

# Operational implications of Move to New Payment Systems

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# New Payment Systems

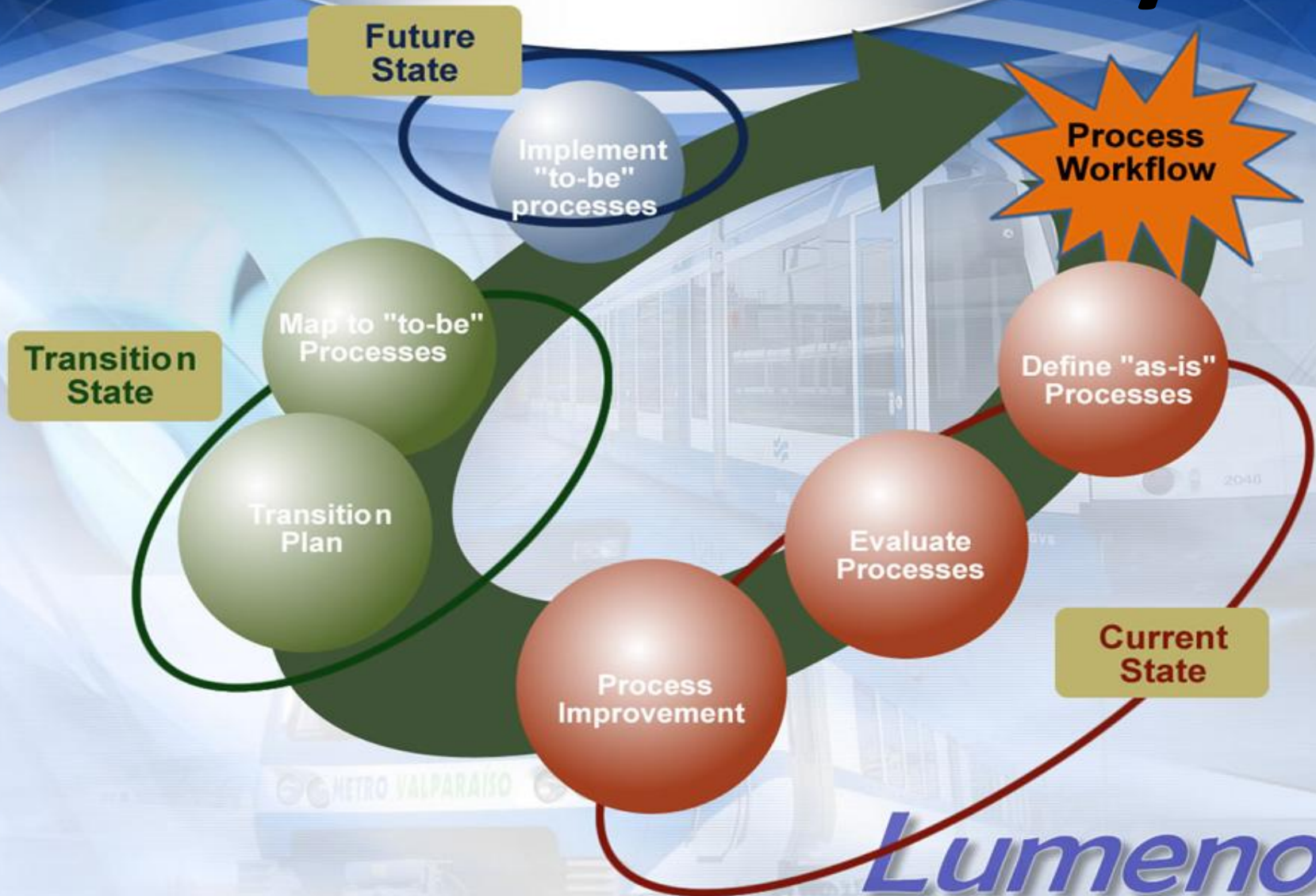


- Definition
- Impact
- Trends
- What it means to you

# Getting Ready

- Feasibility and Selection
- Design Review
- Business Process Modeling
- Future State Mapping
- Transition Plan
- Organizational Structure
- Change Management

