

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

**Wave 1**

1. Transition to wave 3 would be wreckless until the system stablizes.
2. I feel that if Edison is going to work properly those who are in control should not feel that they cannot teach "old dogs new tricks". Edison should be willing to sit down with those employees who seem to be having a problem and show them what they need to do, give them the time they need to use and experience the system. When the users become more familiar with the system and the newness wears off, navigation and performance on the system should be easier.
3. None
4. The entry of information regarding Travel Expenses should be simplified. It is too time consuming and complicated at times when trying to enter the information. You have to jump to different screens when you click on keys to enter info as well as do them in a certain order for it to take your entry. I suggest you have the ability to enter information all on one line for each trip. This minimizes confusion as well as errors.
5. Yes, Edison has had some problems, but that is common with any large scale ERP implementation. Most agencies didn't seem excited about changing over to Edison and therefore are more prone to turning simple issues into huge systematic catastrophes.
6. Better training and knowing who can answer Edison questions would be a great help.
7. I feel the system was not designed with the State of Tennessee in mind...nor it's employees. The Edison "people" need to realize all of us were not in the initial testing of the system and don't understand all of the terminology. Need trainers who understand the system enough to answer questions we have. Provide more than "Help Desk" phone numbers where you are told, we can't see that screen or we don't handle that here.
8. Training for this system has been grossly inadequate. A handful of people in each department actually know how to use the system and all of it's little quirks. For the first time since I've been at the State I've realized that if we wanted to "strike," we actually could do real harm. State operations would come to a screeching halt if personnel stopped using Edison. No one would earn leave or even be paid, people would lose benefits, vendors wouldn't be paid and would cease providing services. Anyone who has access to the FSCM component can make whatever changes they want to anything. Really....Edison is not a bright idea. Additionally, this survey is ridiculous. The bottom line is that I encounter problems using the system daily. Some I can figure out on my own. Others I cannot. I contact Edison staff directly when this happens even though we

are not supposed to. Three specific staff members have been helpful but they are overloaded and I realize that they cannot possibly continue to do this. The State is setting itself up for major problems down the road if these issues are not addressed immediately.

9. Your survey appears biased given the number of negatively leading questions. How many ways can you ask the same question regarding readiness and any pressure not to discuss issues. My agency would never pressure me not to raise issues and any Edison concerns have been primarily addressed by my Super Users in a timely manner. Our agency and its employees are working very hard to make Edison successful. Those agencies who are doing the same with executive leadership are faring well with Edison. Thank you.
10. The Edison components I use (HR and payables and FMAX) work very well when they are working. However, reliability of the system to update everything properly gets poor marks in my opinion. I have never worked with a computer system that has had so many startup problems. I must also mention that we worked nights and week-ends trying to get caught-up after the implementation. The moron on television really devastated the morale in my area with the comment about employees resisting change.
11. You have out done yourselves. I didn't think you could have provided a more biased survey than the one created for HCM. This is a very poorly produced survey with few questions that are not leading towards the negative with any other way to answer. The State of Tennessee deserves and should demand better.
12. the mapping needs to be fixed so employees that I do not supervise will not show up on my worklist.
13. With most of my work in Edison, we are encouraged to learn on our own.
14. As far as a lessons learned, I think that the State should have ensured that Maximus hired experienced Peoplesoft consultants who had worked on government implementations. There should have been more working with the agencies on how it was going to impact their prospective agency and the best way to implement or options to choose as to how to make it work for them. No suggestions were made to the agencies. They were just told that you need to figure out how to make it work for your agency, we don't know your business process. Training was not very beneficial because of the previous statement. Training should consist of more than click here and there. The employees should be told why they are "clicking" where they are and the impact of what they are doing. If they had known the consequences of what they were doing they might have chosen a different way to implement.
15. Provide simple menu, with fewer steps.
16. It seems that the system was a good concept that might have been rushed along and not properly tested and phased in, which always leads to problems. I only have knowledge of time and travel reporting and have had no major problems with these components. However, these two components are not very user friendly because they seem overly complicated (travel more than time).

17. I don't know.
18. I think we got a system that was off of the shelf, ment for a factory and not for state business and they are not willing to make the needed changes.
19. No Comments.
20. Travel Authorizations require too much time to complete and get approved. This process needs to be streamlined.
21. System is too complicated.
22. get rid of edison and go back to the old system
23. There are too many people to depend on to get anything completed. And then there is the system, itself. It takes more steps, clicks, procedures to complete tasks in Edison from a facilities standpoint than it did before the system. More time out of the day spent, perhaps on two items if there are problems. More waiting to receive supplies/goods for operations. Sometimes I can fix a problem, sometimes it takes another person to fix the problem for me because of some glitch.
24. If the state financial transactions are all open to the public, then why does it matter if one agency is able to view another agencies transactions?
25. fear for my job - can't do this
26. NONE
27. In Stars it would take about an hour to do 50 invoices, all you had to was change three lines of information and move on to the next. In Edison if you take the same 50 invoices, same basic payments, it can take up to 4 hours. This not counting the time it takes to scan and save so you can attach to filenet. Filenet also has a nasty habit of losing what was just attached. Not uncommon to have to attach something 3 or 4 times before it finally accepts it.
28. Better training and more streamlined transaction screens should be required. The travel component is too cumbersome with bits and pieces of information appearing on different screens. Submitting and approving is inefficient.
29. Edison processes are cumbersome at best. Even when procedures are learned, the number of steps to accomplish a simple procedure force greater amounts of time spent on clerical work than ever before.
30. I find the manuals difficult to follow. Some of the needed instructions are left out. It does not tell you that you can only change one thing on a page at a time. I found that out the hard way, it took the first change but not the second.

31. I am concerned about the realibility of financial reporting for FY 2009. I do not have confidence in the reports I have seen and have seen transactions dropped in Edison. As late as May, there were payments approved by the agency where the agency approval disappeared and deposits in iNovah which posted to two accounts in HCM. There has also been issues with transactions moving from Facilities Max over to People Soft that were only resolved last week. The agencies that are currently in Edison still have job functions that have not been brought into Edsion. Until Waves 1 & 2 have all their processes in Edison and transactions are processing error free (or relatively,) I don't think Wave 3 should be brought up.
32. Purchasing Division has tried in every manner to get the Edison system working so that Events (Invitations to Bid) can be bid and awarded through the system to no avail. 2. Since January we have continously requested for Edison to come and provide "hands on" training. On 05/29/09, Edison has finally started providing the hands on training and we have had 3 productive training sessions, however other previously unkown problems have arisen that they are working on which prevent us from sending Events out. 3. Edison provided absolutely zero Ccontract Management training and we are expected to know how to manage the contracts and purchase order releases from contract. 4. On July 1st we are wondering how funds will be added to the Edison contracts for the next fiscal year and by whom. I would be willing to discuss my personal experiences with the Edison system. <NAME REDACTED>, Purchasing Administrator, 615-74<REDACTED>
33. contracting with Edison was premature; you should have checked with States thatcurrently use it and those that discontinued it BEFORE YOU SIGNED UP WITH EDISON!!!!!!!!!!!!!!
34. Edison should have picked up where the old systems left off and went forward.We have gone backwards a good 25 years.
35. No comments.
36. I provided comments earlier the intital set of questions above.
37. na
38. While the Financial Component does have features that are positive, the negatives outweigh them.Yes, the time requirement has decreased from the implementation but it still takes longer than the previous system.The work arounds still are of concern and instead of them decreasing or stopping, new ones are being identified. Or worse, another process has been identified that Edison cannot handle and it must be processed outside of the application.But I do want to leave a positive message. The Edison staff that I have access to, have been very helpful and I appreciate their willingness to resolve the issues when they can. They have been overwhelmed and worked long hours but have still been courteous and willing to help. My interactions with them have always been positive and professional.

39. Don't risk the financial integrity of the state and our bond rating by fully implementing and unaudited system. Postpone Wave 3, until the CAFR is released in December and Wave 1 and Wave 2 agencies that implemented Edison have their internal controls audited.
40. I really don't think this system is what the State Of Tennessee needs It won't fulfil our needs now or in the future. It has to many problems to be sucessful and I personally don't think that they can all be corrected.
41. See previous comments
42. I just want to do what is RIGHT. And if I have to call someone all the time when it WILL NOT let me as a supervisor do what i need to do. And if I don't do what is right it is rejected back to me without telling me what to do to fix it.And the rules are changing all the time about what t to cross and what i to dot
43. NO COMMENT
44. The survey questions, in terms of quantifying data, were not very useful. If I have been unable to get an accurate accounting report for 5 months, what number should I put beside "insufficient financial reporting to meet business objectives". I put 100 (one for each business day we have been live). How do you quantify "inadequate testing prior to implementation"? You can't.. it was a massive planning failure. I put 100... one for each business day we have been live. How do you quantify "breakdown in internal controls"? you can't.. I put 100 again. These are mass planning/implementation errors. My employees are going without their travel reimbursements and the only way we get them through, after days of bouncing them around, is random clicking. Due to a breakdown in controls and processes, I have had actual paper contracts lost out in the state process for the 1st time in 9 years. Putting a "2" in that block really doesnt accurately portray the seriousness in that. We had to redo contracts and have the grantees go through the entire signature process again. I have had employees, myself included, abandon turning in travel claims because we dont have time to take away from our jobs to try to figure out how to get the reimbursement successfully through the system. I have had grantees unable to make payroll for weeks at a time because reimbursements are not timely. Our grantees are pilot projects and cannot afford to absorb the State's inability to process timely reimbursements.
45. The Edison system is definitely not perfect, however; it was time for a change. I am sure that the 3270 and other legacy systems were just as daunting as Edison if not more. Once we have been doing this for several years, there really won't be that many issues.
46. Edison is a very labor intensive system. In the area that I work, Edison requires you to enter info on numerous pages as compared to one page in STARS. Also, Edison requires the same information to be entered numerous times on numerous pages.
47. Travel claims need to have a final page that shows date; from point to point destination (the actual name of the place); number of miles; total cost of miles; total amount of incidentals and total for the entire claim. Seeing it all on one page cuts down on errors.

48. I don't think there is much point in saying that testing, training and implementation were not well thought out.
49. none
50. I feel the Edison program was jumped into before the system was reserached to see if it would apply to our needs.
51. Just what I have answered.
52. Reviewers for travel should be given a 24 hour deadline for reviewing and forwarding travel to the next level. It should not sit for a week.
53. lets get consistent then advance. for example, no doubt it's a good system but reports exist we know nothing about yet still trying to find old ones..get a set of reports every department/agency must have & proceed...
54. we didnt know who was in charge to call if we experience a problem
55. As I stated before, Agencies shold be given more input about the decisions made concerning their work. The employees have a not of good ideas it anyone is interested in hearing what they have to say.
56. We need to use the money put in Edison to balance our budget. Prices of things are going up but not our pay. You need to keep your employees before making the people who created Edison richer.....
57. The basic idea had promise. What the Edison staff has done is attempted to do everything on the cheap by reusing modules written for private industry. Scrap everything, start over, LISTEN TO THE PEOPLE THAT USE THE SYSTEM - DON'T TELL THEM THAT THEY ARE INCAPABLE OF LEARNING NEW OPERATIONS. I'd wager that I'm more computer-literate than a vast majority of the Edison staff. I KNOW that I know what's needed to do my job much better than some person hired off the street. Ask questions, KEEP YOUR MOUTH SHUT and come back with something that instead of adding work reduces work. That's all that we ask.
58. When trying to get information, alot of staff "don't know but will try to find out". We've had to resort to calling other state agencies to see how they are resolving current issues.
59. The only part of edison that I use is for travel input. It is extremely difficult to make a change in the report. The point to point mileage amounts are not correct in several instances and I have only used a handful of the possible points.
60. The Edison staff has been outstanding. The biggest issue seems to be that the porcess owners (General Services Purchasing, OCR) has taken little or no ownership of thier procedures. This has resulted in the Edison staff having to provide application support and process support and thier is just not enough of them to go round. The application works well and will provide the State of Tennessee a solid base from which to operate for

years to come. I question the motives and the reason for even doing this as such a late hour.

61. I was not able to respond to the first survey but would like to say that the time that it now take to approve time, leave, OT and exceptions far exceeds what it took with the old system. I spend a large percentage of my time in the office dealing with Edison matters instead of being involved in the day to day operations of our agency. The approval system for pcard purchases is so complicated that I will not use the card unless it is absolutely necessary. I tried to go through the training module but discovered that there was so many steps in the approval process that I gave up. Frankly, the entire training process for Edison from day 1 has not been adequate. The training that I attended did nothing more than read the same material that was on the Edison training section. I know there are always start up problems with any new program but I believe this goes beyond start up glitches. Each thing that is added to Edison just takes up more time. I will soon be relegated to sitting in the office on Edison 100% of my time.
62. All comments within this survey may be used.
63. the biggest issue with edison is predicting time in the future, i would think that correcting it would be a pain for someone.
64. no thanks
65. we need access to view our budgets, to see what has been posted against our accounts, to balance our checkbooks so to speak
66. I am truly ashamed to be a Tennessean when the Comptroller stands in from of a committee and makes assumptive statements based on antidotal data collected by a slanted survey...Justin P Wilson, Have you beat your wife today? Yes or No are your only options. You are a disaster in the making. This is not a survey but an inquisition, and a thinly veiled one at that!
67. TRAVEL CLAIM REPORTING IS VERY TIME CONSUMING AND INACCURATE
68. Please see comments made through out the survey.
69. We should realize that Edison is not what we thought it would be and decide how to correct the problems if possible.
70. n/a
71. First off, this survey was not ideal. I have had so many issues, that I have lost count. I think you would do better to get specific examples. You should look at the Help Desk tickets. There are lots of issues, though you will probably find some recurring themes. Edison will time you out even when you're working in it. The time out message only pops up for a few seconds. If you turn your back to retrieve something from a filing cabinet, you might miss the message and get timed out and lose work. This has happened to me more than once. The "training" was performed by people who knew nothing about

governmental accounting and didn't live in Tennessee, so they didn't know anything about Tennessee governmental accounting. The training should have been performed by staff from Finance & Administration. The problem is, they don't know how to use Edison either. This is evidenced by the fact that OIR has yet to bill agencies since go-live and we have been told not to call F&A personnel with questions. If F&A staff can't figure out Edison, how are the rest of us supposed to do so? They should be taking the lead. The training manuals often bear no resemblance to what the screens look like in Edison or what the state's actual process is. We occasionally get updates and corrections to the procedures via e-mail. These updates are often wrong or incomplete. We were recording ACH deposits wrong for four months before anyone caught that there was an error and a missing step in the updated instructions. Commissioner Goetz and Lola Potter should be forced to complete a transaction from start to finish in Edison. It could be anything – purchasing an item, paying an invoice, entering a journal entry. The catch is that the only assistance they can get is the training manual for that module and the Edison Help Desk. Once they've actually dealt with the system and experienced the frustration that the rest of us have felt will they be qualified to speak about the system and its implementation. Maybe then they'll stop blaming us employees and quit saying we're resistant to change. Their comments in the media are insulting to state employees, as well as to employees with the State of Florida, Cleveland State University, Palm Beach County FL School District and other places that have struggled with the implementation of Peoplesoft. Did anyone do any due diligence before handing out this contract? There's a survey on-line from University of Florida that shows the same problems back in 2004 that we're having now. Apparently no modifications were made to PeopleSoft after the debacle that happened in Florida. I think that Peoplesoft/Maximus spends all its money on commissions for salespeople and retainer fees for attorneys to defend them from lawsuits (like the \$510M one from Cleveland State) instead of for computer programmers and accountants to improve the system. For \$135 million, we could have hired a group of highly compensated computer programmers and accountants to design a system for Tennessee. Instead we got an off the shelf package that can't even produce any decent accounting reports. We don't have a general ledger report. The accounts payable query we have doesn't show the amounts paid. Anyone can buy QuickBooks or Peachtree from an office supply store and get basic accounting reports. We have no idea where we're at with state dollars. We were told that we would be able to query on any field to get the information we needed, but apparently that's not true. Right now, we'd settle for the old canned reports we got out of STARS. At least it was something, and it least at was accurate. The few reports or queries we have gotten often don't balance. We don't just have system problems, we have problems related to workflow and approvals. In the past, a lot of the review and checking work was done by Accounting Clerks and Technicians. Now a lot of that work has shifted to Accounting Managers and Fiscal Directors, whose time could be better spent than checking every little transaction that comes across their desk. It sometimes takes weeks to get a journal entry approved by F&A. This conversion has been hardest on Wave 1 agencies. We have done double work in a lot of cases. When dealing with an agency that is not on Edison, we have to enter an interunit journal entry in both STARS and Edison. ACH deposits have to be entered in both systems. Yet, we didn't decide to run dual systems during the implementation, which is pretty standard practice. Most agencies have lost personnel due to the buyout

and hiring freezes, so we don't have time for the extra work. I'm very concerned about processing times when Wave 3 goes live. They increased a lot with Wave 2. It seems like we paid Maximus/Peoplesoft \$135 to sell us a software package, not to implement a financial system successfully. There is a difference. I don't think the blame is just with the vendor. The state has a lot of culpability, by thinking they could implement this with less staff, when in fact we probably need more. This system is a complete financial disaster, as it has been in other places, at a time when we can least afford it. I fear we will be suffering the effects for years to come, long after the current administration is gone.

72. None at this time.
73. No
74. The system gets very slow at times and even kicks you out, at least twice a day. There are many instances where information should be carried to another screen, but must be entered again by the user. Manuals are poorly written with not enough business workflow incorporated; only limited information is included. Help desk was not trained sufficiently.
75. No comment. The Edison system problems speak for themselves.
76. EDISON HAS CREATED A STRESSFUL ENVIRONMENT IN AN ALREADY TRYING TIME. EDISON IS A FARCE.
77. The purchasing module needs much improvement. System generated purchase orders are not adequate. Locating vendor information on Edison is difficult. Finding contract information in the eprocurement module can be difficult. Processing time for keying requests in Edison takes much longer than it did in TOPS. Our agency is getting vendors paid much more quickly than the STARS when the workflow runs smoothly. The Edison Support Staff have been very helpful and courteous.
78. Some of the F & A Edison staff have gone above and beyond the call of duty to help us. The Edison system is making us fit it rather than the system work like State Government should.
79. Even though I have not been pressured to not say anything negative about Edison, I have heard that there has been some of that in this department. Something like Edison is what you get when you have a smug Governor and a yes man lobbyist as Commissioner of F/A.
80. The Edison system is the largest software implementation in the history of the state. Core agencies have not taken the opportunity to revise antiquated business processes and this has caused issues. The system works and nobody seems to realize what a tremendous amount of correct transactions have been processed. It is a shame that the Edison system is being used by some for political posturing.

81. Edison is a new system. It involves change. Change is not always a bad thing. Once we are all on board with this system, it will continue to improve, and we will learn how to use it more efficiently.
82. I think in two years with hard work the state of Tennessee will have a very good software program but there is still alot of work to do!
83. PLEASE CONSIDER THE LOWER LEVEL EMPLOYEES WITH DECISIONS MADE THAT AFFECT OUR LIVES.
84. I am not sure that I have the confidence in the Edison system that I had hoped I would. To be such an expensive system, there seems to be a lot that Edison can't do. Edison doesn't seem to be geared to totally meet the needs of a government agency's needs.
85. I feel that a lot better system could have been written for the state than Edison.I believe that the huge amount of money this system cost was wasted.Did we need a better system than we had? Yes.Did we need Edison.NO!I know that people are saying that its just a new system it will get better or people don't like change they don't want to learn or make it work.That's not the case. This system is not user friendly.Being that I was here to learn TOPS and POST and now Edison I agree that TOPS and POST and all of the other parts left alot to be desired but personally I'd take them back in a heart beat.With the amount of money that has been thrown at this system I feel like it's here to stay. I'm just glad I don't have many more years until retirement.
86. Asking for the number of problems is a bogus question. No one has had the time to keep a count of the many problems we experienced with Edison. The system is slow, has no controls, and it its presence state very unstable. I could list many issues, but to date those in control of this project give no credibility to complaints. All problems have been labeled human error. If that was truly the problem then it would be the useless training providing by Edison personnel that created the human errors. Even if you were able to fix all the system problems today, that does not change the fact that Edison has slowed the processes. A simple example is in the STARS system I could process 250 invoices for payment a day without much effort. In Edison 250 invoices requires a week to process, and you are holding your breath to see how many actually results in the invoices being paid. At the same time other invoices are stacked up waiting to be processed. Whether you choose to admitted the flaws, or continue to blame the inefficiencies of Edison on the "old dogs" is your choice, but the system as it is today will not survive it's first anniversary without some major improvements, or as I suspect will happen major work arounds of the systems original functions.
87. System seems to have several issues that are not easily correctable. Wave 3 contains several large agencies. When these agencies are running, there will be serious issues that increase problems if they are not addressed and corrected before Wave 3 is implemented.
88. I believe that the Edison system is a worthwhile endeavor for the state. The state must stay up to date with technological advances.As with any change over of this magnitude,

there will be glitches that will appear and eventually disappear from the system. This system just needs time to mature.

