

73. Do you have any significant outstanding issues today? Please explain:

Wave 1

Note: This question did not apply to Waves 1 and 2.

Wave 2

Note: This question did not apply to Waves 1 and 2.

Wave 3

1. Special roll mapping and approval workflow for the hospitality parks
2. Edison staff is currently working on it, but we do not know how to process loans.
3. We are less than a month from going live and we do not, as yet, know how to process the entries for 1) principal and interest on the State of Tennessee's bonds, 2) principal and interest on commercial paper, 3) receipt of payments from our borrowers, 4) the payment of invoices and requisitions from our borrowers. There has been no testing, no sample entries to examine the results to see if Edison actually works, and my understanding is that STARS will not be running parallel to ensure that Edison is reporting properly and accurately. Obviously, there are a lot of unanswered questions.
4. I think you should offer workshops to actually review/guide people through the Edison process hands-on when they do their first couple purchase orders. It has just been too long since we have had the training and I have not had the opportunity to review as I would have liked due to my work flow.
5. We have not gone live in Edison yet. We only enter our time sheets and it takes longer. we use to fill out 2 time sheets per month and now it's between 4 and 6 times sheets a month. I am not able to approve any request for time off and we have been working on this for about 3 months.
6. I have not started the financial part of Edison but we are told that we will be starting July 1, 2009. I do not think that should be started July 1, 2009. We have not had enough training, and there are problems and issues from other departments that need to be resolved. Another department should not be added until Edison is looked at and all problems are resolved. To start another department would be critical to the state and vendors. I think starting another department on Edison would be critical to the state without all issues being resolved.
7. Cannot download a test inventory for the Barcode scanner for the procurement officer. Contacted April Wright and Kim Honn.
8. The Edison procurement process is cumbersome and difficult to perform. Some field computers are only dial-up and the process to scan and process takes too much time.

9. Since Wave 3 has not been implemented in our department, I do not know how to answer questions accurately and honestly.
10. EDISON JUST DOESN'T WORK FOR US. THINGS THAT IT SHOULD BE ABLE TO DO, IT DOESN'T DO.EXAMPLE-AFTER WE APPROVE PAYABLE TIME,IF THE EMPLOYEE GOES INTO THEIR TIME SHEET FOR ANY REASON, EDISON TAKES THEM OUT OF PAYABLE STATUS. WHEN WE APPROVE PAYABLE TIME, THAT SHOULD BE LOCKED IN, THE EMPLOYEE SHOULD BE ABLE TO GO IN AND START ENTERING THEIR WORK TIME FOR THE NEXT PAY PERIOD.LEAVE BALANCES SHOULD BE CURRENT TIME, NOT A WEEK OR SO AFTER PAYABLE TIME HAS BEEN PROCESSED. EDISON SHOULD SHOW A VISIBLE TALLY DAILY OF WHAT HAS BEEN USED AND/OR ACCUMLATED.
11. I have not had any training on the financial module. I am not clear on how Edison will truly interact with my job responsibilities.
12. Testing has been unsuccessful; there appear to be few, if any, plans for making sure that payments will be made timely after go-live with the huge agencies that will be coming online.
13. Not enough training that will pertain to my specific job duties.
14. I have not had the time and instructions to fully comprehend and understand the Edison program.
15. don't feel I've had enough training for my job duties
16. Inadequate training of staff.
17. Our agency still has a high number of vendor errors in testing and we are less than one month to go live. Vendors errors will stop multi million dollar payments from processing.
18. I have no idea how the Edison cashing module is going to work in our office.
19. Since we only get paid twice a month,it would make sense to enter time only twice a month instead of every time you turn around getting an email about time entering deadline or split work week!!!
20. It was my understanding Edison was suppose to make our jobs easier, more efficient, and less paperwork. This is not true - our jobs are more complicated, time consuming, and there is more paperwork: example, I get an invoice and stamp/sign approved - it goes to Fiscal Services to be paid, then it still has to be approved through Edison (even though they have a signed invoice showing approved).
21. Very poor training! Once Wave 1 and 2 came online, there was little to no mtce. of the training module. Therefore, when Wave 3 went for training, many processes did not work, and constantly "kicked you out" of the system causing you to loose all info. Training should have been done in the order in which the user would be moving through

