SHARE

PeopleSoft 9.2 Upgrade Project
Planning Certification
March 23, 2016

Requesting Agency:
Department of Information Technology
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Deputy SHARE Director
Project Background

- The State’s ERP system, SHARE, needs to be upgraded to a more current version of PeopleSoft.
  - Newer versions provide new, more up-to-date, and robust functionality
  - Newer versions are fully supported by the vendor, and will be easier to maintain

- Certified for Initiation in November 2015
  - Initiation phase has focused strongly on communications and change readiness
  - Drafted project charter and governance model
  - Design & requirements work just beginning
  - Collaborating closely with DFA
Project Objectives

- **Both product suites**, Human Capital Management (HCM) and Financial & Supply Chain Management (FSCM), including all modules, will be upgraded.

- The project will move the State from Financials 8.8 and HCM 8.9 to release 9.2

- The upgrade will include improvements to key processes and take advantage of new functionality

- A goal of the project is to remove customizations and **standardize business processes across the state, aligned with industry practices**
### Pre-Upgrade Milestones

We have made significant progress over the past two years:

<table>
<thead>
<tr>
<th>Upgrade</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oracle 11g Upgrade</td>
<td>July 2014</td>
</tr>
<tr>
<td>PeopleTools 8.52 Upgrade</td>
<td>April 2015</td>
</tr>
<tr>
<td>CASH Remediation</td>
<td>April 2016</td>
</tr>
<tr>
<td>HCM and FSCM Upgrade</td>
<td>Jan 2016</td>
</tr>
</tbody>
</table>

### Oracle 11g Upgrade – Completed July 2014
- Upgrade Oracle from 10g to 11g in 2014, a fully supported version offering improved features/ease of maintenance.

### PeopleTools 8.52 – Completed April 2015
- Upgraded to PeopleTools 8.52, a fundamental building block of SHARE, which includes:
  - a comprehensive runtime environment
  - improved user interface
  - development platform standards-based integration, admin features

### CASH Remediation I & II – To be completed April 2016
- Redesigned banking structure and reconfigured Accounts Receivable and Treasury modules
- Implemented automated financial solutions and best practices
- Standardized critical cash management processes and policies across state agencies

### HCM and FSCM Upgrade – Started Jan 2016
- Upgrade SHARE from HCM version 8.9 and FSCM version 8.8 to the current release of 9.2, including:
  - Personnel management
  - Payroll
  - Benefits
  - General accounting
  - Purchasing
  - Payments
  - Vendor Management
  - Cash management
  - Train users to use the new version
  - Increase standardization among agencies

### How has this helped us towards our goals?
- Builds out the underlying technical architecture that enables the SHARE upgrade
- Improved internal processes for testing and planning
- Provides features to manage the system
- Helps reduce required system downtime
- Builds on the 11g Oracle upgrade to prepare for work to complete the 9.2 upgrade
- Completes required step for SHARE upgrade
- Supported achievement of first Book to Bank reconciliation since SHARE implementation
- Improves business processes and reporting to better account for state funds
- Provides insight for large scale system changes across agencies
- Drives business process standardization
- Reduce system customizations
- Deploy enhanced functionality
- Ease of future maintenance
- Adopt standard industry practices
SHARE Upgrade Approach

The project team is divided into three workstreams, each of which plays an integral role in the success of the SHARE upgrade.

