

## MUNIS User Group Survey Results

First	Last	Site	Email	Phone	Title	Release	MUNIS Contact	Willing	Comment
Daniel	Clinton	City of Falls Church	dclinton@fallschurchva.gov	Omitted	Revenue Ast	1.33.1g (Client)	Tom Clinton COR tcClinton@fallschurchva.gov 703-248-5023	Yes	We should all send group emails when problems arise to see if it is a state-wide issue. If so, munis would have more incentive to fix the problem sooner.
David	Moore	Henry County	dmoore@co.henry.va.us	276-634-4670	Director of Purchasing	6.3	Steve Isom or Bob Tuggle at 276-634-4608	Yes	
SHEILA	SCOTT	HENRY COUNTY PSA	sscott@co.henry.va.us	276-634-2531	UTILITY BILLING SUPERVISOR	6.3b	Bob Tuggle 276-634-2502 btuggle@co.henry.va.us	Maybe	
Kathy	Handy	Henry County Schools	kathy@henry.k12.va.us	276-634-4732	Coordinator of Special Projects	6.3B	Kathy Handy 276-634-4732 kathy@henry.k12.va.us	Maybe	
Darrell	Jones	County of Henry	djones@co.henry.va.us	276-647-4570	Deputy Finance Director	6.3B	Bob Tuggle 276-634-2502	Yes	
Zena	Smith	Henry County Treasurer's Office	zsmith@co.henry.va.us	276-634-4680	Chief Deputy Treasurer	6.3	^	Yes	
Jody	Acosta	Falls Church City Treasurer's Office	jacosta@fallschurchva.gov	703-248-5047	Chief Deputy Treasurer	6.2c	For VA TAX: Jody Acosta - jacosta@fallschurchva.gov (703)248-5047	Yes	
Rhonda	Ingram	Newport News Public Schools	rhonda.ingram@nn.k12.va.us	757-597-2812	Budget Director Mon.	6.3d	Mary Kay Franklin is the Project Manager (757) 591-4525	Yes	
Alan	Krumm	City of Newport News	akrumm@nngov.com	757-926-1770	I.T. Project Manager	7.1a	ALan Krumm akrumm@nngov.com	Yes	
Jeanne	Colvin	City of Staunton	ColvinJR@ci.staunton.va.us	540-332-3822	Chief Financial Officer	6.3a	Mike Bowen (IT Department) BowenMW@ci.staunton.va.us Jeanne Colvin (Finance) ColvinJR@ci.staunton.va.us	Yes	
Rosie	Jordan	City of Bedford	rojordan@bedfordva.gov	540-587-6043	Director of Finance	6.3b	Rosie Jordan 540-587-6043 rjordan@bedfordva.gov	Yes	
LINDA	CONOVER	CITY OF MARTINSVILLE	lconover@ci.martinsville.va.us	276-403-5143	BUDGET ANALYST Mon.	6.3B	Esther Artis	Maybe	
Gerald H	Gwaltney	Isle of Wight County	ggwaltney@isleofwight.net	757-365-6224	Commissioner of the Revenue	6.2	^	Yes	We put together a users group last September. Great feedback from Munis. We did not have enough issues to keep us moving forward.
Jack	Crowley	City of Richmond	jack.crowley@richmondgov.com	804-245-0689	Program Manager Mon.	Quazi 6.3/6.4 in production 7.2 in Test	Jack Crowley, MUNIS Program Manager 804-245-0689 jack.crowley@richmondgov.com	Yes	I had been toying with the idea of a Google User Group for folks like us to collaborate. I've done this before with other Commercial Off-The-Shelf (COTS) products. End users usually have a lot more to offer each other than the vendor. Since none of us are competitors, it will be even easier to share info.
Phil	Sharp	Tyler Technologies, Inc., MUNIS Division	phil.sharp@tylertech.com	800-772-2260 x 42	Virginia Account Representative	N/A	N/A	Yes	
Helen	V. StClair	Montgomery County Treasurer	stclairhv@montgomerycountyva.gov	540-394-2132	Chief Deputy Treasurer	V6.3b	Helen StClair - stclairhv@montgomerycountyva.gov Mary Weaver - weavermm@montgomerycountyva.gov	Yes	
Melissa	Ryman	City of Falls Church	mryman@fallschurchva.gov	703-248-5120	Deputy Director of Finance	6.2.c	mryman@fallschurchva.gov	Yes	I mainly work with the GL, Procurement, PR, Fixed Assets and Budget.
Debby	Nein	City of Portsmouth	neind@portsmouthva.gov	757-393-8314	Systems Analyst II	We are currently running 6.2e in our Live environment. We loaded 7.1b in our Test environment last week.	Debby Nein neind@portsmouthva.gov 757-393-8314	Yes	
Kevin	Allder	Loudoun Water	kallder@loudounwater.org	571-291-7973	Technical Manager Applications Administration	6.3a	Myself for General questions yand then I can direct people to certain subject matter experts.	Yes	
Christoph	Steele	Norfolk Public Schools	cpsteele@nps.k12.va.us	757-628-3837	Senior Director Purchases & Supply	6.2d	Betsy Powell 757-628-3482 epowell@nps.k12.va.us	Yes	There is an existing VA User's Group, which last met in Richmond about a year ago. This effort to collaborate could be tied to that group.
Annie	Carlson	Town of Leesburg	acarlson@leesburgva.gov	703-669-3076	Senior Management Analyst	6.2D	I'm really not officially involved in IT, but I had to step in last year on behalf of my department (Finance) because things had become so messed up and no one else was willing or able to duke it out with MUNIS. Since then, I've handed it back to Wendy Wickens, IT Director. I'm not sure what her relationship is with them now. We were dealing with Chris Hepburn, CJ McCarron, and Ed Zelasko.	Maybe	We've had an extremely difficult relationship with MUNIS.
Tom	Clinton	City of Falls Church	tcClinton@fallschurchva.gov	703-248-5023	Commissioner of the Revenue	6.2 I think, but I don't know what version of 6.2 we have.	This is absolutely critical. They just don't understand what we do and how we do it.	Yes	
Steven	Kanehl	Newport News Public Schools	steven.kanehl@nn.k12.va.us	757-591-4513	Accounting Supervisor	6.3a	Mary Kay Franklin 591-4525 is our overall project manager.	Yes	There are many simple things that they could do as regards error checking of data entry and reports that would make the program better.
Ruth	Easley	City of Martinsville Commissioner of the Revenue	reasley@ci.martinsville.va.us	276-403-5130	Commissioner of the Revenue	6.3b just loaded 10-1-08 after 6.3a bombed	Esther Artis (IT) 276-403-5838 eartis@ci.martinsville.va.us Kimberly Boyd (Comm Rev Office) 276-403-5129 kboyd@ci.martinsville.va.us Pam Shoemaker (Comm Rev Bus Lic Auditor) 276-403-5133 pshoemaker@ci.martinsville.va.us	Maybe	
Cindy	Steed	City of Staunton	steedca@ci.staunton.va.us	540-332-3819	Supervisor of Purchasing and Utilities	6.3	Mike Bowen 540-332-3823	Maybe	
Kathy	Elgin	Town of Leesburg	kelgin@leesburgva.gov	703-737-7176	Chief Purchasing Officer/Risk Management Coordinator	6.2d (Migrating to 6.4 hopefully 11/8/08)	Wendy Wickens is our IT Director wwickens@leesburgva.gov; I would be the contact for the Procurement and Contract Modules. Kathy Elgin kelgin@leesburgva.gov	Yes	Absolutely. I have signed up several times for that on the MUNIS website and participated in 2 sessions. The sessions however seem to be for brand new product rather than tweaking existing.
Denise	Vukmirovich	City of Falls Church Commissioner of the Revenue	dvukmirovich@fallschurchva.gov	703-248-5018	Chief Deputy Commissioner of the Revenue	v6.2	dvukmirovich@fallschurchva.gov	Yes	We have tried this in the past but have had on minimal success.
Esther	Artis	City of Martinsville VA	eartis@ci.martinsville.va.us	276-403-5383	MIS Manager	MUNIS v6.3b (just upgraded from 6.2e to 6.3b) on 10/1/	Esther Artis 276 403-5383 eartis@ci.martinsville.va.us	Yes	
STEPHA	JACKSON	HALIFAX COUNTY	SCJ@CO.HALIFAX.VA.US	434-476-3300	DIRECTOR OF FINANCE	6.2E	ALL VARY BY MODULE.	Yes	I HAVE A TIGHT SCHEDULE FOR THE NEXT MONTH, HOWEVER VERY INTERESTED IN SUPPORTING OTHER VA MUNIS USERS



