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Appendix C: Alaska's Statewide Administrative Systems Overview

An overview of Alaska's administrative systems is presented and provides information relating to owners of business processes and existing systems to support the business activities of Alaska.

Three main stakeholders support Alaska's administrative processes, including:

- Department of Administration;
- Office of the Governor, Office of Management and Budget; and
- Department of Revenue, Treasury Division.

The Department of Administration (DOA) is further broken out into multiple divisions, reporting to DOA's Commissioner:

- Division of Finance;
- Division of Personnel;
- Division of Retirement and Benefits;
- Division of General Services; and
- Information Technology Group (ITG).

This document presents information related to the State of Alaska and management of administrative functions. It further defines the responsibilities of the organizations assigned the tasks of administering and managing the state's business activities, followed by a description of existing systems to support the business functions.

C.1. State of Alaska Background Information

The State of Alaska is somewhat unique in that state government delivers services directly to citizens that are often administered by county or local governments in other states. State government is responsible for a wide variety of activities including land ownership records, road maintenance, fisheries management, law enforcement, judicial proceedings and prisons, senior citizen housing, a hospital,

and a ferry system. The centralized administrative systems serve all three branches of government, including 15 departments within the executive branch with an annual budget of over \$5 billion. The University of Alaska is a component unit of the state, but handles its own administrative systems and is therefore outside the scope of this business case.

The State of Alaska spends over \$1 billion in federal revenues annually. These, along with many other discrete funding sources, need to be budgeted and accounted for separately. Cost center reporting, fund accounting, and appropriation control are all key elements of accountability. Alaska is also a collective bargaining state for public employees.

Alaska's geography poses challenges to service delivery. The state has offices in dozens of communities from Barrow to Ketchikan. Linking these offices with administrative support systems has been challenging since before the advent of computerized systems.

The state currently operates several separate software products in order to provide employees with tools and services to accomplish the many missions of state government. The individual divisions that own the business process supported by the software administer these software products. Several interfacing points exist, but there is little cross-system integration. The current software products run on a variety of platforms using different technology.

AKPAY and AKSAS are two primary systems that provide statewide administrative services. They provide tools to support the state's central payroll and accounting functions. The Department of Administration, Division of Finance has become increasingly concerned about the future viability of these systems based on age, technology base, and the future outlook of retaining and recruiting staff for maintaining and operating the systems. Major investments in system modifications would be required to provide the informational integration that is expected of enterprise applications today. Their technology infrastructures are based upon computer architectures that are losing levels of vendor support in the marketplace, and it is becoming increasingly difficult to obtain qualified personnel to maintain these technologies. Recognizing these risks, and knowledge of products in the marketplace which provide integrated enterprise solutions for these administrative functions, has driven the department to consider evaluation of systems that provide integrated services with a modern technology base.

Alaska is keenly aware of systems in the marketplace that provide integrated business solutions that can address their business needs including:

- Accounts Payable
- Personnel Management

- Budget Management
- Asset Management
- Contract Management
- General Ledger Management
- Grants Management
- Inventory
- Payroll
- Project Accounting
- Purchasing
- Receipts Management
- Reporting and Information Access
- Treasury Management
- Cash Management
- Investment Management

From another perspective, there is also increasing dissatisfaction with the state's other administrative systems. Users are frustrated because systems lack reporting flexibility. Many systems lack user friendliness making them hard to understand and train personnel in their use. Data is not consistent between systems because of varying architectures and the lack of open standards impairs the ability to freely share information between systems. Interfaces between human resource, retirement and benefits, payroll, and procurement systems are not smooth and lack integration, causing the need for more audits and manual calculations. Systems are not easily modifiable to overcome these deficiencies or to adapt to changing business requirements.

To address the risks and opportunities presented with its systems, the state established a coalition of the Business Process Owners (BPOs) to explore the opportunity to leverage any major investments in AKPAY and AKSAS that may also meet other state administrative system requirements. To move forward with this initiative, the state dedicated resources to define current business needs and requirements, and to develop a business case for the implementation and operation of an integrated solution or suite of products to replace the current statewide administrative systems. The state contracted with MAXIMUS for services to assist in the development of a business case and the requirements for integrated systems.

C.2. Business Case Scope

All statewide financial, human resources, procurement, etc. processes referenced in *Section C.7. Statewide Administrative Systems* are included in the scope of the business case. In addition to system information and documentation of business requirements, the Business Case also entails:

- The business case methodology described in *Appendix B: Business Case Methodology*.
- Determining the requirements of an enterprise solution engaging widespread involvement of the state user community, including interviews and focus groups, to ensure their understanding and support of the proposed solution.
- Exploring service alternatives such as business and technology outsourcing, the use of an integrated system business solution, or selection of best-fit systems to:
 - Efficiently and cost effectively provide state administrative business processes for running and managing Alaska government business;
 - Enhance business operations by incorporating “Best Practices” into the state’s way of doing business; and
 - Update aging administrative systems and where feasible, automate processes to improve reliability and provide management reporting.
- Developing and recommending administrative system alternatives including business and system operating options, project phasing, and procurement strategies with total cost of ownership estimates.

