

Operational implications of Move to New Payment Systems

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New Payment Systems

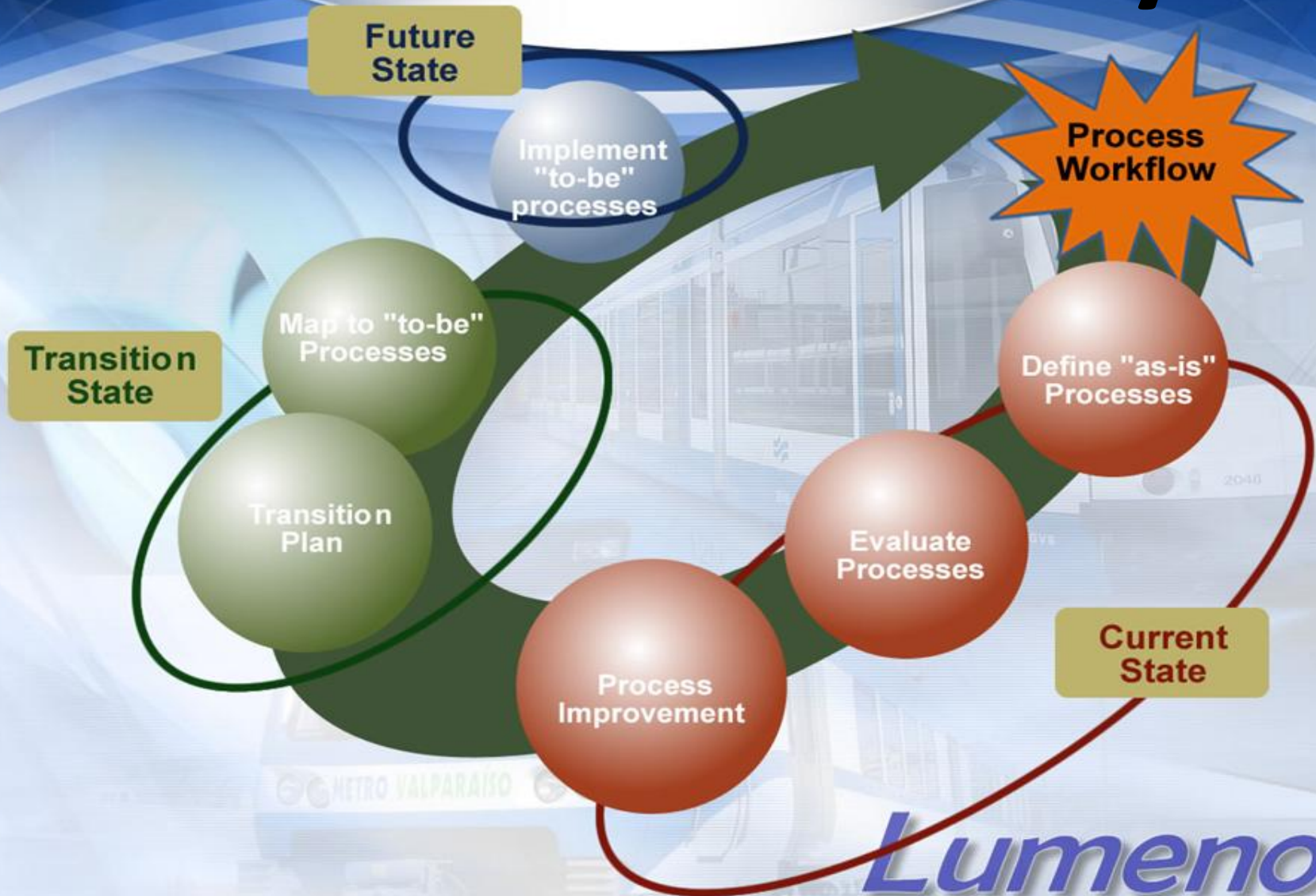


- **Definition**
- **Impact**
- **Trends**
- **What it means to you**

Getting Ready

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

