CGI

ISM
institute for supply management

CGI Interviews

CGI

Training: 1) Collaborative approach to training end users on functionality + new business processes
Lead Train the Trainer -
Shelly

2) Envision (6 mos) | 8/11 Financial | 10/12 Procure | 4/13 HR | 10/14

Train | Plan | Develop | Deliver repeated for other modules

Assume: Train the Trainer
CGI - provide in major cities
give "snippets" early - then ongoing
How Many Resources? 15 business analysts
5 or 6 on training
How Many resources are you assuming the State will provide? - possibly 10 trainers

Risk - users don't "absorb" the processes
Mit - tried + true materials + processes - exposed to info in a variety of ways
Make it fun + interesting

Decision points - work together - will need State's input

3) Needs to be collaborative
Multiple methods needed
Tailor to jobs, people, location

4) "A" level project for CGI - assembled a senior team - experienced, mature, experienced (20+ times) Kentucky - including remote areas w/56 KB lines
15,000 empl - its lots of work
No other client projects right now
Involved in proposal

CGI

BPR lead - Shelly

1) Streamline bus processes
Replace aging systems
Automate existing ~~system~~ processes
Leverage previous investments (ALDER)
Current technology
Gain efficiency

2) Look @ as-is - look @ how system can accommodate the process -
Software designed for govt & is highly configurable - BPR document Dec 2011
Risks - ~~Ro~~ Too much @ a time
Focus on high visibility Items 1st
Mini Envision phase @ beginning of add'l modes
Assump - collaborative
Risk - diverse depts & agencies need timely decisions
CGI has a process to deal with this
Decision Points - need people to think outside the box - open to new ways

3) Decisions need to be made timely -
Change is difficult
Dept.'s are different

4) 35 years w/ Govt clients -
experience - enjoys it - excited about this because she can focus on BPR + training - also a PMP
Org Dev + CM Cert from Georgetown

MK

CGI

Tech Lead: Mike

1) Replace aging systems
Integrated system
economical manner

2) 4 areas

Infrastructure
Servers
Software
Network

Conversion
Data
Software Tool to map fields
Cleaning

Interfaces

Testing

Reports
use ALDER
map fields to ALDER

Web based solution

Risks – Telecom. Conversion of data

3) Work together
Use proven CGI methods

4) He does large implementations – long projects
Knows how – has done it

Will be available in Jan – Orange County project wrapping up

Fin / Proc lead Steve

1) Replace aging systems & manual w/new integrated system
Gain efficiency in BP
Modern tech platform

2) Pre-Award
Interaction
New reqmt

Fit/Gap
Compare reqmt to Software
Some Config
Risk – requires enhancements

Envision
BPR Reccomendation

MX

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CGI

4. Build
Design
Int
Conv
Enhancements
Risk - improper design
Walk-thru of critical docs

Testing
- Scripts
- System (CGI
- UAT - CGI Support
Results
Risk - Holes in scripts
Clean data

Training
Risk - missed something

Deploy -
Cutover steps

3) Key doc walkthroughs
Users engaged
Decision making
Persistent but Patient

4) 28 years - loves it
West Coast Pub Sec Practice
Fin major in college
Years of experience - knows CGI well
No Cont Ed - but learns on jobs
Missouri DOT
Cal DOT

PM - Robin

1) Suite - Fin/Proc then HR
BPR efficiency - eliminate dup
Update Tech
Replace old technology

MK

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She's been w/ project from day 1

Robin
6 State ERP's
same or larger

(5)

2) Timeline 40 mos
Meet a 3rd party

1/3 Pre-Award 5/31 2/1 Envision 12/31/11

Assume:
tech assess
Do Not Meet to "Meet"

Design
Total
Fin (2)
Proc (4)
HR (6)

1yr
Stabilization
1 yr leave behinds

Actions - Access to some SME's during pre-award

Envision - SME's
Decisions around BPR
have carved SME involvement into chunks not during critical ~~state~~ times

