are major issues that stop transactions and that is a problem. It is the most complex agencies in the state that will implement in wave 3. If waves 1 & 2 are NOT working why does anyone think wave 3 will be better?
31. Make sure all the problems with Edison are resolved before going live

32. employees are not prepared to process bills nor draw federal dollars. training has been useless and unfriendly. everyone is in a mode of panic. moral is very low and anxiety is very high. PLEASE POSPONE!!!
33. NEED INSTURCTIONS AND TRAINNING ON USE
34. Fiscal year-end is usually always hellish to begin with, so I can't imagine that adding the unfamiliar and complicated functioning of a new system to the already terrible end of year processing could make it any less of a nightmare.
35. I'm not sure what wave 3 is. I don'tknow until I have to cross the bridge. It's all I can do is remember what wejust passed. I think is wave 1 and 2. I guess 2 was travel but I'm guessing.
36. Not prepared to begin implementation. Training was not helpful at all. Will slow down the process of obtaining needed materials
37. I think the agencies on the first two waves are still having problems that have not been addressed yet.
38. We need real training. The training that has been provided so far is just clicking on fields. The trainers do not know how the State operates. When we asked questions we were told that they did not know anything about what we do, they just know how their software works. So far we have not got any transactions through testing so I do not see how we will be able to get any through when we go live.
39. It appears that Wave 1 and Wave 2 impementations have not been smooth. Vendors that are being paid through STARS in some agencies and through Edison with other agencies are getting payments through STARS much more timely. It makes much more sense to delay Wave 3 to ensure that more bugs, kinks, concerns are worked out before compounding the problem when the largest agencies begin to use the Edison financial components. Although large amounts of dollars have been spent for the Edison project it should be considered whether it is actually a practical system for the State of Tennessee to use. If the web-based system causes more time, effort, and less accurate reporting then it may be time to start again from scratch for the sake of Tennesseans that are served by the various agencies.
40. All the kinks have not been worked out of Edison.
41. In hearing the problems that other waves have had and are still having, adding 4 major departments to the mix can only add to the problems. The timely receiving of clinical supplies and the payment of the vendors for those supplies is vital to the day to day operation of 95 county health clinics as well as the primary health clinics. For the Department of Health not to received or pay in a timely manner could affect the health of the citizens of Tennessee.
42. We as a department are not ready. Some of the components in Edison work fine and some don't. There is a need for dual computer screens in order to do your work because

- you have to pull up a screen and then enter information in order to process the work. I don't believe new computer monitors were thought of when they decided to use this new Edison system.
43. Dept of Health has not prepared their guidelines in a timely manner. Edison does not help us. We still have to enter financial information into our system. We are double keying information in two places. It is more work on staff.
 44. The current hiring freeze has reduced personnel.2. Training has not been adequate to allow smooth transition.3. Why only 3 waves? Couldn't each Department be added to Edison one at a time?
 45. With the current budget problems we are experiencing, I believe Edison will just add to our ordering problems.
 46. I don't think the agencies or individuals in the agencies are prepared. We will be trying to close out FY 09 and work on a new system at the same time. I believe we(employees) as well as our customers will suffer. I want this system to work, but I am not hearing very many positive reports and I am concerned about the impact of the implementation during yearend closing. I know the Edison help desk number and I have individual names to contact for assistance in some areas. I had to make several calls concerning HR in the beginning of our use of Edison. I didn't know there were different areas of contact once you dialed the help desk. So I kept calling the help desk number and explaining until I found the right person. But you can expect some problems with a new system. So I accepted this. Since that time I have tried to gain as much knowledge as possible before using the financial component. Most of the Edison staff I contacted was positive, but in one area that I was working on I felt like giving up. I was discouraged from asking further questions due to the response I received. Again, most of the staff has been helpful and did not discourage questions, but we(agencies) need help in order to make this transition a little smoother.
 47. There are too many unknowns about procedures that need to be addressed.
 48. There should be a third answer here."I don't know"
 49. I don't know what the Wave 3 is about.
 50. Lack of training
 51. State needs to ensure all users are adequately trained.
 52. I believe we need more training.
 53. Adequate on site training needs to be completed before implementation. Online training only does not provide adequate training.
 54. Initial problems with Edison have not been resolved.