C.3. Project Goals

The goal of the Statewide Administrative Systems Replacement Project is to implement a unified, integrated system for managing the administrative processes of the State of Alaska.

There are a variety of benefits the state would like to achieve by replacing Alaska’s Statewide Administrative Systems with an integrated business systems solution. In order to understand the true value of implementing an integrated systems solution one must broaden the idea of benefit from a purely financial measure to include strategic benefit as well. With the escalating and dynamic demands being placed on the state to perform additional services and reduce costs, it is imperative to acknowledge the current processes and supporting information system(s) are based on principles and technologies that are no longer viable. The key assumption behind this project is that integrated systems provide a robust technical solution that more effectively utilizes limited resources, while improving the quality of the administrative functions of the State of Alaska.

In assessing the administrative business options for the state, it is expected the State of Alaska will achieve significant short- and long-term benefits. The benefits Alaska wants to achieve include:

- Support of government best practices and adaptability to changing business needs;
- System integration and common data sharing;
- Electronic processing of information with flexibility for supporting multiple business processes;
- Automated routing and tracking of information at a detail level; and
- Data access and reporting capability to support staff and management reporting needs.

The following information provides examples of benefits the State of Alaska wants to achieve through the Statewide Administrative Systems Replacement Project.

C.3.a. Best Practices

Implement current best practices as engineered in the administrative systems available in the market.

The business processes supported by existing statewide administrative systems are not based on current government best practices. For systems such as AKPAY, it would be impractical to modify the existing system to accomplish this objective given the uncertainty of continued support by the vendor. The AKSAS application, was a great leap forward when it was implemented in the 1980s, and is still functional, but it is considered rigid, difficult to update, and lacking in easy-to-use reporting tools. For example, extensive changes would be required to support modifying the financial coding structure for capturing and reporting information in different ways. Also, as the system has aged, functional deficiencies have been identified that argue for its eventual replacement. For example, each agency has had to develop their own mechanism to track actual expenditures and projected expenditures against budgets.

A number of statewide systems have been implemented in the intervening years, some from packaged software and others custom-developed. These have met with a range of success. In conversations with business process owners and other officials, it is clear that significant process change is needed, and the opportunity to learn “best practices” from the industry, software vendors, and other states would be beneficial.

An example of the kind of opportunity for change in the current approach is to create agreement and consistency in the use of project, program, grant, location and other organizational qualifiers throughout the accounting and financial systems. This will be a significant undertaking, as these qualifiers are used across the state to track costs and revenues to specific collectors, and much infrastructure has been built around them. It is worth taking this “once in a generation” opportunity, however, to review current approaches and benchmark them against the best available in other places.

By comparison, an intrinsic benefit of implementing an integrated packaged solution is that the leading “tier one” packages are built upon generally accepted best practices for state and local government operations. The importance of this concept should not be trivialized. Implementing such a solution with minimal system modifications represents a significant opportunity for the State of Alaska to review current practices and make improvements in the effectiveness and efficiency of the administrative functions of state government.

C.3.b. Integrated Data

Eliminate redundancy and reconciliation of data through integrated systems.

The state’s current administrative business processes are supported by a combination of packaged and in-house solutions. As a result, there is no single consolidated view of administrative information. While this may not have a direct impact on the day-to-day use of a single system, it creates considerable challenges for the state. Significant resources are expended to synchronize data between the various systems. From the decision-making point of view, it is difficult to reconcile the information between the systems. Gaining a clear understanding of how information flows between these systems is difficult at best for the most knowledgeable systems professionals, and nearly impossible for the average user. The current technical boundaries prevent a consolidated view of the data. Interfaces between the Automated Budgeting System (ABS), AKSAS, and AKPAY, the lack of a statewide procurement information system, limitations in the GENEVA reporting tools, and the widespread use of MS Access and other departmental tools are examples of how current business processes inhibit data consolidation.

A key benefit of an integrated system solution is that data is captured as close to the source as possible and shared throughout the system. While this could be considered a technical design concern, having information stored and shared on a global level is of considerable benefit to users and management. For example, when a requisition is created in a department, funds can be automatically pre-encumbered. As the requisition flows through the approval process, fund

accounting information is reflected real-time in the general ledger. There is no overnight batch process required to update and synchronize different systems. As a result, all users of the integrated system are provided with a single and consistent view without having to traverse and reconcile multiple systems to get the whole picture, which could be changing during reconciliation.

C.3.c. Efficient Business Processes

Reduce business process inefficiencies resulting from “paper-based” data transfers.