Team was handpicked - they want to be here

3) Lessons
Sponsorship
largest depts on steering committee
Don't put off addressing issues when they arise

4) Asked - only person - 6 statewide implementations successful - has been on our side of the table - she knows how to do the work

5) She picked them -
25 ready
Mike, Shelly, Steve - not worked together before

MX

CGI

Total 37.5
Soft 3.4 } pay as use
Lic 9.x } 25% install, 75% when working
starts in WAT

~~Build~~

Support
Tech (build interfaces, reports) 12.x
Bus 9.x

Payments – ~~Config~~ Design 25%
Build 25%

Fin 15 mos
Proc 7 mos
HR 18 mos

Union interfaces - missing from RFP but included in proj ie. (payroll deductions)

5 tech } to be system admins
3 bus }

7) Detailed work + staff plan - & exp of past - has "modeled" Alaska against Missouri

MH

CGI Interviews

Spencer, Danial R (DPS)

From: Spencer, Danial R (DPS)
Sent: Wednesday, December 01, 2010 1:15 PM
To: Spencer, Danial R (DPS)
Subject: PEC 12-2-10

$???

Salmon (CGI)

Demo (5)

Workplan (5)

Risk Assessment (10) Good risk/solutions assessment. Demonstrates understanding of existing systems / processes. much better 2nd part

Value Added (5)

Strategic Fit (5)

Training
"Train to do new jobs" Because of same gal for Bus Process. Having same lead is maybe a plus - probably a plus
New processes
Compressed training cycle

Tech Lead - Good presentation style
- could handle Tech

Finance/Proc - walk thru of process
Lesson learned
- Do have to get to done
- Been w/ CGI so long

Project Mgr

General Comment
- All presenters clearly had a role in developing their RFP a proposal
- Timing of existing staff process availability - good
- Handpicked team
Outstanding presentation

Trust Action

DS

CGI Interviews

Project Manager

CGI: Robin

① Full suite of Pr, Fin, HR/Payroll. Remove redundies, look for efficiencies, measure capture efficiencies, CM, update technology, concern over life of legacy systems

② 40 months + 360 day stabilization

① Preaward 1/3/11 to 5/31/11

req - met: do they understand?

- do not meet: spend time to move to meet

think they can

technical review

② Envision 7/1/11 to 12/31/11

Design for Fin, Procure, Payroll/HR

conf. plan - what does future look like

COA Mapping We will be able to see + decide; what can they remove from interfaces

assumptions: move forward hardware do not meet/meet interfaces

Has implemented 6 state ERP's w/ some or more modules

minimize impacts to external parties

She has been involved since RFI came out

Risks - access to SME's in preaward for hardware + COA mapping

access to SME's in envision for decisions around BPR and issues.

worked around State schedules.

don't implement around fiscal yr.

Risks - choosing wrong product - not built for gov't
resources - she hand picks team. Ask if they
want to come. They are committed
25 resources for fin. Resources need
State experience to advance in career.

(3) Missouri is most similar 16 depts home grown systems
Sponsorship is key
members of largest depts on steering committee
started early to educate, + repeat lessons
thru life of project
address missed items immediately

(4) She was asked early. Only person in company
doing six states staying within budget + plan.
Has been on other side of table.
Knows application well. Doesn't just manage.
Strong in vision. Knows how to do work

(5) She picked them. Steve worked MO for 5 yrs.
Shelley cause she has BPR. During interview,
asked about her techiques. Mike has good
reputation. 25 ready to go. Several
have worked together before, some haven't

(6) Total 37.5

Software 3.4 pay as you use Fin 1st Prog 2nd HR 3rd 25% install 75% go live
we own it - as many users as desired
License 9.X UAT as installed
Support
Tech 12.X they Build
Bus 9.X

Payment Points

~~[illegible]~~ config/design 25% 12/31/11

Build

Stabilization

HR payroll - riskier; will use pilot

She identified unions as missing req.

