

Legislative Finance Committee: IT Project Portfolio Post Implementation Report

LFC Meeting Date: June 11, 2013

1. Agency: Montana Public Employee Retirement Administration
2. Project title: Imaging - Implementation
3. Executive sponsor: Melanie Symons
4. Project close date: August 10, 2012
5. Appropriated budget amount: \$0.00
6. Total project development cost: \$159,124.91
7. Expected ongoing annual cost: \$28,000 (annual software maintenance/support)
8. Year the ongoing annual cost started: Fiscal year 2013
9. Funding source(s) for ongoing cost: Pension Administration
10. List the primary project goals:
 - a. Laserfiche software is installed and imaging has commenced.
 - b. Laserfiche software is installed
 - c. Training has been delivered as specified in the Training Plan
 - d. MPERA staff are trained and are able to use the Laserfiche solution
 - e. Successful warranty completion
11. List the key project objectives, the metrics used to measure these objectives, and the final metric results.

	Key Objectives	Metric Used	Final Results
1	Implement a document management technology platform that will be integrated with the pension administration LOB, which will be delivered as part of the subsequent phases of the MPERAtiv initiative.	<ul style="list-style-type: none"> • Milestone schedule variance 	<ul style="list-style-type: none"> • Milestone 1 - 69 days behind schedule • Milestone 2 - 116 days behind schedule • Milestones 3 – 6 were not completed as the contract was terminated early.

12. List and describe all post-implementation issues that have arisen and, if they have been resolved, what was the solution. If they have not been resolved, describe actions taken so far and possible solutions. Also list and describe any possible concerns.

	Start Date	Resolved Date	Issues and Concerns
1	5/2012	9/2012	Staff expectations/training – with continued use and one-on-one training, staff is comfortable with software and appreciates its advantages
2	6/2012	7/2012	Error in workflow process cause shortcut creation issue for Ber – fixed workflow, wrote report to find docs without shortcuts

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13. Please add any additional comments the agency would like to provide to the committee, if any.

Informatix provided the required imaging software, a significant amount of the services for the project, and most of the artifacts documenting this work. Many of the delinquent artifacts became moot once Laserfiche was implemented. Under an agreement reached between Informatix and MPERA the project was officially closed on 8/10/2012 for 76% of the original project cost. This covered the cost of all required software and slightly more than 50% of the services for which MPERA contracted.