Many of the current business processes of the state are still, for the most part, paper-based and involve multiple people and steps to accomplish. A fundamental concept in integrated systems is to reduce and, where possible, eliminate unnecessary steps in the various administrative functions. A notable and important example of this is procurement. The absence of a statewide platform for purchasing and procurement leaves all but a selected number of users in a paper-based process. Entire departments keep track of their purchases on MS Excel spreadsheets for comparison to annual budgets. The Division of General Services, charged by statute with oversight of procurement, is severely limited in their ability to review, audit, and control statewide procurement.

Also, in the Human Resources system, there are several people and steps involved in routine actions, such as updating an employee’s personnel records. The manual nature of this process has on occasion resulted in delays of up to a year for noting that a fired employee is not eligible for rehire, long after the individual has been hired by another state agency. Integrated solutions enable immediate propagation of data throughout the system preventing such occurrences. They also provide a platform for employee self-service, which may contribute to a reduction in the current, and more importantly future, staffing requirements for processing these types of requests. As a result, the state can divert these resources to more pressing needs that require human intervention, such as applicant screening.

C.3.d. Automated Decision and Approval Processes

Implement automated work flow to improve business process efficiencies.

The administrative functions of the state require certain checks and balances throughout the process. Integrated solutions are built on extremely sophisticated technologies that make it relatively simple for a process to be automated. One example of this is in the purchasing system. There are multiple approvals required to process a routine requisition such as ordering office supplies. An

integrated procurement system can be configured so that the requisition is routed to the necessary approving managers automatically, saving potential delays of routing paper. Business rules can also be set up and consistently applied to the requisition process to monitor purchasing activities. There are many different rules that can be applied depending on quantity, commodity code, and requesting department or agency. Implementing this type of functionality would enable purchasing staff to focus on more complex activities, such as vendor performance monitoring and contracting, instead of the mundane task of issuing purchase orders. This workflow approval and routing process can benefit other areas such as travel, contract processing, voucher processing, and human resource management.

C.3.e. On-Line Inquiry, Reporting, and Data Access

Provide greater accessibility to enterprise data for reporting purposes through mechanisms in current systems, open systems technologies and best practices in similar projects.

A significant issue with the current administrative information systems is difficulty in producing meaningful report information. In some subsystems, such as AKPAY, this involves having programmers develop and run a batch report. In others, there are third-party-supplied tools such as GENEVA to address this issue. Though powerful in the hands of expert users, GENEVA is considered hard to learn, and non-intuitive. Users desire something more tailored to their key function of quickly and flexibly answering questions for agencies and departments.

Integrated solutions produce standard reports that can be tightly integrated with common software tools such as MS Excel to improve data access. This approach enables a user to work in a familiar environment and be more productive without requiring specialized IT resources. Additionally, most of the solutions the state would evaluate provide powerful, user-centric tools that are meant to reduce the IT support commitment for ad-hoc reporting functionality. In order to realize the full benefit of these tools, a focus on user training must be emphasized.

The use of open systems standards in current database systems provides users a number of tool options to access data. Desktop documents like word processors, spreadsheets or databases may be linked directly to enterprise data sources. Other systems can share data using the same standards in an effort to provide additional business process features not available or not adequately provided in selected solutions. If the budget development capabilities in an integrated solution does not have the features or flexibility the state desires, the existing ABS system can still be procedurally integrated with the new system's budget elements. This will allow the budget controls engineered in the integrated system to function

normally, while the state maintains the budget of record in an environment that best meets its needs. The flow and control of information is based upon open database standards.

C.3.f. Ease of Use

Implement current best practices as engineered in the administrative systems available in the market.

While they are accessed through PC keyboards and monitors, AKSAS, AKPAY and other supporting systems are based on legacy character based technologies, such as mainframe terminal emulation and use of PF (program function) keys. Although it is effective for mass data entry, it is not an intuitive environment and it is not the user interface standard that most of the current and prospective employees have grown up with.

In modern integrated solutions, data capture is not traditional “data entry”, but comes from the source of the transactions, such as an employee entering time worked or creating a purchase request. The kind of manipulation and interaction that most state employees would do in their day-to-day activities is more point-and-click in nature. Now almost two decades into wide use, the graphical user interface (GUI), point-and-click environment is the de facto standard, and one on which current computer literate generations were trained. Indeed, in today’s Internet age, most employees are familiar with the Web browser standard. This familiar environment is much easier to learn and use for the new hire. Using the GUI and browser interfaces, integrated solution vendors have shifted their systems from data entry speed to intuitive understanding, data presentation, and support of analysis.