She factored into plan + pricing

Built contingency for new use.

5 tech } in Administrative areas ready
3 bus } to keep the system going if we don't pay for CGI to do this.

(7) They put together a detailed work plan + staff plan. Also their experience. Modeled after MO

?'s Budget module - for MO, put in before fin. modules set in Leap offices.

She's good

37.5

Finance / Procurement Lead

CGD: Steve

① old legacy systems / paper processes replacement eliminate duplicate rptng + reconciliation processes, look at Business processes to become more efficient + effective, platform that is flexible + agile to enable movement into the future

② ① PreAward - honestly intuitive State provides resources w/ info. Risk - some req not clear or not stated. Mitigate - software built for gov't

② Fit Gap - bring in tool + show us, some config assumption - See system as viable. find ways to close gaps or reengineer agreement on resolution of req.

risk - enhancements

mit - has someone else asked for or encorp into baseline, not customize

③ BPR recommendations - covered by Shelly

④ Build - design + convert data, interfaces, enhancements risk - not design properly

mitigate use walk thru instead of read doc.

⑤ testing - system + UAT - use scripts performance stress, doc results.

risks - did not write enough scripts

mit. - during training, issues come up w/ end users.

need representative + clean data

need iterative data tests

(6) Training - train the trainer, proctor state trainers
(7) Deploy - cutover data

(3) Walk thru of key deliverable
End users test
Patience but persistence on obtaining decisions
(4) 28 yrs experience, love being w/ clients.
good at, senior on West Coast team.

Finance major in college, not a CPA, knows experts
if he has? no formal continuing education,
clients teach him as he goes.
Has implemented procurement CA DOT, Missouri?

Time wises

CGI - Shelley Training Lead

(1) collaborative to develop training plan
how to do new jobs as well as functions
Risk encourage users to want to use new system
Train the trainer, various types of material
classes, quick ref guides

(2) 6 mos envision
12/11 - 10/12 financial
10/12 - 4/13 Procurement
4/13 - 10/14 HR / Payroll
4/11 Start training plan / dev / deliver
works closely w BPR
assumptions: Train the trainer - we have trainers
train close to Go live, but give
snipets early
IS resources (Business Analysts) work for training
+ approx 10 from State
risks: users don't have good group
mit: have materials previously used that work
cities have more specialized functions than
rural
make it fun + interesting
(c) work together, use our general expertise

(3) training needs to be collaborative
one size doesn't fit all, tailor training to
skill sets, types of job + how people learn

(4) Senior experienced key personnel

mature, committed, has done successful
projects, enjoys job 20+ implementations
has trained for wide geographical challenges +
thes size of clients. Stuck in Kentucky.
Doing online on 56 KB line not very successful.
It's a lot of work!

*completed ?s on time

finished last project in August.
helped put proposal together.
Kentucky provided about 10 trainers + 5 backups
did mostly face to face

GG-1 - Shelley

BPR

1. Streamline effective Bus processes, replace old systems, no automation for procurement. Want COT solution, undergo BPR, take advantage of AIDER, bring systems up to current technologies, we have back log of change requests, to empower people to make decisions + solve problems.
2. Envision - design, validate requirements install baseline software, designed for gov't. Show us various ways to get from as is - to be 1st milestone. Identify impacts to existing processes.
   BPR → CM ↔ Training
   CM reallocates jobs to people.
   Don't try to do to much BPR at once.

assumptions: work closely w/ State

risks: difficult across depts. Not taking full benefit of system Need decision making process

(c) people willing to think outside box + possibilities for change.

lessons learned: people say we've always done it this way.

(2) be willing to make decisions

3. Need to have decision making process
   Change is difficult - be sensitive

need common process for all depts.

