Wanda Gibson is the *Chief Information Officer and Director of Information Technology Services* for Prince George's County Maryland. Recruited by the County Executive Angela Alsobrooks in 2018, Wanda serves as the County official and strategist for technology and digital innovation. In her portfolio of enterprise systems and IT landscape, she took over the county's **ERP** system. Prior to her current position, Wanda was the Chief Technology Officer for Fairfax County Virginia for twenty years, also implementing a major **ERP** system.

She also serves as the Chair of the of the CIO's committee for the National Capital Region, at the pleasure of her CIO colleagues for over eighteen years.

ERP

The integrated management of main business processes, often in real time and mediated by **software** and technology.

Origin in manufacturing for managing supply chain processes.

In government primary as a financial and human resources transaction processing and reporting suite.

Local Government ERP Case 1 Experience

- Solutions Marketplace Options
- Governance Board
- Best of '*Breed*' *vs* Best in '*Class*'
- Scope: Two Enterprises
- Functional Gap Study Prior to Start
- Competitive Process – Two separate processes: one for solution and then for implementer. Relies on Vendor Submission understanding requirements – 1000's of 'English written statements'
- Implementers – these are For Profit businesses incentivized for maximum profit
- Post Imp O & M – Operations Board – County Control
- Tech Training Up Front

Local Government ERP Case 2 Experience

- Solutions Marketplace Options
- Best in '*Class*'
- Scope: One Enterprise
- Tech Organization in Lead
- Vendor controlled implementation and Post Op
- Hosted and Managed Services
- Competitive Process – Solution & Implementer relied on Vendor Submission understanding requirements – 1000's of 'English written statements'

ERP Understandings (*or lack of*) & Challenges:

(opinion being real, un-edited & not representative of anyone)

- Implementations are generally more taxing on the user / functional team than the technical team. Rarely does an the overall organization supply enough resources to make it easy (i.e., no one can work 2 jobs at once, and supporting an implementation is a full-time job)

- **#1** Priority – Analyze, streamline and adapt to new business processes.

- Implementers – these are **For Profit** businesses incentivized for maximum profit and want to never leave

- Core sponsor business agency needs vs User agency needs and expectations

- Courage and use common sense

- Over-engineering - careful - get a '*Ford*'

- The alleged Blue Printing Process

- Agile, Waterfall, what?

- Understand what solution workflow means

- APIs – integration with other systems

- Big Boom branding at the beginning

- Never use 'cost savings' justification – this is overhead to run the organization

- CAPx vs OPx, and actual cost

- Hybrid, Cloud, *what?*

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