

#	Process Area	Key Benefits Identified	Benefit Type	Impact	Comments / Assumptions
1	Human Resources	End-User system access and self service abilities will improve efficiency and productivity	Intangible	Customer / Service Satisfaction	
2	Human Resources	Improved Accuracy in system data, as employee data is transferred electronically through the system and shared to agencies. Less manual errors	Intangible	Customer / Service Satisfaction	
3	Human Resources	Time savings for agency and central HR staff for updates which employees can make through basic web self service to maintain HR information	Tangible	Cost Savings or Avoidance	
4	Human Resources	Relieve IT of query/report development activities, by providing more system capabilities to the end user	Tangible	Cost Savings or Avoidance	
5	Human Resources	Reduce HR risk of data accuracy by giving applicants more responsibility through online application and document submittal.	Intangible	Compliance / Meet Ordinance Requirements	
6	Human Resources	Improvement in recruiting talent pools - Madison would become easier to "do business with" from an applicant perspective.	Intangible	Customer / Service Satisfaction	
7	Human Resources	Reduce redundancy of work and manual information/forms (e.g. Electronic Personnel Action Forms)	Tangible	Cost Savings or Avoidance	
8	Payroll	Improved ability for employee self service (payroll, leave, etc.)	Intangible	Customer / Service Satisfaction	
9	Payroll	Elimination of multiple time entry and payroll subsystems across the City Agencies	Tangible	Cost Savings or Avoidance	
10	Payroll	Improved query and reporting ability	Intangible	Customer / Service Satisfaction	
11	Procurement	Maintenance savings of supporting multiple applications from an IT perspective	Tangible	Cost Savings or Avoidance	
12	Procurement	Re-allocation of staff time from elimination of rekeying data between multiple systems	Tangible	Cost Savings or Avoidance	
13	Procurement	Time savings from improved end user access to system query and reporting / budgeting data	Tangible	Cost Savings or Avoidance	
14	Procurement	Cost/Efficiency savings from transition of paper based forms/approvals to electronic forms and workflow driven (primarily communications between agencies and central purchasing)	Tangible	Cost Savings or Avoidance	
15	Procurement	Reduced risk of lost paperwork/forms through use of electronic forms and workflow	Intangible	Customer / Service Satisfaction	
16	Procurement	Reduced dependency on other agencies and IT to get needed data and reports from system	Intangible	Cost Savings or Avoidance	
17	Procurement	Time savings from quicker distribution of information/reports to others who need it	Intangible	Customer / Service Satisfaction	
18	Procurement	Cost savings of postage / interdepartmental deliveries of paper forms through use of electronic forms and workflow	Tangible	Cost Savings or Avoidance	
19	Procurement	Further optimize cash flow through better management of payment terms and AP check run cycles	Tangible	Cost Savings or Avoidance	
20	Procurement	More completely meet City ordinance requirements through system notifications and capture of data	Intangible	Compliance / Meet Ordinance Requirements	
21	Procurement	Expectation of improved visibility to pre-encumbrances and encumbrances to enhance real-time decision making with respect to budgets.	Intangible	Cost Savings or Avoidance	
22	Utilities - Transit	Significant reduction in a number of redundant systems and standalone applications. Benefit improves information availability and management through ERP system integration.	Intangible	Cost Savings or Avoidance	Note: Several systems outside of ERP scope (e.g. Transit Master, Fuel Master) are developed and supported by a single developer)
23	Utilities - Water/Storm/Sewer	Central access to data and drill down capabilities. Consolidated financial systems into an integrated ERP replaces an existing standalone Microsoft Dynamics SL and other sub-systems.	Intangible	Cost Savings or Avoidance	
24	Utilities - Water/Storm/Sewer	Integrated ERP allows for ease of data analysis and support for Audit requirements. Eliminates separate financial reporting system.	Intangible	Cost Savings or Avoidance	

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25	Utilities - Water/Storm/Sewer	Time savings to consolidate data from Microsoft Dynamics SL into SXD. This will be integrated in the future ERP system.	Tangible	Cost Savings or Avoidance	
26	Utilities - Water/Storm/Sewer	Error reduction in data re-keying from Water Utility systems into City systems (SXD primarily)	Intangible	Cost Savings or Avoidance	
27	Utilities - Water/Storm/Sewer	Budgeting Process - Improvement in process efficiencies (PSC to GAAP translations, common data set, limits reconciliations between systems)	Intangible	Cost Savings or Avoidance	
28	Budget	Once budget change logging is implemented in a new system, a much greater ease of researching budget change history (reasons and user) will be provided	Intangible	Customer / Service Satisfaction	
29	Budget	Improved efficiency through elimination of duplicate entry through an integrated system	Tangible	Cost Savings or Avoidance	Currently, a variety of spreadsheets are used across agencies to develop budgets
30	Budget	Reduction in time spent in reconciliation of budgets between agencies and budgeting department	Tangible	Cost Savings or Avoidance	
31	Budget	More accurate budget projections through improved data access to actual amounts and improved ability to budget currently allocated items	Intangible	Customer / Service Satisfaction	
32	Budget	Earlier identification of budget shortfalls/gaps through alerts and improved budget to actual reporting tools available to end users	Tangible	Cost Savings or Avoidance	
33	Budget	Increased efficiency and effectiveness related to budget carry-over information which is currently very manual to process	Intangible	Cost Savings or Avoidance	
34	Budget	Enhanced presentation of Budget Document with more limited time/effort into annual production	Intangible	Customer / Service Satisfaction	Note the configuration/initial design time during software implementation for this item
35	GL/AR/Accounting/Treasury	Maximize interest income/revenue through improved cash management	Tangible	Revenue	
36	GL/AR/Accounting/Treasury	Time savings through elimination of multiple data entry points in processes	Tangible	Cost Savings or Avoidance	Examples include AR Billing Entry/Authorization, Cash Receipting
37	GL/AR/Accounting/Treasury	Increased visibility at the Agency level to more real time financial data to make better management decisions given resources available	Intangible	Cost Savings or Avoidance	
38	GL/AR/Accounting/Treasury	Increased citizen/public access to City systems	Intangible	Customer / Service Satisfaction	Examples include online payment, tax information, permitting (Accela)