(4) 35 yrs exp. w/ fed State + local gov'ts. bringing COTS solution in. enjoy doing. Has been a PM. Likes working w/ people so enjoys BPR more. PMI certified CM cert. Comfortable managing 2 pieces

?'s Envision - project team, SME's dept (AR, AP) SME's also involved in implementation. Need liaisons need 50 to 75% of SME's time don't underestimate effort needed Work smart, be respectful

no time issues

CGI: Mike Tech Lead

(1) Replace old systems that hinder State from performing business efficiently. Automate in the most economical method possible. Successful implementation.

(2) Infrastructure - Servers software network config

Conversion - * need to convert data correctly to succeed., Data clean up

Interfaces - complete inventory, map, construct (PDI) test (key) multiple (10x)? conversions

Reconciliation to old system

Reports - ~~tot~~ AIDER historical + new

Infrastructure - work w IT to finish design integrating Advantage w/ existing hardware (network)

web based solution doesn't impact bandwith as much 56K ~~is~~ a concern. → biggest challenge don't know solution stud

(3) LA county, New York State, now biggest State methodology works. Need partnership. Tweak if necessary

(4) Does large implementations, usually over 2to3yr KNOWS how to do it, has successful implement Would love to add SOA to portfolio.

G

Risks: telecommunications
complete conversions correctly.
testing

no time issues

CGI Interviews

Training / BPR Lead - Shelley

① State vision/goals - Collaborative approach for training - functionality + new processes effectively enable users to do jobs

* Train the trainer

② Milestone activities -

Envision Phase - approx 6 months - Design

~~Financial~~ Training Planning after design/envision phase / Develop materials

assume state has training group

- train the trainer Collaborative approach

greatest risk is users dont get grasp of system after training - proven training methodology and materials - mix up materials for variety of exposure - Tailored training

one size does not fit all - need to work together for success

③ Personal Selection - senior in company experienced + committed

Commonwealth of Kentucky - statewide

BV

BPR

① State vision/goals - streamline + implement new effective processes & replace old systems - COT solution Business Process re-engineering - Incorporate newer systems (ALDER) empower people to make decisions /solve problems versus manual /labor intensive processes

② Milestone activities - successfull implementation approach - envision phase - validate requirements as is/to be in design phase - BPR initiatives BPR → Change Mgmt → Training all inter-related and reliant Risk too much at once assuming collaborative effort unique dept needs - timely decisions think outside the box - be open to change

who's involved when?

③ Lessons learned - understanding dept's have different needs

④ Experience - 35 yrs gov clients PMI certified

CGI

Techical lead - Mike

① State vision/goal - replace old systems that have hindered state / Integrated system operated by the state ongoing basis

② Milestone activities - four major areas
- Infrastructure - server, software, network
- Conversion - most important to convert data accurat
- Interfaces - investigate to find all needed interfaces (related)
- PDI to map old sys to new sys
- Reports - leverage investment in AIDER

③ lessons learned - Partnership/need to work together - successfull methodology that has been improved from every past implementation

④ Selection - large implementation experience largest city / county - Done it + successfull
NY LA

Risks - Telecommunications (remote areas)
Conversion → look ahead + plan accordingly

BU

CGI

finance/Procurement - Steve

(1) State vision/goals - old legacy system replacement with integrated system - More efficient processes ability to move forward as techology changes

(2) Milestone activities

1) Pre-Award interact/ask questions for clarity/insight

2) fit/Gap - shown tool/configuration/close gaps

Envision < 3) BPR reccomendations affect functional team

4) Design system/data conversion/interfaces enhancements, if any / 3 walk through processes

5) Testing - individual/system/user

Risk - inconsistant data

6) Training/Deployment

(3) lessons learned/walk throughs/people who do work are engaged/patience

(4) lack of error/gray hair 20 yrs experience 'What I do' senior west coast finance major/educated through experience w/variety of governments

BV

Project Manager - Robyn

① State vision/goals - suite of systems/remove redundancy - BPR/Better efficiency - change mgmt/update technology.