5. How would you rate the following MUNIS services?								
	Wonderful	Very Helpful	Meets expectations	Slows Operations	Disruptive	N/A	Rating Average	Response Count
Support - Day-to-day	3.7% (1)	22.2% (6)	29.6% (8)	<b>37.0% (10)</b>	3.7% (1)	3.7% (1)	2.85	27
Releases - Content	0.0% (0)	11.1% (3)	<b>33.3% (9)</b>	18.5% (5)	29.6% (8)	7.4% (2)	2.28	27
Releases - Scheduling	0.0% (0)	14.8% (4)	<b>48.1% (13)</b>	18.5% (5)	11.1% (3)	7.4% (2)	2.72	27
Releases - Follow-up	0.0% (0)	10.7% (3)	25.0% (7)	<b>35.7% (10)</b>	10.7% (3)	17.9% (5)	2.43	28
Development - New Features	0.0% (0)	11.1% (3)	18.5% (5)	<b>37.0% (10)</b>	22.2% (6)	11.1% (3)	2.21	27
Development - Changed Features	0.0% (0)	10.7% (3)	21.4% (6)	<b>32.1% (9)</b>	<b>32.1% (9)</b>	3.6% (1)	2.11	28
Development - Existing Features	0.0% (0)	7.4% (2)	<b>40.7% (11)</b>	29.6% (8)	7.4% (2)	14.8% (4)	2.57	27
						Comments 		17
						<b>answered question</b>		<b>28</b>
						<b>skipped question</b>		<b>1</b>

Every new release seems to take a step back as far as user friendliness. Munis never takes suggestions from the people actually using the product before releasing a new version. They usually just add in a more complicated process or two. Very rarely is something made easier on the user. This is the exact opposite of the way you want it to be.