- Edison. Also, Maximus trainers did not know enough about the state procedures to teach the classes, much less answer questions. Very poor management of coordinating training!
22. We have not been using Edison long enough to know what works and what doesn't. Job duties pertaining to Edison is still unclear.
 23. Sick leave time is no accounted for correctly
 24. The training was so long ago, I hope I remember when it comes time to use it.
 25.
 26. We are in wave 3 and we still have no idea exactly how to do our transactions. We were initially in wave 1 and then wave 2 and then postponed again until wave 3. We are getting mixed signals as to how things should work.
 27. Edison as it is today will be a detement to providing service to the citizens and vendors of the state of TN due to the excessive time and complexity to execute a transaction, starting at the customer service counter through the making payments to vendors. Unbelievable. Edison is not condusive to a production environment, get it in, get it out in the least amount of key strokes and time. Too much accounting knowledge is necessary for the lower level worker bee employees. Too much of the work is passed down to the lower levels that already do not have the time nor the skill sets.
 28. Not sure how to best enter some grants and projects into Edison. We need an Edison contact who understands our org's unique needs to work directly with us to ensure that we will be able to draw federal funds. Also not sure how we will draw federal funds when July 1 occurs. Neither the grants training nor the billing training addressed this. We need to be trained on how we will do our jobs in Edison not just how Edison works in theory. The training I have attended addresses its objectives but does not seem to address how this relates to what the fiscal office does on a daily basis. In addition, our department complicated the transistion by changing our accounting structure. All my job duties seem to be changing in four weeks and I do not have any idea how I will be doing my job on July 1.
 29. The training that has been offered has not addressed the significant amount of changes that will be made by implementation of this system. It is cumbersome and time consuming and not user friendly. Users are not prepared to take on this monumental task and an undertaking of this magnitude should be taken in small increments rather than all at once. Going live with this system July 1 will create major issues for procurement as other departments that have attempted implementation have reported difficulty in several areas. Vendors have not even registered in the new Edision system because of lack of communication, therefore causing more down time for payment and when vendors do not get paid they do not wish to do business with the state. It is evident that with the problems still being experienced by Wave 1 and Wave 2 users that this system is not ready for Wave 3 to take place. If implementation is not delayed and more testing

environments established, this system will not support the amount of purchases that will be attempted in state government.

30. how to complete an expence report or travel claim when going out of state and the location of your destination coes not come up
31. THE ON LINE STEPS DON'T WORK ANYTHING LIKE THE PROGRAM IT SELF.(USER PRODUCTIVITY KITS). I HATE IT YOU CAN'T CALL THE HELP DESK AND GET AN ANSWER. I'M ON DAY 10 WAITING. THERE ARE SO MANY REVISIONS AND UPDATES TO THE MANUALS, SO THEY ARE USELESS. I SHOULD NOT HAVE TO GO THRU APPROXIMATELY ELEVEN STEPS TO GET SOMETHING DISPATCHED. GETTING TIMED OUT IS A REAL PROBLEM. YOU SHOULD BE ABLE TO SAVE A REQUISITION OR A P.O. WITH OUT IT GOING TO AN APPROVER BEFORE YOU ARE DONE ENTERING ITEMS. YOU SHOULD BE ABLE TO SAVE AND GET THE REQUISITION NUMBER OR P.O. NUMBER AND BE ABLE TO GO BACK AND FINISH. THIS SYSTEM SEEMS TO BE NOTHING BUT ANTIQUE. IT ISN'T THAT WERE LIKE OLD DOGS (AS STATED BY SOMEONE ON THE NEWS). WE DON'T WANT TO LEARN NEW TRICKS. YOU COULD LEARN IF IT WAS WORKABLE. ON THE ADD UP DATE RECEIPTS WHEN YOUR 1ST LEARNING AND YOU SEE THE ID AND A LONG SQUARE YOU HAVE TO GUESS IT'S THE P.O. NUMBER WHY DOESN'T IT SAY P.O. ID. ON THE REQUISITION SIDE THERE'S A LINE FOR VENDOR AND VENDOR ID. WELL GUESS WHAT YOU PUT THE VENDOR NUMBER IN THE VENDOR AREA NOT THE VENDOR ID AREA. USING THE LINE DEFAULTS IS SOMETHING ELSE THAT DOES NOT WORK IF I PUT THE CORRECT ONE IN IT WILL CHANGE IT TO A WRONG ACCOUNT AND WRONG DEPARTMENT ID. EDISON HAS THEM ENTERED WRONG. THERE SHOUD BE MORE WORK SHOPS. I WOULD BE MORE THAN HAPPY TO GO TO A WORKSHOP EVEN IF IT WAS AFTER WORK. JUST TO GET SOME GUIDLINES.AND HELP.
32. Interface testing and agency specific issues.
33. Online training for travel only allows you to train with an Edison example. I should be allowed to enter travel as I would be submitting it in order to learn how to use the program.
34. I do not know how to do in Edison what I have been doing in the old system. What makes it worth is the fact that wehave to close the books at the same time.
35. The people at Edison are not responsive to the special needs of the departments.
36. will not work for us.
37. There are still some outstanding questions about the handling of ARRA funds as it relates to projects.
38. We are having problems ordering the supplies we need and it it taking a long time to enter it into Edison.