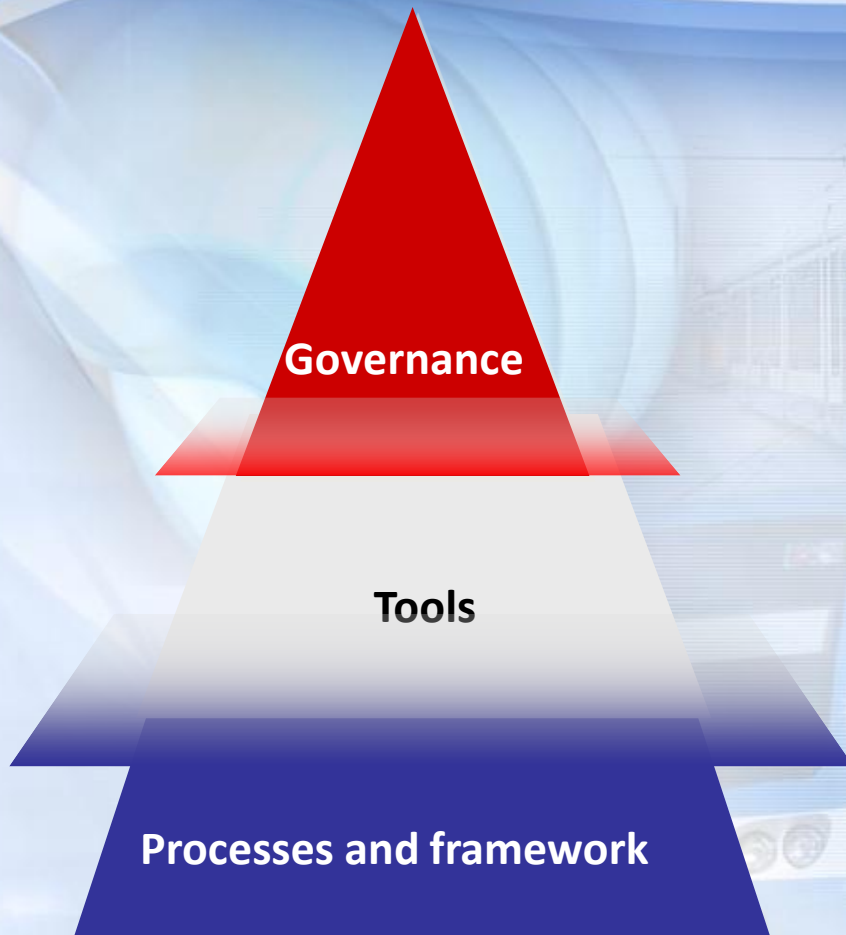
Business Process Analysis



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

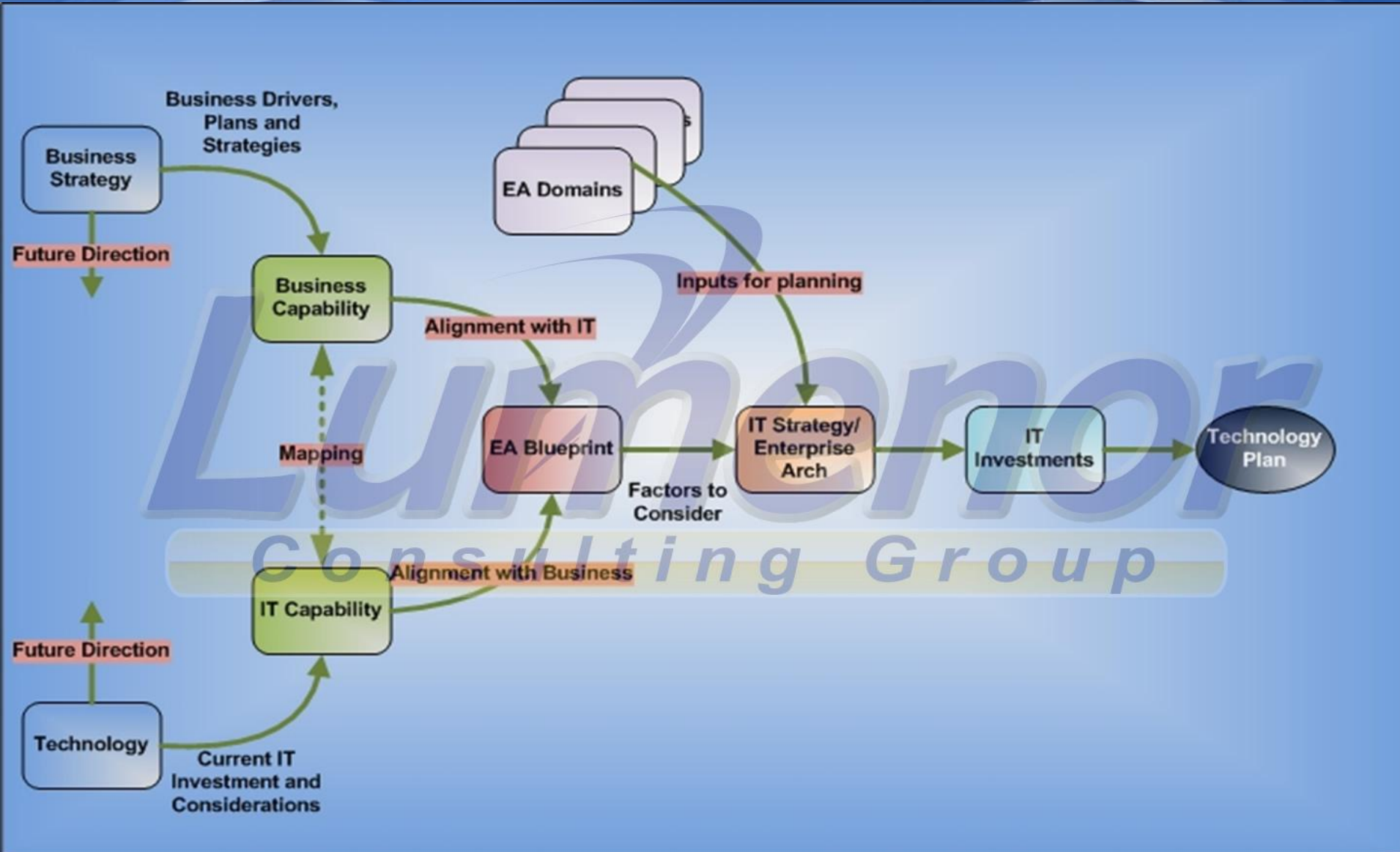
- Analyze information and data
- What-if analysis
- Ranking and prioritization of IT investments.
- Enterprise Architecture