② Milestone activities 40 month

1- Preaward Met requirements understood talk about do not meet - Bid does not make assumptions / Technical review/COA mapping

2- Envision/Design in total including all phases of implementation

Configuration plan - current business processes → what it looks like and possible changes

Dont implement on fiscal year/SME involvement

③ lessons learned - compared w/ Missouri BPR /sponsorships / good steering committee Start early + continue to educate users

④ asked by CBI leadership/done 6 statewide ERPs within budget/plan / been on other side / knows app / knows gov. / visionary

⑤ PM picked team - People want to be on project - some worked for PM before

(6) Total [redacted] 37.5 million

Software 3.4m - pay as you use 25% install
Perpetual 75% go live

licence 9.4m UAT as installed

Support Tech - 12m build/construction

Bus - 9m design/envision/BPR/Test

Payment schedule - 3rd based on major milestones

(7) experience/requirements

BL

12/2/10

CGI -Shelly-

Training Lead-

(1) collaborative partnership w/ CGI to develop a training plan + the to-be processes to be designed. Train the end-users; training that will encourage the users; train-the-trainer approach & desk procedures

(2)

7/2011	12/11	10/2012	4/2013	10/2014
Envision	Financial	Procurement	HR/Payroll	
6 M	Planning & Assessment Develop training Deliver Training	Planning Ass Develop training ~~Deliver training~~	Planning Ass Develop training Deliver tra	

(3yrs)

Assumptions - train-the-trainer approach
- SOA CGI supports the trainer

★ CGI has a group of 15 business analyst resources

* The SOA would need approximately 10 trainers

Greatest Risks & mitigation plan -
will use training materials that we used on other successful projects. We have a # of different training materials to use.
- would tailor training to each different end users.
- ensure success we need to work together need SOA input

(3) Lessons learned - training needs to be a collaborative effort & one size doesn't fit all. People learn in different ways - so need to

(4) This is an A Project for CGI - high priority. Therefore CGI has developed a very good team. Mayan, have done this before.
20+ times have done this before.

(4) Project MGR & Training Lead for the commonwealth of Kentucky - statewide w/ small communities w/ 56 KB lines

- Trained over 15,000 students & very successful
- A lot of coordination & a lot of work.
- different training modules for the different specialized functions.

☆ not currently working on any other projects until we hear about AK - doing internal projects.

Business Process Reengineering Lead - Shelley

(1) Streamline & implement effective business processes; update 20 yr old systems; get rid of manual processes; vision - business process reengineering; take advantage of previous investments in ALDER. Make SOA operations as efficient ~~as possible~~

(2) CGI's successful approach - start w/ envision stage
- systems designed for government

* BPR's first major milestone - 12/11 - to be - as in - BPR Plan

- how do we reallocate the resources when peoples jobs change.

- Prioritize ▫ Layout Plan on how to implement BPR rec.
- assumptions ▫ we work very closely w/ SOA & everyone is ~~able~~ ~~this together~~
- Greatest risks ▫ Don't achieve the full benefit of the systems if you can't keep things moving forward ~~in a timely manner. we take this into consideration~~ in order to make decisions
- major state actions ▫ Need to have people who are willing to think outside the box

SB

(3) Lessons Learned - "This is the way we've always done it"
= You need to have a decision making process. Need to be sensitive that people are afraid to change. Give & take involved; be willing to work together to do that

(4) 35 years - I've been doing this for Federal, State, & local Gov't clients, which includes BPE. Have been a project MGR before, but I really love the training & BPE part. I've proven that I can successfully do this. PM Prof & certifications. CGI brought their A team. If I can manage an entire project, I can manage 2 pieces of it.

Technical Lead - Moor

(1) State's objectives - to replace old systems - integrated + maintained by the state & In the most economical way possible. CGI doesn't allow people to fail...

(2) **Technical Milestones**

1) - Infrastructure
- server; software; network

2) - conversion

3) Interface

Testing - run through multiple conversions

Data clean-up

4) Reports - map them into ALDER - so the tools that people use - remain the same. All data in the same place that it is currently. ALDER

SB

③ Lessons learned - Partnership - Have to work together

NY City; LA County

- Pro start w/ foundation & build from there

④ Do the large implementation for 2-3 yrs.