39. As we are to cut over in wave 3, many of the questions I couldn't give an answer to, but had to check something in order to proceed. In Fiscal, we have no idea what we will be doing and what classes we will need. It's as if no one knows until it cuts over, then it's too late to get training. No one seems to know what parts of our jobs will go over to Edison other than payroll.
40. We have a travel reimbursement claim pending because we did not know that only one person per employee is set up for the travel claim to go to for approval and that person is out on vacation. We would have sent a request to have multiple persons for the claim to go to for approval had that need been part of the training we received.
41. Parallel testing still in process.
42. At this time I'm still in the learning process. I have not preformed any actual work in the Edison financial component.
43. The amount of time and people it willtake to operate EDISON is more than thetime and staff we have available now. Work output will be so slow that the work product will be delayed.
44. It was never properly explained about who will be keying information concering invoices---is it F & A? Is F & A the only agency that will key ALL invoices presented to the state for payment? WHO KNOWS?????
45. I have no idea what the terminology from Edison means, related to the terminology I am used to. ie purchase request, standing orders, cardinal invoices. I do not understand how to enter the information or how to get it approved by the director.
46. I would like to know the process of how to turn a Vendor Invoice into a completed payment.This would include:1. Utilizing Speed Charts2. Identifying the process(Role Mapping)3. Proper workflow explanation(Workflow Analysis)4. Procedure Crosswalk Tables(STARS vs Edison)
47. Edison Cashiering module does not meet our business need. Fleet Focus does not meet our business need. These are third party software packages made to interface with the PeopleSoft system and we are told that they may not be customized to meet our special needs.
48. ordering supplies-too much time(of not being able to order) between old system and new system
49. The proper accounting of tax collections is of utmost concern. I have had viewed very few details related to how collections will be accounted for and the reconciliation of Edison dollar totals to actual collections by tax deposited by the Department of Revenue. With approximately \$13 billion dollars to account for, this is a major concern. I have not viewed any test work related to accounting for tax collections. I have viewed one batch of AP refunds which if I had not been aggressive and demanded more detail Edison personnel would not have realized that there were missing general ledger transactions.

50. We are still learning how to do our jobs in Edison by basically trial and error!
51. Why am I asked to waste time doing a survey on a module that our dept. hasn't even activated yet? Per Glen McKay, only the first few questions were to be demographic, then it was to be specific to "wave 3"; however, halfway thru survey and I'm unable to give knowledgeable answers.
52. The cashiering module is to be used in the local health departments (iNovah). However, it is not easily adaptable to the department of health's business practices. It will take the Public Health Office Assistants more time and effort than in the past to do the business of cashiering. It will require double entry (One in the PTMBIS, one in iNovah). The cashiering iNovah is not easily adaptable to the local Health Departments because of the complexity of the transactions.
53. Very concerned that the vital records cashiering function will be impeded; reduce our ability to notate different types of services and increase manpower requirements
54. Preparing expense reports is way to cumbersome.
55. I have a good idea as to what my role(s) will be but I am unsure as to what training to even take.
56. Currently, I have nine (9) statewide contracts that are due to expire in August/September and am unable to "source" them within the Edison program successfully.
57. Unclear as to what training I need to complete. Unlike with STARS, the cash drawer report information is NOT going to be uploaded into Edison. Based on information currently available, this will be much more time consuming at the county level than in the past and will increase the possibility of errors. I am concerned about the availability of reports. Will reports similar to those in INFOPAC be available? Currently, I am able to look payment information up in STARS for vendors. When the question was asked about what course did we need to take to learn how to do this - easy answer wasn't available. Classroom training was poor - most questions couldn't be answered. In addition, for most of it the instructor simply went through the "try it" part of what was on line.
58. Myself and the individuals that I will be working with have only had web-based training and there are still very many questions that we need answered. Also, we have not had upper management give us the route or path that we will be taking when we go live.
59. Interfaces are not fully working
60. Even after going to 5 Edison training classes, I still don't have a clear picture of exactly how Edison is going to work as far as the processes, such as paying a bill. I don't know the role mapping. I suppose I will be working in the same program areas as far as paying or approving bills. I am not clear on exactly how I will get the information from Edison for a federal report that I handle.

