Pension Administration System Project

❑Scope

➢ PensionGold Version 3

➢ Electronic Document Management System (EDMS)

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Scope of Main Deliverables

- Deliverable 1 – Member – COMPLETE*
  - Enrollment and Demographics, Annual Interest Posting, Audit, DRO, Reciprocity, Account Maintenance, Beneficiary Account Maintenance and Service Purchase
- Deliverable 2 – Employer Reporting – COMPLETE*
  - Employer Reporting, Vesting Credit and Service Purchase
- Deliverable 3 – Benefits Estimates and Calculations - COMPLETE*
  - Final Average Salary Calculations, Benefit Estimates, Benefit Calculations, Benefit Setup and Taxation
- Deliverable 4 – Benefit Payments – COMPLETE*
  - Benefit Maintenance, COLA, Outside Earnings, Workers Compensation, Benefit Payment/Repayment/Voids/Re-issues, Benefit Payroll Processing, Vendor Payroll Processing, Checks/Advices and Positive Pay
- Deliverable 5 – Member Direct / Year End - IN PROGRESS*
  - Security, General Ledger, Actuarial Reporting, Counseling and Seminars, Tax Reporting including 1099s, CAFR and other year-end reporting, and MemberDirect (Member self-service web site)

* Not inclusive of Measure F or all Workflows and V3 Control Sheets

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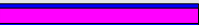
Schedule Status

❑ Projected V3 Go-Live – February 1, 2019

   ✓ No schedule changes since the last Audit Committee Meeting, May 2018.

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Project Schedule Chart

PensionGold V3 Implementation Timeline
As of August 1, 2018

| ID	Task Name	Start	Finish	Duration	% Complete	2015				2016				2017				2018				2019			
						Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
1	Project Start-up	3/2/2015	7/28/2015	21.4w	100%																				
2	Detailed Requirements	3/23/2015	7/29/2015	18.6w	100%																				
3	EDMS Implementation + Warranty	2/9/2015	4/17/2017	114.2w	100%																				
4	Software Del 1 - Member	1/26/2015	10/12/2016	89.6w	100%																				
5	Software Del 2 – Employer Reporting	1/26/2016	1/19/2017	51.6w	100%																				
6	Software Del 3 – Calcs	5/2/2016	6/9/2017	58w	100%																				
7	Software Del 4 – Benefit Payments/Payroll	12/28/2016	2/9/2018	58.6w	100%																				
8	Software Del 5 – Member Direct/Year End	8/3/2017	11/6/2018	65.8w	70%																				
9	Measure F	3/7/2018	8/15/2019	75.4w	7%																				
10	Final User Acceptance Period	8/30/2018	10/30/2018	8.8w	0%																				
11	Parallel Processing	11/1/2018	1/31/2019	13.2w	0%																				
12	Production Go-Live	2/1/2019	2/1/2019	.2w	0%																				
13	Warranty	2/1/2019	1/31/2020	52.2w	0%																				

Note: The blue bar shows the scheduled duration of the deliverable, in time units. The % completion, the pink bar, is actually a measurement of the % of the work that LRS estimated for the task that is currently completed.

Since the actual work completed is not spread evenly over any given time, the % work complete and the % of the duration spent may not always be in sync.

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Activities Since May 2018

- ❑ Data Conversion
  - ➢ At this time, 3 items remain to be resolved by ORS. The critical item is the mis-match of Service Credit between V2 and V3.
- ❑ Software Deliverable 5 – Member Direct/Year-End
  - ➢ Member Direct design approved; Open Enrollment designs in development
  - ➢ Training for GL, CAFR, Security and some miscellaneous designs; UAT has begun.
- ❑ Workflows and Control Sheets
  - ➢ 5 workflows remain to be developed, approved and tested
  - ➢ Progress has been made on developing some of the Draft V3 Control Sheets – Death, DRO, Military Vesting and Retirement.
- ❑ Measure F
  - ➢ LRS is developing Phase 1 – Fund level (Plan details, Contributions, Interest, FAS, Service Credit and Service Purchase).
- ❑ Correspondence/Forms and Reports
  - ➢ To-date, ORS has provided 73 of the 80 reports and 118 of the 120 correspondences to LRS for development.