89. The past system did need to be updated but it could have been done with a better answer than Edison. Edison needs to be able to give more information like I was able to get from TOPS. As information is available it needs to be passed on to the facilities. As much as the cost of Edison was there has got to be a better way to get the information to do our jobs. Payment of invoices has to be increased because the vendors are so upset with not payment. The training & on line was a big JOKE because it did not take the daily work & prepare you to get purchase orders, to find contract information, vendor information. Every thing that we got out of system was because we kept trying to get the information we needed to do our jobs. The time out span is too short. System has to allow for calls or to at least be able to go back to where you were without having to start over. Even TOPS enabled you to go back to the last screen without having to start all over. A lot of time is being wasted by waiting on it to process & system throwing you completely out. There has got to be a better way than EDISON.
90. Edison Problems “Originally prepared February 2009. Updated information (May, 2009) is after asterisks for each item. FSCM Module 1. The training was not useful for practical application. This has resulted in serious wasted time and energy on the part of countless State employees. \*\*After 5 months of usage, it has become even more apparent that the training was useless. 2. Although communication has improved somewhat since Jan. 5, people have been required to go to the workshops to get hands-on one on one problem solving. During those sessions, the tips and tricks are revealed. Why weren't the tips and tricks revealed during training classes? \*\*Tips and tricks have continued to evolve in the last 5 months. Primarily on the part of users and with very little assistance with Project Edison staff. I personally stopped calling the Help Desk several months ago to tell them I had found a workaround for a reported problem, as they always resolved the ticket as if they had led me, the idiot, through the resolution process. 3. When calling the Edison Help Desk, you wait through 2 different recordings and then anywhere from 3 -10 minutes for a live person. The majority of people who answer the phones don't speak Edison, and can't even comprehend the problem you're trying to describe. What they enter in the ticket frequently does not accurately describe the problem. \*\*This is still very much the case. 4. We must enter a separate PO for each individual invoice “ we cannot combine invoices on 1 PO. This is a significant problem for vendors such as our office supply vendor, American Paper & Twine, who invoice each time a shipment is delivered. It will also create accounting nightmares as an order is placed initially on one PO, but if all the items are not delivered at one time, the original PO must be canceled and new PO's prepared for each invoice. \*\*We found out that we could, in fact, enter several invoices on one purchase order. But not through the Edison Help Desk - we just tried it. 5. We did not learn about #4 until 2/12 and only after my receiver realized that she couldn't receive several of the PO's as they were entered. This required cancellation of 4 PO's and multiple PO's - one of which was for \$1.50 for 3 calendar refills. 6. We cannot prepare one-time blanket PO's for recurring monthly expenses (i.e., AT&T, Muzak, Shred-It, etc.). We must prepare a new PO each month for each of those new invoices. This will create problems with Oracle, who require a PO for the total amount of annual maintenance upfront but bill quarterly. It will also cause problems with IBM (FileNet), as

we have a blanket PO for consultation that we used to draw from as we needed the consultation services. We will have to create a new PO for every single invoice. \*\*We found out that we could, in fact, create blanket PO's. Again not through the Edison Help Desk. Again -we just tried it.7. The Edison techs repeatedly told us at the workshops that THEY had done away with APCAT - that they are helping the purchasing people modernize, that purchasing is working with 35 year old purchasing processes and now they have a state of the art system. It's been an US (cool techies) vs. THEM (old-timey purchasing people) mentality. In many TOPS contracts, there was an "APCAT" line, which was used to purchase items requiring a quote from the vendor. This line appeared in contracts for hardware, software, maintenance, office supplies - just about anything anyone might need to order on a contract. The State of TN paid a lot of money for someone to convert those contracts into Edison. Those someones converted those contracts into completely unusable documents, either failing to recognize or ignoring the fact that APCAT was critical to the State's purchasing ability. I got the very clear impression that Edison knew best and the Purchasing people didn't know diddly-squat. I was told that eventually Edison would contain every product listed in every vendor's catalog. Eventually came sooner than expected in March, when it was discovered (DISCOVERED - 3 MONTHS AFTER GO-LIVE!) that using the workaround prescribed by Project Edison for ordering APCAT products contained in the unusable Edison contracts resulted in assets that were not tagged. This little oversight has resulted in a massive interruption in the State's ability to do business. Rather than laying off State employees, perhaps it might be more fiscally responsible to terminate the people who wasted so much of the State's money converting contracts into something that is unusable. In my humble opinion, this blatant disregard for, or ignorance of the needs of the State of Tennessee is inexcusable.8. The bottom line on the FSCM side is that the product that was delivered is redundant, does not flow well, drops or loses information routinely, develops glitches several times a week, and generally makes it difficult for employees to do their jobs. This is still the case. Although I have very occasionally (perhaps 3 times in the past 5 months) enjoyed a week where nothing went wrong.9. This product was rolled out before it was ready. It should have been put into test by one agency initially and the kinks worked out there, rather than just dumping it on thousands of people and acting like we're the dummies. I'm 55 years old and I've been through lots of "Go-Lives." This is the worst I've seen. I started with the State in 2006, and was not terribly fond of TOPS or Multitrak. I did like the fact that they worked and the TOPS Help Desk was responsive and knowledgeable. I have no fond memories of either of those programs, and do not mourn the passing of either. I do, however, despise the fact that all things procurement now take at least 3 times longer and much, much more of my time to complete than before January 5.10. Anyone who believes that rolling out the Wave 3 agencies all at the same time in July should be committed to a mental institution. The daily blips, glitches, burps and just plain-old screwups should be repaired if possible before adding to the misery.11. I recently called in a ticket because I had gone to the FSCM Query Viewer to look up the approvals for one of my PO's. Instead of seeing the page that asks me to enter my business unit and PO number, I got a list of 2 other people's. I received the following reply, addressed to "Donna" (not my name):>>>> 5/8/2009 3:37 PM >>>>Please Reply to - only. Please include this incident number in your response. Thank you TMessage : \*\* MESSAGE STARTS HERE - To: Donna, If

you are using the PO Tracking query it will not work until the purchase order has been submitted into workflow. To do this you need to navigate to Purchasing > Purchase Orders > Approve Amounts and find your Purchase Order number and click "save." Once you have done this you will be able to view your approval path. I hope this resolves your problem. I will close this ticket but if you have additional questions please feel free to contact us again. Have a good weekend. Manufacturer:

Device Type: State Tag: Serial #: Problem Description Edison  
 - Problem related to Procurement From: Reply To: This was how it was resolved: Incident which you submitted on server remedy has been resolved. If you have any issues, please CALL EDISONhelpDESK at 615.741.HELP (4357). This Incident will automatically close in 5 days. Please do not reply directly to this e-mail message as this address is only used for outbound messages. Email replies sent to this email address will be automatically deleted. Description\* : Edison - Problem related to Procurement - BU# - Customer is calling regarding her PO tracking. \*\*\*\*\* in \*\*\*\*\* PO's are showing under the requestor po tracking system. The following PO showing are po#\*\*\*\*, #\*\*\*\*, \*\*\*\*, \*\*\*\*, & \*\*\*\*. #\*\*\*\* \*\*\*\*'s po. Pls advise requestor on how to clear this matter up because she is unable to see any of her own po's. Resolution Method : Email was sent to user instructing her how to accurately run the query. Okay to close. This is my response to that resolution:>>> On 5/11/2009 at 8:37 AM, in message \*\*\*\* wrote: \_\_\_\_\_, You misunderstood the problem completely but the problem has been corrected. I was NOT trying to look these PO's up. They were NOT mine. They were appearing when I was trying to track my own PO's. I did NOT get the option of typing in MY Business Unit OR MY PO NUMBER. The screen defaulted automatically to a batch of \*\*\*\*\*'s and \*\*\*\*\*'s PO's. \*\*\*\*\* DID NOT CALL THIS TICKET IN. Whether she had submitted her PO's for approval or not, they should NOT have been populating MY screen automatically when I clicked on FSCM, FSCM Query Viewer, TN\_WF\_POTRACKING, html. Nor should \*\*\*\*'s. \*\*\*\*\* did called the ticket in, because all I could see in POTRACKING was \*\*\*\*'s and \*\*\*\*'s PO's. Please correct your description of the reported problem and let me know how it was really resolved. My further correspondence: I have attached copies of what I encountered last Thursday that prompted me to call in this ticket. FSCM>FSCM Reporting Tools>FSCM Query Viewer>TN\_WF\_POTRACKING>HTML usually takes me to POTracking\_2 - copy attached. Last Thursday, it took me straight to POTracking\_1 - copy attached. POTracking\_2 was not an option. Will you please correct the resolution for this ticket accordingly? Several who experienced the same occurrence would like to know what really happened. We do appreciate the problem being resolved over this past weekend. Thank you. How it was finally resolved (the user was not contacted and no additional information regarding which chartfields were missing information was provided): Incident which you submitted on server remedy has been resolved. If you have any issues, please CALL EDISONhelpDESK at 615.741.HELP (4357). This Incident will automatically close in 5 days. Please do not reply directly to this e-mail message as this address is only used for outbound messages. Email replies sent to this email address will be automatically deleted. Resolution Method : Chartfields were missing information. User was contacted and the issue is now resolved. I gave up - I have work to do. But it is a prime example of how the Edison Help Desk will never close a ticket by actually saying something with Edison wasn't working correctly and how it was really resolved. 12. In the past 2 weeks,

several users have been experiencing a problem whereby their requisitions somehow disappear from their queue and appear in someone else's queue. One of \*\*\*\*\*s ended up in mine; two of mine are currently in someone elses' queue; one of \*\*\*\*\*'s is currently in anothers. We would like this to stop.13. My department ID defaults to 31703\*\*\*\*\*, in spite of what department ID I manually enter. I have to go back 2 or 3 times to manually change it, and sometimes even that doesn't work.14. With Edison, it's always a new thing. Sometimes every day, sometimes several times a week - but certainly never a dull moment. It's a shame that the State is wasting so much time and money on trying to fix the mess.

91. Everyone in my area agrees that we work twice as hard and twice as long since we went to Edison.
92. No thanks
93. Carefully consider holding off on surveys like this one until system users have had a more reasonable amount of time to use Edison and formulate more accurate (and thus more useful to the Comptroller) opinions about its capabilities, etc. Yes, there have been some early problems and yes, users would like them to be fixed. Does it require a lengthy survey to understand that?
94. I have been through 3 accounting changes in my years in State government. The Edison conversion is no difference than the STARS and the one 35 years ago. Why did you think it is any difference? I have seen the use of Paper transactions, Mainframe and now internet systems in State Government. People do not like change. This is no difference in the transition from one system to another.
95. change is never easy, but sometimes necessary, in a few months or years we will be able to complete task with the ease we have now
96. Besides the time out problem and the occurrence of some data not transferring over to a PO, the other thing I don't really like is the fact that after 30 days you can't cancel a PO.
97. Computer training is not helpful in this type of training. It should always be a class room setting.
98. This system was not designed for government purchasing. There are other software systems that would have functioned better. In order to save money a lot of the components were minimally adapted thus causing severe problems now.
99. scrap edison and return to topps
100. there is going to be a long learning curve for the users of the system too much responsibility put on too many people to learn the whole system people will just learn what small area they have to learn
101. Not at this time. I have to leave to go home.

102. It appears to me that Edison is a system with significant, and systemic issues/problems, but one that may have had potential. The reason for past tense is that system administrators have worked so long and so hard just to cover up the mistakes, instead of earnestly and sincerely addressing the shortcomings, that now the job is twice as hard. I think that we all wish we could go back and spend much more time on planning and implementation, and provide a more collegial atmosphere regarding system underperformance. the roll-out of the project was fair at best, and miserable at worst. I sincerely wish for success with regard to the Edison system, but I would be less than truthfull if I did not say that my confidence is low.
103. I have no comments.
104. I know it takes time to work out the bugs of a new system. However, Wave 1 came up before all testing had been completed. New processes had to be added after Wave 1 came up because someone did not think that a specific process or task would be needed.
105. I don't see why we needed to switch to Edison in the first place. Seems it's much more time consuming for the timekeepers. I have not started using the e-Procurement yet, but I dread the day I do. I got nothing out of the classes, the instructors seemed like robots telling us to hit enter. I'm very afraid I will have tons of problems with e-Procurement. State employees are being threatened again about layoffs. Seems if Edison wasn't put in place, enough money would have been saved to keep all state employees in their jobs. I'm not an Edison fan at all.
106. Overall the Edison System works well. The only complaint that I have is that there appeared little concern over problem resolution from the Edison staff until recently (after the Comptroller's Hearing). Since then, the response has been great. If this level of response from the Edison tema continues, then other than the occasional "teething pains" that are to be expected; all should go well.
107. None at this time.
108. Edison has increased the time I have to spend on transactions. What would normally take me 2 or 3 minutes in STARS is now taking me 45 minutes to 1 hour in Edison. I attended all the training classes that were recommended by Edison to do my job. The training did not pertain to actual state business situations. It was more a demo of the Peoplesoft software. There was no crosswalk between "real life" and generic software applications. The training did not prepare me for my job duties. A bunch of us got together at one computer and spent days figuring out how to do a single transaction. The manual was virtually useless because it didn't work the same in the "real life" and the software had been modified since the manual was created. We checked the manual online and it was the same as the one we had in hand. No updates.
109. I BELIEVE EDISON WILL ULTIMATELY WORK BUT IT WILL NOT BE AN EASY PROCESS.

110. Edison seems to have been a rush to implement a system. Whether it worked are not. It can't be saving the State any money at this time because the employee's and management speed all their time redoing , reapproving and correcting everything that's entered.
111. Change is hard for anyone and with an ERP system change this big, acceptance will come over a period of time. Edison has so much more capability over STARS and will greatly benefit the State of Tennessee.
112. My first statement is: I just work here. Part of my duties are to submit requisitions for supplies for the day to day running of our office group. My job duties are very stressful and high pressure. Due to issues beyond my control the duties that I perform are way behind. My being behind affects the livelihood of close to 50,000 tax paying Tennesseans. Since the implementation of Wave 1 of Edison's Financial Component I can conservatively estimate that no less than a month of workdays of my time has been taken up by just trying to order supply items for our office group. Components didn't work; the codes being used were the wrong codes; the approver list was incorrect; searching the items list is not user friendly and takes hours to decipher the name given to a specific item. Then if you put an "s" at the end of the word, or heaven forbid, use a capital instead of lower case, you could not find the item. Then, you try to Check Budget, and it doesn't work. Then, if it does go through, it may not have really gone through; but you don't know that until 2 or 3 weeks later when you still haven't received your items. So, being so behind in my work which affects the livelihood of close to 50,000 tax paying Tennesseans, take away a month of work days playing with Edison; guess what, another month behind. But it's only money...
113. Entering data into Edison in cumbersome. Approving transactions is a time consuming process and cumbersome process resulting in a not so confident feeling about the approval process.
114. I beleive over all that Project Edison is far better than the dated systems of the past. Personnel in particular working within the Financial Component should attend all training offered in relation to their position rather than attending only those classes absolutely necessary. By doing so, one begins to understand how the modules interface with one another and the overall process, thus making it much easier to complete daily job duties within Edison. I believe the Project Edison Team has an excellent staff that have worked very hard to meet the needs of the State while allowing departments and agencies the ability to adapt Edison functionalities to meet our individual needs. All new systems bring a different way of thinking, alternatives to daily processes and require change. I believe as we grow in Edison over the coming months, we will all become much more comfortable with Edison.I know that there have been some critical issues to arise through this implementation. Payroll and insurance issues with some state workers have caused a great deal of concern, rightfully so, within the state as a whole. The media has reported many issues which seem to fuel the overall negative vive. However, I think for most of us working within Edison on a daily basis, we feel it is coming along rather well. The majority of the errors appear from my perspective to be "human" rather than "programatic". That being said, we will soon rely on Edison much the same as we do

"text messaging thru cell phones". We will all then realize, that you CAN teach old dogs new tricks, beginning with patience.

115. 1. Allow for more time to enter data without the system "wiping out" any information you have entered if you must leave your station for a short period of time!!!2. Make training more available to employees based upon their need to perform their job duties.3. Make available a list of contacts for employees to contact in case a problem occurs with the Edison program.
116. I only use travel and am satisfied with it
117. Surveys should be completed by persons that are involved in the financial aspect of the job not just travel only because some of the answers are just to next to the next question because a lot of the questions did not apply and required an answer.
118. I sent a Fed Ex package in December 2008, with my name and contact info on the label. In February 2009, I got an email from Fed Ex asking why the shipping bill for the package had not been paid. Keep in mind that I do not handle payment of invoices for our office-I just sent the package. I sent the email to our office manager, who handles the billing, and she checked with our agency fiscal staff. The response was, it's a problem with Edison. The bill was then paid within a few days, but still nearly 60 days from the date the package was shipped. It was embarrassing to get the email from Fed Ex, and even more embarrassing to email them back and say, sorry, it's a problem with the new system, but the check's in the mail.
119. An inhouse system developed from the STARS application could have been completed faster and cheaper and be more user friendly than EDISON.
120. none at this time.
121. I have only been to one Edison training class. I have not had any trouble with that area. The training is there but everyone is not getting to go to the classes.
122. I hope that Edison is given the chance to be the system that I know it can be.
123. I am getting run over up here in vendor maintenance. Depts are putting my name and number on letters they are sending out to their vendors. I don't mind helping these people but I am low man on the totem pole and don't get paid jack squat. Luckily I can help them after they stop screaming because they are getting the run around from the help desk. I am working my butt off up here. There is no signs of help and the calls and emails are getting worse. I don't have time to do the regular work that comes in because I am babysitting the phone and email to help people get paid. I have talked to about every dept and helped with some issue they needed resolved so that they could pay vendors or award a contract. As far as the higher ups saying old dogs can't learn new tricks.....I'm only 34 and do anything I set my mind to. Maybe the higher up's should come sit in my chair for a day and do my job. At least their pay would cover the stress and headaches. I am willing and do help everyone but I won't let the state run over me much longer. My name is [NAME REDACTED], 615-25[REDACTED], Division of [REDACTED].

124. MAKE these people use this program!! You can Lay off the ones that won't use it. If they will GO to the training classes and be there to learn (not just visit with their friends), they would learn how to use it, and by making them use it they will feel more comfortable with the new program. If you continue to allow them to use the OLD way, that will be the choice they will make. I am tired of hearing all of the negative comments about the system. It will not do everything you used to do, but it will do some new things that are really different. They (negative people) need to get on board and stop rocking the boat.
125. Recommendation 1:All staff involved in the system should be trained prior to use of Edison.Recommendation 2:Make it mandatory that all state employees, regardless of their title, should be responsible for entering their own time and their own travel, and TA's. The use of assistants and secretaries to do the Edison work of management is creating an unnecessary overload of work for assistants. Also, if an assistant is entering your time, then approving your staff's time and travel then where is the accountability and review of this process? What does Edison accomplish if department's handle the input and approval in this manner. Answer: nothing.
126. The system has potential. It seems some of the problems could have been avoided if the information we provided months in advance had actually been loaded prior to go live. Some of the information loaded from mappings was not loaded accurately. Testing, testing, testing is critical prior to go live. Training should be agency specific. Be up front about the things that don't work so well.
127. No comments
128. Edison is a time consuming, labor intensive system. It is not a governmental accounting system but a purchase order driven private sector system that has to have patches and addons to work as a governmental system and then it is still lacking. It will work but more slowly and it will take a long time, if ever, to work as it was advertised.
129. It appears that the people doing the work were not consulted. I understand that the goal was to have every agency follow the same guidelines. This is admirable. But procedures and forms should have been in place prior to implementation. More checks should have been done with the collecting officisl banking information to insure accurate information was on file.
130. In my opinion the underlying problem with this system was a lack of detailed, specific training for the implementation. There was a lack of indentification of the appropriate staff to send to the training sessions. The coordination at my agency was lacking in knowing who needed to attend what session. There should have also been a much larger Edison Help staff available with more one-on-one to solve specific issues. Each agency should have been provided an in-house Edison trouble shooter. I don't know that this is a 'bad' system, too me the problem was poor planning, communication and training.
131. None
132. You probably think I'm somewhat obtuse,however I've participated in city, county and state government in some manner since 1969 and have been to a few goat ropeings, a few

county fairs and a windmill greasing or two but I think Edison really takes the cake. I've seen a lot of good systems broken over the years.

133. THANK YOU FOR PUTTING THIS TOGETHER AS IT'S GOING TO MAKE IT EASIER TO VERIFY ALL THE PAY INFORMATION FOR THE STATE. EASIER TO GO BACK AND VERIFY WITH THE STATE BUDGET. THANK YOU AGAIN AND HAVE A GREAT DAY. [PERSONAL INFORMATION REDACTED].
134. The first thing Edison needs to do is get people on the help desk that know something about Edison. Those people have no idea what is going on. How can we do our jobs if we can't get help from them. Also, they need to provide better training not just for our agencies but for themselves as well. I predict that if Wave 3 goes live July 1st, the entire system will die. These people are not ready for Edison and Edison is not ready for them. I believe that you can teach old dogs new tricks and the old dogs is not the problem. The problem is Edison. How about Commissioner Goetz come on down and process some of this work and see if we can teach him new tricks.
135. Have had issues with being paid twice for longevity and then dealing with the repayment. Have had issues with getting into Edison, with timely approval for travel expenses for my staff and overall with entering the information to receive payments.
136. Although I have not experienced problems w/Edison, I do have some issues. I'm not pleased w/taxing our longevity pay (that did affect me). I don't request overtime, I always request comp time however, Edison has not computed my comp time (I did not report this). I am very concerned w/not being able to be paid for the holiday unless you have annual time on the books (I have experienced this but did not complain).
137. As with any new program, there are growing pains. However if state workers are excited rather than reluctant to embrace the new system, Edison will be a great project. It used to take 20 to 25 days to receive travel compensation on the old system--Now it takes 48 hours or less. This is excellent.
138. Fire the person who brought in Edison
139. No comments at this time
140. This system has taken State Government back 25 years. Policies cannot be followed due to the lack of functionality of the system. The Fleet Focus module is a total waste. Audit findings will now be a common occurrence due to this system. Emails sent to Edison personnel are sometimes not answered at all and even when you get a response it is obvious that they have no idea what they are talking about. As a career state employee with 24 years of service, I feel incompetent in performing my job and am unable to provide our customers with the information that previously could be obtained in a matter of minutes. Reporting of information is almost impossible. Phone calls from vendors due to non payment have increased the work load for employees. When we receive the calls, we don't have a valid answer for the vendors except "The new system will not allow us to pay in a timely manner as before." We cannot give them an estimate of when the payment is going to be sent because we have no idea. Vendors are frustrated as well as

employees. Lack of training is a big issue for employees as well as the Edison staff. When Edison staff is asked a question most of the time, they have no idea what you are even talking about. Interfaces still do not work properly and 6 months worth of Fleet Billing is fixing to have to be done the old way because this system has not been able to produce a Department Billing for Fleet since go live in January. Frustration and stress is common place in the office. Vehicles that were received in April and May still have not been paid for. Since the beginning of May, emails have been sent and help desk tickets initiated and the vendors have still not received payment. The Fleet Focus module is very complex and does not have anywhere near the functionality of the old system that was in place. All vehicle/equipment information is still being kept updated in the old system. Fuel Audit reports for over capacity and/or wrong fuel grade cannot be generated through Fleet Focus and the old system is still being used for this. The download must occur through both systems. As of this time there is not a solution in place for this problem but is being worked on. Even when the problem is solved it will still have to be done in two different systems because Fleet Focus does not have the functionality to ever be able to generated these required reports. I was a "cheerleader" at the beginning for this new system. I am now frustrated and unable to perform my job duties.

141. We were forced to go live with a system that was not working correctly and had not been adequately tested before implementation. Six months later we are still having the same issues that were there at Go Live. We have been told that our issues are being looked at but there are other more important issues that need to be addressed first. The Asset Management Module is not working correctly and property Utilization has been told to stay out of the module until Edison can reconcile everything. Property Utilization is still running on its old system because we would have had to shut down operations if we were running only Edison. Property Utilization is a revenue generated division and the journal voucher system in Edison does not work which means every State Agency that has purchased items from Surplus Property since January has not transferred their payments yet. As of 15 May Property Utilization had not been able to process 64% of its business through Edison.
142. I have had a good experience as far as the conversion goes. I have been through several corporate conversions in past work experience and the enormous size of this conversion with the state is a giant task, given this the Edison Accounts payable team have been a wonderful and very helpful group to work with and 97% of all issue have been resolved in a very personable and timely manner,.. the other 3% are configuration issues that will need to be altered and take more time to resolve. A job well done...some agency personnel need to take more time to learn the system on their own by going back over their training materials and asking for information or assistance rather than expecting to be spoon fed and not taking responsibility for their part in the learning process.
143. While there has definitely been problems with Edison I do see a light at the end of the tunnel. We have worked extremely hard to make Edison work. State employees that I work with have made every effort to see that is successful. I wish we had more support and appreciation from top administration for the hard work we have done to make Edison as successful as it is. It is disappointing to see spokespeople for Edison blame state employees for the problems with the system.