NY city; LA County

*Done it & know how to do it & have successful clients; Great Grandfather - named a glacier after him

- After we/Dr before - want to walk on that glacier

- Personal Standpoint - like the quietness + beauty of AK.

- Risk - telecommunications & testing

Finance/Procurement Lead = Steve

10:50 25
11:15

① old legacy systems - need to replace; look at business processes + look how we can make things more effective; etc

② ① Pre Award - assumptions - will be able to interact on requirements to get clarity.

② Fit/Gap - bring in the tool & applications

③ BPR recommendations - } envision

④ Build a solution > create/Build

- interfaces; conversions + enhancements

⑤ testing

- scripts; systems perf; results

⑥ Training

⑦ Deployment

③ Walk thru of key deliverable; Key people being engaged; decision making processes

④ 28 yrs been doing this; Love it; This is what I do... & what I'm good at. One of the senior members SB

37.5 million

Finance Manager before; Accounting background

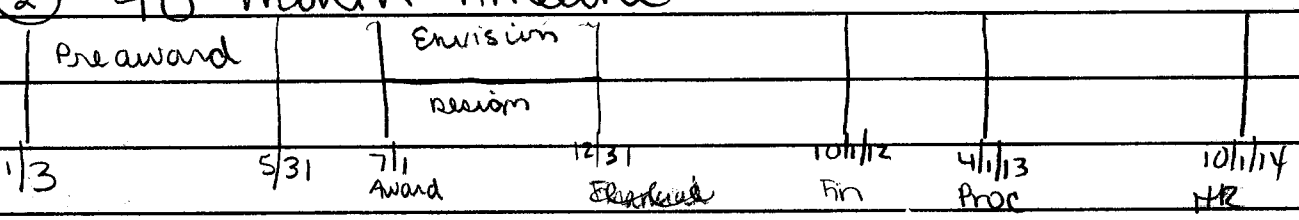
- Know most of the experts on a first name basis because have been with CGI for so long.

11:20
12:10

Project Manager - Robin

① proc | financial | HR payroll
1 2 3 - remove old processes; & be more efficient / updating technology

② 40 month timeline



- after 360 ~~days~~ period, which is included

Pre award assumptions - technical review - CGI would do; the do not meet - assume we will be able to move to meet ~~during pre-award~~

To state ERPs - she's implemented

Envision - do Finance / proc / HR payroll up front

*She's been involved since the RFP came out & have been involved in a lot of discussions

SME's starting on 1/3 - 5/31

- Don't implement on a fiscal yr - because that's a risk; also don't require SME's on 7/1 - another risks

- Resources - Risk - if you don't have the right people & not committed - Huge risk.

③ State of Missouri - They did a tremendous BPR
- sponsorship was key & members of the larger depts; By in by upper leadership; Address things missed right away

JB

(4) only person in CGI who has implemented a State ERP - have always been on-time & on budget; used to be on other side of table; visionary; I know how to do the work

(5) I picked them - we picked them
Steve - wked for me in Missouri - 5 yrs.
Shelly - BPR - has background in that area - + wanted to do it.
Mike - Has done it before - he's good
- Mike | Shelly | Steve - know each other but never worked on a project
- 25 member team - 1/2 have worked for Shelly before
-

(6) **Total** = 37.5
Software = 3.4 - pay as you use -
License = 9.x
Support = 12.x
tech = 12.x
Bus = 9.x
- Software - you own it - can install other places

★ Built in to their plan - already accounted for areas they think we missed
★ no interfaces w/ unions - risk - but already included them into our plans
★ Built in areas into their plans that they've run into before
★ The State to maintain the systems over the yrs after the project is complete SB
- value added - outside of base proposal
- Systems Adm - 8 ee's we have to have trained + ready to go.

(7) Put together a detailed work plan & study plan based
- Modeled it to other successful states. Know we
can do it & committed to it.