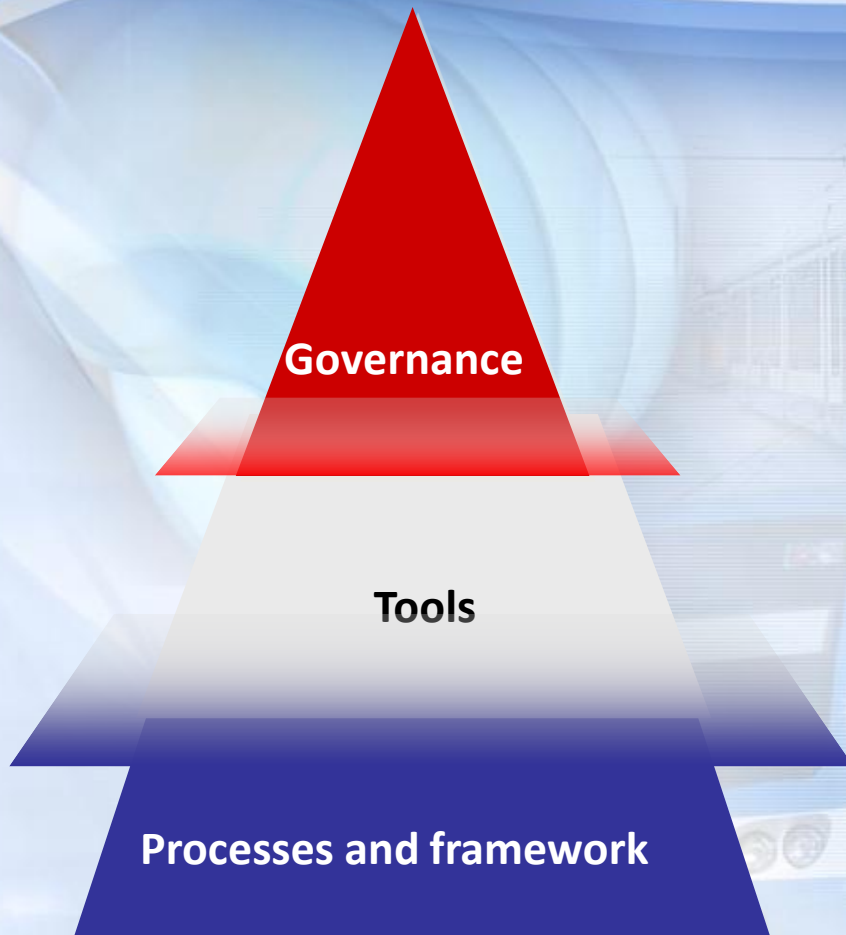
# Business Process Analysis



# Getting the Value

- **Consideration**
  - People
  - Processes
  - Technology
- **Focus Areas**
  - Governance
  - Tools
  - Processes (framework)
- **Realization of Value**
  - Tangible
  - Intangible

# Focus Areas



## Communicate and define

- Principles & policies
- Guidelines
- Accountability
- Decision-making authority
- Control mechanisms

Business Taxonomy for Governance

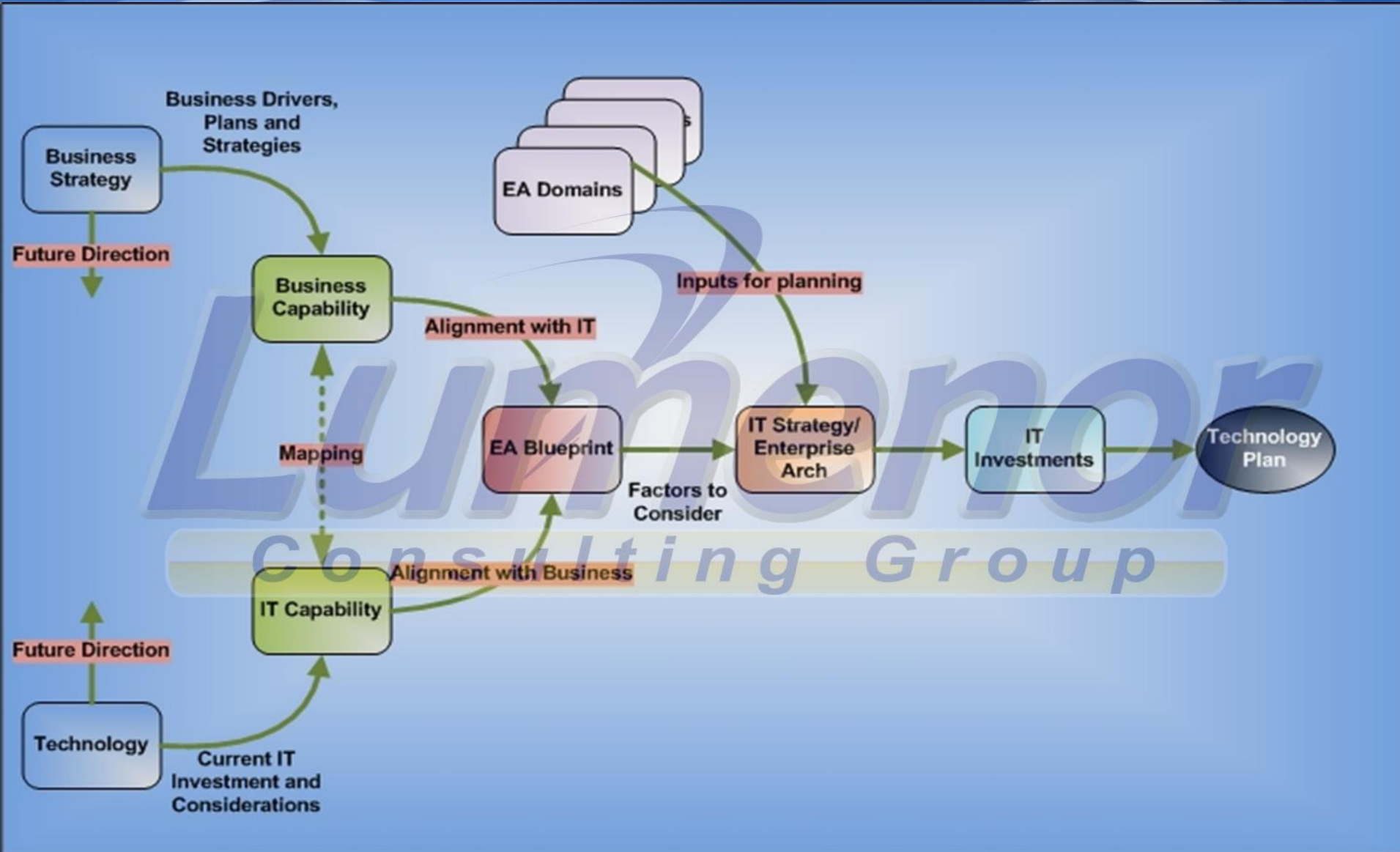
- Analyze information and data
- What-if analysis
- Ranking and prioritization of IT investments.
- Enterprise Architecture