144. It is obvious that end users were left out of the creation and testing of this system. If end users were included a majority of the problems would have been identified and possibly fixed before the system went live. Improvement is needed on providing communication to the end users. Training Sessions and/or workshops have been offered and end users are not notified of them in a timely manner if notified at all. AM Module - The agencies have been told that they need to purchase new scanners to assist with the inventories and many scanners have been purchased. With the old system, scanners were used and the data was uploaded to the old system and many man hours were saved of manual entry. With Edison, the data collected with the scanners cannot be uploaded to the system and must be manually entered due to a security issue. Due to this, much money has been spent on the new scanners and many man hours will be required to manually enter the data. How is this an improvement? AM Module - There is no option to add departmental division names to assist end users in identifying exact location of equipment. This option is not available through the scanner nor is a field available in Edison. Adding a field to capture this information during scanning and in Edison would be of great assistance and timesaving to all end users. It is currently too generic for large departments and a way is needed to break down the inventory information.
145. The travel expense module is an improvement and the turn around time is much better. The time keeping function works relatively well.
146. The AP part of FSCM is ok, until you have a problem. I worry how we will close the books June 30.
147. Edison's main implementation problem is an artificial disconnect between the "system" and the "process". The expectation was that the system would work, and the processes would follow. The reality is that no user was knowledgeable enough about the basic functionality of the system to develop a basic process at first. The attempts to create a process after use were hamstrung by bad communication, system instability, incompatibility between different business processes in different components. All of this lead to something being "decided" in one area that would completely kill efforts in another to surmount a problem. All business processes were believed to be able to be developed on a "local" level, with no thought to how those local processes would affect global business throughout the state. It is sheer arrogance on the part of the Edison project to expect that Agency users would be knowledgeable enough about the system after a few glorified powerpoint presentations to be able to make consistent, wide-ranging business process decisions that affect the entire state. This arrogance is underlined by their willingness to lay off programmers. Additionally, the idea that a set of modules that is a thousand times more complicated than the previous "successful" implementation of HCM could be ran successfully with less than a tenth of the support staff. I would like to be reimbursed for doing the job that the \$80 an hour Maximus trainers should have done and didn't, but I know that is not possible. Barring that, at least having it recognized that the problems inherent in divorcing "system" and "process" are not due to "stupid users", "lack of effort" or "old dogs not wanting to learn new tricks" would be satisfactory. Edison "can" be made to work. But it will take far longer and be far harder than anyone is willing to admit. They need to go back to the beginning and start mapping processes through the system at an overall level, then move on to working with all the

agencies to ensure that their processes are not conflicting with those of another agency. Do that, and you might be able to get the thing to work. Fail to do that, and you'll be having these problems for years to come.

148. I suggest to move on I think it the employees that don't like changes. I like changes and challenge I have no problems with Wave 1 or Wave 2 bring on Wave 3.
149. personal travel claim submission should be an independent survey and this full financial component survey should not be completed by staff such as myself who use no other financial function except personal travel claims.
150. The classes did not help learn how to use it. It takes so much more time to use than the old system. It cost the State so much money, when it is not in good financial shape. The employees do not get raises. The people that do the work should have input in such big decisions. Get a random percentage group together and let them try out new ideas or systems before a lot of money is paid out. We would not do this in our own homes and we should not be expected to have to deal with these things from Government.
151. Of course I have heard some stories of problems but I have not experienced any. My best advice would be to move forward but maybe implement some sort of hotline that could actually resolve employees problems quickly.
152. I don't know much about the financial component of Edison to comment, but I do not like the Edison system
153. all
154. I expected it to be much more user friendly. Reporting aspects are not as useful as STARS and transactions are as cumbersome as STARS.
155. Get more input from end users on current issues and ways to resolve them as well as suggestions box, maybe on how to make things better and this would give feedback to the employees.
156. The Edison "Help" desk needs help. They do not follow up with you when you call in a ticket to let you know it has been resolved. Very Time Consuming to have to check the problem daily to see if they have corrected the problem yet.
157. Long story short, Edison is a waste of man hours, and state money. It could have been better used to keep valid people employed instead of implementing a faulty system that other states had abandoned after 2 years of failures.
158. As part of Wave 1, I think a lot of issues were discovered yet ironed out. I know that it was difficult to cut POs against statewide contracts because contracts that had not been added to or switched on in Edison. In a specific incidence, it took a bit of work to get it available and we had an unhappy customer that paid the price of waiting ultimately about 3 months for the PO to be released to the vendor. (The requisition had actually been entered and approved in TOPS prior to the Dec. cutoff but for some reason it didn't get

completed and we had to start all over in Edison.)I know there are many more examples from others that I wasn't involved in but hopefully many of those issues and kinks (which come with most new systems) were worked before Wave 2. And there should be far fewer for Wave 3 to contend with.

159. Eventually, this system will work but it will be years down the road. It was rushed to be implemented with too many coming on board at once and now everyone is overloaded or quitting because of all of the problems. It seems the work is getting completed and once it reaches a higher level in management, it stalls.
160. I don't think I have anything to add the survey regarding financials. However, your questions concerning which wave our agency was in probably won't mean much to the folks like me who are just using the travel module. Also, I missed my opportunity to comment on the previous survey regarding leave and attendance. So while it is too late, I would still like to say that I experienced mutiple occurrences of leave requests dis-appearing and re-appearing as well as dis-appearing approvals to the requests that I had submitted.
161. The Edison system does not pay contracted agencies on time. Each payment period some agencies are obmitted or not paid. It appears that our ficsal section of DDMRS cannot determine WHY this is happening.
162. When trying to process invoices, things have improved. We still run into problems quite often and have to stop the process of paying bills. People have to try to chase down answers. Not many people truly knew what to do when things did not move along normally. Problems would just have to be put aside and go on to the next. Eventually returning to them and getting them processed. Not enough people fluent in Edison around to help.
163. Hello
164. This system should have been tested to the fullest from the beginning to the end before any agencies were converted over. At this time there have been no itb's sent out or contracts awarded through this new system. Most things are considered work arounds because the system cannot do what we need it to do.Again, it should have been tested before anything went live. Edison needs to provide immediate attention to making this system work even if they need to provide this free, since they did not provide sufficient trainging on the front end and what is being entered needs immediate changes. The system is not a procurement system. Not alot of the procuremnt is working.
165. I believe Edison to be a workable system for the State of Tennessee. However, I believe the Edison team is so overworked they cannot respond adequately to Wave 1 and Wave 2 issues at this point in time. I believe dual systems should have been run until all gencies were 'on board'. I feel there is a disconnect with F&A Accounts and Edison team members. I also feel sufficient training (some STARS background) was not given or made available to F&A Accounts approvers when assigned new roles in Edison. This could also be a training issue with Edison classes. These classes could not relate any of

the Edison capabilities to old STARS functions. Therefore, if an old STARS function was transferred to another function in Edison, there was not connection made. If an approval role in Edison required approval of a former STARS process to which this person had no knowledge, how competent would this person be in their new role? These are not system issues, but when the approval process becomes too lengthy, then it does become a system issue.

166. Edison's Financial Component has a lot of potential. It should streamline the states way of doing things.
167. I don't have any comments at this time.
168. None
169. I have hope that EDISON would work for state government. I would like to see it made a little more simple in operation. The systems approach is time wasting and complicated for the average state employee. I think more work shops would help tremendously.
170. I personally have not had any problems with Edison, but I know other employees in my department have.
171. More specific job training as Edison effects your position. Prior training was to generic.
172. Postpone Wave 3 go-live until the data structure is documented and the internal controls have been mapped to the data structure documentation. Until a complete audit plan has been development, the Wave 3 go-live must be postponed. I know that there is concern that the audit function must remain independent of production. However, there has been sufficient experience with Wave 1 and Wave 2 businesses for State Audit to develop an independent report on the adequacy of processes, internal controls and reporting capabilities. Given the current level of concern, it would be advisable to complete this evaluation before high transactional State agencies implement Edison. [NAME REDACTED]
173. na
174. I do believe this survey is slanted toward the negative and as an Edison employee, it is very frustrating to me. We have all worked extremely hard during the last three years on this project, and the vast majority of what we hear are negative comments.
175. Please see comments within the survey questions. Additionally, as someone who issues discretionary grant contracts to a variety of agencies, I will say that intructions/training for implementing "contracts" within the Edison system was very disappointing and frustrating. We are required to go through all of the steps outside of Edison for creating/approval of contracts as in the past, yet, once that process is completed, information must be entered into Edison - we are doing each contract at least twice. It seems that the contracting process was not well thought through as a part of the Edison system. The mis-matched vocabulary is a much bigger issue than I think many people realize. It is difficult to understand the process if you don't understand the terminology.

176. NA
177. The only consolation is that I have been paid for all the time wasted trying to submit travel claims. This is - at best - questionable use of taxpayer dollars.
178. It seems that Edison is being moved forward before the "kinks" are worked out. Further, it seems worker concern is disregarded. More, indepth training is needed on 1 and 2. The trainers are sincere, but there are people sent to training that does not pertain to their responsibilities. There are those that do not get assignend to training that they need. It seems the two biggest problems are in relevant training and in working trough problems in a timely manner.
179. As a holder of a state p-card, there have been several instances where the cards were frozen due to problems with Edison. To conduct state business, I have had to purchase items from my own personal funds in order to do my job.
180. none
181. The lights have not been turned on yet. I am sure that if the state would have given us time to work out the problems before going live on Wave 1 amd Wave 2, we would be working like a well oiled machine. But I have not seen that happen yet. I work in the Purchasing Division and we are having a bugger of a time trying to create Events or even completing and awarding an Event. We have been to the Edison offices for some training but there are some who like to take over the session with nothing to do with Edison so I leave and am trying to figure it out on my own.
182. I don't think this survey covered all the uses of the Edison Financial Component. My work in the Financial Component does not involve transactions involving my own department but those of other agencies. I work with agencies that fall in all 3 waves. Many of the questions in this survey were mandatory but did not apply to the work I do, but they did not offer an answer such as "not applicable." I'm not sure that the results of this survey will be accurate based on that. I'm sure there are other users who use different functions of the financial component that were in the same situation. Perhaps "mini-surveys" dealing with the multiple uses of the financial component would get more accurate results. I think you're going to end up with users supplying answers regarding functions in the Financial component that they know nothing about, based on their experience with a totally different function, thereby skewing the results of this survey. For example, I have no idea who the Accounts Payable Super User is in my department. My job does not require that I know that. I don't deal with that function, but was not given an option to answer as such on that question and several others like that. My opinion is that Edison is the right way to go. STARS was always a pain to use, i.e. not user friendly and was obviously an antiquated way of doing business. The issues with Edison will be eventually worked out and will just take some time to get used to doing things a new way. Anyone who proposed going back to the old way, obviously does not understand the reasons we HAD to go to a new system in the first place.
183. none

184. ?
185. As with any system implementation you experience some pains during the change process. Employees did not like STARS, TOPS, etc when they went live and Edison is no different. As time goes on they will adjust to the new system.
186. System seems to be working well.
187. Some of the issues being addressed should have been addressed prior to Wave 1 go live or right after Wave 1 go live. It is interesting that some are just now being worked on and we are 5 months in to Wave 1, about to have Wave 3.
188. I am hopeful that the "glitches" can be worked out and that the intensive amount of Edison work time will be lessened--more skilled support staff would help.
189. As an out of state tax auditor, I have not been heavily exposed to Edison. So far I only report my time to be entered by my supervisor and prepare expense claim reports. From what I see, my supervisor spends one to two days every week on Edison transactions. This is way too much time. He should be helping us tax auditors do our job by answering our questions and giving us direction. The expense claim reports are very cumbersome to use. At some time, attention needs to be directed to reducing the time and effort involved in completing expense claims. Once completed, the payment process goes very fast. I would rather spend less time preparing the claim and wait a couple of weeks to get reimbursed. Internal control over time recording is very poor. The only real control, right now, is trust the supervisors have in their tax auditors to report time as correctly as possible. Tax auditors have to report time 1, 2, and sometimes 3 days in advance of actually doing the work already reported. This has the potential for error, both intentional error and error by mistake. The mitigating circumstance is the we tax auditors don't actually get paid for the overtime. It is accumulated for future use. If there are employees actually getting paid for the overtime, there are issues to resolve. I have no problem with anyone knowing my identity. It is [NAME REDACTED] in the Atlanta office. However, please to not identify me in any issued report.
190. Payments to LEA(Local Education Agencies) continue to be 8 to 12 weeks late. F & A accounts and Edison seem like it is no big deal. Local Governments are having serious cash flow issues because someone in F & A Accounts is on a power trip.
191. Edison requires a lot of online recordkeeping that used to be kept unofficially by persons in divisions and in the data store by the program accountants. STARS provided us monthly transaction reports that helped us review patterns for significant items such as memberships, meeting expenses, utilities, and actual coding/funding of those transactions. We don't have those now. STARS gave us grant code reports that the program accountants used with the data store information to prepare the federal draws. We don't have those with Edison. I think we need them. I never expected to become a buyer/purchasing agent as a contract liaison, but with practice, I really have not had a problem with it. The people in Division of Accounts who helped us work through some of the issues and learn how the system works were very helpful and prompt.

192. I hope that it improves efficiency.
193. Time issues are appalling in the Edison world. Leave accounting is always at least 6 weeks behind. (Never really sure how much leave an employee current has. Inadvertantly submitted leave request by the employee should not have to be denied by the manager. The employee should be able to re-send these request, cutting down on manager intervention. Trael expense claim processes are a scream. There is at least x10 more time process taken up with a simple travel expense claim, for the employee and the manager... These financial issues goes on, and on, and on.
194. The state should had the system customized for the states needs. The training that was provide needs to be improved by letting the people act have to do some work instead of click,click click here.
195. not enough training provided
196. Simplify and printer friendly versions that will include the entire screen or all info on a 1 page print out
197. This survey is an "Absolute" waste of time. It does not change a single thing. Whoever came up with the survey must be the same group that sold it to the state of Tennessee to begin with.
198. Training is the key to success and Edison lacks in this area. A brief overview is all the training is.
199. The only aspect of the financial component I use is entering travel claim information for myself only and I have had no problems with that.
200. As I have said before, why are we so arrogant to think Tennessee can make Edison work when at least 4 other states have done away with it? I have said all I will say because it looks like we are going forward no matter how bad it will fail or how much it will cost us. So I will just grin and bear it.
201. As a new supervisor I found it cumbersome to have to revisit timesheet approval because a correction had been made but the program for that day had not run. Also, it took me a long time to get my PC adjusted in order to complete the online computer training for new supervisors because I could not access or download the web site required to launch the training sites. It was not user friendly. It is not reasonable to assume that just because someone is a supervisor/manager that their computer knowledge is superior. I was disappointed to find that I could not go in and adjust my 401K contributions as that was one of the selling points of this program at the beginning. My Human Resources is sympathetic but advises that we cannot expect everything until all waves have been implimented. I have never missed a paycheck or been paid improperly so the problems I see to the program are no different that those experienced when TOMIS was new and had to get the bugs worked out. As time goes on I am confident that the experts will work out the bugs in Edison also.

202. EDISON is a system which was required to replace many aged systems throughout the state. I do not feel that anyone would disagree with that statement. Also, systems of this size do not get implemented without specific growing pains. I believe everyone would also agree with that statement as well. Unfortunately these growing pains and compounding issues have caused a tremendous strain to the State of Tennessee and our Business Partners. The good name of the State has been tarnished with the poor execution of this project. This project was needed. The execution was poor. No company of the size of the State of Tennessee would make the same poor decision to cut over systems without running parallel for a period of time. This cost savings measure which I believe Commissioner Goetz costs the state \$400,000 monthly, is costing us probably 10x this in labor due to workarounds and the inability to get things done in a timely manner. Some of this is caused by non customizations to the base product. Again, this was a unilateral decision that was made based on what agencies were spending for support on antiquated systems and with little knowledge about agency business processes and how we operate. This decision alone could be the downfall of what could have been a good and solid system. As a state employee and furthermore a tax payer I am thoroughly disgusted.
203. The old systems were STARS, TOPS, Payroll, Labor Distribution, Cost Allocation, POST and Infopac. Each one was hard to use and the training was minimal. The manuals were hard to understand and rarely updated. The old systems were 'bolted' on to each other and did not 'talk' to each other very well either. Now we have a new complicated system that is fully integrated and will take some time to learn. As time goes by, the manuals can be modified to be complete and user-friendly. I believe that it will take better educated and better trained employees to make these modules work as intended. We should keep Edison. Scrapping it now and going back to the old systems is a bad idea.
204. System will be very good after initial issues are solved; helpful for state efficiency.
205. From a purchasing standpoint, my experience with Edison is that it doesn't meet the basic requirements that the State needs to award new contracts. Most of this, from my vantage, centers around it's inability to do sourcing events. Purchasing must solicit bids from qualified vendors, and must include terms and conditions, diversity information, specifications, and bid lines. Most of these are going to be attachments to the sourcing document, which itself doesn't look like an official State Invitation to Bid. This document will be confusing, causing, I think, many vendors to not even attempt to bid. Others will bid and will protest if they've missed something or if something is unclear. It will be a very confusing process that will drive vendors insane. The award process also looks to be lacking in it's ability to do multiple awards, and awards of groups within solicitations. The fact that Purchasing hasn't been able to complete even one sourcing event since the beginning of wave one should tell you something. Is anybody listening?
206. The stress that Edison has caused on State employees has been worse than anything that I have ever seen as an employee. We implemented STARS, TOPS, and POST without very many complaints because the companies knew their products. The Edison

implementation does not know its product or the way the various departments "must" do business.

207. As with any new system it will take a while to get used to it. This system does seem to require quite a bit of time to complete, but the overall benefits seem to outweigh any negatives, though. Perhaps the Edison system will be improved and streamlined to take less time to complete in the future.
208. Training needs to have high priority. More tips in the "Edison News Alert" that informs users of changes/updates.
209. Please do not allow Wave 3 to go live. I don't want that the money associated with Wave 3 to get lost or miscalculated in this system. Also, please set the Commissioner of F&A straight. I know he was forced to adopt this system from the Governor's committee, but he does not have to of F&A could have had the Department of F&A test this system out before any of these wave went live, so that bugs could have been worked out. Lastly, this system has some serious issues and I don't like the fact that Edison programmers are continually modifying this system in order to get it to perform the tasks it should have been doing in the first place.
210. No opinion
211. My biggest issue was the training. I found it a total waste of time and very inconvenient. The training should be more than watching a person click. Specialized on-site training adopted to what the needs are for a given agency might be more helpful.
212. Big picture - Do not delay go-live. It is unnecessarily costly in time and \$\$\$\$. Wave 1 and 2 are your proof of concept and they are still afloat. The main goal of this government is to provide services to its citizens. If it is still doing that, it is still functioning, no matter how ugly it might be. We can make it pretty as time allows. The Edison team needs to be either fully disbanded or given proper staffing - Wave 3 will need support as their divisions go forth and cater their business processes to the new tool. (As I said before, one should not upgrade a sickle to a riding mower and then complain because it doesn't cut the blades of grass the same way. The lawn is being mowed. Different is not bad. Measuring system efficiency by the number of SCREENS you see is the silliest thing I have EVER heard.) The Edison team will be the resource for Wave 3 to ask their questions as they learn to use the tools, and there are a LOT of them. The issues that we are seeing are normal issues when implementing a large system. Trust your IT folks when they tell you this. Some laws may need to be changed to allow us to properly use this tool - perhaps it is TIME they were changed! Altering your business processes to fit a tool is absolutely something you should do. HD TV? Windows XP vs Windows 3.11? I'm sure airlines change their processes every time a new type of aircraft is designed and built, and saying that a State agency shouldn't have to change the way it does business to match a tool is, frankly, asinine. Why must these changes all be categorized as negative? I look at this as the kick in the pants many divisions needed to take a long hard look at how they do business and IMPROVE IT. And I'm sure they're extremely displeased with that. Outside of a lot of whining and people dragging their

feet, what's WRONG with having to re-analyze everything you do? It's a unique opportunity. And it's also a lot of work. Work that, in my opinion, has been put off for far too long. I support the Edison project.

213. There are high levels of conflict between Edison and Accounts. A higher level of authority up to and including the Governor need to get these people together and make them work out their differences. Also, why does a system like this not generate basic accounting reports? Further, little to nothing has been done or said in regard to year-end close, no procedures or reports to accomplish this have been disseminated. Lastly, this survey could have been designed much better. No one keeps logs of how many problems they have or there resolution. The questions are sometimes too general and have a contextual compenent, i.e. how one interprets a question on a topic depends on who is doing the answering. There is a general feeling that this survey will generate alot of statistics that will let those in responsibility generate answers to cover their rear-ends and it will get back to "people don't want to change and it is a complex system" That is not true as there are smart employees and the system a least from a usage standpoint is very easy. As someone said "we love 95% of Edison its just that last 5% of it that takes 110% of your time"
214. I feel Edison has the ability to do what the State of Tennessee wants to do, but before it went live the state should have had staff from each agency learn the system from Edison staff in detail before going live and this would have eliminated a great deal of confusion and questions. There would not have been this great gap between the state staff and the Edison staff with no in between to bridge the gap. Now we have people who understand how Edison works and those who understand what the State needs and no one in between.
215. I think that the state bit off more than it could chew in implimenting Edison. It should have taken smaller steps for each Wave, and provided more training. Not training downtown, but on site training.
216. The system is not the issue here. The problem is employees who refuse to embrace technology, and what it can do for us. Yes, there will always be issues in the beginning. But if people would stop complaining and instead spend their time learning the system, things would go much more smoothly.
217. I work in procurement and the procurement officer was unable to get purchase orders processed through Edison for at least 45 days after Wave 1. His training was insufficient, there were glitches in POs connected to contracts. Our manuals did not include all the information needed to do our jobs. It was the beginning of April before we were able to pay vendors for invoices as far back as the end of December. In my opinion the best thing about Edison so far is being able to access payment records and actually see a copy of the invoice.
218. n/a

219. It seems that the state's business rules were thrown out and new ones were created just to make Edison more functional. Too many approvals have to be had. When the requisition is approved why do the same approvers have to go through again and approve the PO for the requisition? This is a waste of time and resources. The Edison people need to acknowledge that problems exist instead of trying to hide them and say that there are no problems other than "start up problems" that every new system experiences. Too many people are complaining which tells e it is not start up problems.
220. The best part of the financial component is that we get reimbursed more quickly than in the past. However, it takes much more time to complete the travel claim takes much longer. The steps to complete the travel claim should be reduced.
221. everyone who works in our department is upset that the work we need to do is hindered by the system, hopefully we will make the people who sold the system and the people who purchased something that does not fit our needs are made accountable. We want to do our jobs
222. Edison will be really good once it is complete in the process.
223. Help Desk - responses are not timely had call this week to check on status of tickets from Feb to date - if resolved ?????? Do Not have an expert to go to on problems - Marcy, Jeremy, Don are great but are not available to help all of us - when have set with them problems have been resolved system is built for private and not public process which the 2 processes do work the same - not enough customization (i.e. split funding issues) changes made to system without notifications - often time changes break something else it has taken our agency 5 months to do a sourcing event - DGS is still not to process our sourcing events for 1 time purchase inadequate instruction on year-end close system has created more paperwork / spreadsheets - time consuming scanning for proper documentation have approvers being built for asset based on account code when item is not an asset item - time intensive does not appear purchasing and ap are in synch - AP advises can not see receipts and/or data changes from purchasing to payment module takes too long to register a helpdesk ticket - need to be able to enter on-line and provide screen print of issue - no way to track HD tickets - even high priority tickets take weeks to get answer
224. No
225. None
226. Cut the approval chains. Train the approvers to approve consistently. Open a file and LOOK...one month the claim is approved the next month - it's denied because in the DETAIL - the city wasn't listed?!! Look at the Mileage PtP that shows the city...
227. The state really needs to take the time and teach. And not let anyone teach a class until they can answer any questions that may be asked. I have really been disappointed in my class room experiences. What I have done in the class room, I could have done at my desk and probably learned more.

