Briefing Paper
IT Integrated Solutions Project Update

May 5, 2010

Summary
Provide a status report on the Energy Trust's Integrated Solutions Project to help prepare the Board to take potential action at its June 2010 meeting.

Background
The Integrated Solutions Project (ISP, previously known as Enterprise Resource Project or 'ERP') will determine whether one or more of the 3 main IT applications used by Energy Trust should be replaced to allow a more tightly integrated and effective solution. The 3 systems being assessed include:

1. FastTrack program tracking system
2. Great Plains financial accounting system
3. Goldmine customer care system

In December 2009, the Energy Trust Board of Directors approved a one-time expenditure of up to $200,000 to issue a Request for Proposal (RFP). The purpose of the RFP is to determine implementation options for replacing up to 3 major Energy Trust IT systems either at one time or in phases.

The original systems were appropriately scaled for a smaller organization and have operated for 8 years. Among other changes in this 8-year period, Energy Trust has added two gas companies to the initial two electric companies it serves, diversified funding sources and corresponding reporting requirements to comply with both SB 1149 and SB 838 and expanded services to NW Natural customers in SW Washington state. In addition, the public purpose funding mechanism that supports Energy Trust was extended from 2012 through 2025. Looking forward, future opportunities may include acceptance of other funding such as federal grants and other program opportunities likely to be accompanied by new financial and reporting requirements.

Over the last 8 years, Energy Trust has grown to support 300 users and currently maintains 4.8 million utility accounts on file. As of 2009, Energy Trust had supported projects at 385,000 sites. Approximately 285,000 contacts and 5,000 trade and program allies are on file. Over 5 terabytes of data are currently managed by our systems.

Staff and contractors routinely spend added time using manual processes because of the inherent inconsistencies of maintaining information across three separate systems – GoldMine (participants, trade allies and contacts), FastTrack (program tracking) and Great Plains (finance and accounting). In addition, separate software, spreadsheets and databases are used to track contracts, certain documents and their retention cycles, store utility customer information and usage, support additional financial reporting and track project information not supported in FastTrack, such as renewable generation. Other functions such as Human Resources and procurement do not have an automated system and are contemplated for integration.

<u>ISP Objectives</u> - The RFP identified specific objectives, including ways to:

- Improve the efficiency of program data collection, analysis, management and reporting

- Provide tools to program management staff to allow tighter management and program tracking.
- Provide capabilities to allow program staff to easily share information across programs, sectors and between energy efficiency and renewable staff.
- Implement an integrated solution with one data base, thereby eliminating inefficiencies inherent in a multiple system solution. In particular, the capabilities of Fast Track and Gold Mine can be combined to produce efficiencies.
- Improve work flow and processes through automation, allowing staff to operate more efficiently and resulting in time savings and simplified expense and data processing.
- Provide user self-service for more rapid response to information inquiries.
- Provide a flexible and scalable foundation which can be readily expanded over time by adding modules, as needed.

Status Update

Since the Board approved the development of the Integrated Solutions Project Request for Proposal in December 2009, the following steps have been completed:

- Two RFPs were developed and issued, one for an ISP, and one for a Human Resource Information System. The Human Resource Information System will potentially integrate with the ISP system.
- All Program Management Contractors were engaged and provided input on the requirements.
- A list of 28 vendors including software solution and implementation providers was developed; a total of 6 – 8 responses are anticipated as of this writing. Staff will provide updated figures at the May board meeting.
- The RFP and vendor list was reviewed by an ISP expert from Gartner Research to validate the approach and the software vendor list. Software solutions being considered include:
    - Oracle – E Business suite or JD Edwards solution
    - Microsoft – Great Plains 10 or Dynamics AX
    - Epicor – version 9 or 9.05
    - Net Suite – an entirely on-demand solution
    - SAP and Sage will not be responding
- A budget for the RFP and selection phase was established at $166K, reduced from an initial estimate of $200K.
- A risk assessment approach was established and applied.
- The solution selection committee and subject matter experts were identified.
- The selection committee includes two outside members and four staff.
- The RFP assessment process was defined.
- A project steering committee was formed and meets monthly to ensure business objectives are being adequately addressed and that the project has high level oversight. Steering committee members include:

Name	Role	Affiliation
Steve Lacey	Project Sponsor	Director of Operations, Energy Trust
Debbie Blanchard	Member	IT Director, Energy Trust
Margie Harris	Member	Executive Director, Energy Trust
Peter West	Member	Director of Energy Programs, Energy Trust
Sue Meyer Sample	Member	Chief Financial Officer, Energy Trust
Al Jubitz	Member	Board Member, Energy Trust
Dan Enloe	Member	Board Member, Energy Trust
Joe Prats	Member	Enlisted Specialist, I4E Solutions
Randy Webster	Member	Enlisted Specialist, City of Portland
Bob Mabry	Member	Enlisted Specialist, Intel Corporation

Remaining RFP milestones:

- RFP responses due April 23
- Top 2-3 Vendors Notified May 7
- Top Vendor Presentations/Demos May 17 – 28
- Recommendation to the Board June 12
- Winner Notified June 18

Note: For additional background, Board members may reference Board briefing papers on the Enterprise Resource Project, renamed ISP here, from November and December 2009.