55. We have some many problems with our timesheets and payroll, there are some many problems that needs to be work out before wave 3 is implementation for state employees to be able to perform there jobs correct.
56. BECUASE WE HAVE NOT HAD ANY TRAINING THAT RELATE TO OUR AGEANCY
57. There are issues within the Division for which I work that I don't believe have been fully resolved. Should those get resolved in the month that is left, then it is feasible for our Division to implement.
58. Due to the fact that Payroll is currently not working correctly--It would make sense for that component (Payroll/HR)to be corrected before jumping into the Financial component.
59. The State needs to make sure the Wave 3 comnponenet is ready for implementation. In other "waves" there have been mistakes in the tutorials and incorrect info on how to perform different steps. Confusion on implementation is also evident and we end up having to learn during the process instead of having proper training before the process is implemented.
60. Need more training and a pilot region
61. Still has too many problems
62. We are not ready and we are in our peak season to get our contracts in place for July 1, 2009. We send our delegated authorities 60 days in advance and still haven't received them approved and for DGA's the Z contracts need to be in place for July 1 however, we can't until the DGA is approved. Our programs are so sensitive that I would hate to see our agency on the news that our programs can't operate because they don't have a contract in place. If this was released and done in the fall we would not be so stressed with massive amounts of contracts that need to be in place. I wish it was delayed until August or September so we could dedicate our time to Edison and to insure things are being worked out with issues. If our programs are not in place July 1 I hate for the media to get this...that would not be good.
63. Simply to double and triple check that everyone has received the proper training and all systems are in place for a successful implementation.
64. I truly believe that the Edison team is overwhelmed with attendance & leave & financial problems from Wave 1 & 2. Why would the state(Edison team) want to increase the problems, they can't handle the problems that exist today in a timely manner. It sometimes takes weeks for them to get back to a deparment with a resolution for an existing problem. I also think that more testing should be allowed with the individual departments to verify test transactions. This step is critical, because we sure don't want to misdirect or cause out of balances within the state wide general ledger. Wave 3 agencies are some of the bigger deparments therefore causing more problems and I don't believe the Edison personnel can handle any more at this point.

65. Because the example of having General Service go live in April (wave) was not smart. That agency affects all agencies - those not in wave 2 and also those who went live in wave 2. As soon as General Services went live, the non wave 2 agencies suffered for it. Communication broke down and our agency suffered for supplies, necessary forms/applications etc as service to the citizens of TN. The on-line training I was offered was very limited and doesn't go in to detail of how the financial piece is "really" going to work. I can't be confident with limited training and exposure to limited data of how this process works. Great concern for paying vendors in a timely fashion. Any delay in this would be a PR nightmare for State Gov't. Hope we don't put an PR rep on the news who says something like "all vendors will get paid but our new systems has a few glitches." Vendors won't continue to do business with the State. How will that work for our struggling economy? Has this wave of Edison been thoroughly tested? The system doesn't have a good track record for that.
66. We are not ready
67. THE PROBLEMS WITH THE TIMESHEET COMPONENT SHOULD BE FIXED BEFORE ANYTHING ELSE IS ADDED.
68.
69. Training consists of pushing enter in class. Questions are answered with "Good Question, I don't know what the answer is." Take this survey. You are asking me questions on a program that we haven't even used, how can I possibly give you an accurate answer on how things are going? We are a few weeks away from implementation and yet we have not been to any workshops. Just my opinion, but letting employees try out the program in a workshop environment well before going live would give everyone time to solve problems before snarling up invoicing/payments etc.
70. Just the the Year end closing.
71. Fix the components that have previously been implemented before adding anything else. Payroll still has many bugs that haven't been worked out. Has any information been provided as to how Wave 2 implementation has gone? Have the bugs that have occurred been resolved or are they going to be compounded when the larger departments implement it July 1?
72. Since I am part of wave 3, I can only base my opinion on the training module which had many failed attempts at processing transactions. Therefore, if production mirrors training, then wave 3 should be delayed.
73. The state should get rid of Edison - as previously stated it has made employees jobs more difficult and time consuming
74. If all the problems have not been worked out for the agencies, more should not be involved. Also, clear descriptions have not been worked out as to how Edison will handle our agency since we don't have the same systems as the Executive Department. It

seems to overlook our needs as the system cannot be configured to handle monthly concerns.