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

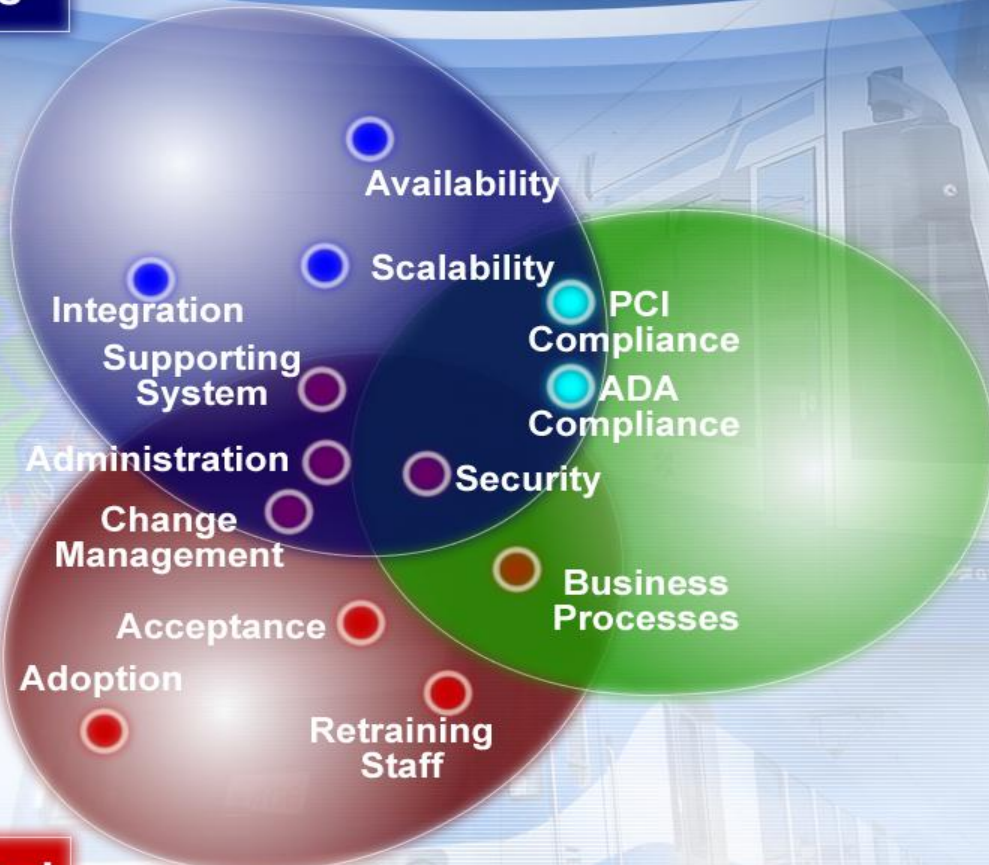
- **Strategic Objectives**
- **Assessment**
 - *Business Processes*
 - *What is needed*
- **Transition**
 - *Process Changes*
 - *Policies and Procedures*
 - *Information Security*
- **Staffing**
 - *Repurpose staff and training*
 - *Staff transition*
 - *Organizational impacts*

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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