Releases tend to break things that are working fine or take away those features totally. They rarely add functions that help processes, but actually slow processes down causing more work.

Support is minimal to basic, new releases are always disruptive - we lose functionality and then have to fight to get it back. We have NEVER been consulted for input or feedback for new releases / updates (who ARE they talking to??)

Releases and Development aspects are handled by our Project Manager. Support has improved since our implementation - we were getting conflicting information. Takes a long time to get dates for enhancements.

We believe that Tyler is a SW-CMM level 1 dev shop and has experienced high turnover. This shows up in the lack of documentation for configuration settings, very thin training documentation/explanations, some help desk folks don't know the VA product well enough, Tyler trainers do not get trained well enough before being thrown in front of the client. We also believe the Tyler trainers, if given the proper amount of time, could develop detailed configuration guidance documentation and end user training documentation for the clients.

Tax support is very inexperienced due to turnover of personnel. Changes are being made that we are totally unaware of and we do not see the need for sometimes. Processes change and often times these changes are not beneficial. Time consuming to learn new processes with no MUNIS support. Release notes are not helpful.

My big problem with Munis development is they never seem to test their product well enough. Also, their release notes are never comprehensive. You never really know what you're going to get. When we moved to 6.2c, we had some issues with GL. Prior to moving, I asked of support personnel whether there have been any logged issues with 6.2c and I was told there was none. However, I finally talked to another user in SC who apparently logged several issues. Also, we install patches from Munis from time to time in order to fix problems, however, again, they don't let us know the full capabilities of the new program. We've had it one time where it was only supposed to fix a problem with decal printing, and we believe instead that it ended up changing the process for doing the motor vehicle tax roll.

One of the main problems I have with Munis is I do not feel the code is fully tested before implementing. I spend many hours loading and testing their code just to find out it still doesn't work. Then I go through the same routine when I call and inform them the code doesn't work. It takes several tries before I get a working result. Also, whenever we go to a new release, it seems the code, forms, etc. we use at our site have not been loaded. So you waste all the time testing to get to the end result and find out something was not brought over correctly. I don't know about your organization, but we do not have the staff to constantly be debugging new releases. After you have things working in your Test environment, when you move to the Live environment, you end up going through the same routine because Munis does not keep good records of what code fixes needs to be loaded. We have found several problems with VRS reporting and since we were not the first locality in VA to use Munis could not believe we were the first to recognize these problems.

Support is excellent where the individual knows the answer. Frequently, they put newer staff on the phones and they can not answer the question. Instead of seeking out the answer, they seem to have been told to do everything they can to keep us away from an analyst or another technician who can help. Lots of holding on the phone, phone tag, etc.

Support has been horrible since 2002 when we first got Munis. Calls are closed unknowingly to you without the problem solved, good support people quickly get promoted and you the client have to retrain the "new" support people, they often don't know how their own product works, you often can't trust their advice, they are terrible about returning calls, you are often given a "work around" instead of someone really solving the problem, you often have to pay or told to pay for an "enhancement" that would make their product more marketable and efficient (this is where the user's group I think would be the most beneficial) or you have to wait for a future release to see if that solves your problem (it often doesn't).

MUNIS has some very wonderful and useful features, but it also has some dismal programming in spots. Support is sometimes spotty or very slow.

Support is helpful if you can keep them. The good ones move up and the new support personnel are clueless about the functionality. By the time they get good, they are promoted.

I have had very good experiences overall with Munis and their support.

Some of these questions, the ones left blank, I could have answered Very Helpful, or Disruptive depending what gets changed.

We are not at all happy with MUNIS and have many issues with them since we began using them in 2002. Their support has gone way down. We are very unhappy about the way they change something for one jurisdiction without checking with other jurisdictions and without ever even telling other jurisdictions. We just ran across this problem when we ran our 2008 personal property book. Munis had changed something for one jurisdiction that changed the way the book was run and they never told any other jurisdiction. All in all, we are very dissatisfied with Munis.

we just recently repurchased the OSDBA contract (9/24/2008) so release scheduling and follow-up has not been a major issue at this time also day-to-day support is based on which application we need assistance on. Some of the support personnel are better than others. I think most of our users have more issues with MUNIS tax support