Value, costs, risks, benefits, requirements, architecture,

- Create
- Assess
- Balance,
- Communicate

Consistent and Standard Processes

# Tools – Enterprise Architecture



# Impacts

- **Introduction of Significant Change**
  - Skills
  - Staff
  - Procedures
- **Increasingly technological solutions**
  - Data
  - Information Security
- **Enterprise wide impacts**





# Organizational Impact

- **Operations**
  - Operators
  - Planning & Scheduling
- **Finance**
  - Revenue Collection
  - Finance
  - Fare Policy
- **Technology**
  - Data
  - Security
- **Customer Service**
  - Ridership



# Addressing the Impacts

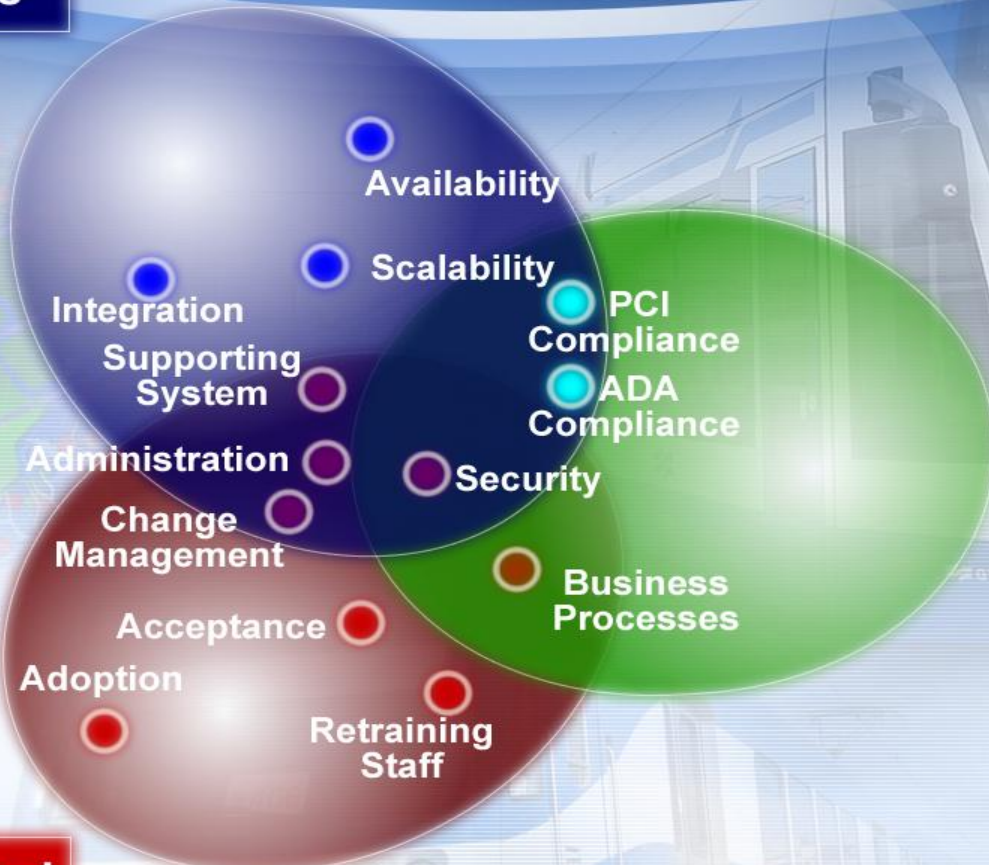
- **Strategic Objectives**
- **Assessment**
  - *Business Processes*
  - *What is needed*
- **Transition**
  - *Process Changes*
  - *Policies and Procedures*
  - *Information Security*
- **Staffing**
  - *Repurpose staff and training*
  - *Staff transition*
  - *Organizational impacts*

# Success Factors

- **Understand and update the business model**
- **Approach as enterprise wide effort**
- **Stakeholder engagement**
- **Change control and management**
- **Alignment with strategic objectives**

# Challenges

## Technological Challenges



## Regulatory Challenges

## Organizational Challenges

# Benefits

- **Data**
  - New source of information
- **New Opportunities**
  - Marketing
  - Co-branding
- **Customer Service**
- **Finance**
- **Ease of Integration (regionally)**



# Thank You!

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