## Agenda Item

| Item 5d) Finance, Audit & Risk Management (FARM) Committee, November 30, 2017 |

## Purpose

To provide an information update on the Corporation’s Enterprise Resource Planning (ERP) System Implementation.

## Key Message

Current phase: Design (Analysis phase completed)
Subject to resolving some resource issues, Waterfront Toronto’s implementation of Microsoft Dynamics 365 (D365) is underway, is on budget and on track to go-live in April, 2018.

## Areas of note/Key issues

- The implementation of D365 is a key component of our Organizational Resiliency Plan included in the 2017/18 Corporate Plan Amendment (total budget $0.7 million), as it is expected to significantly enhance operational effectiveness, transparency and accountability.
- The implementation, which began in Sept, 2017, is being jointly led by a third party System Integrator (Thinkmax Consulting), together with a contracted ERP Business Transformation Senior Manager (Emil Zelic);
- The key modules/work streams being implemented include:
  - Accounting/finance
  - Procurement
  - Project management
  - Human resource management
  - Customer/Stakeholder relationship management
  - Performance reporting
- A detailed project workplan has been developed with key milestones (high level summary below) and risk factors.
- The key risk factors actively being managed include:
  - Project workload demands on internal resources;
  - Complexity of changes to business work flows; and
  - Migration of existing data and reporting.
- An organizational change management plan as well as a communications plan have been developed and are being implemented.

## Expected Outcome

No Committee action is required.

## Key Takeaways/Next Steps

The next update to the FARM Committee in early 2018 will be when the project is in the Configuration Development phase.

### ERP D365 - key milestones

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