75. Our staff is on "overload" just trying to finalize traditional procurements. The timing of Wave 3 Go Live only further stresses an infrastructure at almost at capacity at the current time--both for agencies and OCR.
76. All of my staff who pay bills have only had 1 training class and 1 online class. They are not prepared. Even after 5 classes, I don't feel very prepared for Edison. Also, we are trying to perform year-end closing in STARS.
77. To allow the State as well as Edison the time to develop the actual working modules and individual programs necessary for the State to function at least a comparable level to that which it has now. This "build it as we go" program is ridiculous at best and to date serves no purpose.
78. We are not ready
79. The employees don't have any idea how this is going to affect them and what they need to learn to make the transition successful.
80. need more time for training and the right type of training
81. Time and Attendance has had a lot of problem what makes you think that Finance will be any different.
82. again, I don't know if it will affect it or not
83. DEALING WITH EDISON WILL BE GREAT FOR NOT DEALING WITH PAPER ANY MORE BUT NOT IN THE PROCESS OF GETTING PEOPLE PAID. THE PROCESS WILL BE MUCH SLOWER.
84. In my opinion, they should SCRAP EDISON altogether and update the old system. There is no reason that the old paper forms could not be computerized without using such an inaccurate, untrustworthy system as Edison
85. I'm not really in a position to determine that or not, but I've heard other people who will be using the Financials 100% of their time, and they seem to see a lot of problems that Edison hasn't covered or foreseen.
86. At TennCare, we are going to process a series of payments through the Edison interface on July 1 that will be in excess of \$250 million that is contractually obligated to be received by the vendors by July 2(it's going by ACH). We have anticipated and planned for a contingency to make the payment a few days early. However, we have now been given assurances that this payment will go through the Edison portal or there can be alternative methods of payment made. If the TennCare interface is not perfect, there will be a very large provider population that will not receive their medical reimbursements from the MCOs in a timely manner. Also, if anything were to happen later in the month,

approximately 400 nursing homes would not receive their monthly claims payments. These payments are in excess of \$60 million monthly. Parallel testing has not gone smoothly and we are still analyzing results from our first test of three planned.

87. I do not believe that the system is prepared to handle ALL state agencies at this time. There are still too many problems.
88. Most field auditors particularly out of state auditors are not properly trained on Edison. Online training does not allow for "what if" situation type questions. Also training site/webpage is not always available or easily access.
89. NEEDS MORE CLASSES
90. i think the agency should have studymore the way it works
91. The training was very generic, no clear indication of start to finish was presented.
92. I don't think that the agencies were studied enough to be sure all area's are covered down to the small details.
93. MORE TRAINING AND MAKE SURE EVERYONE ONTHE SAME PAGE.
94. As stated the problems already experienced by wave 1 and 2 should be corrected before adding more problems in wave 3. The problems in wave 1 should of been worked out before going to wave 2 etc.
95. I'm not confident the system is capable of handling all of the components necessary to accurately process payments for our department. Vendor files also do not match.
96. No results have been shared as to the success/failure of Wave 1 or Wave 2. All we know is it is full speed ahead. If we had some info on the Wave 1 and 2 implementation it might make Wave 3 users more confident in the system.
97. All have not had the training classes they need.
98. We need more time to understand how the system works. We need time to get a few contract and solicitations through the system so that we can map the correct procedures.
99. I am not sure we are ready in terms of interfaces working properly, determining how we need to change workflow to accomodate changes required by Edison or training of front line employees
100. EMPLOYEE'S ARE NOT READY. WITH OUR REGULAR JOB DUTIES EACH DAY THERE HAS BEEN NO TIME SET ASIDE FOR ONLINE TRAINING. NOT EVERYONE HAS THE INTERNET AT HOME.
101. There are still too many uncertainties about how things will be handled in Edison. Feedback from wave 1 & 2 agencies is that there are significant changes that will be

needed in role mapping & security, There are a number of other areas as well where Edison staff have to enter information to make necessary changes for departments. With the bulk of agencies in wave 3, it is difficult to imagine that Edison staff will be able to respond in a timely manner to all the changes, consultation and additional information that will be needed by all the agencies.

