

Legislative Finance Committee

IT Project Portfolio: Post Implementation Report

LFC Meeting Date: Sept 29-30, 2016

1. Agency: Department of Administration / MPERA
2. Project title: MPERAtiv
3. Executive sponsor: Dore Schwinden
4. Project close date: July 11, 2016 (phase 1)
5. Appropriated budget amount: \$15,379,066
6. Total project development cost: \$ 13,570,817 (12,374,364 paid, \$1,196,453 accrued)
7. Expected ongoing annual cost: \$300,000 – \$722,000
8. Year the ongoing annual cost started:
 - a. FY17 / FY (includes support and licensing)
 - b. FY19 (only licensing of \$300,000 / year)
9. Funding source(s) for ongoing cost: Public Employee Retirement Board
10. List the primary project goals: Migrate agency systems to a modern technology that better serves retirees and active system members.
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	Convert existing paper documents to electronic images for ease of access.	Image all paper documents.	All general member paper documents are imaged and accessible by agency members
2	Replace end-of-life technologies with modern technology	Retirement of legacy system.	Mainframe and Oracle Forms and Reports are in “read-only” mode and will be retired before the end of the fiscal year.
3	Increase service response to retirees and members	Time to process requests	TBD
4	Increase data accuracy	Data errors on active member reporting	Employer reporting validation is supporting more accurate contribution and service reporting.
5	Accuracy in retiree payroll.	Did the retirees receive the same benefit the first month of the new system as they did in legacy?	July payroll was accurate 99.998%

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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	7/11/2016	Ongoing, but decreasing	Employers report their payroll for use in calculations for retirement benefits and potential service purchases (for optional or exempt positions). Many employers have to fix their data while learning the new system, which is causing delays in submission and additional calls for assistance to MPERA. This was anticipated prior to system release and additional people were assigned to assist employers during these initial payroll cycles.
2	8/11/2016	Ongoing, but mitigated	The end user wait time between tasks noticeably increased on 8/11/2016. In collaboration with SITSD, we have been researching the cause of the performance change. In the meantime, we modified the environment to mitigate the impact to end users.

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

The appropriated budget amount was for two project phases. The second project phase is for a member self-service portal, which will be reported starting in the next LFC cycle.