

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

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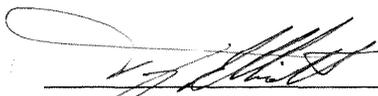
SUBJECT: "B" Session – Staff Briefing on the Enterprise Resource Management (ERM) Project

DATE: January 16, 2003

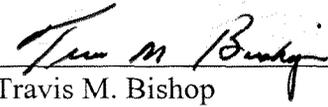
The purpose of this "B" Session presentation is to brief City Council on the status of the ERM Project. The presentation will focus on the methodology being utilized to implement the three components of the ERM project to include: Development Services, Customer Relationship Management (CRM) and Enterprise 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