CGI - 20yrs - Been with

CGI

- HAVE YOU PERSONALLY IMPLEMENTED THE PROPOSED PROCUREMENT SOLUTION? IF SO, WHEN, WHERE, STATUS

- CONNECTIVITY IN REMOTE LOCATIONS

- IN WHAT FUNCTIONAL AREA IS YOUR STATE SPECIFIC KNOWLEDGE?

TM

12/2/10 CGI - SHELLY

TRAINING LEAD

Q1 TRAINING FOCUS ON DISCUSSION - COLLABORATIVE EFFORT TO EDUCATE STATE ON NEW SYSTEM TO TRAIN USERS ON HOW TO DO JOB ON NEW SYSTEM. TRAIN THE TRAINER APPROACH. VERY THOROUGH RESPONSE THAT SPECIFICALLY FOCUSED ON TRAINING.

Q2 1 - ENVISION

2 - FINANCE

3 - PROCUREMENT

4 - HR

- ASSUMPTIONS FOR TRAINING - CLOSE RELATIONSHIP W/ STATE REQD.
  TT APPROACH - STATE HAS TRAINERS - CGI will provide some TRAINING AS NEEDED TO THE END USERS - 5 TO 6 STAFF FOR TRAINING - 10 ON STATE SIDE
- RISKS/Mitigation - LACK OF GRASP OF TRAINING MATERIEL AFTER TRAINING. CGI process USES METHODS THAT HAVE BEEN SUCESSFULL IN PAST. CLASS, ONGING AT DESK, BOOKS, ETC. TAILORED TRAINING DEPENDING ON JOB TYPE + LOCATION.
- STATE ACTIONS/DECISION POINTS - SUCESS = WORKING TOGETHER. NEED STATE INPUT + BUY IN. COLLABORATIVE EFFORT = STATE ACTIONS + DECISION POINTS AS NEEDED

Q3 1 SIZE DOES NOT FIT ALL, TRAINING MUST BE CUSTOMIZED AND DELIVERED IN VARIOUS WAYS TO ACCOMODATE DIFFERENT LEARNING METHODS

Q4 "A" PROJECT - EXPERIENCED TEAM - DONE IT BEFORE - A-TEAM IS BEING USED

TM

CG1 - SHELLY

BUSINESS PROCESS

Q1 OVERALL PROJECT - STREAMLINE + IMPLEMENT NEW BUSINESS PROCESS - REPLACE AGING SYSTEM - AUTOMATE WHERE NO AUTOMATION EXISTS - NEW PROCESSES WILL BE DEVELOPED THAT WILL UTILIZE ALDER + BRING ADMIN SYSTEMS UP TO DATE W/ TECHNOLOGY - EFFICIENT AS POSSIBLE.

Q2 BPR APPROACH USED MANY TIMES.

ENVISION PHASE WILL INCLUDE ANALYSIS OF "AS IS" TO IDENTIFY "NEW" METHODS

CHANGE MGT GROUP WILL NEED TO WORK CLOSELY W/ BPR. DUE TO NEW PROCESSES, SOME JOBS MAY CHANGE

DECIDING WHAT TO DO IS EASY - DOING IT IS THE HARD PART.

ENVISION WOULD BE 3 PHASES, 1 FOR FINANCE/ PROCUREMENT/ HR

ASSUMPTIONS - COLLABORATIVE - MUST WORK COOPERATIVELY - WERE ALL IN THIS TOGETHER

RISKS - LACK OF ACCEPTANCE + SLOW DECISION PROCESS CAN SLOW DOWN IMPLEMENTATION

PROCESS WILL BE IN PLACE FOR ENSURING DECISIONS ARE MADE TIMELY

STATE ACTIONS - NEED OUT OF BOX THINKERS - STATE TEAM MUST BE OPEN TO NEW + DIFFERENT METHODS -

SCHEDULE IS BUILT ON PREVIOUS PROJECT EXPERIENCE

Q3 DECISION MAKING PROCESS IS CRITICAL - CHANGE IS DIFFICULT AND MUST BE CONSIDERED TO DEVELOP COMMON PROCESS.

