

R E P O R T
Regular Council Meeting
1989 January 16

THE CORPORATION OF THE DISTRICT OF BURNABY

TO: MEMBERS OF MUNICIPAL COUNCIL
FROM: MAYOR WILLIAM J. COPELAND
RE: ELECTRONIC INFORMATION SYSTEMS REVIEW COMMITTEE,
APPOINTMENT OF CONSULTANT

RECOMMENDATION:

1. THAT this report be received for information purposes.

R E P O R T

At the regular Council Meeting held on 1988 December 12 Council adopted the following motion:

1. "THAT His Worship, Mayor W.J. Copeland strike a committee to set out the Terms of Reference for an evaluation of the post-implementation of, and develop a future strategy for, the electronic information services in Burnaby and further, that the committee be granted authority to hire a consultant as required."

In compliance with this motion His Worship, Mayor Copeland recommended to Council, on 1989 January 03, that Aldermen Drummond and Rankin and himself be appointed to the Electronic Systems Review Committee. Council concurred with these appointments and further adopted a recommendation that the Mayor serve as Chairman of this Committee.

Subsequent to its appointment the Committee met on a number of occasions for the purpose of selecting a consultant to review and evaluate the Municipality's Human Resources Management System. This task was made more difficult by the fact that the majority of the consultants that were recommended were locked into projects and were not available to commence work immediately. The Committee felt it of considerable importance to have someone review the system as soon as possible and were fortunate to be able to locate and accept the proposal of Mr. Brian Mullen who was on the list of recommended consultants. Mr. Mullen's resume is attached to this report and it should be noted that Mr. Mullen has an extensive background in the computer industry and will be very capable of undertaking the task of reviewing our Human Resources Management System.

Mr. Mullen's proposal called for the work to be done in three stages to include:

1. Examine in detail the viability of the Human Resources Management system purchased from Information Associates and modified by Burnaby.
2. Evaluate in detail the alternative courses of action available including a detailed cost comparison.
3. Make recommendations whether the system should be overhauled or replaced.
4. Prepare a detailed plan for the recommended course of action.

INTERNAL DISTRIBUTION:

: - AGENDA 1989 January 16
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- Director Admin. & Comm. Serv.

The three stage approach calls for work to be completed as follows:

<u>Work to be Completed</u>	<u>Duration</u>	<u>Budget</u>
Stage 1 Outline problems with HRMS system. Evaluate cost effectiveness of HRMS. Plan Evaluation of courses of action.	2 Weeks	\$3,900
Stage 2 Evaluate alternative courses of action. Make recommendations. Develop plan for implementation.	4 to 6 months	to be determined in Stage 1
Stage 3 Implement recommended courses of action.	to be determined in Stage 2	

Mr. Mullen has been retained for the purpose of completing Stage 1 only. The letter confirming Mr. Mullen's appointment is attached for your information.


W. J. COPELAND
MAYOR

OFFICE OF THE MAYOR

WILLIAM J. COPELAND
MAYOR



4949 CANADA WAY
BURNABY, BRITISH COLUMBIA V5G 1M2
TELEPHONE (604) 294 7340

1989 January 09

Mr. Brian Mullen, M.Sc.
4180 Lions Avenue
North Vancouver, B.C.
V7R 3S4

RE: YOUR PROPOSAL TO PERFORM AN EVALUATION
OF THE HUMAN RESOURCES MANAGEMENT SYSTEM
CORPORATION OF THE DISTRICT OF BURNABY

Dear Sir:

This letter confirms your attendance with myself, Aldeman Rankin and Aldeman Drummond on 1989 January 04 to discuss your proposal for auditing the Human Resources Management system. This letter also confirms our receipt of your proposal for the review audit, dated 1989 January 06.

During our meeting of 1989 January 04, the Committee indicated to you its wish to have you review the decision-making process leading to the acquisition of the HRMS package and the subsequent modification costs associated with these changes, with emphasis placed on the appropriateness of these alterations relating to the development of the Burnaby HRM system. Specifically, the Committee needs to know whether the decision to acquire the original HRMS package from Information Associates was appropriate and whether the decisions to modify the package were prudent and/or wise. This, of course, will require your review of what alternative courses of action were open to or available to the Municipality.

We recognize that your wish is to evaluate the HRMS program with a view to pinpointing problems with the package and recommend a course of corrective action for the future. However, in order for Council to understand fully how we may have made errors in pursuing our current computer strategy and to justify the expenses of an exhaustive audit, we must be satisfied that the problems warrant this course of action.

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At our 1989 January 04 meeting, it was understood that our decision to engage you to perform Stage 1 of your 1989 January 06 proposal does not obligate the Committee nor the Municipality to engage your services to perform Stage 2 or Stage 3, as described in your proposal.

Please acknowledge receipt of this letter and your concurrence with the direction contained herein.

Please contact the undersigned should you require any further information.

Sincerely,



Mayor William J. Copeland, Chairman
ELECTRONIC INFORMATION SYSTEMS
REVIEW COMMITTEE

6 Resume of Brian Mullen, ISP consultant

Mr. Mullen has over twenty years experience in the computer industry on mainframe, mini and micro computer systems. He has been project leader or consultant on dozens of projects including ICBC, BC Telephone, Port of Vancouver. Prior to forming I.S.P. information systems planning corp., he was B.C. manager of the Consulting Division of Boeing Computer Services, Canada Ltd.

Mr. Mullen most recent large project was for the Human Resources department of BC Telephone. He was the project leader on information system developed on a VAX computer using the ORACLE relational database management system from December 1987 to July 1988.

Mr. Mullen undertook the initial feasibility study and requirements definition for the City of Nanaimo when they purchased their first computer system in 1976. The three month study was completed with a presentation to Council that was accepted. The recommended software was purchased from the Municipality of Surrey.

Mr. Mullen prepared detailed Payroll requirements specifications for Canem Systems, Subsidiary of Bental Group so he has some knowledge of the complexity of payroll.

Mr. Mullen has wide experience in defining requirements and selecting software. He was the consultant on the project that selected the Interactive Graphics Mapping system for the forestry division of MacMillan Bloedel in 1976.

He has spoken over two dozen times to conferences and professional organizations including Canadian Information Processing Society, Data Processing Management Association, EDP Auditors Association and the Association for Systems Management. His last presentation at CIPS Perspective 88 conference at Canada Place in November 1988 was attended by 186 people.

Mr. Mullen is active in the local information processing industry. He was a founding member of the Vancouver PC Users Group and served as the program chairman for the first 18 months. He was program Co-chairman for the DPMA Update 83 conference in Vancouver. He was also the Consulting Editor for the Auerbach Database Management Series.

Brian Mullen teaches courses in Project Planning, Systems Analysis, Database Design and Systems Design at the University of B.C., University of Calgary and the BC Systems Corporation. He has a M.Sc. from the University of B.C. in Theoretical Physics.

I.S.P. information systems planning corp. was founded in 1979. Its clients include BC Telephone, ICBC and Westcoast Transmission.