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Activities Since May 2018 (continued)

- ❑ ORS Readiness Plan
    - ➢ The Readiness Plan is updated to contain a schedule for completion of the V3 Control Sheets with Benefits staff support
    - ➢ Have not been able to work with Benefit's staff on setups
    - ➢ Have not made progress on testing some of the Change Requests that have been delivered.
- ❑ Roll-Out Plan
    - ➢ LRS delivered a draft of the Roll-Out Plan and it is being reviewed and discussed with LRS.
- ❑ Transmittal Processing
    - ➢ The City has delivered multiple transmittal files. ORS has not been able to post any yet due to problems with V3 mostly related to the new Measure F plans. Recently LRS provided a fix to resolve the issue that the new plans were on the transmittal and not in V3.

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Next 90 Days Highlights

❑ Data Conversion
  ➢ The critical issue of Service Credit must be resolved. The number of members with a significant mis-match has been reduced to about a dozen. ORS is confident this can be resolved in time for Final UAT.

❑ Software Deliverable 5 –Member Direct/Year-End
  ➢ Approval of Open Enrollment designs
  ➢ Complete UAT for all of D5, including Member Direct and Open Enrollment.

❑ Workflows and V3 Control Sheets
  ➢ Complete the remaining workflows to the agreed-upon schedule
  ➢ Continue to make progress on the V3 Control Sheets.

❑ Measure F
  ➢ Complete UAT for Phase 1 functionality
  ➢ Complete the design for Phase 2 functionality.

❑ Correspondence/Forms and Reports
  ➢ Deliver remaining reports and correspondence for development.

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Next 90 Days Highlights (continued)

❑ ORS Readiness Plan
- ➢ Catch up on the Change Request testing
- ➢ Catch up on the benefit setups by the Benefits Staff (requires transmittal files from pay period 8 to current to be posted and Service Credit issue resolved)
- ➢ Complete drafts of all the V3 Control Sheets.

❑ Final User Acceptance Testing
- ➢ Create an ORS Final UAT Plan
- ➢ Engage Benefits and Accounting Staff in testing.

❑ Roll-Out Plan
- ➢ Finalize the Roll-Out Plan with LRS
- ➢ Complete all preparatory tasks for Parallel Processing.

❑ Transmittal Processing
- ➢ Post bi-weekly transmittal files. This must be accomplished prior to start of Final UAT.

