

**CITY OF SAN ANTONIO**  
**INTERDEPARTMENTAL CORRESPONDENCE** "B" SESSION  
**ERM PROJECT**

**TO:** Mayor and City Council

**FROM:** Troy Elliott, ERM Project Director

**THROUGH:** Terry M. Brechtel, City Manager

**COPIES:** Travis M. Bishop, Assistant City Manager; Milo Nitschke, Director, Finance Department; Gary Moeller, Director, Information Technology Services


**SUBJECT:** "B" Session – Staff Briefing on the Enterprise Resource Management (ERM) Project

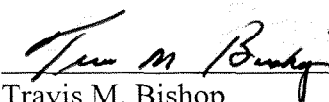
**DATE:** January 16, 2003

The purpose of this "B" Session presentation is to brief City Council on the status of the ERM Project. The presentation will focus on the methodology being utilized to implement the three components of the ERM project to include: Development Services, Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP). The presentation will further expand on the redesigned business processes associated with the Development Services and Customer Relationship Management implementations scheduled to go live in the initial three phases or Waves of the ERM Project.

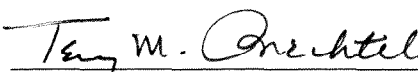
Areas that will be covered in our presentation are as follows:

1. Project Background and Status
2. Project Implementation Methodology (Development of Business Blueprints, Testing, Training, etc.)
3. Business Blueprint Designs for the Development Services and Customer Service/311 Implementations
4. Upcoming Events

  
\_\_\_\_\_  
Troy Elliott  
ERM Project Director

  
\_\_\_\_\_  
Travis M. Bishop  
Assistant City Manager

Approved:

  
\_\_\_\_\_  
Terry M. Brechtel  
City Manager