228. Edison is a Peoplesoft program that is used primarily for the retail industry. I have experience with this program as a retail manager for Sears. The similarities between the two are very noticeable. This program was just reworked without any serious field testing to ensure that there would be no problems when implemented. The state will have to completely adapt to this system unless it is scrapped and a system is designed for the unique scheduling and payroll needs of the state.
229. None
230. Edison should follow the best practices model for system development including the discrete stages of systems development, quality assurance, and production. There should be full testing of all aspects of the system prior to placing the system into production. The user department should be fully involved in the development and quality assurance phases of the process. Full user acceptance should be obtained before go live.
231. There are some aspects of Edison I like & it would probably be good for many types of business. I just can't see where it will work for state. It has slowed us down to where we are having to work more overtime than ever before. I don't see how this is saving the state any money!
232. Not doing more beta testing and running the new system side by side with the old for a while appear to be issues. I believe (and hope) that Edison will (and in some ways has) eventually make thing run more smoothly, but implementation has made it a little difficultly to trust the system at times.
233. not at this time
234. My biggest concern is the additional amount of time it takes to use Edison compared to the old systems. That doesn't include my time double checking transactions,approvals,and re-entries.
235. Just fix it.
236. I feel that this "off the shelf" system was never meant for government use. There are apparently too many unique things we do for such a system to function properly. That being said, Edison has forced us to bring some of our financial practices out of the 19th century and at least to the early 20th century. Now, we need something that functions properly to bring us into the 21st century.In some ways, I feel that we were sold the "suprise bag" at the store and got stuck with a lot of stuff we don't need and can't use.
237. No
238. no
239. In the Edison training manual, there are icons that we are to use. However, certain icons are not available for ones' use. What-ever is in the manual, one should be able to use. I use this manual, and another manual that I have compiled on my own of "how-to's", cost

- centers/new & old, account codes, up-dats, etc. that help me with daily accounting entries.
240. N/A
241. The Edison package is on first pass cumbersome, but as time goes by, problems are resolved and functionality is improving. Supply ordering is still difficult and I would recommend working more kinks out of this procedure before introducing more users. Frustration with ordering is high! It is hard not to have the same travel chains of approval. A bright spot is the speed with which travel payments hit personal bank accounts.
242. Edison is a very good system. The lack of access to good financial reporting was simply a choice to limit access. The system will highlight inadequacies in process. If these inadequacies are addressed, the system will be a big aid in streamlining these processes. If everyone continues to run STARS/TOPS and resist the change, it will only compound the process inadequacies.
243. Edison's approach to manual input of some data is cumbersome and time consuming with no real alternative for data upload or automated form and template completion.
244. I am very disappointed in the present overall level of development of the Edison software and the lack of system tailoring to meet the requirements of State business applications. The system software development should have been completed and functional prior to the initial implementation of the system. Instead, most development seems to have taken place since implementation and is still ongoing. Adhoc software development after implementation would be expected after the implementation of any new system. In the way that this system was implemented, the State would have been far better off to have continued using the STARS and TOPS systems as a live legacy system till all problems and development with Edison could be completed.
245. West TN Regional OfficeDMRS
246. Cut our loses and return to a system that works. Old or not, it worked.
247. Go to every agency and observe the time being spent.
248. Edison is doing a great job.
249. once it is fully implemented it will be more accurate and more timely.
250. My comment is only that while this may eventually be a worthwhile undertaking -the immediate cost and delay in productivity may not be a good thing for the state at this time. In our sector, I have heard only complaints about ALL of the Edison system. No one I know is pleased with this as it causes not only unneeded stress and aggravation but the time loss makes individuals very upset and I myself get extremely frustrated when entering information and due to my duties, get interrupted then getting kicked off due to time out and losing all information. This is especially terrible in entering requisitions. I

can not count the amount of time lost due to having to reenter information because if timed out.

251. TOO MANY ASSUMPTIONS MADE ABOUT THE INFRASTRUCTURE EXISTING IN FIELD OFFICES WHEN EDISON WAS INITIATED. WITH LIMITED ACCESS AND HARDWARE SUCH AS SCANNERS WE CANNOT FUNCTION IN THIS SYSTEM. IT SEEMS TO ME THAT SOMEONE FAILED TO INFORM SOMEBODY ABOUT WHAT EXISTED IN FIELD OFFICES.
252. Edison may seem great on paper, and yes the state needed to redo their financial structure. But this program wasn't designed for state government use. Things that seemed to work right in testing haven't worked once the program went live.
253. Everyone who works in state government needs to be given a general overview of the financial component and how it effects or impacts their job responsibilites overall.
254. A couple of comments on the survey. The part where it required that we provide a number of instances was absurd. No one has maintained a log of instances and so it is really just a guess. Everyone that I spoke to about this survey was frustrated by that as it is going to give inaccurate results. It could be more or less. Also, to ask about modules that I do not work in is misleading because the only response I could put was zero (because it forces you to put a response even when a question does not apply to you) which gives the impression that there were not any problems with that area when in reality there could be many many problems in my department with that module. I have heard of people not completing the survey because of the forced responses which are going to lead to inaccurate results.As far as Edison goes, there are so many many problems that were not addressed in this survey. For example, the system does not provide basic accounting reports that any canned system would normally provide. Edison is pushing queries that do not work, that are inaccurate and unreliable. We need basic reports. A trial balance, a balance sheet, a general ledger, etc. It is going to be impossible to close the fiscal year without reliable accurate reports.As far as training goes Edison needs to quit trying to put the blame on the employees. We took the training, many many hours of it and it was basically worthless. It was point and click. The instructors did not have a clue about how to apply the system to the state. They could not answer basic questions. Also, the training was not available to large parts of TN. We had to go out to other locations and try to teach them which took up our valuable time because Edison cut training in outlaying areas because they said it was too expensive. Well, how can you blame the employees for not taking the training when it was only offered in Nashville for the most part? We are all under serious budget constraints, are short handed and thus cannot afford to bring people in for training that was basically point and click. Also, there were a lot of classes that were supposed to last an entire day and they would be over in 2 hours, so we had people making a 10+ hour drive for 2 hours of point and click training.When the system came up I had to figure out what to do on my own with very little support from Edison. For example, the payment card conference calls ended after about 3 weeks when we needed them most. We totally felt like we had been thrown out into the middle of the ocean without the benefit of a life raft. Now I am hearing rumors that there is more training that they want us to attend. I don't have time to

take more training as my workload has increased to an impossible point due to Edison. I used to be able to keep up with things pre Edison and now I am drowning. Everything has to be touched over and over and over again and then you never know what is going to blow up and create even more work to fix what the system has messed up. They have been preparing for this new system for years and so I don't understand why it is having so many issues. I realize that a new system will have problems and I have worked on implementing new systems in other jobs that I have held but I would never expect the magnitude of problems that I have seen here. The fact that the State policies have not been revised to reflect Edison processes is astounding as they have had so much time to prepare for this implementation that policies should have been an integral part of it. If Wave 3 goes ahead as planned I shudder to think of what will happen to the support that Wave 1 & 2 agencies are going to need in order to close the fiscal year. The support is going to be given to Wave 3 and we are going to be hung out to dry. This system has been such a huge disappointment. I expected so much more than the sloppy unprofessional manner in which it has been put together and implemented. Not to mention that the people who created this mess are trying to put the blame on the innocent employees who are working so hard to make this work. I don't appreciate being called an "Old Dog" especially when worrying about the messes created by this system has given me many sleepless nights.

255. Edison is a very non user friendly system. For example-previously I would simply enter a purchase order for approval to pay an invoice or procure needed services. Now I must enter a request for a purchase order. Once that is approved I create a purchase order to pay invoices or procure services and that must be approved. Instead of one step it is now a two step process which delays invoices being paid. Services are performed sometimes before a purchase order approval-especially emergencies. I would recommend another system for the State of Tennessee.
256. The edison program has been much easier to work with than the trips program was.
257. The impact of going from a batch based to a transactional based payment system on the amount of time it takes to move a payment through the systems was under estimated. The simple logistics of how much longer it takes to load an AP voucher to review, before you allow for any problems, in relation to how many people would be available to approve transactions creates a backlog.
258. It seems to have been a huge waste of taxpayer monies, dump it now before it goes any further.
259. no comment
260. I hav a state credit card and the first time that I had to reconsle in Edison it asked for a Category code. never had to use one before. It took me days to find it. The held desk told me that they could not help me. the information needs to be out there for people it is not.
261. My overall concern is with the way State employess are being preceived in the media. The employees in my department work very hard and are very concerned with vendors

being paid for services in a timely manner. I concur that the STARS and TOPS systems needed to be moved into the 21st century, however to go live with Edison with out running a dual system for several months does not make sense to me. I know that our section had one meeting with Edison programmer prior to the emplementation and our concerns and special issues with the multi - funding sources ( Federal/State/Grants/Congressional etc) were not addressed. We as a whole are unable to process funding from divisions within the Military department using federal funding through Edison. This has caused problems with the Federal/State Argeement, and other division receiving notification that their issue will no process throught Edison and they are using Federal procedures.I do not know how to resolve these issues, but to state again that I truly believe that we all need to be involved in seeing all the steps to process items from beginning to end. There are positive items within Edison, I now have the ability to view vendors and track where the payments are in the chain of stops. This helps when we receive calls daily from vendors asking about their payments.Time and attendance as for daily entry is improved. The issues which I am aware is the inability to reallocate time charged back to a Federally funded project for reimbursement. As a former timekeeper and approver for all the employees in our code. This process eliminates the extra steps and makes the employee and/or their supervisor responsible for processing the employees time and attendance. Again I wish to state that training classes need to be specific to each Agency within State Goverment and training should be on site at each location. This would allow for additional personnel to be out of their area, but still available to handle the day to day situations within their departments and also the parking issues for agencies located out of downtown. I wish to thank you for allowing feed back from employees this may be a small step in opening the lines of communications between all agencies and divisions. Thanks again for your time in processing all the data from across the Great State of Tennessee.

262. Edison is a great tool for the state of TN. It has had its ups and downs but it is an asset to the world of financials. Some people are a little reluctant to change and also are not very computer literate and therefore some agencies might want to re-think some of the current job duties. As I said it has been great learning and working in Edison. I look forward to the next 6 months now that I have come this far in this current 6 months.
263. Edison need more training for the employees
264. thank you
265. Please understand, this system was not designed for field operations. It will not work, if you want field personnel to do their original jobs.
266. None.
267. The system is incomplete/and inaccurate/ it takes me much longer to do my job.It is more complicated and not user friendly.
268. In these hard time and state cutback in every area it seems inappropriate to implement this system with no regard to cost (who if anyone knows the total cost of the system with

the ongoing adjustments and corrections being done every day) without adequately explaining the benefits to either the employees, other system user and finally the citizens of Tennessee. What other states or govt units are presently using the system and at what cost? If Tennessee was a pilot project can we expect any recapture of the additional research and development portion of the project cost charged to the state?

269. I feel I have giving my opinion.Thanks
270. no comments.
271. Its a new systemIt takes time to perfectWe have too much invested in this marriageIts time to work on our problems and move onEnough of this divorce talk
272. It's one of the worst programs I have used in 20 yrs. of computer use.
273. I feel the the system will work if we make it work for us. Right now we are working for the system. Anytime you get a new system there are going to be problems. But I can say that you never go live with a untested system without the old one still up and running. I feel if we could have kept using TOPS along with Edison, we could ahve made sure our vendors were paid. I mean we started a new system with 6 months left in the Fiscal year. What would have been the harm to start it in July for Fiscal year 2010. By then we could have worked out more bugs in the system while still being able to make sure our vendors were paid, buildings power and water were not cut off which did happend all across the state. I do not feel that the ones that headed this up really knew what the negative impact would be. Like I said before the system will work once everything is worked out in it. It will take some time for it to do this. I think after about a year and half or so should be a lot better running system provided we are heard and our problems are noticed and resolved. Any change is hard to take, but it is how that change is driven on how people will be affected by it, whether is be a postive or negative affect. Right now I feel it has been more a negative than postive change. I use to work in General Services/PSM when we first starting using Edison. I have since changed departments and do not get into the same area of edison as I use to.
274. The timieliness of Edison's responses needs to be improved. It can be very discouraging to agencies when they do not receive adequate and timely help.

## **Wave 2**

1. the system is very cumbersome. There is not an employee in the system who wouldn't want something that makes things better. This doesn't and we are forced to deal with a system that takes up work time and these surveys mean nothing.
2. The system we were told would never go down all at once, has done so twice in two weeks. The cashiering system could not even be logged into on these occasions making it impossible for us to do our jobs. Both times is was down for over an hour. It takes longer to complete a travel transaction as well. Approving timesheets is a nightmare now and

takes a week and a half to do instead of 30 minutes. And comments don't mean much when the employees will be blamed by saying it's mostly due to "human error" or it'll all be brushed under the rug by saying we need more training.

3. OVERALL I THINK IT'S GOING TO BE FINE, BUT IT DEFINITELY STILL NEEDS WORK. I THINK THE ROLE MAPPING AND REPORTS ESPECIALLY.
4. I think we did need a new system, but I also know that this Edison project was not prepared with the end users in mind. I am not a programmer nor am I a college graduate, but I am 60 years old and have been working (starting in the cotton patch) since I was 10 or 11 years old. You cannot fit people to the system. You have to fit the system to the people who have to use it. As a timekeeper, this system is slow and hard to navigate because it is so user unfriendly. (Just one example: You have to use the mouse too much instead of the "enter" button. As a requester in e-procurement, the system is too large and too full of information I don't need. It is hard to understand, hard to remember, and has too many unnecessary steps. It might be ok for someone who does nothing else all day, but secretaries (and most everyone else that has to use the system) must multi-task and sometimes they don't use it even every week. The facility max system is the best one of the three I have to use. I don't know how to fix it, but I hope those who do know how will take what I've said as constructive input - not as just "complaining".
5. Proper hand on hand training is needed for Edison.
6. Most of the comments that I have are expressed in the previous questions. So far, Edison has saved me time and effort in getting reports turned into my supervisor and receiving reports from my employees. I have been lucky with the equipment that I have in the field and the internet access. Some of my work group have not been so lucky. Internet access is the biggest problem that field personnel face with Edison. If an employee has to drive out of his way to enter time or approve time and the system has a small problem then that person will have to make another trip to enter data later. I understand that a vast majority of state employees work in a central office of some type, but for those of us in the field, and sometimes WAY out in the field, computers and internet access may be hard to come by. There should be some type of safety net in place for those employees. I have also had problems with the way information has been handed down. The first day proc. card transactions were to be approved I did not know about it until after 1:00pm. I was told to validate and approve proc. card transactions on Edison, then fill out the monthly transaction log as we had been doing. Later I was told we did not have to fill out the transaction log if we were able to do it on Edison. The mis-information is killing me. It seems as though things are being done almost haphazardly. I have not had a problem with doing what has been asked. But lets get together on what is being asked of us. I do understand that the breakdown of communication could be on anyone's part and is not a fault of project Edison. I do purchase items off of state contract frequently. I have noticed that as of now there is no way for me to check what is on contract. This is information that I need. Also, before I could call our procurement person and have a PO number before we got off the phone. Now it takes several days just to get a PO number.

7. the system requires more training by experience trainers that have actually worked and know the system.
8. No comment.
9. I would highly recommend that the Wave 3 departments work closely with the Wave 1 and 2 to develop training, and discuss "go-live" issues. Don't approach this with the "head in the sand" attitude that our Fiscal section did. Be proactive,,,then you will be successful!
10. I do not know if Edison will work or not. Rome was not built in a day and I feel this has been threw at the employees. Issues are not being resolved. I have waited for two months for and answer on the drop down boxes. Drop down boxes do not have all the options for in the different areas. So you pick something just to submit your items. You should be able to call someone to have proper items added. When auditor ask why you pick this option or that one your only answer is because Edison didn't offer a way to submit correct option. I was not offered any training except online thru Edison and I had no one to ask questions too. So many state employees are begging for training. Maybe if we get proper training then Edison would work and our time in Edison would decrease.
11. NONE
12. please wait for wave 3 until to get clear pictures and solve any issue found to be wave 3 more easier than us.
13. No
14. Being out in the field, in the great state of Tennessee, it is hard to get reports completed and turned in every Friday. This is taking time away from my job duties.
15. The financial part of edison, like the time and labor part, was forced on state employees. I had no opportunity to provide input on any facet of this system. Now, in addition to the time I have to devote to time and labor entry on Edison, I have to spend even more time on payment card reconcillation and trying to jump through the Edison hoops to get items ordered from a state contract. As an example of how Edison wastes my time, I have 2 employees who are, as I am typing this, trying to complete an important job assignment before inclement weather sets in for the day. Instead of being able to go outside and help them get our tasks completed, I have to log into Edison and re-scan 3 weeks of receipts because the first time I scanned them I had them in a format that Edison couldn't open. I was notified yesterday that I need to get them re-scanned today, and I also have to reconcile my payment card purchases today because I won't have time tomorrow. So I am about to lose at least 2 hours of my 7.5 hour day messing with Edison. In addition to that, I have to make time tomorrow to get my time entered, enter time for an employee who doesn't even know how to turn a computer on, and approve time for another employee. What's the end result? At my duty station we have an outdoor task that needs to be completed before rain sets in, since there are only 3 of us here, and I am chained to Edison, we will not get the task finished today. Instead, we will have to try to get it done next week, before Friday, when I get to sit in front of computer for another waste of 2

hours or more messing with Edison. I hate this system, and it gets worse everytime another component is added.

16. WORK LOAD!!!!!! Did anyone every consider the additional work load on employees when this system was implemented. I actually have been able to learn the system and use it pretty well, my biggest complaint is the additional work load. I'm mid level management and the increased work load from adding additional duties created by using the system to just assisting and teaching others about the system is overwhelming. My time has shifted to more Edison activities than being able to complete other job responsibilities. My other responsibilities have suffered greatly has caused me to stay constantly behind on other duties. Don't mind extra work but I'm not sure we have adequate staffing for this system. We are a small, busy office and there is no one to reassign some of my duties. I deal with many grants and now I will be needing to enter all of those contracts in the system as well as producing the PO, dispatching and receiving for each payment against that grant. I previously sent that to our accounts payable office for processing but now must do all of these activities myself. We have staff specifically for purchasing/payment processing and now must do it ourselves. That's ok if it is the only job that you have and have the time to accomplish those tasks. I now do more accounting functions related to my job than the staff accountant/auditor does (who by the way has to ask me how to process things in Edison) and they are 4 salary grades higher than I am. I see advantages and disadvantages with the system but until work loads/work flow is addressed in each unit/department this system needs reevaluated. Field staff that are not involved in any kind of accounting activities should not be entering travel claims without knowledge of accounting defaults. We have many programs that relate back to federal programs and those activities must be accurately charged to the correct program so that the state is properly reimbursed. That is something that has always been handled in the office and suddenly expecting field staff that has never had any type of exposure to know program codes and properly assigning things to either the state or federal programs is ridiculous and totally unacceptable. The high rate of error can cause the state to lose important federal funding because something was not properly charged to the correct program. This too has added additional responsibilities. I now have to have field staff try to enter their claims and "Save for Later" then let me know it is in the system and then go in and change their accounting defaults for them to insure things are charged correctly. When a travel claim is entered, it automatically assigns it to the supervisor for approval. Then we have another problem. The supervisor has now been moved to another position and Edison automatically assigned the claims to someone that does not even work in this department. I then had to go through our fiscal office and start trying to track these claims down and get them reassigned to the appropriate supervisor. This is totally unacceptable and needs to be corrected immediately. Additionally, when financials were moved to Edison, the old vendors numbers no longer apply. Folks, do you have any idea what a nightmare that one thing has caused????!!!! Every document that comes in has the old vendor number and then you have go in and search (basically like finding a needle in a haystack) and try to find a new Edison vendor # assign. Good luck with this. Sometimes they are in there and sometimes they are not. Oh, and try to find a vendor who is an individual - they are listed by the first name not last name. Do you know how many people out there whose first name is John???????????? Do you have any idea how long this process takes??????

Ridiculous!! Sorry, I could write a book about all the small issues but these problems all take time - mountains and mountains of time and it needs to be taken into consideration before moving further.

17. Continue to evaluate areas for customization of process by user and user friendliness.
18. Edison will be a wonderful resource for the state of Tennessee once all the problems are worked out. Edison is GGGRREEAATTTTT!!!!!!
19. My limited experience has been overall satisfactory.
20. Already stated above.
21. The questions asked in the survey require answers to things we have no idea about. I am a natural resource manager not an accountant. Edison takes time away from our normal job duties to comply with Finance & Admin requirements.
22. The time/labor component has increased my entry/approval time ten fold. I cannot view time for an employee on 1 screen. I cannot toggle between leave and time. The system doesn't fully update time until multiple days after the time period has ended. Re travel approval and claims: This is ridiculous. Travel claim entry is now a half day affair. Approvals cannot be effectively accomplished without spending significant time to scroll through each screen rather than be able to view an entire report at once. Travel authorizations, no one even knows how to do or what needs to be put on them. There's a different standard set by each F&A approver. Attached docs, if not specifically saved as a pdf file cannot be read by F&A, yet we can see them perfectly. What once took minutes to complete now takes hours and sometimes days.
23. As a field inspector, I have not been included in the decision making progress, not asked by anyone what I would like to see change from any prior system, etc. I do not know what the plan is and/or why it is occurring. This is probably an agency internal problem, and those in positions of responsibility made decisions without requesting input from field personnel.
24. Edison DESPERATELY needs to be simplified. It is a very complex system, it is difficult to enter information into, there are many "hidden" fields that are critical to the flow of information. There are not enough staff who have a thorough understanding and can trouble shoot when a problem arises.
25. There are times when completing a travel claim that I feel the system is using a hammer to destroy an ant. The claimant may have only traveled to and from another agency, but the mileage claim is important for their reimbursement.
26. This is a learning process for us all and it would be better to work as a team rather than to withhold information from each other and to treat people poorly if they do not understand something. Belittling a co-worker does not accomplish much of anything. In addition, there are a number of issues that are outstanding and unresolved. It would be better if when calling the HelpDesk people tried to find an answer instead of just taking down

your name and number. That doesn't help get your work done. An answer a month later is completely unacceptable as far as timeliness is concerned.

