

David Miyashiro, Ed.D.

Superintendent

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May 10, 2017

Dear Colleagues:

Together, we have been facing a problem with the implementation of PeopleSoft in our districts. It has cost us valuable staff time, frustration and money and we have received minimal, if any, assistance, from the San Diego County Office of Education throughout the process. Below is a summary of the issues, and potential solutions.

Background of MITI Implementation

In 2013, the San Diego County Office of Education ("SDCOE") committed to providing "a countywide, fully functioning, integrated ERP solution to replace existing software systems." (Memorandum of Understanding, Recitals.) The intent was to allow SDCOE to administer services with both greater ease of use and more consistent monitoring and oversight.

However, SDCOE has failed to deliver on the promised implementation and scope of services, including full functionality and levels of support commensurate with contractual promises.

The PeopleSoft implementation has cost each district large sums of money by requiring the funding of new positions, training and overtime expenses. SDCOE has not provided the support promised in Exhibit B to the MOU, the Service Level Agreement. With each new complaint, districts have been met with the same platitudes and inaction by SDCOE and little to no progress has been made in the provision of a fully-functional integrated ERP solution.

Potential Next Steps

Per the MOU, "if SDCOE or their contracted vendor for the ERP Solution fails to implement the system per the contract, the SDCOE will negotiate an appropriate remedy with the participating school district(s)." (Remedies, Paragraph 6.)

We propose that the districts jointly send a letter to SDCOE, making proposals for an "appropriate remedy" to resolve their concerns. Potential remedies include, but are not limited to:

- (1) A recognition that SDCOE has failed to live up to its end of the agreement, and an apology to the staff whose time and resources have been frustrated;
- (2) The actual implementation of support services; and
- (3) Monetary remedies, whether lump sum or through discounts/credits for future payments.

The first step is to collectively have a discussion with the SDCOE Board and new Superintendent about what appropriate remedies might be available and realistic timeframes for implementation of those remedies. While some districts have discussed the possibility of a class action lawsuit, that is not the focus nor the purpose of the meeting on May 12th.

I look forward to discussing solutions with each of you on Friday following the Superintendents' Meeting. Please invite your CBO or one additional team member as you see appropriate.

Sincerely,

A handwritten signature in black ink, appearing to read 'David Miyashiro', with a long, sweeping horizontal line extending to the right.

David Miyashiro, Ed.D.

Superintendent

Cajon Valley Union School District