

**Legislative Finance Committee  
IT Project Portfolio: Post Implementation Report**

Project Information	
Agency	Teachers' Retirement System (TRS)
Project Title	M-Trust Technical Upgrade
Current Date	5/15/2017
Sponsor	Shawn Graham
Project Manager	Jane Fournier
Project Delivery Date	12/16/2016
Appropriated Budget Amount	\$2,718,099
Total Project Development Cost	\$2,639,670
Expected Ongoing Annual Cost	\$72,000
Year the Ongoing Annual Cost Began	January, 2017
Funding Sources for Ongoing Cost	Teachers' Retirement System
Primary Project Goals	Move all business functions currently provided by TRS' Pension+ system to a modern, web-based, supported technical platform.

Please list the key project objectives, metrics used to measure objectives, and final metric results.		
Key Objectives	Metric Used	Final Results
Increase the pool of resources available for maintenance of TRS's pension management system	Samples from the online professional networking service Linked-in as an indicator of the availability of skilled developers and the currency of the technology.	When TRS began this project, a search of LinkedIn returned less than 50 Powerhouse professionals. A recent search of the same service returned 57,104 ColdFusion development professionals.
Reduce the risk of pension management system failure or inability to meet business needs.	Click or tap here to enter text.	The project successfully moved all components of the TRS pension management system from the PowerHouse programming language to Cold Fusion, a more-recent, rapid, web application development platform supported and regularly updated by Adobe.
Improve TRS staff productivity	New TRS user features added	Twenty-four major enhancements or additional functions supporting TRS business processes were implemented as part of the upgrade. In addition, the new user interface allowed numerous smaller enhancements that improve TRS staff access to information and functions.
Improve customer service		Improved TRS staff productivity and access to information enables better in-person and over-the-phone customer service.

		Anecdotal evidence indicate that phone calls to TRS for technical support are reduced and encompass a much smaller range of problems.
Improve customer access to information	New functions and information added to the web-based, member & recipient system, My TRS	Fifteen new functions and data elements were added to My TRS in the upgrade.
Improve pension management system data quality	Click or tap here to enter text.	Improved data validation on numerous data entry screens and on uploaded contribution files regularly submitted by employers.

Please describe all post-implementation risks, resolutions, and concerns. If the risks have not been resolved, describe actions taken and possible solutions.

Start Date	Resolved Date	Issues and Concerns
12/17/2016	Ongoing	Routine, ongoing defect reports and resolution. This is covered by a warranty and maintenance agreement.

Please add any additional comments.

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