102. to make sure all elements are covered with edison
103. There are still too many errors coming up with the HCM components (people in wrong department ID's or location codes). There are still way too many errors occurring when the payroll is crosswalked from Edison back to STARS. A good example is when the 2nd April payroll was duplicated in STARS when coming from Edison. This occurred at the time of the monthly accounting reports running. This made the April STARS accounting reports inaccurate. Some of our folks have not had all the required training. I think it would be best to make sure all the bugs are worked out of the HCM modules, and also work out all the bugs there may be in FSCM with the Wave 1 and Wave 2 agencies, then go live with Wave 3 after that. Also, there is much confusion on new terminology versus old terminology, and I think going live now will result in many inaccurate payments and a large volume of upset vendors.
104. Too much to do, not enough time or staff to do what we do now.
105. Our staff is not trained.
106. All "the bugs need to be fixed" it's end of fiscal year & lots of people are being told that they can't take vacation & were not given that notice until May 2009
107. see my previous statements concerning milage reimbursements.
108. we have not had adequate training needed
109. Previous comments support the fact that Wave 3 should not be implemented at this time. Requestors have not been adequately trained, system is not user friendly, too many screens to have to go through to key information, lack of edit ability from procurement staff if wrong information is input, vendors will not be paid in a timely fashion therefore vendors will not want to do business with the state. There is no evidence to support that Wave 3 is ready to handle the amount of purchases that will be initiated. If implemented at this time it will be a disaster.
110. All employees have been unable to complete all of the required training because there was not sufficient time to handle day-to-day responsibilities and sit in training at the same time. We are functioning with less staff now resulting in a doubling-up or more of job responsibilities. To try to accomplish training and our job duties successfully, we would be working 24 hours a day.
111. This office cannot take on any project which has the ability to decrease the speed and accuracy with which we receipt transactions through the cashing module. I am also with the billing process and it's effect on the workflow

112. Apparent lack of specks for our multiple program accounting requirements has resulted in software (program)changes requiring program changes in Edison to meet our needs.
113. Need to make sure users actually know how to use it correctly before implementation and make sure all parts work.
114. I don't think that state workers have had enough training to pay invoices correctly, if at all. If every payment must be approved by a person's supervisor, this is going to delay payments to vendors indefinitely.
115. I work in the Financial Controls section of Revenue. We manage the RITS system which accounts for 94% of the state's tax collections. As of today we aren't entirely sure that all tax accounts in STAR have an account in Edison. We prepare financial information in Excel using data from RITS. This information is reported to other state agencies as well as the public in a "book" we release after the first of the month. We then take the Excel spreadsheet and use the data to determine how much to pay 95 Counties, 365 Cities, and other various agencies. The data has been sent to Accounts for payment on a CD which is uploaded to STARS. I do not believe there is enough time left to complete the speedcharts, find vendor codes, and test the data. WE ARE 100% AGAINST PAYING ANYONE UNTIL WE CAN TEST EDISON!!! The training we received in class where all you did was "hit enter" was pointless and a waste of my time which is valuable.
116. Our agency is too large, we have too many cost centers, grants, funding sources. It will require much more time for some folks and we do not have staff to help out in those areas.
117. More one on one training or through training. If you asked a question in class or called the Edison staff, they either didn't know the answer and said they would get back to you, but never did. Just mass confusion.
118. More testing should be required.
119. It seems that the problems encountered by Agencies in Waves 1 and 2 should be corrected before further implementation.
120. Although July 1 is my preferred date of implementation I don't think we should at this time. I don't think we need to wait another year for implementation so maybe October 1 or January 1.
121. It is obvious that HCM has problems and funds had problems there. There should be a thorough study of Phases 1 & 2 before implementing Phase 3.
122. Lack of training.
123. I do not feel that we have been given adequate training for these implementations. The web based programs, although convinient, do not give proper training. The samples given are very narrow, and do not give an example that would be more similar to every persons usage. There is no one to answer questions about the process. Mostly the training is a

group of steps with no true explanation as to why things are done as they are in the system. I feel very unprepared for the wave, and worry as to how much extra time it will add on to my normal duties. Once again, this system is very user unfriendly. Things that were once a very simple matter, are going to take a long time to correct. I also worry with travel (since our group may not know where they will stay most of the time) will have severe issues with reimbursement which will lead to another set of problems. And with the way Edison sometimes runs, it may take us just as long to get a reponse if something is wrong!