27. what is the point? after the last survey, it was clearly stated that edison is here to stay. it is being whitewashed for the public and the governor does not care. it is a costly,time consuming fiasco. follow the money. someone is getting rich at the public's expense.
28. Just give us advance training before we have to start using any new features of edison.
29. Edison is very overwhelming and was thrust on us too quickly without adequate training.
30. Edison training provided was ineffective to the point that it amounted to a waste of time.Edison schedules for attendance and leave should be made to comply with schedules per State Regulations for attendance and leave.The Edison database for point-to-point mileage for travel reporting should coincide with State Regulations for travel (or Edison should allow negative numbers so that we can report mileage accurately).Beneficiary information per Edison is confusing; it does NOT say what it means.I must admit that, despite all of my issues with Edison, it has not underpaid me, has not paid me late, and has kept accurate leave totals for me. Believe me, I check it each pay period. I also got reimbursed for travel much more quickly than I ever have in the past.
31. Edison has been a thorn in everyone's side since implementation. We have had to spend excessive time using this system. Functions we have been able to complete in a short amount of time prior to Edison take much longer. Reporting our hours worked as an estimate during some weeks due to processing time is not the way any business should be handled especially a large government entity. This never happened with the prior system we were using. This system is not user friendly. I wish the individuals who created this monster had to be end users. Any system change should require some end users be present in the planning stages not after the system has been installed.
32. n/a
33. The agencies should have been more involved in the development of this system. Interviews with agency employees made by Edison staff must have been ignored completely because the issues we are now having were discussed with Edison staff. It's a little late for training at this point. Attending a training class in which you are told something is not training. Once again the statement that's a systems change and we can't do that needs to stop. If making changes to they system is required in order to address issues and make the system better for everyone, then it should be done.
34. I mainly have experience with the Edison Financial Component in credit card purchasing and travel expense claims. Travel expense claims seem to be working well but require slightly longer time to complete than the old system. However processing of claims is faster under the new system. Credit card purchasing however has serious problems that will effect our agency's work productivity. Being required to provide weekly accounting or purchases instead of monthly reporting that was required under the old system greatly increases our employees time for processing purchases. Many of the employees are field personnel that do not have daily access to the internet. Weekly reporting will greatly

reduce their ability to do their routine work. Additionally supervisors work load will also be increased due to this more frequent reporting.

35. As far as my experiences with Edison I believe more traing would be helpful. I've not only had to do my travel on Edison I've had to help most of my co-workers with their travel. There are also problems with the system concerning travel. Incorrect mileage from city to city. You put in a destination and after you save the destination it changes.
36. None
37. TRAIN, TRAIN, TRAIN...
38. With the current economic crisis and work units haing unfilled positions, i don't believe that we should be starting up a new system that actually increases the amount of time that it takes to perform a simple task, such as processing an invoice. We are all overworked as it is now.
39. As I learn more and more about the system I find it going a little better each day, however when I run into any issues, I have taken up to as much as 3+ hours to remedy. The issues for me are based mostly on what or did not get crossedwalked in to edison from tops. I am sure as dwell further into edison I will find more issues and will be frustrated with the outcome, however please temporyly assign more individuals to help in the Purchasing content team. for the purchasing module this has to be remedy quickly in order to proceed.
40. The records, names, etc. need to be accurate. Fix the problems instead of just putting a bandaid on it.
41. I think in time when everybody is using Edison, it will become easier to use. Right now there is so much to learn and only so much time to learn it and get the job done. Improved communication with employees implementing Edison, F&A Accounts and Agency users will also be a huge component to the success of Edison.
42. I beleive this may make things more efficient.
43. Edison is a nightmare. My job is difficult enough without adding an extremely difficult, overcomplicated, time consuming, unnecessary mess of a computer program to contend with. I am not saying that it is impossible, just that we are not capable of fulfilling all the necessary requirements of the program with available manhours. If we had three more fulltime employees working in our warehouse with nothing to do but Edison, it would probably function reasonably well. The problem is we don't. It is giving me ulcers. Sorry for the negative feedback. Yours in Edison, [REDACTED]
44. I think this function needs some work. The helpdesk people need more training and we need to get our ducks in a row. I got the run around and I do not like it. I felt like our customers who complain about dealing with state empolyees.

45. The classes did not give me the proper training I needed in order to do my job accurately. At least I am a quick study on the computer and am able to learn pretty quick. I have had invoices to be paid, be denied because the vendors weren't set up with Cat6 on the location. I had never even heard of that before, it sure wasn't discussed in any class that I attended. Then when you go into fix them they aren't showing up on any worklist. I currently have 23 of my early invoices sitting somewhere. They haven't been paid. I don't know what else to do to get them approved. It's frustrating to say the least. Another thing I would like to see is some kind of list of links to match closely reports we used to get in STARS. Such as Screen C-64 etc.P.S. Joanne Chumbley at Edison was a godsend getting my invoices unmatched so that I could fix them. Thanks for a great job!
46. Edison is not worth the money that was spent on it. That money could have saved a lot of employee jobs. But they don't care about the employees and their families.
47. The reporting module is the worst I have ever worked with. The "run control ID" system is 20-year old technology (at least). Besides reports, we are constantly running into issues or details that were never worked out in advance or never even considered. I think this is partially because agencies who do not operate in a 7.5 hour M-F office environment were almost an afterthought. We have regional offices that Edison decided to give their own business unit shortly before go-live. That was a good decision, except that many of the modules/reports/contracts/etc. only allow the central office business unit. At the last minute, and without consulting us, the Edison team separated part of our inventory into a separate business unit. That is fine, except only one person at our facility has access of any kind to that unit. We first asked to get the access over 6 weeks ago and still do not have it. The inventory system has been a disaster for us. I do not understand why when we had to submit the inventory numerous times a substantial part of the data missing or erroneous in some way. Trying to get inventory data corrected is almost impossible! Another problem area is DPA's. The entire process on Edison was not well-thought out prior to implementation. I do prefer requisition/po/payment in Edison and think that it is the best part of it. Payments under \$500 are being paid very quickly, but those over \$500 are taking much longer than previously, but it is easier to track a requisition through to payment. I also do not understand how no one noticed prior to implementation that the Edison travel point-to-point mileage did not match the official state point-to-point mileage. Would it really have taken long to check and correct at least the most frequently traveled routes? The help desk staff have been nice (for the most part), but they need people with actual system experience. Also, I have tried to report problems that my staff and I encountered without leaving a "help ticket". I was told that I could not just simply report a problem. As expected, the Edison staff concentrated on the minor result of the problem rather than the problem itself.
48. Edison is a good system if it works right. I know that the programmer works very hard to give us the best system to do our job efficiently. Hopefully, this could be resolved in the near future.
49. Edison does it their way and does not care what we really need in reports. It is not people friendly and the terminology sucks.

50. Have some one at agency level beable to unmatched invoices so that the amount, invoice number, etc. can be changed in a timely manner. This would speed up the process of paying invoices. Have a list of reports that are similar to the ones we had in the old system and how to get them. Have a list of errors that can occur when you pay invoices and how to correct the invoice that has the error. Now when we get an error will have to call the helpdesk, get a ticket number and wait about 3 days before we can process the invoice and for it to be in the 2 week pipe line (if over \$500.00) for a check to be cut.
51. NONE
52. This office opens at 7 a.m. Eastern time. When problems occur we can't contact Edison until 9 a.m. Eastern time. Also there have been ongoing instances of peripherals not working.
53. it waste to much time
54. Edison is a fatally flawed system. It requires my people to spend much, much, much more time trying to do data entry, WHICH IS NOT THEIR JOB. My people are FIELD PEOPLE. They are not computer geeks. Leave them alone, and let them do what they are paid to do. What used to be simple and quick is now time consuming, laborious, error ridden, and just, plain, downright stupid. This system mandates duties of data entry to people who are neither trained, nor paid for such duties. The deadlines imposed are ridiculous. The system is, simply put, a giant pile of crap and should be scrapped immediately. And then the state should sue PeopleSoft to recover the cost the program. Please, please, for the sake of the mental health of state employees... Kill Edison.
55. Edison should be done away with and find a more user friendly system.
56. I have worked with Edison from day one and I feel that it will be a good system, but because of Budget cuts and Staff being cut it has hurt the Edison system being implemented.
57. Edison has increased the amount of time that employees spend in front of the computer. The problem is that there are many employees in the state that don't go to an office everyday and don't have computers. Unless they use their own they have to drive locations that do. This all costs money and takes time. Verifying receipts once a week is not practical and is not making fraud less likely to happen. Besides we haven't had any problems before with someone charging to someones credit card illegally.
58. As with the rest of the Edison project, it seems to be ill conceived, and poorly implemented. I think an adequate upgrade to the old system could have been made with a lot less money and a lot less headaches for employees. My secretary who takes care of most of My P card stuff, now spends several hours a week on p card reconciliations even when we have no purchases. It seems to me like a huge waste of time.
59. I have had no problems or concerns with Edison. I'm glad to see it implemented and wish I could use more of its features.

60. There are many negatives and one positive when considering the part of the Edison Financial Component that I use. We are currently spending three times as much time preparing and procesing expense claims as we did using the old system. We are building the point to point mileage system as we go along. The people setting up the point to point mileage are not doing a good job in setting up these connections. We constantly call and ask that a point to point be set up. They set up both points in the system, but don't set up the actual point to point connection. In some cases, they set up one leg of the round trip, but fail to set up the other. We currently still have to prepare the expense claim on the same system using the same software that was used in the old system. We then have to reenter the same data on the Edison system. This is a real waste of employee time. The one positive is that the reimbursement of the money is much quicker.
61. n/a
62. Too many steps/pages/tabs to navigate in order to process simple transactions. Even on the approval side of the equation, there are often several navigational steps, or the necessity to open more than one window, in order to verify information on a single, simple transaction before approving.I'm afraid this is just inherent in the software design; however, it has created an enormous, additional amount of adminstrative time required of management/supervisory personnel to do these functions. The combined amount of time statewide, when including all Edison modules, that has been taken away from functional activities in order to process transactions has to be enormous.
63. I would like to give an example of one problem that I have. I pay contracts that have already gone through the approval process and have been executed. To make a payment against this contract in Edison, I have to: Create a Requisition (goes through approvals), create a Purchase Order (goes through approvals), create a receipt for a payment (no approval), create a Voucher (goes through approvals). I have to keep a spreadsheet, and check daily to see if approvals have been completed so I can go to the next step. Anywhere in that process, there can be numerous delays. To get help, you have to call the "Help Desk" (which is just an answering service), you are assigned a ticket number, and then you wait for someone to call you. You develop a high level of frustration!!
64. I think the new system is nice.
65. The system might work better if supervisors were trained and had control of entries and approvals and not have to wait for the system to upgrade before you could check for errors. The system should accept what you do and clear it out. When another supervisor goes in behind you and does the same thing you just did it gives exceptions to be cleared which can't until the system upgrades.
66. I don't like the "Help Desk" because problems are not resolve in a reasonable time when you call. I sometime never hear from the Help Desk and when I do the experience person always say they will get back with me.

67. I don't mean to harp on reporting, but it is a pretty big deal. It would be nice if someone could compare a crosswalk of reports that are similar to the STARS reports we used to get.
68. I'm hoping the state will actually get rid of Edison.
69. N/A
70. One of the biggest issues that I witnessed was the poor quality of the training. Anytime a new process is implemented the staff must be properly trained. I attended every training module on the area that I work in. The training was scheduled for 4.0 hours but we were out in 2.0 - 2.5 hours. When supervisors send their employees to training it is so the employee will be prepared to perform the new functions. This should require a demonstration of competency before leaving the classroom. Additionally the manuals should actually line up with the process. Neither of these happened in Asset Management. Good and proper training on the front end will save a lot of headaches on the other end.
71. Edison appears to be a good Program from the little I have seen but I need more Training; need to know how what I do currently will transfer to Edison and do not know. I have been through several Data changes and have been able to learn and perform them but this was with proper training.
72. MANAGEMENT CAN NOT JUST SEND TRAINING LINKS TO STAFF AND JUST SAY DO IT AND YOU'RE TRAINED. MANAGEMENT SEEMS TO BELIEVE THEIR OBLIGATIONS END WITH A TRAINING LINK. THIS IS NOT HOW YOU MANAGE PEOPLE...
73. I want Edison to work but so far it has not made things better. We are doing Edison but also backing everything up the way we have done for years. Edison would be fine for folks that are at the same desk every day and on a computer everyday. Field people should be in the field and have a support staff that makes their enforcement, farming, and data collection their primary job and not be worrying about office work all the time. I realize that we must do paperwork and computer work but we are being taken out of the field and put on a computer that most people don't even have. Many folks are using their own personal computers to do Edison. High speed internet seems to be very hard to obtain for the "HUBS" that have not been set up. We need to make Edison work for us instead of us changing the way we do business to make a system work.
74. There was never any opportunity and still to this date has not been offered for me or anyone in my area to attend any type of training for any part of the financial area. Not even internally. That means that every person that I know has had to TRY to figure out how to work this crazy system. And the instructions that are offered by Edison are extremely vague. There are so many steps involved to make a payment or order anything it is ridiculous. An order of staples should not take 20-30 minutes to complete. The prices are not correct on the catalog page of e-procurement, there are no pictures available of products that we are supposed to be purchasing. I feel that everyone has had

to go thru this blind. Companies should not have payments delayed by MONTHS because the state implemented a new payment process. It would be nice if we could make payments to our vendors at least as quickly as they used to get them, anything new should also be improved but I feel like we went backworks on efficiency, productivity, and accuracy by about 20 years.

75. KNOWING WHEN YOU WORK THAT YOU WILL GET PAID AND HOW MUCH TIME YOU HAVE WOULD BE NICE. BEING ABLE TO CHANGE TIME BEFORE 48 HOURS ALSO AND TRAINING. IT IS NOT ALWAYS THE HUMANS FAULT
76. The primary problems experienced in my department are caused more by user error than by flaws in Edison.
77. The Edison Financial Component is an excellent system but very complicated. Go-live dates for Wave 1 and 2 agencies were prematurely implemented without adequate testing of the various components. Poor training of personnel combined with little assistance from the Help Desk has resulted in delays in purchasing and late vendor payments. Unrealistic demands on field personnel to process payment card transactions are causing major problems. Adding more Edison experts to correct errors in the various components and to return calls made to the Help Desk would expedite the solutions to many of the issues being experienced. Customizing purchasing procedures for agencies with a large percentage of field personnel would benefit everyone concerned, from those who purchase to those who issue and receive final payment.
78. We (the taxpayers, not just the employees) have already bought this system. We cannot afford to just throw it in the trash even if it was a bad choice. It was too expensive and we can't afford a new one. Waste not want not - now we will want for a good system for a long time.
79. Enough said already
80. do not know why i was chosen to do this survey as i do not know what you are talking about in a lot of these questions. Edison is very confusing.
81. Edison has created numerous problems because it was implemented before contracts were in the system. The processes were not adapted to the agencies needs, but the agency is expected to adopt their processes to comply with the way Edison will handle the process. This appears to be a "canned software" for which the State of TN paid an excess amount. At present the benefits have been grossly outweighed by the problems. My job now has become a job to cater to Edison processes and to try to figure out a way to get the necessary supplies ordered through a system that was not made for my agency's needs and doesn't appear that there is any consideration to try to make Edison move in that direction. The contract numbers and Part ID numbers are filled with filler 0's requiring a lot of time to count and key in causing a loss of time. NOT A GOOD SYSTEM.
82. I've worked in state government for over 25 years. It was told to me and we've always told new employees the fastest way to get fired is to cheat on your travel claim. NOW everyone is "cheating" on the travel claim because of having to use the "point to point"

method to compute your mileage in Edison. There is a rather simply "fix" for the problem of deducting commute mileage. Allow Edison to take a negative number in the "In state vicinity" entry. We sent several examples of how people were receiving more money than by travel policy they should and we were told to still use "point to point" to calculate mileage and they would rewrite the travel policies. Maybe it's just me but I don't think the taxpayers of Tennessee, which I am one of, would appreciate it if they knew we were overpaying state employees on their travel claims because the tail of the dog, Edison, says we have to compute our mileage by their method instead of the travel policy that has been in place for over 30 years!

83. I am a very dedicated state employee and I deeply care about our State of Tennessee. I take offense to the statements that operator error and not wanting to make changes is the cause of all the Edison problems. I have a 30 plus year career, and this new system tops all of the financial programs I have dealt with. I truly feel that Edison "went live" within state government before it should have. Some of the programs do not work, it is taking longer to process payments, and we were just briefly trained. The main issue may have been to "go paperless", but what good is that when it creates longer processing time and additional personnel needed. One of the biggest issues with Edison is having to create purchase orders on many documents that used to be processed directly in STARS and not have to go through procurement. This creates additional processing time for everyone involved. Payments are taking longer to be received by the vendors-sometimes weeks. I believe this is due to the Edison approval process. Overall...I wish this process would work and we are trying hard to fulfill our duties as state employees, but this is a very trying time and we are feeling as if we don't know how to do our jobs anymore...after all these years of everything working well.
84. I think this administration knows how it's employees feel about Edison. It has added too much additional work. We are still doing what we use too in addition to Edison. I thought we were going to be doing Edison instead of what we were doing.
85. THE CLASSES WERE A JOKE. LEARNING EDISON IS A HANDS ON PROJECT. THE CLASS ROOM TEACHING WAS SO FAST AND HARD TO ABSORB BECAUSE THERE IS NO REAL LEARNING. JUST PUSHING THE KEY BOARD KEYS WAS NOT THE WAY TO LEARN.
86. Edison is extremely cumbersome for reporting travel claims. It is much more time consuming than previous methods of reporting.
87. More time regarding the waves, more training and more investigation into the program before buying into it.
88. Get someone from Edison staff to go out in the field and set, talk and evaluate what each agency needs to achieve to get the word done.
89. TWRA Assistant Regional Manager. This system has the potential to be good. but needs major streamlining before it is time efficient.

90. The requirement to reconcile state payment cards weekly is sheer idiocy and the process is way too complex. Vendors often can't provide documentation within the time frames necessary for this function to happen properly, especially the storage of invoices in FileNet when the transaction is reconciled. I could understand a weekly review of the charges to just indicate a lack of fraud but the requirement of reconciliation go way beyond what is necessary or can even be done in such a short time frame. Someone really needs to re-think this!
91. It's just very time consuming - scanning invoices every week - then by paper again. Contractors are not being paid in a timely manner - Mar invoices still have not been paid. Contracts/rfp's seem to be a mere nightmare - lack of enough employees. Also the training cd for payment cards was not anything like the real entering of info into edison - nothing at all like it. Edison is a good concept, but very cumbersome and time consuming and takes away several hours a week of my time that can be better spent doing my actual job.
92. My Webster's dictionary has a new word in it. Edisonized - the act of being beaten mentally by Edison. side effects include nausea, head ache, fatigue. Hey. Is there a special sick leave code on the Human Resources side of Edison for Edisonized?
93. Edison is an extremely complicated computer program. Very little "on-line" help is available. Numerous components of the program are foreign to the user. I spend more and more time in the office logged onto Edison than I ever dreamed. Supervisors with multiple employees spend a considerable amount of time in the office on Edison. With TWRA, instead of going to the far reaches where personnel struggle to obtain a "dial-up" internet provider and bring those employees up to an adequate user level, Edison was implemented like a tidal wave that washed out from the Nashville office and finally slammed into the field personnel out in the boondocks. There are still personnel compiling paper documents which eventually get converted to Edison documents in the office.
94. The travel expense component saves time. It would be great if field auditors were able to enter daily their time worked while in the field.
95. Although I have had no experience to date with e-procurement through Edison, I have heard horror stories from several people and how time consuming it is to enter a simple "2030." I have had experience with travel claims and it does require lots more time & many more steps to complete even a simple travel claim. The on-line training I completed did not help me much as all you had to do was click the red box. Actual hands-on training would have been beneficial with the trainee actually doing the entering to see if they fully understand the process. There is definitely room for improvement all around!
96. Comments have already been made; for financial document users training should be given on how to access CONUS (travel) and website for locating in- state meals/ mileage. Since documentation is needed for finance approval, training on bar codes and scanning should be provided. My experience is that many users do not have JAVA loaded on PC's and when attempting to review an attachment it becomes very frustrating to open a document

and see a blank page. Java needs to be installed on users PC's since Edison uses that mechanism for those that are required to prepare and submit financial documents.

97. GET RID OF THIS USELESS SYSTEM. Other states have tried this and got smart and gave it up. No sense in stating anything, no one will listen to the employees who use it, and it's a shame only Dave Gotez loves it. Of course he's going to say that, because it's his baby. Too bad he doesn't have the backbone to admit the state made a mistake. Shouldn't the majority rule?? apparently not in TN. This system is a dinosaur and a waste of employees time. I am tired of working on the weekends on payroll. Training is horrible and EVERYTHING we do has so many steps to get to the end result. IF the state wanted to punish the employees, wouldn't bamboo under the fingernails be less painful? Why are the surveys sent out anyway? Nothing is done and this is another waste of our time. We are the laughing stock of the news media and other people who are not in state government. The Edison system MUST have a great salesman. (I have some beach front property in Montana I'd like to sell. Is the state interested?)
98. no
99. I think this was a waste of the State's money. This was suppose to make things easier but in fact there is more work involved in ordering supplies, entering time and travel. I think the State should have researched the Edison Project before implementing it. Florida could have given the State of Tennessee soem good advise about this program.
100. I'm concerned about employees abusing the system because there don't seem to be any controls against fraud. While employees should be able to enter certain information into the system, there should also be checks in the system that will prevent theft. That's just basic Internal Control 101.
101. Edison appears to work well. I hesitate to comment because the system is new and I am unfamiliar with the processes. I am hoping it will be easier to use as time goes by and with continued use.
102. I believe the system should have been tested by all departments before it went live. I have experienced in the past that parallels are essential for systems before going live.
103. no lack of trust
104. Please impliment a way for employees filing expense reports to scan their receipts when we are not provided with scanners in our field offices. .
105. My name is [REDACTED]. June 1, 2009 was my 15th anniversary with the State. I don't have a problem with you knowing who I am. You may not appreciate my blunt assessment that the lead up time to implementation was far too inundated with information about the program. No one with any kind of deadlines to keep had the time to read, comprehend, and memorize what was sent to everyone. I just stopped. I had one on one help at first and was not overall harmed by my pre-implementation inactions.
106. 0

107. The same manager is still doing the approvals of travel expenses so the reimbursement delay has continued.
108. One of the complaints that I hear and have experienced myself is lack of assistance from the Helpdesk. Most times when you call all they can do is write your problem out and give you a ticket number. I haven't gotten a response on my tickets except for one. Edison group's communication with the agencies could be improved--on a many occasions we have been asked to complete a spreadsheet or respond to their inquiry that is not clear enough to understand what they need. During these instances there have been times when you call and you do happen to get someone on the phone they can't clarify it either. We have on more than one time furnished what we "thought" they were asking only to get a call saying it wasn't--we wasted our time and have to redo it. The classroom training for the most part consisted of the trainer reading from the manual and walking the class through the tutorial. The workshops and conference calls were more beneficial and I would hope that these could continue for a while. One observation that was felt by many of us was our second class status. The timing of the newscast concerning the Payroll module just reinforced that perception. This is just a personal observation.
109. Please rescue state employees from this project. We need to get back to the business of doing our jobs efficiently and working for Tennesseans. This is not occurring. I have 2 degrees and am very computer literate so I know what I am doing. If it were working properly, I would not be spending everyday working out Edison issues instead of doing my job. To blame state workers for a poor software system and lack of training is unacceptable. If it cannot be fixed, pull the plug.
110. Edison spokespeople and management need to be more responsive to problems as they occur and not pretend they are not happening, i.e. a phrase near the end of the movie Animal House "All is well"
111. Edison is draining everyone, financially and in time
112. TO MUCH MONEY IN THIS SYSTEM! WHEN PAY DAY COMES I WANT TO FEEL CONFIDENT MY MONEY IS GOING TO BE THERE! THIS SURVEY IS TO LONG AND LOCKS UP AT TIMES ON YOU WHEN HIT NEXT! WHAT DOES THAT TELL YOU!
113. Edison is revolutionizing the way the State of Tennessee conducts its business. It is a bold adventure. What was the option, stick our heads in the sand with the antiquated system? Those who are being so negative have obviously never been a part of implementing such a huge undertaking. Problems are to be expected with an undertaking such as this.
114. WE need more understanding and training on this to do our job.
115. no
116. I want to not receive a paper confirmation of my travel claim deposit. Email is fine.

