


# Memorandum



**Date:** June 10, 2022

**To:** Honorable Chairman Jose "Pepe" Diaz  
And Members, Board of County Commissioners

**From:** Daniella Levine Cava   
Mayor

**Subject:** Update on the INFORMS Human Capital Management (HCM) Project

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The purpose of this memorandum is to provide an update on the Enterprise Resource Management (ERP) Project, Rollout 2, which is the implementation of the Human Capital Management (HCM) module which encompasses the Human Resources and Payroll modules and is targeted to launch on June 15, 2022. INFORMS is the name that has been given to the ERP project and stands for Integrated Financial Resources Management System. This multi-year, multi-phased project leveraged the County's prior investment in Oracle PeopleSoft products and applications to replace the County's legacy financial, administrative, human resources and budget development system with a seamlessly, integrated system.

With the Board's continued support, the key stakeholder departments; the Human Resources Department (HR), Office of Management and Budget, and Information Technology Department (ITD) have been collaboratively and diligently working with Accenture, our integration partner and Plante & Moran, our Third-Party Quality Assurance partner to successfully implement. We are pleased to have INFORMS coming to fruition as the system will improve the efficiency of business processes by:

- Eliminating of paper-based processes
- Simplifying data collection processes and business functions across County Departments
- Centralizing tracking mechanisms
- Eliminating redundancy since there will be one system of record for HR, Procurement, Finance and Budget
- Improving reporting analytics across all businesses
- Automating workflows and approvals
- Establishing audit controls
- Introducing mobile capabilities for Employee Self-Service and Manager Self-Services functionality

One of the key HCM features that will be beneficial to all employees is the robust Employee Self-Service (ESS) module through which employees will be able to update and view personal information, benefit changes due to a qualifying event, view paycheck information and W-2s, as well as leave balances. Employees will also be able to submit leave absence requests electronically and through a workflow, have their leave requests as well as timesheets approved by their supervisor. Future enhancements include self-service updates to W-4s, direct deposit, and much more.

Our INFORMS Team has engaged all department personnel staff on all stages of planning, testing, and training leading up to this much anticipated implementation. Employees and managers have been provided training opportunities to ensure they are ready to enter their time worked and absence requests in the INFORMS system. There are numerous topic specific videos and user guides available as resources to ensure employees have the tools they need to transact in the system. Additionally, we have provided our Labor Union Presidents and their teams an overview of the INFORMS HCM system.

In anticipation of the volume of phone calls and inquiries that will be generated by employees, the project team is establishing a triaged production support structure that will utilize the ITD Help Desk, departmental HR staff, functional and technical team members. Remedy, which is a tracking application, will be utilized in order to facilitate data analytics. These metrics will assist in disseminating targeted communications to address common issues that are being reported.

With the upcoming implementation of the INFORMS HCM rollout and last year's implementation of the financials and supply chain systems, the County will also successfully retire numerous home-grown legacy systems. During this much anticipated transition, we ask for your continued support and understanding as we move forward with innovations and enhancements.

Finally, I am pleased to know that the implementation of INFORMS aligns nicely with our Thrive 305 Action Plan and addresses many of the objectives we have outlined for the community, but with a focus on our workforce. INFORMS engages and empowers our employees, improves the "customer (employee) experience", introduces mobile services and by doing these things, also addresses the environment. I also want to thank the entire Miami-Dade County INFORMS Team and all County department personnel who have worked tirelessly to achieve this significant milestone for Miami-Dade County.

Should you have any questions or require additional information, please contact Chief Edward Marquez.

c: Honorable Harvey Ruvin, Clerk, Circuit and County Courts  
Honorable Pedro J. Garcia, Property Appraiser  
Lazaro Solis, Deputy Property Appraiser  
Geri Bonzon-Keenan, County Attorney  
Gerald K. Sanchez, First County Attorney  
Jess M. McCarty, Executive Assistant County Attorney  
Office of the Mayor Senior Staff  
Felix Jimenez, Inspector General  
Jose J. Arrojo, Executive Director, Commission on Ethics and Public Trust  
Javier A. Betancourt, Executive Director, Citizens' Independent Transportation Trust  
William Diggs, Executive Director, Miami-Dade Economic Advocacy Trust  
Aileen Bouclé, Executive Director, Transportation Planning Organization  
Sandra M. Lonergan, Trial Ct. Administrator, Judicial Administration  
Rick Beasley, Executive Director, CareerSource South Florida  
Karen J. Ladis, Director, Legal Aid  
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