Q4 "A" TEAM 35 YRS BPR - SPECIFIC WORK W/ FED/STATE/LOCAL GOV.

SUCCESSFUL PROJECT RECORD + PMP - CHG MGT CERTIFICATION

CGI - Mike

Technical Lead

Q1 Replace old systems that hindered states efficiency - state wants a scalable solution that will work into the future. If client is not happy, CGI does not allow failure

Q2 Infrastructure - Servers / Software / Network Config

Conversion - most important · data conversion is critical

Interfaces - inventory will be needed (Assumption)

Reports - most important after conversion

must conduct inventory & then design conversion/interfaces

Conversion Runs = clean data - data cleansing may be needed

leverage state investment in Auder

Q4 Web solution not bandwidth intensive - but 56k + 128k sites are difficult.

Q3 Partnership is required to design & build project - use the methodologies the CGI follows + build of previous successes

Q4 Does the large projects - done it + been successful

TM

CGI - STEVE

FINANCE/PROCUREMENT

Q1 OLD LEGACY THAT NEED REPLACED W/ INTEGRATED SYSTEM

BUSINESS PROCESS NEED TO MOVE TO A MORE EFFECTIVE AND EFFICIENT

Q2 ① PREAWARD - 1ST Milestone

Honest interaction ASS-ptions

LACK OF RQMTS UNDERSTANDING IS RISK in PREAWARD PHASE

② Fit/GAP - TOOL COMES in

Ass-uption - Fit/GAP CLOSES the diffences

" = disposition of requirements

Risk - Potential enhancement - find it elsewhere or move to baseline

③ BPR recommendation - this will affect functional teams

④ Build Solution - TEAM helps w/design - INTERFACES/ CONVERSIONS/ enhancement

⑤ TEST - RISK = NOT KNOWING IF BUILD/DESIGN IS CORRECT - BETTER TO DO A WALKTHROUGH TO ENSURE DESIGN IS ACCURATE

WALKTHROUGH Mitigates RISK

- SCRIPTS - System Testing - Support TESTING - STRESS TEST

- Documenting of results

TESTING RISK - FOUR TEST SCRIPTS - DAY TO DAY employees must be involved

Q3 WALKTHROUGHS - WORKER ENGAGEMENT - PERSISTENT BUT PATIENT

Q4 28 yrs Experience - Loves working w clients - SENIOR ADVANTAGE consultant

TM

CGI - Robin
Project Manager

Q1 Full suite of Finance Procure HR - Remove redundancy · do business better, old legacy - change mgt - update technologies

Q2 40 months. Items not met are not in 40 month period
Stabilization Period after each implementation 1yr
Assumption - move technical work forward - ready to install
want to be ready to hit ground - 6 state CRP implementations
Chart of Accts is the foundation - Been involved since RFI

Envision = config plan
Assumptions
- Hardware moves forward
- Dont meets
- interfaces
- conversions
- COA mapping
- State Actions
SME Access for Mapping COA + Hardware
Envision = SME involvement - Decisions around BPR - Issues

Fiscal yr implementation is a big risk
Team is commited to project already

- wrong product
- Resourses are risks

TM

Q3 Missouri Project is similar -
- Sponsorship
- Large dept on Board w/ Project
- BPR Process is critical
- communication
- don't want to address issues

Q4 Ask when RFI came out - only in CGI w/ 6 ERP - Stayed with plan + budget - been on both sides of table
Knows what success looks like - its not about knowing how to manage, it how to do the work

Q5 HAND Picked team - Knows team
More than 1/2 of Project team has worked for Robin

Q6 Knows #
PAY software as used
don't pay until installed 25% - 75%
own the software - Perpetual

Contingency built in for CGI not for State

Q7 already planned project to create price - used past project

TM