The BEST Project functional teams are focusing on Fit-Gap sessions and working through numerous applicable system prototype scripts with representatives from LACOE’s School Financial Services, Applications Development & Support and Internal Systems Support, and agency/district representatives from a variety of business areas. For over two months, the identified above business areas have spent 3-6 hours per day reviewing requirements in Request for Proposal #1563 to validate whether the CGI Advantage system meets the requirements or if a gap exists in functionality. If a gap does exist, a decision will be made to change our business process to match CGI’s standard functionality or to customize the system. The goal is to minimize customizations in order to make support and system updates easier.

The result of the over 100 Fit-Gap sessions will be a preliminary configured prototype environment that will be used during the Summer/Fall regional system demonstrations, where all agencies will be invited to verify and validate system functionality.

**Focusing on customer experience**

The BEST Advantage System implementation is just one part of Los Angeles County Office of Education’s (LACOE) commitment to be a service-minded organization. A core principle of the BEST Project is that we listen to and respond to the needs of our customers. Throughout the flowcharting workshops that took place in preparation for selecting the new Advantage system, we heard a common message: while LACOE does a lot right, LACOE also has room for improvement when it comes to customer service. As part of the positive changes happening at LACOE today, the BEST Project is working to make sure that our districts enjoy benefits that go beyond the technology.

To support LACOE’s focus on customer experience, a comprehensive organizational culture and climate survey will be conducted across all of LACOE to start developing a baseline of where we are today and where we want to go with improving customer experience.

KPMG, the BEST Project strategy vendor, highlighted in their deliverables a need for a more customer-focused approach. The BEST Team also heard this message in the many Core Advisory Team (CAT) and Community College Advisory Team (CCAT) meetings.

**“ERP” Term of the Month**

Salary and Benefits Forecasting System (SBFS) is a module within the Performance Budgeting (PB) application that captures information about positions, employees, and their corresponding Human Resources data for the purpose of estimating the total cost of positions. This data is used in SBFS Salary Projections to forecast costs and in SBFS Scenarios to provide “what-if” scenario analysis. Salary Projections allow users to analyze the budgetary impacts of changes made to salary and benefit data.