

**LWV**  
**December 09, 2008**  
**Residents Voice**

12/9/2008

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**Comments on**  
**Year 2008**

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# Remember when ...

Going to School was always **UPHILL** !



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And going home was always **UPHILL** !



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## PCM found similar problems !

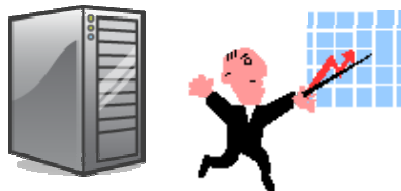
- It was very difficult for PCM to manage financial reports.
- Their **Managment Information System (MIS)** was very restricted.
- They went through several levels of technology which were not always compatible.

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Every time we asked for a report –  
PCM had to go uphill !



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**So how did they solve the problem ?**

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First, they went to the Owners



**Bought Computers !**



**GOT MONEY**



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## Now, AFTER

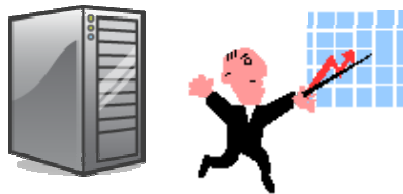
- Spending Tens of thousands of dollars,
- Hiring additional personnel to run the computers,
- Developing new programs requiring hundreds of hours of programming, (The Stellar System)

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When we ask for a report –  
PCM is still going uphill !



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## An illustration of our frustration !

- Mike Curtis asked for a report on the “INCENTIVE PLAN.”
- He felt that he was being “denied” the report since it was taking so long to obtain the information.
- Mr. Johns “clarified” the status by explaining that it takes time to put together a report.
- In other words, **It’s “THE UPHILL SYNDROME”**

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## Let’s see “How the Request Should Work”

- On my \$1500 computer using a \$60 program called “Quicken,”
- I select the Reports function,
- I tell the program what dates are involved,
- I select the “Category” I want the report on,
- Push the Button and **VOILA!**

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## A Report !!

| REPORT CARD  |         |       |   |   |
|--|---------|-------|---|---|
| GRADING PERIOD   | 1       | 2     | 3 | 4 |
| READING  | A       |       |   |   |
| WRITTEN COMMUNICATION  | A       |       |   |   |
| MATHEMATICS  | C       |       |   |   |
| SCIENCE/HEALTH   | B       |       |   |   |
| SOCIAL STUDIES   | B       |       |   |   |
| ART  | A       |       |   |   |
| MUSIC  | A       |       |   |   |
| PHYSICAL EDUCATION   | C       |       |   |   |
|  |         |       |   |   |
|  |         |       |   |   |
| Grade Average  | B       |       |   |   |
| Attendance:  | Present | 48    |   |   |
|  | Absent  | 2     |   |   |
|  | Tardy   | 1     |   |   |
| <small>A = Excellent • B = Good • C = Satisfactory • N = Needs Improvement<br/>           U = Unsatisfactory • I = Insufficient / Incomplete</small> |         |       |   |   |
| Student:   | Grade:  | Year: |   |   |

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## So, How Should PCM Do It?

- Operator selects the Reports function,
- Tells the program what dates are involved,
- Selects the “Chart of Account” they want the report on,
- Push Button and **VOILA!**

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# NOTHING

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## What Happened ??

- Their Chart of Accounts does not include an account for the “INCENTIVE PLAN.”
- It is buried and included within another account number/s!

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## How Come ?

- An “oversight” by the Finance Department, or,
- Done purposely so that it can’t be readily extracted by anyone who does not know the combination for extracting the information from that account, or series of accounts.

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## Too Many Accounts Would Result in Too Much Detail ?

- [Chart of Accounts - GRF.pdf](#)

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## The Real Reason ?

- Inefficiency in maintaining and using the MIS System.
- No one on the Boards ever monitor's the Financial System, or asked for a "Report on the INCENTIVE PLAN."

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## The End

Yes, Residents Voice realizes that the program "Quicken" is not capable of handling the financial records of a \$95,000,000 corporation. However, the principles are the same for either a Home User or a Business.

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