117. Another repetitive question. I have made comments earlier I do not want to retype. I am already behind in my work & missing my lunch hour today to do this.
118. Edison should provide explanations for denials on payable vouchers.
119. Like I said in the pervious survey, Edison was rejected in 2 other states, after they try it, so from where we got this great idea not to learn from their experience,I think Edison is just a waste of time, waste of money, the work I used to do in half and hour takes longer than and hour or more.Who do we think is benefiting from Edison?And again, even if Edison is a good program, which it is not, but I don't think this was the right time to spend all this money for a program when there is so much talk about laying off state employees, who really need their jobs, not Edison, Edison does not pay tax monies to the state, the employees of the state do.
120. I thought that getting a new system was supposed to be faster and easier.....
121. I experienced some problems with delays on approvals of a travel authorization due to having to send it back through the system step by step. This was somewhat furstrating. Would be nice if we could respond directly back to the person objecting to the submission.
122. nothing
123. Once you hit approved or submit, you should be able to go back in the system to see the status of the travel expense
124. none
125. I LOVE how quickly we get reimbursed for expenses now...but...I'd still like the default locations & point to point mileage calculations to be more automatic, rather than having to wait a couple days for someone to input each calculation by hand. They probably hate getting calls every day too.
126. I think that Edison was a costly move for the State of Tn. I thought the state was trying to cut back on spending. Looks like they really spent a lot of money on Edison. I don't understand why all the money was spent on a program like this.
127. instead of saying "no record" in an area, wording consisting of "THIS INFOMATION IS NOT AVAILABLE ON EDISON.CONTACT \_\_\_\_\_."
128. The hands on workshops are good however they would benefit more if they were not all in Nashville. That creates a lot on downtime with traveling.
129. State has spent not only millions on this system but continues to spend millions on inadequate training so folks can use the system. It takes much longer to perform job functions so there go more wasted state dollars. I have yet to see any advantage to this system.

130. Timekeeping - pretty easy, but I know there are glitches that I don't think are user error. I know personally of some who have had double longevity pay, some with no longevity pay and others with health insurance premiums either being taken out twice or not all. Travel - reimbursement is in bank account within two days after approval. This is incredible! Financials - not hard, some of it is actually pretty easy, but it is very, very time consuming. Have to spend LOTS of time waiting for Edison to "Process." This is a lot of wasted time. You can't really do anything in between these waits but wait! I am no computer expert, but I would say the system is OVERLOADED and will be even more so when Wave 3 starts. Also seem to have more approvals, which is also more time consuming. P-cards - this also seems to be another waste of time. Not sure why we have to reconcile on line and also hard copy, the way we used to. This is also time consuming and you have an extremely short window (Wed, Thurs or Fri) to get your reconciliation done for the prior week. You also have to consider that if we do continue with Edison, you've got high-tech people who have grasped the system quickly, and then others that are older and not as comfortable with everything being on the computer. I think it is just going to take time for everything to work out, maybe a year, but most people do gripe about it. The financial directors in our dept have had a very good attitude and have been very helpful. I will admit I kinda like it, but my biggest complaints are: 1. NO TRAINING WHATSOEVER PRIOR TO EDISON 2. VERY, VERY, VERY, VERY S L O W 3. HELP DESK RESPONSE IS WAY TOO SLOW AND THE PEOPLE AREN'T THAT KNOWLEDGEABLE. THE ONE CALL I PLACED TOOK TWO WEEKS FOR THEM TO RESPOND AND THEY DID NOT ANSWER MY QUESTION. Actually teachers at a workshop I went to were able to help me---not the Help Desk. When I placed the call for my problem, they said they would probably get back with me within 1-2 days, but I think it took about two weeks. We need a quicker response time!
131. It was very embarrassing that a vendor we hired to provide training could not get paid for six months. Fortunately she was of good humor.
132. Having more local training classes would help. We know more about what questions need to be asked and what problems we are having.
133. There are some people who have been with the state for years and are not comfortable with computers which has caused undue stress on them with having to put in their own time. I worry that without the human component of the program that a critical piece will be missed causing someone not to be paid correctly plus, some people have been charged double for insurance which impacted their personal budgets.
134. suggestions. Work out problems before proceeding any further. Help departments get caught up before proceeding any further. Get F&A personnel involved with approvals an attitude adjustment. Some of them think F&A means "final authority" they should be there to help us with purchase approval rather than be a hindrance. They should not have final approval over purchasing in areas that they have no knowledge or experience in. they should do everything they can to make this system run smoothly for the departments. If some of them will take on more of helpful attitude in the approval process that would be

a great improvement rather than flexing their approval muscle to show how much power they have.

135. Too many issues with this system for our department. It needs to be fixed so that personnel in the field can make changes instead of having to write a new line of code to change a person from one supervisor to another. It has a lot of issues and they will not get fixed from what we see on our end. Scanning everything into the system is a nightmare for personnel in the field. Do they not realize everyone doesn't have immediate access to scanners? This needs to be addressed also. Too time consuming compared to the old system. The old system was more efficient and easier to use.
136. As I have stated before, there has not been enough training. One day you can do a job one way and the next day, it does not like the way you do it. You have to figure out how to do it different. TOO MUCH TIME to do your job. Takes too long for approvals. Write a manual that works. Too hard to search for information you need. Why do we need begins with when we all change it to contains in the search fields????
137. My main interest in Edison is the entry and processing of service grant contracts. I don't feel that enough training was provided for this particular service. Contracts represent a huge percent of the State's business and I feel like more specific training should have been provided. The training that was provided was a little over a half day, and discussed the perfect situation. We need to know what to do when we get so far and the system will not let us go any further. An example is the Delegated Grant Authorities that I have been trying to enter as Requisitions. I get to a certain point, and can't go any further. Before the "go live" in April, I was able to enter several without any problems. And, it might be good to have more involvement from the Office of Contract Review.
138. I truly believe that the system will work once the problems have been resolved. It is a good system and I like the way the program works, it just has some problems that need resolving and I believe that with time they will be taken care of.
139. For a brand new system never seen by State Employees there was not sufficient Training to cover what we needed to know we had a slide show with no hand on instruction. The manuals were weak in proper use of the system and only helped if you already knew how to use Edison.
140. None
141. n/a
142. none
143. I have no comments at this time. The system appears to be working in my opinion.
144. 0
145. Too much departmental confusion. Not enough training, inability of superiors to provide resolution to questions. Not allowing employees to enter their own time, duplication of

work, duplication of records. Shifting work load to allow for implementation. Lots of Negatives. One positive, I like getting my expense payments on time which is more than I can say for the old system.

146. Parallel testing of Edison should have been performed across the entire state for 3-6 months before implementation. The legacy systems, while terribly inefficient and unwieldy, were adequately providing the majority of necessary components of day-to-day work. They should have been used as the master until Edison could prove to meet or out-perform on a daily basis with respect to the old systems and their outputs. I've never seen any system conversion work unless parallel testing was performed across the entire system for at least 3 months. Edison is a superior system, despite the fact that even it is out-of-date at this point, and Edison will work for us. However, planning and testing was not performed adequately prior to thrusting this out. In addition, let's not forget that the leap from a 30-yr old system to a 10-yr old system would not have been necessary if the state had made minor improvements all along the way. Shame on us for not doing more 10 and 15 years ago as the world around us was making continuous improvements. We also need to stop hoarding control in Nashville and begin asking those who actually perform the work what it is that they need make their workflow more efficient. Most of the problems we have experienced are not systematic problems resulting from programming errors, but rather the result of faulty data being entered or loaded by people who don't know what they are looking at and/or don't know how to interface between systems.
147. Like other aspects of Edison previously audited by the Comptroller's Office, the Financial Component seems to be flawed, as well. Though my experience with this component is much more limited than other components, what I have dealt with has been very time consuming and often frustrating.
148. No comments
149. I have not had a lot of problems with Edison. It's just been a learning curve because of the new system. It's been harder to get people to adjust than working with Edison.
150. Time consuming, but no real problems at all. Hope the Retirement division goes on to Edison so I can access the State from my home computer when I retire. Edison help desk is always kind and helpful.
151. Please utilize any comments made previously in this particular survey and in the first survey. As for personal identifying comments, I cannot provide you that as I could suffer recrimination.
152. More hands on training needs to be implemented relating to your job function.
153. I should not have to spend so much of my time trying to enter a Travel Claim. It just should not take that long or be that complicated. The system does not have all of the cities that we travel to and perform our jobs. We then have to call the Edison Helpdesk to get that information and try to explain to someone over the phone what the problem is that we are experiencing.

154. this system is off the shelf crap just to be able for someone to sit in nashville and keep tabs on every little detail. It doesn't seem to be helping more than it is hurting not to mention the jobs it would have saved not wasting the money on it.
155. The weekly reconciliation of invociies is too time consuming and takes the Technicians away from their regular duties.
156. It seems as though everyone is "flying by the seat of their pants" when dealing with Edison. It has been forced upon all employees to learn the system without training or understanding of how Edison works.
157. I am just amazed/dumbfounded in the amount time it is taking to pay invoices and order equipment. We are having to pay these late fees when we do not have any money. Also this system is taking a whole lot more time from my main job duties in order to do the required edison administrative duties. Having do credit card processing every week instead monthly is not very efficient.
158. Stop the bleeding. It makes no sense to add more agencies to an already flawed system. Fix the problems and then evaluate the system. If the problems can't be fixed the revert to the old system until there is a system that works. At least let the agencies play with the system in a real work environment before you "Go-Live" so that issues can be resolved before they have an impact.
159. Edison should not have went live before the conversion from TOPS was complete and correct. Everything should have been checked, double-checked, and triple-checked, then checked again for problems. TOPS should have been running alongside Edison in the beginning so purchases occuring during the transition could have been handled immediately, instead of having to wait until the middle of April to enter them and then waiting until the middle of May to pay for them. Edison inventory is still not ready, and when it was mentioned that it could take months to fix it, I was just dumbfounded that we went ahead with go live before this was resolved. Get it right first, then implement.
160. No comments
161. My perspective is very limited. The financial system works well enough to suit my personal needs. The interface is somewhat clumsy and therefore more time consuming than was the old method. The immediacy of the process thereafter, though, is quite nice. From an agency perspective, the inability to complete a transcation that falls outside a pre-defined type is ratehr concerning at this time.
162. The state of Tennessee has extremely knowledgeable employees and we are lead by a Governor that has so many skills that are simply off the chart. I can't help but be confused as to why management did not implement this in one department and do some serious testing before the whole state was required to use it kinks and all.
163. [PERSONALLY IDENTIFYING INFORMATION REDACTED]

164. Edison seems to be a time consuming, inefficient program. Needs to be streamlined for agency needs. Edison requires over 50% more time than old system and I see nothing indicating better results only problems, problems.
165. Nothing more to comment on.
166. I think this application will be a good thing going forward, especially if achieves its goals. However, I think Maximus placed too much emphasis on the simplicity of the use of this system and did not adequately train employees which has lead to the majority of the problems faced with Edison.
167. My first comment or observation is that I feel the Financial component implementation of Edison has gone much better than what I saw in the HR implementation. The learning curve for Edison is going to be long. There is so much there and all of us are having to regroup & rethink our old TOPS & STARS into Edison and end up satisfied with what we get. Using the various modules to their fullest capacity will be a matter of exploration/inquiry to find out what this does or what happens next. We need to have our own State programmers begin to learn the Edison system so we can begin our own tweaking & refining & not have to spend so much money with outsiders fixing problems. From this standpoint Edison could become a money-pit.
168. One invoice not lost in neverland takes 13 days to process now...was 5 days under the old system. This system is a waste of Taxpayers dollars! Who investigated and decided on this system? Why did we chose a system already tossed out of several States? This is a terrible use of the State dollars! Scrap it now! The least lost is your current loss. Find a good system or build our own! Use our State Colleges MIS and IT Curriculum to build a system! I guarentee it would be better than this inaccurate, slow pay, cumbersome process.
169. I feel that more training and instruction manuals need to be provided for employees that pretain to the specific task that they are asked to perform in Edison.
170. I think that once the bugs are worked out of this system that it will be an asset to the state. It is not your fault that our state agency waited to the last minute to implement this program and then want everything to go smoothly.
171. I have been a promoter of Edison since day one. But some days are bad. I am still positive and continue to tell other employees it will get better just give it time. I believe if we understood more about what we are doing and how it all works in a way that it makes sense to us, we would be more positive about it.
172. THIS SYSTEM HAS CAUSED OUR WORK LOAD TO TRIPLE INSTEAD OF MAKING IT EASIER. WHAT USED TO TAKE 10-15 MINUTES NOW TAKES 2-3 HOURS. IF YOU DON'T KNOW THE RIGHT CODES IT THROWS EVERYTHING CRAZY. WHAT YOU WOULD THINK SOMETHING SHOULD BE CATEGORIZED AS IS COMPLETELY DIFFERENT THAN THE LIST WE WERE GIVEN. I HIGHLY DISLIKE THE REQUISTION PART OF THIS SYSTEM.

173. Processing time in procurement has skyrocketed - there is no way with this bundlesome system that we will even be close to operating as efficiently as we have in the past.
174. No further comments.
175. 8>)
176. I have had good luck with the Edison help desk but then other times like the time I called and the man told me they didn't like having to tell us how to fix a problem that they would rather us use out manuals. I had already done that prior to calling. After all isn't that what the help desk is for. If so why have them employed if all they do is say All we can tell you is find it in your manual.
177. EDISON HAS ADDED SO MUCH MORE WORK LOAD TO PEOPLE AS MYSELF I DON'T CARE TO BE EMPLOYED WITH THE STATE, ITS TO MUCH CONFUSION.
178. Edison system will be an improvement overall after bugs are worked out. Problem is that Agencies that have alot of field personnel with immediate access to computers are being draged into this system with no flexibility for those employees or Agency lost of efficiency from their employees by being forced to do it the Edisonite way such as doing a report every week that use to be done once a month and then make the employee do it the old way on paper also.
179. I am working as the ELM training scheduler for our facility. I have had some exposure to financial process in the past but do not know the whole process for the Financial Services dept at our hospital.
180. Edison was purchased and implemented without proof of adaptability to our State government. Tennessee now seems to be conforming to Edison. Excess use of time by people using Edison everyday could have been lessoned if the introduction of the product had been planned and empliminted differently. Yes, it is more time consuming to use, and it does have major issues. We were not properly introduced to Edison and what it functions would be. Cost of the product is minimal compared to what the cost has been in time trying to use the system.
181. Training and actual hands-on of system are different and more involved. There are glitches and everyone needs to make sure they are on the same page for resolution.
182. Edison is suppose to be paperless but I find we are using more paper now than before. The system is just not user friendly.
183. no comment.
184. Edison is a disaster! The amount of time that I spend dealing with Edison on a weekly basis is 10 times the amount of time I spent completing the same tasks under the prior system. I do not see how this is an efficient use of state time and manpower.

185. all information needs to accurate and when we send info to town to be fixed it should be done-not 4 months later-but we need inof help-old system helped more and did not take as long to get your answers-new sys is not complete-it is not as they say address driven-it is not user friendly-takes to many pages to get to where you need to be
186. Please go to UPS in Atlanta and look at their system, it does what this sytem was suppose to do and it cost a hellva lot cheaper and onsite IT / Programing people that know what they are doing.
187. training
188. My only duties are to receive items coming in. In the beginning we had difficulty completing the procedure on Edison. After some 'tweeking' these problems seem to work out fine.
189. Edison is a book with everything in it. Like anything, it takes time for changes to occur and people to accept them and feel good about the product. Some people will never be ready for a change, take the book "Who Move My Cheese." All were not willing!
190. I've not had mush problems witht he Edison project. It's new and it takes some time to get use to it, but it is a worth while effort, that works well for this agency. It's a great step forward.
191. Return to the prior system, as Edison is flawed beyond repair.
192. I have converted systems on a large scale before and I understand they you will experience growing pains. But the training we had was a joke. We went live not really knowing how to complete task. The system is very slow, processing seems to take a long while. I was not a stars fan at all and know it needed to be laid to rest, but was the testing complete on the new system? Did we go live too soon? Now that we are live how about training session so that we can ask Real work questions. The folks on the help desk not not very informed on the sytems.
193. If your surveys are inconclusive or fail to change what is occuring why do you continue these time absorbing actions?
194. Solve your payment and procurement problems before you add a new set of problems in wave 3!
195. Since I do not travel, I can't say much about wave 1. Wave 2 is a different matter. I use a credit card for almost all purchases. I put myself through the online training several times prior to implementation and took notes to help navigate wave 2. We were given no manuals or informed that any even existed. The hardest part was determining which pieces of information were required to carryout a necessary function. 14 or 15 blanks on one page and only 2 or 3 required to continue to the next step. 99% of the people that work for the state don't even know what a category code is, much less how to find it. It took me over two hours to find two category codes for two purchases I had made with a credit card.With the old system, I could get the ccredit card statement ready to turn in tto

the main office in 1 hr/month with 12 to 15 purchases. Training in a real situation would be the most helpful thing that could be done. Put astricks next to required fields. Show everyone how to use the category search and the other search modes.

196. With our agency there's no way of know if you are posting payments to the correct customer before posting the payment. It is very time comsuming to scan and print each money order.
197. The problems I have encountered had to do with approval of travel claims, approval of a travel authorization for one of my employees, and payment for her conference registration fee. The first time my staff submitted travel claims, I approved them, but the Fiscal Officer sent them back to them with errors. (not combining state-to-state and vicinity mileage on on line, for example). They received no notification that their claims had been returned to them, so they did not know, delaying their ability to correct the claims. The instructions for correcting the errors were vague. One of my staff attended a seminar in Nashville. I began the process for approval well in advance of the conference. The TA was returned by the fiscal officer several times, each time with something else to be added, delaying the approval of the TA. It took about two weeks for the registration fee to be paid (the last day of the seminar), reportedly because of Edison.
198. The lack of hands on and applicable training has been the biggest problem that I have encountered.
199. With the economy and State budget in the shape it's in, I do not see how they can justify spending over a 140 million on a project that's as flawed as Edison. Why you continue to invest money in a worthless project is a mystery to me. It's my understanding that several other states have tried the Edison project and have gotten rid of them. Has any one researched the other states to see what problems they incurred?
200. N/A
201. It's out of the employees hands. We will have to conform to Edison
202. I think lots of the problems at my agency could have been resolved if more thorough planning could have happened before implementation. It seems decisions were made about security access by people who did not have knowledge of our system and without getting input from the departments who need the access. Also, our fiscal services office has been swamped with "EDISON" for the past 9 months, and I have had trouble getting other vital services from them during this time. We are not going to meet some accreditation standards because of this.
203. Edison training was not beneficial. All we learned was how to hit enter. The Edison trainers didn't know the State's business processes so alot of it was wasted time. Accounts should have been trained on Edison and then taught the agencies so everyone would be on the same page. I think this would have been a better approach and made it easier on all agencies. I realize agencies are different, but everyone prepares a travel claim the same way or enters an invoice the same way or deposits money the same way...Accounts has to know how to handle the differences anyway, so it would have been

better to go thru that in training, not in implementation stage. Another example for Edison and Accounts. In the past, we received a report called 825 - it was a warrants written report to show what had invoices were paid for the day. How hard would it have been to send an email to each wave's agencies on the day of implementation and say instead of the 825 report, you will need to run query ....Agencies have to figure this out on their own - it shouldn't be that way....That is just one small example. I realize Accounts is smaller and overworked, but still...The system was supposed to be more efficient, but it is not. There are more screens to enter and the approvers have to approve everything - it requires a lot more time. We are having a problem with invoices getting stuck in a "process" per Edison and not showing up on our worklist. Edison does not let you know there are problems - you have to try to figure out if you've done something wrong and then contact them. Not the best way to handle it.

204. See comments on travel claims found earlier in this survey
205. The Edison team that I've worked with has been overall a great group. My biggest issues are mostly in the "past" in the lack of UAT time (3 weeks) and the level of hands-on training/practice available to our nearly 400 staff prior to using the system to serve the public. Most of my "current" issues stem from areas where we see opportunities for enhancements that would make our business process easier but that may not be an "option" because it may not fit with what other agencies require and/or not originally included in the scope of services, etc. Going forward I think that a greater amount of flexibility in agency specific/custom needs and a follow-up "wish list" of enhancements or improvements as seen helpful by the end users (Examiners/Cashiers) will help to improve the iNovah portion of Edison.
206. no comments
207. MOST OF THIS SURVEY DOES NOT PERTAIN TO ME.
208. The travel part has been a nightmare for employees. When it is rejected, there needs to be explanation that employees can understand. It is too time consuming to do travel.
209. the state has spent over 150 million on a program other states have tried and it still has bugs dumb ass move
210. More testing should have been done before they went live. They knew they weren't ready but someone (probably Dave Goetz) instructed them to go live anyway. It is a complete and utter disaster.
211. The main issue I have with Edison is that it takes so long to accomplish tasks each time you log into the system.
212. I like being able to view my paycheck, change address, or withholding information, etc. I like being able to enter or approve travel from my home computer. I like not having to print and mail travel claims. I would like to see the problem corrected about not being able to subtract commute mileage when an employee leaves from home and goes directly to the courthouse and then returns to the office. I would like to be able to copy previous

travel claims and change dates instead of having to enter all of the information each month. Otherwise, Edison is O.K. with me - so far.