124. In my opinion, the state did not adhere to generally accepted rules of systems implementation. The planning process appears to have been lacking since the system began implementation before appropriate Edison staff training and testing was performed. I have yet to be approached regarding testing data or, if data had been tested, providing me with the results. In addition, at this point there are still questions that Edison staff can't easily answer. Wave three consists of the largest and, likely, most complex agencies in the state.
125. It seems we are ill-prepared for it and all of the problems other agencies have been experiencing with other components makes it seem a bit scary whenever we do go live. I would rather delay and be sure this is the direction we want to take before launching into head first.
126. STIMULUS / ARRA revenue in a new system could prove to be problematic. don't know how the weekly TRAM reporting will be accomplished when I heard that Federal revenue is not associated with the project. Training has been at the Module level but most duties cross Modules and most State Staff can not make the leap between modules and most trainers are not familiar with Current STARS system to help staff bridge the gaps between Modules to get back to Business processes.
127. There is a lack of education on the system. It is difficult for field employees to utilize the system without adequate computer access. This is employees money that they have incurred on state business and deserves more respect than what they are experiencing. We have mastered the current system of travel reimbursement and are typically able to get staff reimbursed within 2-3 weeks. I fear that our employees will mount much more out of pocket expenditures while waiting on this system to reimburse.
128. Because people are not ready to use or understand the system.
129. Due to year end closeout, July and August are very busy months.
130. Too many unanswered questions. Understand Wave 1 and 2 agencies are still experiencing a large volume of issues.
131. To put it in simplest terms: When your boat is leaking, do you just keep bailing out water, or do you find where the leak is? You want to fix it before you are in the middle of the lake drowning.

132. General impression is that many employees still lack knowledge of new system & procedures.
133. because it will not work for us
134. If there are current problems with the system, then those problems should be fixed prior to implementing other agencies. I am not sure that we are prepared enough in the field to implement. We just received our Department's version of the Cashiering Manual to train the staff.
135. Lack of preparation and training.
136. I just do not see us as being ready. No one has told me how this is going to be implemented and how our processes will change, as it getting very close to July 1.
137. Not sure
138. not sure Edison can handle the volume
139. I don't think Edison has all the bugs worked out yet
140. first wave 1 and wave 2 should be fixed
141. July is the beginning of the fiscal year and just not a good time to start a new process.
142. We are not ready. They need to be sure that other agencies in Waves 1 and 2 are able to make payments timely and accurately (which isn't happening yet) before adding a huge number of transactions to the mix.
143. Training has been poor and there are too many problems with the implementation to add more users.
144. People aren't ready for it. There are too many new programs coming in & changes to ways of doing things. It's too much for people to handle all at once.
145. Our agency handles many complex transactions and we have had no specific training or instruction on how to properly complete these. The training provided was merely screen navigation and did not show the correlation between all the screens used.
146. I think that they have not worked out the problems with the system to the point that it will not delay transaction.
147. Parallel testing is not complete. There have been issues with volume of transactions submitted. While training was helpful it in no way prepares you to do your job. I did some testing early on in the process and know how difficult it is to navigate the system initially. It is not enough to just know what the screens look like. Fiscal year end is an extremely bad time to go live. We are overwhelmed with trying to get all contracting and

procurement done and adding the additional work load that has come with preparing for go-live has made it a very difficult job.

148. phase 1 and 2 problems haven't been corrected yet
149. My training was telling me this portion doesn't work or that portion doesn't work I never had any hands on training so until I can work or at least see the system I don't think this should continue.
150. Heard through other departments that Wave 1 and 2 are still having problems and that it takes too long to get an answer back from the Edison team when something does come up.
151. Implementing a new system on the first day of a new fiscal year while still attempting to close out the prior fiscal year's books is expected to prove extremely problematic, if the Time Reporting component implementation was any indication of how smoothly future components will be instituted. Feedback concerning the online vendor/contractor/grantee training indicates that it is quite confusing to someone not the least bit familiar with Edison. As a result extensive staff time is expected to be required for providing assistance to contractors on how to correctly access and utilize this system, once staff is finally familiar with it.
152. I need additional training on what Wave 3 will impact in my program.
153. THE FIRST TWO ARE NOT WORKING PROPERLY. THESE QUESTION ARE DESIGNED TO HELP EDISON LOOK GOOD,
154. July 1 is the first day of the next fiscal year. A lot of extra work is involved during this period closing out the prior year. Key players are involved in the closing and they would have little time to devote to the implementation project.
155. I don't think more needs to be added to they system until they can sufficiently anc correctly complete the problems in edison currently being experienced.