61. I worry that there is training that I and my fellow co-workers should have completed that were not.
62. Refresher courses/retraining will be needed as the lapsed time between training and going live has been long.
63. We are being told we are going to be going live July 1st, but we don't know what we will be doing? The Comptroller has requested that phase 3 be put on hold due to outstanding issues that need to be resolved with phases 1 and 2. AGAIN, this appears to be treated as a non issue like the previous problems were. That concerns me.
64. ...
65. Although in STARS we could use alpha characters in account labels (which aids recall, accuracy, and adds flexibility with the add'l characters) we are told that our \$135M Edison system cannot handle alpha characters.
66. I don't like State employees personal information on the computer.
67. We are about to go live with inventory and I do not know how to use the module to do my job. There are too many screens to go through to receive things and to pull orders off the system to fill them. The system is not user friendly. I think there is too much information that has to be entered to do the simplest task.
68. Agencies and divisions of the state that have to use non-routine business processes to achieve their strategic purpose(s) have had a great deal of difficulty in receiving guidance for a system that, other than generically, has not been explained. That the presumably state-of-the-art Edison ERP system has not been defined to state employees used to dealing with 30-year old legacy systems is ludicrous. And, Edison staff who have worked with the system for four plus years seem to be surprised to find that state employees are not on the same page with them. The following issues have caused frustration and increased stress for state employees who strive to ensure that their units implement the system as efficiently and error-free as possible. In short, I have experienced the following during the past several months: Facetime with Edison staff is very difficult to arrange, facetime does not always result in answers to issues, e-mails have gone unanswered, requests for assistance have been ignored, and communication has been nonexistent. It feels like you are living the movie Groundhog Day if you are one of the unfortunate agencies to have been in each of the earlier waves and are now wave three. Currently, due to my own efforts in getting Edison staff's attention, I have resolved a number of issues related to my business process, however, a number of issues remain outstanding--some that will cause me to work overtime to resolve--just a little over three weeks to go-live.
69. All training has been quite unsatisfactory as far as answering questions about just how our tasks related to service contracting will be handled in Edison.
70. I do not feel training has been adequate for implementation to go smoothly.

71. I feel that some hands on training should be done with the travel componenet and not just on-line training. There are some components of this modules that require additional information.
72. Interface with Accountants Receivable software (PTBMIS). Must scan and manually upload. We were interfaced with STARS.
73. We still have not been able to complete parallel testing with the Edison team and our Information Systems staff.
74. This is a time wasting program that takes longer to fill out than filling out paper forms or computer forms that we previously had
75. I primarily use the travel and expense center concerning reimbursements. I am on the road in a personal vehicle every week in the performance of my duties. The In State Point to Point miles are EXTREMELY incorrect. I contacted the Edsion help desk concerning LARGE discrepancies. My issue was forwarded to a very nice lady who took the information to get the point to point miles corrected for my specific trip. Upon discussion, I was told by the Edison representative that Edison purchased a mileage chart from an out of state trucking compnay is why the mileage was so different from actual mileage and that trucking copmanies might use a different route other than the most direct. In mys specific instance, THERE IS ONLY ONE ROAD BETWEEN THE TOWNS. The mileage that Edison showed was 21 miles when actual mileage is 4. There have been multiple instances since this occurrence that I did not call on because I was able to justify the difference in vicinity miles. There is also a problem that Edison does not have a line specified for Commute miles. According to travel procedures, if I go to a stop beyond the distance from my home to my office, I am required to take off commute mileage. I live 52 miles from my office, and there are times that my first stop is over 80 miles from home. I cannot take off commute miles so I was instructed to put mileage from the office first by my supervisor. I end up with more mileage claimed than if I was able to put in commute miles. There have been times that I have had to put ALL of my travel for a day in as VICINITY miles because the Point to Point mileage is so bad off that I could not justify the balance as less than what the Edison generates.
76. Need more training for staff.
77. my boss just completed the first of three speedcharts we will need to conduct business. She called Edison on Monday to ask for some guidance and was told someone would get back to her by Friday. It is now 4:30 on Wednesday so we have wasted 1/2 week waiting for that call back.
78. Limited computer access. Too time consuming, causes conflicts on trying to perform everyday work goals. More expensive. Resources are better for a support staff admin to input data.
79. Timing of implementation. Example: Revenue is phase 3 but some employees already have FleetFocus access. Love Help desk but someone gave me steps to do something we don't have access to yet.

80. DIFFICULT TO USE OR CORRECT DATA INPUT