213. If other Depts. are responsible for ordering supplies, the screens should be easier to use. We don't have the time to go through this. We are not Procurement.
214. In the travel module the copy button does not work properly. This would greatly help those of us who travel to the same location for several days in a row.
215. When I first became aware of the Edison project my "radar" went on alert. Before working for the State of Tennessee, I worked for a large industrial company. They purchased software for the purpose of time keeping, purchasing and other processes. As a result of the "learning curve" a significant part of that software had to be rewritten, which took several years. After that time and a very large number of man-years of programming a workable system was finally developed. After all of that effort, it was revealed that of the "happy" customers for these software products, this company was the only one that had made this "commercial software" work as it was initially represented. The push to get Edison on line will take a lot more time than the "experts" will admit. It will take a lot of tweaking and fixing. Proper training processes and lots of feedback will be required. One of the best training items that anyone can produce is one that presents "worked problems" that present the process a "typical user" will see it.
216. the amount of time per employee has increased significantly in initiating and processing purchase orders, travel requests and reimbursements to a level that it requires many more resources to perform administrative duties - this at all levels within the organization chart. Each employee has less time to perform the responsibilities assigned to them due to the time it takes to enter data and to approve items in the Edison system. These duties were performed by clerical staff prior to Edison. Now clerical may have less time in entering the information, but it requires more of their time in reviewing for accuracy in entry. Overall, Edison is costing the taxpayer in additional resources, in addition to the cost of the system.
217. The idea of an "edison system" seems logical but the implementation and real world aspects of trying to comply has been demoralizing to personnel and has cost significant dollars to implement that were not budgeted. It has taken field personnel from their primary roles and forced them to spend unproductive travel and administrative time just to comply with the demands of the edison system. The system seems to have been built with the idea that personnel are always in an office setting, always have immediate access to scanners, copiers, and internet service. It also seems that the system was designed with the assumption that no one is ever on leave, sick, out of the office on assignment, or has a higher priority duty that may conflict with the extremely rigid timelines imposed by the system.
218. MANY DOLLARS HAVE BEEN SPENT FOR THE SYSTEM TO DO THE SAME JOB AS MANUAL SYSTEMS IN PRIOR YEARS. HONEST OF EMPLOYEES ARE THE IMPORTANT KEYS TO ANY SYSTEM

219. This system is not user friendly and steps need to be made to make it that way.
220. we should have never bought this system. Too many states showed it was broken. This was a complete waste of money
221. I would like you to include the comments earlier in this survey, without having to repeat each of them again.
222. Our agency has taken full advantage of training and workshops. This, in my opinion has greatly helped with the transition. The employees I have seen having the most problems have been quite resistant to leaving the old programs behind and learning Edison. I saw the same reaction when TOPS and STARS were introduced. The only actual program issues I have encountered are periodic system issues with INova. We have experienced several system problems with this program. However, the issues have been resolved in a timely manner. I would recommend continued training with the help desk employees. While most of our communications with them have been good, there have been dropped trouble tickets, and occasions (rare) when assistance has not been offered. The level two staff (specialists) have been a huge source of assistance.
223. Edison was a big bad mistake.
224. Again... the training and the role of Edison should be reevaluated. Edison should have been taught incorporating statewide business practices (Purchasing procedures issued by the Board of Standards do not change depending on the dept, Division of Accounts has specific requirements and we need to know how to meet those requirements in Edison). Is the system flawed? Yes. As bad as everyone has complained? I don't think so. I think with some tweaking and detailed, business process based training, many issues will resolve themselves.
225. I ONLY USE EDISON FOR TRAVEL BUT I AM FINDING IT DIFFICULT TO START A NEW TRAVEL FORM EACH MONTH.
226. I think Edison was a big mistake. Surely, with modern technology, there should have been a way to continue to use the old program. Most of us felt very comfortable and now it's like starting a "new job". It's very stressful and discouraging!!
227. I think the Edison Procurement module is a giant step forward for the state. The support network currently established is not adequate to address the start-up issues that are ongoing. I'm in Wave 2 & the problems we're having are the exact same problems that Wave 1 folks are having. F&A's attempt to have total control is, in my opinion, one of the issues that are causing the most problems. If I had two (2) complaints that I could register it would be: 1) Support. 2) Chartfields -- We spend half of our time with creating requisitions dealing with chartfields. We know what numbers to use. However, Accounts has "pre-determined" what numbers should populate the chartfields based on the NIGP codes used. This set-up is not working & needs to be scraped.
228. Needs lots of work! Good Luck

229. The only training in our office was on-line although we provided space for numerous training dates for employees from other agencies. The on-line training was boring and difficult to follow which led employees not to complete it and to rely on each other for what they had learned from hands on experience with the system. Trial and error is really not the way to go.
230. It appears that the State's employees, who are the users of the systems were not regarded as customers. There was a huge need for a new system. However, not enough consideration was given to the question, "Does the system being purchased have problems that should be addressed before rollout?". The problems that have occurred appear to be caused in part by an inflexible operating system.
231. This system should have been broken down according to agencies more. Everything is so hard to find and takes so much more time to do anything. The time-out is so aggravating if you are distracted by some other aspect of your job. You loose everything and must start all over. It is not user friendly at all. There are so many steps to the simplest procedures. Users that do not have ready access to computers are totally not considered. I will say that I think it will make Property easier to manage. Even the so-called experts are not able to give answers to many questions. I think Edison has certainly put a big sore spot in Tennessee Government.
232. Should have NEVER gone to new system till sure this would work
233. N/A
234. 1
235. From my standpoint, the more financial reports that can be exported to excel the better.
236. I feel that our agency was not trained very well with some of the aspects of the Edison system and the training that was provided could be done at the desk computer. We should have had more hands on experience so that we could actually see how the system would respond in different situations.
237. NO COMMENTS
238. The overall problem with Edison is the amount of time that is spent feeding information into the system. We will have to hire more staff to administer Edison, resulting in fewer people serving the needs of the people of Tennessee.
239. Although I have little to do with many of the transactions listed in this survey, I am aware of the difficulty the agency has had in getting it's bills paid. The travel interface is not user friendly nor intuitive. The poor design costs many dollars in staff time.
- (1) Why do the "pay period end dates" keep changing on our pay checks? I print my pay checks. The "dates" change after getting paid. Payroll module seems to be erratic.  
(2) Some employees time shows up for approval while others time doesn't show up for 24 hours. [REDACTED]@tn.gov

240. Hard to believe that a 100+million dollar system is slower and more complicated than the 35 year old system. Please get rid of edison.
241. My main concern is that when big brother pulls the plug or we have a major terror attack on the technology grid, data could be manipulated, lost, interrupted, stolen, etc. My other concern is that many of us cannot get fast internet, we are stuck with dial up and that part time employees have to comply to different rules then full time employees. I resent being denied travel pay cause I put it in 30 minutes early cause we had to follow different procedures.
242. NOTHING in this system is an improvement! Edison is a confusing, complicated, wasteful money pit that has accomplished nothing! I know people who have taken early retirement because of frustration with the Edison system!
243. Edison was/is a very big project that attempts to standardize business processes for a varied array of unique business interests. The State's fiscal limitations on system customization is in a large part responsible for the dissatisfing results. This however does not explain the uninformative error messages / user guidance nor does it explain the tendency of the system to "drop" data.
244. I have had no problems with the Edison system. The problem is with the approval process and demands from the Division of Accounts on items that are not necessary.
245. Edison is completely over-complexed and was pushed out way before it was ready. There is no way to prepare reports on the agency's financial position.
246. Edison, while cumbersome in the beginning is no more easily understood by users. To stop implementation, or to do away with the system at this point is a gross misuse of State moneys that are already in the red. Initially there was a lot of criticism. of this system. That has subsided greatly in the last six months. Further, payment on Travel reimbursment has changed from one month to four or less days. This is a strong boost to moral of staff.
247. The financial component is confusing and repetitive.
248. I have quite a bit of computer experience and still encountered some problems because of my lack of familiarity with the application. After two months I now feel comfortable with the sytem and enjoy the quick turnaround for getting travel expenses reimbursed.[PERSONALLY INDENTIFYING INFORMATION REDACTED]
249. Edison hasn't improved in any component since October. It's not getting any better and the State is paying too much due to Edison's incapacibilities. The State has paid too much for it and should get a refund and switch to something else.
250. It seems to me that they did not talk to every field of workers when they set this system up. There are somethings that we needed from the start and if they had talked to every department they wood have known this. It is so hard to find things in Edsion because someone didn't want to put it in plain english. You get carried around in circles till you

finally find what you are looking for that takes to much time. The system is always going down even when you are working in it and you lose everything that you have put in.

251. The workshops after going live are a very helpful tool, and the Edison help desk is a great way to get anything answered and solved.
252. Edison is extremely cumbersome to use in certain situations and inaccurate in others. In addition, there is much duplication of effort. More time is taken to accomplish the same task with Edison. As a supervisor, I spend a great deal more time on administrative tasks than I did a year ago. My employees do, as well. In addition, I am being notified by email and by USPS mail of payments for travel or flexible benefits. My understanding was that Edison would eliminate the USPS notices thereby reducing costs to the state.
253. Edison have seemed to contributed to more work/ and much more stressful. I think a lot of it is due to lack of trainig provided. Not enough hands on experience.
254. You may use my comments. Do not use and/or reveal any information about me. I must work. It is not a choice. I am sorry I don't have anything positive to say about Edison. Usually, new changes are tough, but over time are easy to adept to. This has been a terrible experience for someone with 22 years. I am trying to get off to see a doctor about nerve medications. I am not kidding. I have even (teasingly) suggested a therapy class for Edison users. It is traumatic. Sorry for all the negitive responses.
255. Default to correct vendor pay terms on purchase order so as not to delay payments to vendors when correct pay terms are not entered on the front end.
256. I think we need to iron out problems with Wave 1 and 2 before implementing Wave 3.
257. no
258. Too many problems, too long for payments, & no answers for most problems.
259. I think it's a great system and will enhance our business. The ONLY problems I've encountered are people adjusting to the newness of the system.
260. SAVE WHAT TIME AND MONEY IS LEFT - GET OU OF THIS PROGRAM ASAP!
261. Seems like we need more people or more efficiency downtown with getting information into the system - I have been waiting months for an insurance refund, and I hear a lot of other horror stories about mixed up paychecks.I do, however, believe the state really needs this or a similar system for transparency and personal accountability. I shudder to think how much money has been lost by not having a good accounting system.A lot of the complaints I hear are from employees who are used to having their supervisors or clerks and secretaries take care of them and don't want to become computer literate. Other complaints are from old-timers who don't like change, and maybe a few who don't like the transparency.

262. I think the system will work in the future very well when the problems are worked out and everyone becomes familiar with the new system. There is a lot to learn on how to maneuver through the system and I hope everyone is patient and understanding that we had to do whatever was necessary to obtain goods and services for the facility where I work. In Correction department you have confined inmates that must have food, clothing, etc., and those necessities had to be obtained. If the contract was not active, we had to order off contract and explain in comments why.
263. I believe Edison can be fixed and can be a very productive program. We need more employees/staff/technicians to assist with correcting the problems.
264. what i have see so far with a few glitches the system could work fine if all components were in place and all agencies on line
265. Edison may work great in some areas of the State. It is not the "Holy Grail" of management. It definitely has major issues that materialized back during the Payroll portion of the program. The State of Tennessee was sold a "bill of goods" and if the tax payers of this state new the real issues for the price tag they would have already returned it for a REFUND!
266. It has now evidently become more important to report daily activity than to wait on customers. I fail to understand how this can be considered progress.
267. I feel a lot of the negativity toward this program is the fact it's new. Most people resist change. Although there are bugs, as with anything new, With time and the right approach, Edison will become routine.
268. no comment
269. Overall Edison was poorly implemented and designed. Having worked with better financial programs I am absolutely amazed the state spent all of the money on a program that will not assist in utilizing taxpayers money efficiently. Edison is a failure - whoever was in charge of this should be ashamed of the money wasted over 4 -7 years in which is resulting in the utilization of an obsolete software package. With 50 state governments and numerous other governmental bodies - there must be a fund based financial software package that would be better than Edison (Peoplesoft).
270. First of all, I think it's ridiculous to spend the amount of money that was shelled out for this system. Now we know where our raises went. This was not thought through thoroughly, was rushed in to play, and the system just sucks. We're kicked out on a regular basis, my cashiering equipment doesn't work, and all the stinking forms that have to be filled in for everything is a royal pain. When a requisition is made, God only knows where it gets sent, because it takes forever and a day to get it approved because it doesn't show up in anyone's "workflow" to approve it. Once it becomes a purchase order, good luck! It takes an eternity to get anything to go through and get approved and I'm spending just as much time double checking the status on it as I do putting it through to begin with. The employees of the State of Tennessee should have been afforded the opportunity to express an opinion on this system BEFORE millions were blown on it. And for the

employees comments to be dismissed as "over-exaggeration" is a complete insult to those of us who work in the various and sundry agencies throughout the state. As for the person(s) who stated that our complaints are an over-exaggeration,my question is this: ARE YOU IN AN OFFICE, DAY IN AND DAY OUT, ENTERING THINGS ON THIS SYSTEM, OR ARE YOU OUT RUNNING FOR OFFICE, WHILE CRITICIZING THOSE WHO DARE TO HAVE AN OPINION?

- 271. do not know
- 272. Our in house staff is very helpful when I have problems with this part of Edison.
- 273. Edison has the potential to be a better system that what we had. Once the agencies gain experience with Ediosn I think agencies should have more independence from F&A in performing their business tasks.
- 274. Edison is cumbersome and very difficult to muddle through.
- 275. Edison takes to long to get my job done.To many screens to complete for a single transaction. I spend to much time just trying to find which screens I need to complete for the different types of transaction I complete
- 276. I have not had any experience with Edison's Financial Component and the only reason I would use this component is for submitting travel claims. I have not traveled therefore have no experience with this module. Additionally, the survery questions assume I do have experience with this module and there are no (very few)answer options to depict that I have no experience. Some of the questions force me to pick an answer even though I do not have this experience.
- 277. Need simple instructions in layman terms
- 278. The whole edison concept looks good on paper, but the reliablity and the actual using of the programs are not user friendly at all. This program to me seems as if it is already out of date. If it were more user friendly it would be easier to understand.
- 279. none
- 280. none
- 281. 9999
- 282. Please keep striving to make Edison components as simple and accessible as possible to ground level employees. Do not make them have to guess on what to input or ask them to provide excessive information to complete various tasks.
- 283. Unless the training is "hands-on" it is useless.....

284. As a state employee, I ask each and everyone of you to join in and make this system a valuable tool as it was designed to be. One that will aid us in providing efficient and effective services to the users of state services.
285. Too much back and forth, entering, scanning, attaching then reentering, etc.
286. The financial module in Edison is very confusing and time consuming, some of the parts of it don't work like the bar code thing. Our agency Accounts Payable staff had one class prior to implementation and that was the only class offered. We have current issues and don't know what happens when our invoices leave us or why some of them don't get paid in a timely manner or who to contact regarding that.
287. This could be a good system, but each facility has unique problems, to which there are no answers, so bills don't get paid and who will they blame the lowly person like me.
288. I feel like my job was easier using the legacy systems than it is currently under Edison. Edison's ELM module has never been properly implemented; therefore, it is not possible to accomplish any of the training outside of my office hours. I wish that I could accomplish some of it at home, but the fact that the training resides on an "intranet" site, and not an "internet" site keeps me from doing that. Also, there is the fact that when we are able to do the training, we later find out that we have to do things much differently to accomplish our job responsibilities than how we were trained to go about accomplishing them.
289. I truly like the way travel expense forms are handled. This is more efficient and instead of waiting WEEKS to be reimbursed it is now only days.
290. Do not use the system.
291. It appears first Edison was delayed, now it seems it is being rushed out without adequate testing and training.
292. No thank you
293. I had a few small problems with the financial portion come go-live but after a few calls to the Help Line I was guided through the steps. Most of my issues were solved promptly, a few rare instances while initial go live I had to wait longer than I would have liked.
294. None
295. PROBLEMS ARE VERY DIFFICULT TO REPAIR THINGS THAT USED TO TAKE 2 MINUTES TO ORDER OR PAY WERE TAKING 2 HOURS AT FIRST. NOW THEY ARE DOWN TO 20 MINUTES IT IS EXTREMELY DIFFICULT TO FIND ITEMS ON SWC AND ITEMS IN GENERAL ALL SEARCHES TAKE TOO LONG. FOR INSTANCE; IF YOU PUT IN AMERICAN PAPER- YOU GET A MESSAGE THAT NOTHING IS FOUND. IF YOU PUT IN AMERICAN, YOU GET TO SCAN 350 ITEMS TO FIND AMERICAN PAPER AND TWINE. THE SAME EXISTS FOR ITEMS. IF YOU PUT IN LABOR- YOU GET NOTHING IF YOU PUT IN BLUE PEN-

YOU GET NOTHING IF YOU PUT IN BALLPOINT PEN-YOU GET 20 EXPENSIVE CROSS PENS IF YOU GET A VENDORS ADDRESS WRONG, YOU CAN'T PAY THE BILL; AND IF IT GETS TO THE PAYABLE STAGE, YOU CAN'T CHANGE THE ADDRESS.THERE IS NO PLACE IN THE REQUISITION TO LIST THE INVOICE NUMBER AND INVOICE DATE WITH OTHER IDENTIFYING DATA THIS MAKES CHECKING DUPLICATE INVOICES VERY DIFFICULT THIS IS A VERY CUMBERSOME AND TIME CONSUMING SYSTEM THAT IS NOT VERY FRIENDLY TO THE PEOPLE DOING THE PURCHASING AND PAYING.I'M SURE THE HIGHER UPS WILL EVENTUALLY LIKE THE REPORTS THAT PEOPLE SOFT SUPPLIES BUT UNTIL THEY START PAYING THE BILLS AND HANDLING PURCHASES IN A TIMELY MANNER, IT WILL ALL BE GARBAGE.I'M SURE IT WILL GET BETTER BUT RIGHT NOW IT IS TAKING 2 DAYS TO DO WHAT I PREVIOUSLY DID IN 2 HOURS.

296. Edison is a joke to thousands of state employees and should be investigated to assure taxpayers are getting what they paid for.
297. I have worked in the old system since it began. This system takes entirely too much time, is not accurate and for sure, is not user friendly. If I could retire I would just to get away from thsi system. It is a joke.
298. I do wish to remain anonymous. The ONLY good thing I can say about Edison, is I can look at my own personal information. And change as needed. Past that, it is a total waste of time and taxpayer money. Way too complicated. Takes up way too much time.
299. Another issue is the approval process is very confusing. Items appear on my worklist that have nothing to do with my allotment code. Some things, even after approval don't leave the list. The worklist sometimes shows a "Mark Worked" and "Reassign" button, sometime not. When it does show, the "Mark Worked" button does not work - it says it can't find the item, but the item will display if the link is clicked.
300. The training we received for Edison was not helpful. I am not referring to the workshops that were held just prior to Wave 2 implementation. There was nothing of value in the training sessions we attended, a total waste of our time, and money. Edison is not user friendly. Our purchase orders look like a Mom and Pop organization, in fact I feel some of the smaller companies have better Purchase orders than we do. Our agencies name is not complete,Tennessee is left off. Our address is not shown, it does say to Call for Shipping Information, United States. This needs changed. We enter certain data - account numbers, ngip codes and for some reason the system changes them. We have three location codes, 1. ship to location 2. county location 3. not really sure what it is, thought it was mailing addresses, but that doesn't seem to be the case. I think that when the agencies were filing the papers and entering information, they either were not given clear instructions or didn't understand them and the wrong information was entered. The time has come to get all this cleaned up. Perhaps if the system had correct information in it would put out good information -gigo-
301. none

302. I have made several comments. Please see previous comments provided above. One comment I will make here is about training. The training I received was not good and did not help when we came on line. How much can you learn by hitting the enter button over and over. also the manuals and training I received do not necessarily relate to the real world.
303. N/A
304. No comment
305. There seems to be more special requests entries than anything else due to the contracts not listed or unit prices incorrect. Requisitions on pending status due to F & A approvals. and assets profile. Some vendors hard to locate due to vendor name changes.
306. we need better reporting information as to the fscm crosswalk. all of our infopac/document direct reports should have a corresponding edison report by now. the crosswalk has not been updated since 01/09. there has been email correspondents and information distributed in "lessons learned" meetings, but this info should be posted to the crosswalk table instead of our having to read the "lessons learned" meeting materials to get it. any pertinent info communicated in emails from edison staff, needs to be posted in the portal for others who may not receive the email.
307. WHY BOTHER
308. Should be lessening the work, not increasing it. Travel claims are being processed much more quickly but trying to reserve a vehicle is ridiculous and nobody can tell you anything or we are getting two different versions. Why is work disappearing (time approvals)?
309. As I stated before, there is nothing wrong with this system that some programming changes couldn't fix. Also, the role mapping was not completed by people that actually had the knowledge of who did what so some of that is not exactly as it should be. This system is not as easy to use as it could be but I don't feel there is anything that some changes couldn't fix.
310. edison program was implemented with not enough training and not enough research into the program. started before all problems were corrected. thrust upon employees without proper training. manuals and training was generic in presentation. did not pertain to the different departments procedures. was just generic.
311. The system is geared toward employees who sit at a desk in front of a computer all day, not toward field employees. It is a nightmare that won't go away. No access to employee time or travel is available to those who try to control their budget. Work location codes are very general where they were very specific. We can't get incorrect default codes changed as needed and manual changes are very time consuming. Weekly procurement card purchases are time consuming to the point of being ridiculous for field users. Field crews don't have access to DSL or scanners and waste time, fuel and money travelling from remote locations to central computers. Purchase orders consume much more time

than previously. Every employee I know is spending (wasting) way too much time on edison and not accomplishing nearly as much as before. In my opinion, Now is the time to abandon edison as other states have.

312. More and better training is needed before starting new Edison processes, and good manuals are needed. Based on my experience with the travel claim process, navigating through the system needs to be more user-friendly, with more help and prompting available during the process. On the plus side of travel claims, in my experience to date, the turn-around time is very quick in getting paid compared to the old system. I am strongly against payment cards having to be processed on a weekly basis. This is especially hard on my people working in the field offices, whose jobs are to be in the woods more than in the office, and whose productivity is being compromised by needing to enter payment card information on a weekly basis.
313. Do away with it.
314. THIS IS WORST THAN THE OLD E-WAY SYSTEM AND IMPLEMENTED IN THE SAME WRONG FASHION, CONSIDERING THE MINI TRAINING, IT WAS JUST THROWN AT US. THERE WAS LITTLE INPUT FROM ACTUAL USERS. THIS IS REALLY THE WORSE SYSTEM I'VE SEEN IN STATE GOVERNMENT OR EVEN IN SOME PRIVATE SECTORS. THE STEPS REQUIRED OR INVOLVED IN PROCESSING SOME TRANSACTIONS ARE TOOOOOOOO LONG FOR THE GOAL ACHEIVED.
315. I THINK BEFORE ANY OF THE WAVES WAS STARTED ALL THE BUGS AND KINKS SHOULD OF BE FIXED. BECAUSE SINCE DAY ONE, IT HAS BEEN ONE PROBLEM AFTER ANOTHER.
316. Training should have been in an orderly prgression from the basic classes up so the individual would have the groundwork in basic knowledge instead of jumping around from one class to another. It only confuses people. If committed to this system devote enough manpower to get all the issues resolved before you bring new agencies on board. The Help Desk is the NO Help Desk. Calling the Help Desk and getting a ticket number only increases the frustration level in the field.
317. My experience with EDISON has been with optimistic approach and find it to be functional as an accounting system of the future. It is user friendly and provides a new fresh interest in the job assignments I do daily. I appreciate the changes made by EDISON and look forward to working with it in the future anxious to learn more about what it can accomplish.
318. I hope that the supposedly good features of Edison will surface. Right now - I really have so many issues with the system. I can not believe that we start a new system in an area so important as financials and not have the start-up essentials that Edison SHOULD HAVE known about. All you have to do is spend a few days in the world of fiscal in any department and notice that the STARS 820 report is one of the several important reports that are used to run our business!! We need to have a workshop set up with basic

procedures written as to how to run the set of reports that were used BEFORE EDISON!!! Then once we get our business taken care of, we can learn the other features of Edison and hopefully be able to run our business even more effectly in the Future. Thanks!!