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Project Risks
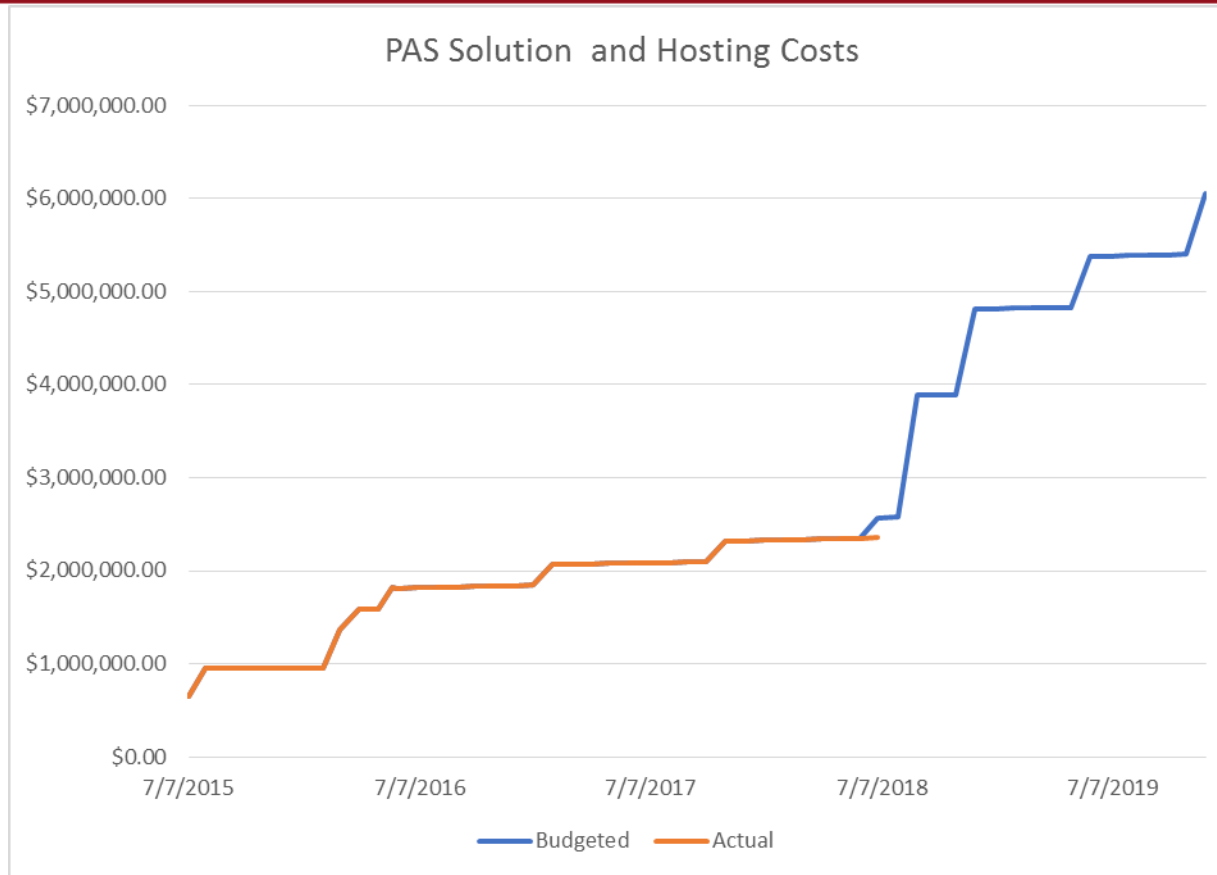
❑ Not Having a Team of Experts (for Go-Live) – #102732

➢ Summary – There is a risk of ORS not developing a team of experts prior to Parallel processing. This is mostly due to staff changes/turnover/reassignments; the team of experts that was expected to be built progressively through hands on experience/testing with each of the five deliverables has not been developed.

➢ Status– Progress has been made on the V3 Control Sheets and when the Benefits staff can be engaged, they are able to use V3 to exercise the workflows, using the Control Sheets. However, it is still a challenge to obtain the time needed from the Benefits staff for various reasons. While everyone is open to the idea, the reality is that circumstances arise that render the staff unavailable. ORS should consider developing a plan for additional support to be available during Parallel and after Go-Live for a period of time to provide the hand-holding that will be necessary due to the lack of ORS expertise in V3.
It should be noted that there have been a number of issues identified and problems reported during the workflow/control sheet testing that would not otherwise have been found until Parallel.