<table>
<thead>
<tr>
<th>Team</th>
<th>Role in the SHARE Upgrade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Team</td>
<td>Gather requirements and define system specifications for the upgrade</td>
</tr>
<tr>
<td>Technical Team</td>
<td>Configure and build system to execute specific requirements identified by the functional team</td>
</tr>
<tr>
<td>OCM Team</td>
<td>Addresses the people element of change during the SHARE Upgrade through the change agent network, culture, communications, and training</td>
</tr>
</tbody>
</table>

All workstreams incorporate input from stakeholders and SMEs from agencies statewide.
Getting Started: OCM Work to Date

The SHARE OCM team has accomplished the following:

**Change Readiness**
- Conducted an Agency analysis
- Engaged targeted stakeholders to identify agency engagement strategies and change agent stakeholders
- Began stakeholder analysis to determine strategic stakeholder groupings
- Designed change agent network approach for each agency

**Alignment**
- Developed approach for alignment sessions and survey
- Drafted alignment questions for inclusion in survey
- Created agenda and facilitation plan for alignment sessions

**Communications**
- Began vehicle analysis and identified new potential communication vehicles
- Conducted initial communications planning
- Identified key messages and guiding communications principles
- Delivered initial SHARE upgrade communications and briefings (announcement, articles, newsletter)

**Training**
- Future phase
**Functional Updates for the SHARE Upgrade**

Updates to the HCM and FIN applications, such as the examples below, will streamline job functions, introduce efficiencies, and allow agencies to focus on their mission.

<table>
<thead>
<tr>
<th><strong>Upgraded Functionality</strong></th>
<th><strong>Expected Benefits</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>HCM Suite</strong></td>
<td></td>
</tr>
<tr>
<td>Updated user interface, new features for managing work queues and how time is charged</td>
<td>A more intuitive, easier to use application that saves time for employee/department setup and reduces payroll errors</td>
</tr>
<tr>
<td>Workflow enabled messaging such as automatic reminders for recurring tasks and open items (e.g., time approvals)</td>
<td>System reminders that lead to more accurate and timely employee management and reporting</td>
</tr>
<tr>
<td>Increased user access to view and update personal information through self-service (e.g., contact info, benefits, etc.)</td>
<td>Empowerment of individual employees to access and update their own work-related information, saving time for HR personnel</td>
</tr>
<tr>
<td><strong>Financials Suite</strong></td>
<td></td>
</tr>
<tr>
<td>Updated user interface, new features for managing open items/work queues</td>
<td>A more intuitive, easier to use application. Decreased need for reports &amp; queries.</td>
</tr>
<tr>
<td>More integrated processes (e.g., changes on PO automatically reflected on Requisition)</td>
<td>Fewer transactions in error. Ability to operate with increased accuracy and common accounting and reporting processes</td>
</tr>
<tr>
<td>Standard workflow &amp; approvals for procurement activities, including email notification, reminders and tracking of approvals.</td>
<td>System reminders that lead to more accurate, traceable, and timely financial accounting and reporting</td>
</tr>
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</table>
# Estimated Schedule

<table>
<thead>
<tr>
<th>Project Phase</th>
<th>Start Date</th>
<th>Estimated Completion</th>
<th>Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementation</td>
<td>September 2016</td>
<td>September 2017</td>
<td>Functional and technical design, configuration, build, test and deploy. Communication plan, user training, system and UAT testing. Cutover plan. Go/No Go Decision.</td>
</tr>
<tr>
<td>Close Out</td>
<td>Fall 2017</td>
<td>Fall 2017</td>
<td>Support and project close-out</td>
</tr>
</tbody>
</table>
## Estimated Budget

<table>
<thead>
<tr>
<th>Major Project Deliverable and Performance Measure</th>
<th>Budget</th>
<th>Project Phase</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initiation</td>
<td>$1,500,000</td>
<td>Initiation</td>
</tr>
<tr>
<td>Project Planning and Requirements</td>
<td>$3,500,000</td>
<td>Planning</td>
</tr>
<tr>
<td>Design, Build, and Deployment – Phase I</td>
<td></td>
<td>Implementation</td>
</tr>
<tr>
<td>Support- Post Implementation</td>
<td></td>
<td>Close Out</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$5,000,000</td>
<td>(Special Appropriation)</td>
</tr>
</tbody>
</table>
Conclusion

Requesting certification for the planning phase of the SHARE Upgrade project