319. The slow payment of invoices has been, to this point, only an embarrassment. Let us hope this process is improved quickly.
320. the training lacked a lot to be desired the shutting down of a departments ability to purchase for three weeks prior to go live created problems. having to go back and recut purchase orders to pay vendors for items purchased using the old systme but received after starting edison. extra work. I think there is more work involved in completing a purchase order.
321. I believe that Edison will become better and more user friendly as time goes on. I do think that there is too much rigid control of all aspects of the system and I believe that the agencies should have some limited ability to make minor changes.
322. Try to modify Edison to fit the needs of the work force instead of the workers trying to conform to Edison. It would be good to have a different mechanism to show person sent information has received and opened what you sent and a channel to communicate between parties.
323. none
324. I believe that although the concept of Edison may have been good, the implementation of it has been a disaster. I believe that there are still many issues with the first phase of Edison being the time and until that is resolved, the project should not move forward. i also believe that some of the questions in this survey are misleading or don't allow a person to actually address the problems. One of the biggest problems is that it takes longer to accomplish the same task that it used to on the previous work flow. There are more steps to accomplish and seeming more paperwork to cover the task instead of less. The time it takes has been ridiculous.

### **Wave 3**

1. Again why bother sending out survey's when it has been made clear from the powers that be that this is going forward and if you don't like it tough! I will not know if there are problems until I am allowed to work on it but from the classes I get the impression that it will take 3 times as long to do even the simplest of jobs.
2. It's about time we have a system like Edison. If we don't proceed asap we will be ancient again. I like and appreciate our Edison system.
3. All I have been trained on so far is travel. That training was not good. All of the auditors in my group travel a good bit and there is much fear that travel claims will take a lot

longer to complete, get approved, and get paid. Financially that could be difficult for some of us.

4. no.
5. Since my agency is in wave 3 and we are not live yet, some of my responses are going to be skewed. For example, I don't know all of the financial modules that I will be using. I know I will use the ones that I selected. I don't know how I will be role mapped. I am not the contact person in my agency to be consulted on the various topics that were questioned with regards to consultation. I don't know who are superusers in various modules will be. My answers on lack of confidence in Edison are mainly because my agency is not live and I don't have the information to answer most of these questions on this survey at this time. I might have different responses say 1 month after wave 3 goes live.
6. I don't like my personal info on the computer. There will be a hacker(s) to get the info. No computer is hacker free.
7. No comment as this time. I have commented previously. I feel my comments would go as far as I could throw them.
8. When the state switched from the old paper purchase orders to TOPS, I felt ready to process order using the new system. I do not feel that way with Edison.
9. AS I STATED BEFORE I THINK THE \$135 MILLION WAS A WASTE OF MONEY. SOME OFFICIALS ARE TRYING TO SAY WE DON'T LIKE IT BECAUSE IT IS CHANGE. THAT IS NOT TRUE FOR ALL OF US. I LIKE TO LEARN NEW THINGS AND CONSIDER IT A CHALLENGE. CHANGE KEEPS WORK FROM BECOMING TOO BORING.
10. Many of these questions were difficult to answer for those of us in the wave 3 implementation. Since we are not currently using Edison Financials, it's difficult to give an accurate opinion of how we think some portion of the system is working.
11. N/A
12. Repeating the same as before: First a Pilot Region to work kinks out and therefore the training would be more applicable than what we are receiving currently.
13. Just make sure that we have people to help us when we have problems. In the time keeping Sandy Patterson was and still is such a great help to me is there going to be someone other than the help desk, someone in each department that can answer our questions?
14. It is really hard to do this survey when our Agency has not even began using Edison. So, the answers are not really real - more like supposed.

15. I don't think management will have the financial information it needs from EDISON to make decisions as EDISON will not provide correct information. It is too difficult and cumbersome to operate.
16. If this is going to be the way that state government is run and we don't want to look any more "foolish" than the general public thinks we are already, then we need to be more prepared. I have heard from a non-state employee that they went to secure information from an agency that was already using the Edison system and it took them over 2 hours to get their information. They had done the same thing in the past and it only took 10 to 15 minutes. 10-15 minutes to over 2 hours is ridiculous. We get a bum-rap all the time anyway, so this will just complete the public opinion that we are worthless and don't deserve our "well deserved" salaries, holidays, etc.
17. You can use comments, but no id.
18. More time to prepare for Edison
19. I support the concept of Edison, but am disappointed that the training offered was focused on the product, but not how it relates to current business processes and with a bias to DGS type procurements. We have now reached a point where staff will have to "sink or swim" in the workshops being offered by Edison circa go-live, therefore they are of great import to the success for Wave 3 agencies. Agencies' procurement personnel have been provided little to no information regarding the vendor files and screens--what vendors see, how to assist or direct vendors who call with questions, any connection between the OCR Service Provider Registry and the vendor file, etc. Information regarding this topic would be appreciated.
20. I do believe that it is time to replace the old system and move forward with a better one. It just seems that Edison has way too many steps to get one thing done, and that it could be more direct.
21. A lot of the survey questions did not apply to me because we won't go live with Edison Financials until July 1st. I do believe that it would be a mistake to go live with a component, knowing that other components are not working correctly.
22. The entire development process has been very scattered and unorganized. We have had minimal assistance from Edison staff. Many questions, from simple to complex, have gone unanswered by the Edison staff. Many processes have yet to be fully explained and Edison either says "I don't know" or refuses to respond. Edison has developed a system that we have been told we will have to figure out how it works for us. We have 240 million dollars in payments due to process on July 1. That worries me.
23. Need better training in the field, not all at the central office as we are not allowed to travel for training.
24. Think about it - as many people who are having trouble with Edison there has to be a problem with the system. Other states dropped it when they discovered the problems but not Tennessee. Course we are known as 'hillbillies'.

25. There are not enough hours in the day take all the training necessary, practice with the training materials and still do your job. Too much information is slammed into a class. The lack of information exchange is deplorable. Edison staff, Maximus and State, are arrogant, demanding and nonresponsive. I can't believe the State is spending this kind of money and using massive amounts of human resources to do Edison when employees and services are being cut.
26. Though I have some lingering doubts about the Edison system, I truly do think it will be sufficient if proper instruction on how to use it is provided. Edison staff should have moved into the agencies similar to how State Audit conducts audits. This would have given Edison staff the understanding of particular issues that each agency has and provided hands-on instruction. The training classes, while helpful, have been too generic and disjointed to be adequate.
27. I found this survey a little difficult to complete because I'm in Wave 3 and haven't actually had any real time experience in the system. One thing I did notice in the training classes, there are definitely more steps, more screens to complete just for one procurement transaction.
28. Please strongly consider not going into phase 3 until phases 1 and 2 are functioning effectively.
29. Support at the local level poor.
30. I understand that other states have attempted to implement the EDISON system and finally canned it because it did not work properly. This system was built for the end user, not the worker bees. It will increase our work by at least 40% due to all the checks and balances that are required. Granted we need checks and balances, but I feel that we have taken a step backward with eliminating the Batch process and replacing that with individual transaction process. I am very concerned with the Audit process. If we can't locate something in EDISON, how will a state auditor find it and which department will get the audit finding?? Accountability is the word that comes to my mind. Is there accountability?
31. Any comments previously made in this survey may be included as desired.
32. In addition to my earlier comments, I would like to add a concern about employee morale. Currently, the fiscal staff in my agency is being asked to do their regular job in a timely manner, to help design the accounting structure for Edison, to learn the new system, and then to transition to a new system while closing the previous fiscal year in the old system while correcting all of the errors in the payroll transition. This has been extremely stressful for many of us. While I realize the state's financial situation, it does not seem fair to expect so much of some employees without significant reward. Constantly being asked to do more without financial reward has had and will continue to have a very negative impact on employee morale. This will undoubtedly affect the success of implementation.

33. I am excited at the prospect of the possibilities that lay ahead with Edison. I am a bit apprehensive as our "go-live" date approaches, but I think that, once the kinks are worked out & personnel learn how to do what they need to do to perform their jobs, Edison will be a helpful tool & will allow us to do our jobs in a more efficient & effective manner. I just think too many people expected all that to happen at the beginning without understanding that there is a learning curve & that, as with any new system, there will be a time of difficulty at the start. In 2-years, hopefully sooner, I think most users will be used to the system & most of the issues will be history. In my opinion, that's when the real benefits to the system will be start to be felt.
34. I think this survey does not have anything to do with my aspect of the edison system yet. The questions were relating to parts of edison I have not been able to do yet.
35. Postpone Wave 3 until the fall so we can get these time sensitive contracts in place. Our contracts are being held up because of Edison and the changes. Read my other comments.
36. I really don't understand my role with regard to Edison Financials. I don't know how I will be using this in my job.
37. I think putting "all the eggs in one basket" is a major mistake. Make sure all issues regarding pay and leave balances are fixed first. Let it run for a while. Have the new 'wave' brought in but leave the old one in place for running in parallel so we can make sure that we actually can get the supplies we need to do our jobs.
38. Nothing
39. Concerning the financial components, it would have helped the agencies had they been able to "play" with the system in a test mode. This would have helped with the understanding of the system, enabling the agencies to setup the system to better utilize its capabilities while insuring that all necessary information could still be provided. This would have decreased the number of changes/additions to the codes that the agencies are requesting. In other words, I feel this could have been implemented better than it was.
40. I really don't have any additional comments.
41. As stated in the previous survey, I would like the State of Tennessee to stop with any further Edison projects.
42. I have only attended one class on purchasing and that was in March 2009. I have not used the course in my job and have not been informed what I will be using in the future. There was no training for expense travel claims and 1/2 days' notice on using Edison for expenses to be entered for the current month. No one new exactly what to do as far as entering expense claims on Edison. There were probably 50 e-mails on how to enter and each one superceded the previous which made it very confusing and unorganized on how to enter. We all did the CBT training, but that training does not answer questions that are dedicated to our dept. and changed our guidelines and rules tremendously. I am an old dog learning new tricks, but directions and "how tos" are not clear and timely.

43. The comments already provided in this survey (for wave three agencies) thoroughly explain my position. Please feel free to print those comments.
44. Once again, this system has taken steps that were simple and fairly quick and turned them into an arduous process that leaves the user with no time to do any of their normal job functions. It is not user friendly, and there is little to no communications when there is a problem with the system (which seems to be more often than not). I am afraid of the problems that will occur when we are forced to use this system to order and submit travel claims. The system also seems to be very redundant, making you do the same things multiple times. And there are too many screens to have to navigate through to get to one simple item, which could actually lead to even more mistakes than in the past. This entire system does more to give us problems and stress than it is worth. And it uses more time, even though I thought this system was supposed to save time. I am not even sure if it will ever work as it has been "advertised" to work. With even more things being integrated into this already troubled system, I see nothing good for the state in the future as it continues to slowly plod through the tangled net of screens in Edison.
45. It is my understanding that Edison Financial will not interface with our current system (PTBMIS). So, I suspect we will have to use both systems which will be more time consuming.
46. I have answered the questions based on what we have done so far in preparation for Wave 3. I would recommend the delay of Wave 3. This is not a good time to do this due to staff shortages and the economic situation.
47. An employee [NAME REDACTED] was paid longevity twice. It took 2 months to correct this issue, which resulted in cancellation of his insurance. His longevity was more than net pay. The cancellation in insurance was discovered by Mr. Murphy with no notice of his insurance being cancelled from someone.
48. I truly believe that state employees are trying their very best to do things correctly in Edison.
49. We were suppose to be included in Wave 2 then pushed back to Wave 3 and we are still not ready. We just received guidelines from our Central Office on June 4th to pilot cashiering in two counties. Then we have to train twelve counties on July 1st. Our users have not even received usernames and passwords for iNovah.
50. This 'Edison' has been a headache from day one. It's taking longer to fill out simple travel expenses than ever before. What used to take 15 minutes to fill out before now can take up to an hour.
51. I am unsure how this survey is going to help you make any decisions because our department is not currently using Edison and will not until after July 1. It doesn't make sense to survey folks on something they are not currently using and are unable to offer up any suggestions for improvements since we don't even know what the problems are going to be yet. The only thing I can tell you about is the training we have received and whether or not I feel it has been helpful or not. The answer is: no, I don't feel the

training was sufficient. We should have been able to do exercises with actual transactions. It was also held so far ahead in advance that remembering anything we learned when it comes time to go live, will be an exercise in futility. I can only imagine what July 1st is going to be like. But perhaps it will go smoother than I reckon.

52. Anytime that a state tries to implement a system of this magnitude there are going to be problems. I think that a year from now when the dust settles, we will be glad that we have this system.
53. I believe that with the proper training or documentation that I will be able to use Edison. I am capable of choosing between debits and credits but our agency is so specialized and work with other offices in State government and we affect so many areas, that I believe the time involved in recording transactions will be very time consuming due to the nature of our transactions. I realize that specialized training is not possible but I believe that some attention should have been paid to the larger agencies. The trainers were familiar with their screens but were unable to answer specific questions which caused unanswered questions.
54. Edison was a huge waste of money.
55. No comment.
56. I have severe concerns with the go live on July 1. The HCM module is not yet workly reliably and accurately; what makes us think that the rushed implementation of the third wave, including the largest agencies in state government in terms of dollars and transactions, will be successful? And how great will be the cost to the state's credibility if these large agencies cannot make payments timely? Some agencies have contractual obligations to make payments in a certain timeframe. Edison does not appear to be trustworthy to meet those obligations. Edison staff in this instance seem to brush off the obligations and assume we'll go with the flow. In addition, the contract module is a joke. More than halfway through implementation, it was finally conceded that the system could not be used for the state contracting process. Did anybody read the TCA or purchasing regs before they bought into this software?? Did anybody consult with OCR on contracting realities? Contracts in Wave 3 agencies must all be keyed into Edison on July 1, with each contract then having to go through the entire approval process. No payments can be made against those contracts until after they have been through OCR's approval, and gone to the Comptroller, if necessary. This is at the beginning of the fiscal year, when the majority of contracts statewide are being renewed. This does not make good business sense. But we're told to just be good soldiers and get it done. Please understand that the Edison staff have worked tirelessly to make this work; it's not their fault. You CANNOT run government like a business, cause it's not a business. It's COUNTERCYCLICAL!!! That means that when things get tough, government services are even more needed. This whole mindset that we should change processes because an off the shelf software package deems it necessary is ludicrous, at best. Since when do we let software companies determine the personnel roles, workflows, and hierarchy in government agencies? I'm proud to have worked in government my whole career, but this is embarrassing. And at a time when morale has never been lower, this makes things

so much worse. Please don't make this into some kind of political fight; we're not talking about careers and sound bites, we're talking about effective processes to serve the people of this state.

57. Any change will take time to achieve our goal. Thanks.
58. I have not used Edison long enough to provide any specific feedback. Specific roles, duties, etc. need to be spelled out within each DCS Fiscal Unit.
59. With the buyouts and cutbacks it is very difficult for me to focus on Edison. I do not have the time and I do not have a backup person. I think the county health departments need to do their own receiving on the Edison system, it should not be up to this position to enter that information. Once an item is received the county health department should have access to Edison and enter the information. The county health departments should be allowed to go into Edison and purchase the items from Central Stores. Before Edison the county health departments were able to place their own orders. I also have concerns about the State Payment Card through the Edison process. This is such a big project and the training was unacceptable. But keep in mind that many of us get extremely behind in our jobs when we take days off for training. I do not feel capable of training or explaining the new WAVE 3 to any co-worker because I don't know what I am doing.
60. It appears to me from training that it is very time consuming in trying to find what you need and not at all user friendly. I am in an agency that has not yet gone live except to view my pay stub. The training that I have had was not at all helpful. The instructors would point out things in the system and say that this or that would not be used and to just ignore it. It would be too costly to remove those things. I come from an environment where new systems are supposed to cut down on the amount of work required to do your job. It appears to me that this will take many more steps to get the same results. I am not someone that is opposed to change as long as it is a productive change.
61. Also, the State has spent so much money on this system and I just wonder will the State truly get their money's worth after all the errors, corrections, etc are corrected. It seems if we had of just improved our current system so many people would not have to lose their jobs. Why get a new legacy system then laid off or get rid of most of State workers.
62. I think the Edison goal is to do good and positive with the states systems in improving. Although I feel that it hasn't been studied enough.
63. PLEASE POSPONE!!!!
64. There is nothing wrong with PeopleSoft. Our problem is that the design and selection of the features do not meet the needs of every agency. I think a better approach would have been to keep it as simple as possible and to clone as much of the existing system as possible until full conversion. Then expand and incorporate some of the more advanced features after users are used to the general nature and change. The third party choices, such as Fleet Focus and iNovah, do not accommodate "heads down" data entry that exist in some situations and will result in higher operating costs.

65. While I like the intent of the Edison system to upgrade our existing systems, there has been too much of a push to get this system going. It is not cost effective to keep going forward with more agencies going live, knowing there are problems that still need resolving. From the training I have received, it appears it will be more time consuming to pay an invoice, which will delay payments to vendors. Another issue to consider is the huge amount of administrative time that is spent on Edison, which is time taken away from what we are all really here for, and that is to serve the citizens of the state and to get payments out promptly. The best solution would have been is to use all the existing STARS terminology and develop a web based STARS system that mirrors it. I think it would be fair to say that would have been the best way to handle any of the existing State systems that Edison is replacing. That would relieve the anxiety and frustration that exists in agencies today as a result of learning everything new. Again, while I am all for updating the existing systems, spending millions of dollars for a system that still has problems, and forcing people to relearn their job duties from scratch is not the best solution. The anxiety and frustration are compounded by the fact of losing so many staff to voluntary buyouts, and overworking staff that are left here now.
66. no comment yet
67. The Edison payroll is an example once again,of the state buying (probably someones buddy) a system that is not set up for bi monthly payroll. It is a nightmare. There are some weeks that employees have to turn in their time sheet 3 times in one week. This is a hinderance. The system is still not being used as it was set up to do
68. Implementation of such a massive system will take time and patience from all concerned. It is however unfortunate that the majority of Edison classroom training has consisted of rapidly clicking through the lesson plans without much regard to whether those in attendance learned or understood the workings of that component and how their work would be performed utilizing it. Much of this appears to have occurred as a result of the attempt to make the trainings sufficiently generic.
69. Don't know enough about it to meaningfully comment.
70. I have no opposition to updating the processes used by the state to carry forward our responsibilities to the taxpayers. However, I am not convinced the current PeopleSoft application is the appropriate vehicle to do this. Private industry and government function differently. Private industry does not require the checks, balances, and transparency that state government does since government is accountable to the people of our state for how tax dollars are spent. Trying to make governmental processes conform to a private industry application is much like trying to fit a square peg in a round hole. To a certain extent, I feel this application is being stuffed down our throat and our only choices are to swallow or choke. I am not opposed to change. I don't want to sit at a desk with paper and pencil when the technology to do my job is available allowing me to do it more efficiently and correctly. I accept there will be problems with any application chosen in the transitional process from the old to the new. However, I question if any other software applications reviewed? Was research done by communicating with other states who looked or tried this very same application and determined it would not work

for them? I would hate to think that this decision was politically motivated based on which company made the largest campaign contribution. If that is the case, an injustice was done to state government, its employees and the citizens of our great state.

71. I am in Phase 3 of implementation. I feel this survey was a waste of time because most of the questions that are asked in the survey should have been answered by persons that have been using this for at least 3 months.
72. none
73. In my humble opinion, Edison is just another duplicate system that was not well thought out or implemented. I was involved in a training session concerning Wave 1. I asked about the possibility of this system being incorporated into other existing systems that my department uses on a daily basis and will continue to use even with Edison. The response was that they had no idea what I was talking about. They did little or no study before implementation and are making no strides to implement other systems causing state employees to do duplicate work on multiple systems with already limited time constraints. I do not know Wave 3 was pushed early but do know that it was pushed just after the review by your office was announced. It seemed to have been related like the Edison team was trying to hurry up and get everything running so maybe they would not have to take the system back down. They say it easier to get forgiveness than permission. It appears that Project Edison will get paid instead of getting permission. By pushing the system early not only are they are NOT providing appropriate and adequate training, they are also putting a poorly designed, user UN-friendly, and inadequate system into place that will only result in the gross misuse and abuse of state funds by its employees and contractors, not to mention the funds that Project Edison has received in providing us lackluster service and support. Edison should be scrapped and the old systems updated. The old systems were only out of date in that they were paper. The old systems could have been easily computerized and merged with existing reporting systems.
74. I have not used Edison other then for personal information such as time, leave and other personnel action. I have taken courses and tried to study manuals and do the online items. I had problems in trying to get into the sandbox exercises because of security issues(user id and password). My own security for Edison would not work in the training program. I think all the changes without ample time for familiarity with Edison are overwhelming. The complete numerical changes of commodity codes, cost centers and allotment codes is alot. Furthermore acquiring these has been difficult. The implementation of wave one was a nightmare for wave 3 people who needed supplies from wave 1 units but did not have the proper information to acquire them. Information, information it may be there but who has the key to acquire it. It sure doesn't come until you realize you need it and ask. It shouldn't be that way. I want to do my job to the best of the ability God has given me.
75. NO COMMENTS OTHER THAN EVERTHING WILL BE FINE AFTER EVERYONE GETS HANDS ON EXPERIENCE.
76. Yes, please look at my previous comments and consider using some of my comments in the written report.

77. The biggest problems seem to be in connection with getting the information from the point it is entered into the system, through the budget check portion and on to the correct person(s) for approval
78. To me, the Edison system is too complicated. Why couldn't the system chosen been a simpler one that was really geared for the state? Instead, it had to be improvised--I heard someone say that it had to be contracted for 2 of our vendors to be programmed into the system. Well, how can the state's staff know what to do if it doesn't work right? We employees have it hard trying to learn a system that even the Edison staff doesn't really know that well.
79. I think Edison is a great leap forward and a necessary one but I don't think the complications of the larger agencies with multiple grants is conducive to how I perceive the system to currently operate. I think Edison needs to be more flexible in allowing the agencies who know their programs to find a way to make things work.
80. I think Edison is a good idea, because it will be less paper work and I think once we all get the hang of it, it will be very helpful to of our job duties.
81. When sending out these surveys, there needs to be an option at the beginning so that if the survey doesn't really apply to the individual taking it they can opt out early on. Most of this survey did not apply to me so my answers are not applicable and I really didn't feel like I knew what I was answering or why I was answering the question and couldn't opt out of the question. I feel this will skew the overall results of the survey.
82. IN MY OPINON, THE INDIVIDUAL OR INDIVIDUAL'S WHO DESIGNED EDISON SHOULD OR COULD HAVE DESIGNED TO DO LESS MANEUVERING THAN THE OLD SYSTEM OR TO MAKE WORK EASIER SO THAT WE CAN GET IT OUT FASTER.
83. Get rid of it!!
84. None
85. None
86. ..
87. Fix all bugs before starting wave 3 wait until the fiscal year end is over & let people take their vacation that they had already been planning until told in May 2009 that noone could take off
88. In developmental meetings which I attended as an agency expert, it was very clear to all in the meetings, it did not matter what our concerns were, the state was going with an "off the shelf" system and little to no customization would be done. Anytime we would try to point out why something needed to be customized, the standard answer was always "Well, that is not a functionality issue". I truly believe it was time for a new system which worked across all aspects of state govt., but it should have been kept in mind, this

is government and not private industry and certain things have to be done because we are government and are accountable to our citizens. While I have trepedations relating to our preparedness, I am looking forward to getting the "any new system" jitters behind us.