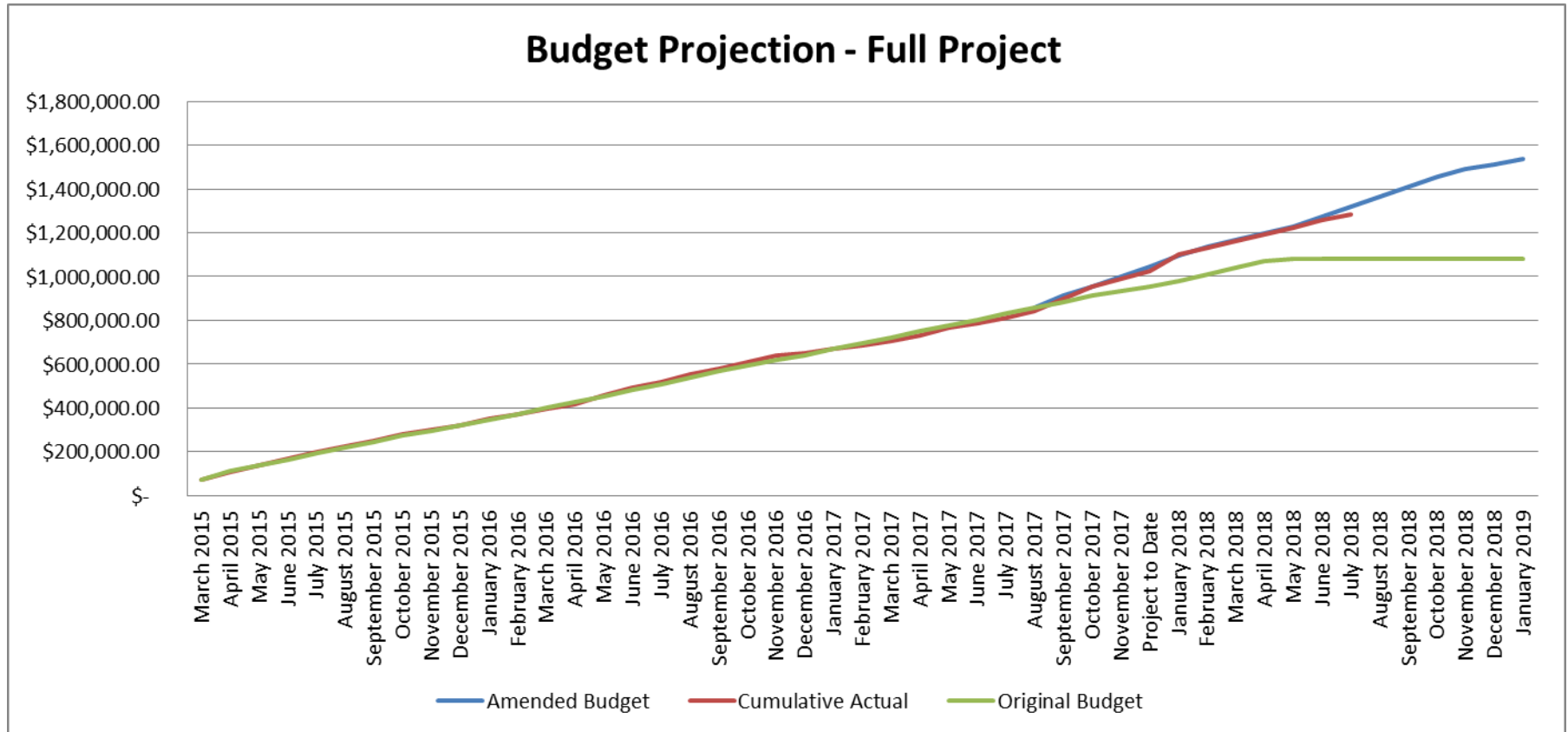*Moving* Retirement Systems Forward

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Project Risk

❑ ORS Staff Involvement in Project – #86128

➢ Summary – The Benefits expertise needed by the project team may not be available to complete activities to meet the project schedule. This has been due, for the most part, to staff turnover and vacancies.

➢ Status– At this time, there are 6 months left to the go-live date of February 1, 2019 with Parallel beginning November 1, 2018. ORS is working with LRS to develop the Roll-Out Plan and as a result, ORS understands that any transactions that affect a benefit must be performed in both V2 and V3. That means that most of the work in V2 must be done in V3 to keep the systems in sync and be able to compare the results between the two systems. Once the Roll-Out Plan is finalized, ORS will develop the detail plan for Parallel. And even though that plan is not developed yet, it is clear that additional support will be needed for the Parallel period – support for entering V2 changes into V3 and coaching/hand-holding for staff in using the system, researching and reporting problems.

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PensionGold V3 Budget and Payments

PAS Solution and Hosting Costs

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LRWL Project Budget

Budget Projection - Full Project

Amended budget was to address the User Acceptance Testing activities taken on by LRWL.

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