Other features of current software solutions enhance their usability and understanding such as online helps and documentation, field helps, and drop-down lists. On-line help generally has features that assist the user in obtaining more information about a specific system feature, field, or transaction. Through the use of indexes and full text searches, users can focus their discovery on topics of choice. Context and field help is available based upon where the user is on a screen through clicks of a mouse or holding the cursor over a field. Data entry is simplified and made consistent through the use of drop-down box item selection based upon the valid item values defined in system reference tables. Although alpha or numeric codes may ultimately reside in data stores, the user is offered the narrative description of the code values eliminating the need to be expert in code recognition. The most advanced help feature will have detailed user manuals on-line and workflow documentation associated with business processes and transactions.

C.3.g. Enhanced System Support and Upgrade Capability

Develop and maintain a long-term relationship with a product or service provider vendor that has a corporate commitment to continuous improvement to meet technology and government business changes.

The State of Alaska wants to shift from a systems development approach of design, build, and maintain to an approach that centers around select, modify business processes, and use. In the past, solutions either did not exist or were immature to meet the needs of government for their administrative systems. Therefore, an approach was taken to either work with a vendor or create a business development group to design, build, and maintain these systems. The immediate benefit was that the state governments met their systems needs with an implementation of customized business practices developed into the product.

These systems are maintained and enhanced on the implemented technology platform through a combination of government and consulting resources. As new technology options occurred in the marketplace, customized administrative systems were not updated. The cost to migrate software was a direct burden on the customer instead of a vendor commitment to maintain software compatibility with technology changes. This strategy was in large part fueled by the custom developed applications and limited state budgets for technology updates.

Today, flexible integrated systems exist in the marketplace that can meet a significant percentage of government business needs. Major national and international firms provide these systems, as well as service and support options to meet the ongoing needs of their customer base. These firms maintain substantial investments in research and development to address changing technologies, customer requirements, and product marketability.

From another perspective, government Business Process Outsourcing (BPO) is being more readily explored. BPO, while it has different implementation options, is centered on contracting with a firm to provide business activities or processes with the exception of strategy and policy decision-making. BPO in the private sector has existed since the 1960's, although government BPO is in its infancy stage. In part, this is a result of mixed successes in outsourcing of government Information Technology (IT) services, as well as mandated requirements for business services to stay within state government.

In exploring administrative system alternatives, the joint team of Alaska administrative business process owners and MAXIMUS will keep an open perspective throughout the evaluation and recommendation activities. An objective of the business case is to explore system replacement options that may include investing in current systems, to replacing with best-fit solutions, to

selection of an integrated enterprise solution. We will also explore options for maintaining these systems internally or outsourcing activities. All of our options will maintain a focus on long-term relationships that provide Alaska the ability to adapt to business changes and remain current with government best practices.

The remainder of this document describes the departments and responsibilities they have in administering and managing the state's administrative systems.

C.4. Department of Administration (DOA)

The DOA is responsible for the state's financials records, human resource management, procurement and contract management, and statewide technology support. The department shall, in addition to its other responsibilities, perform the following duties in accordance with state law (AS 44.21.020):

- Make surveys and studies to improve administrative procedures, methods, and organization;
- Keep general accounts;
- Approve vouchers and disburse funds for all purposes;
- Administer a statewide personnel program, including central personnel services such as recruitment, assessment, position classification, and pay administration;
- Administer the public employees' retirement system and teachers' retirement system;
- Operate centralized purchasing and supply services, and necessary storerooms and warehouses;
- Administer and supervise a statewide automatic data processing program.

To support these duties, the department is functionally organized to administer the laws, policies, and practices on behalf of the state.

The **Division of Finance** supports the accounting and disbursements duties identified in AS 44.21.020. The division is responsible for establishing and maintaining centralized accounting records that include the general and controlling accounts for the State of Alaska. In accordance with the fiscal procedures act (AS 37.05.140 - 37.05.150), it operates and maintains state accounting and financial reporting systems which accurately and systematically account for various transactions (e.g., estimated revenues, actual revenue or receipts, amounts available and expended, unliquidated obligations, actual balances on hand, and the unencumbered balances of appropriations for each state

agency.) These systems provide annual and interim financial statements and reports in conformance with generally accepted accounting principles (GAAP) of government (fund) accounting for both budgetary and property accounts. In this capacity, the division is responsible for the operation and maintenance of the Alaska Statewide Payroll System (AKPAY), Alaska Statewide Accounting System (AKSAS) and the reporting software (GENEVA).

The **Division of Personnel** supports the personnel related duties for the state. The division administers the state's Personnel Act (AS 39.25.010 to 39.25.995) and personnel portions of the Alaska Administrative Code. It maintains a system of personnel administration based upon the merit principle to ensure:

- The state's business functions are staffed based upon agency requirements and defined positions;
- The best qualified persons to perform the functions of the state are employed; and
- An effective career service is encouraged, developed, and maintained.

The Division of Personnel relies on several systems to support management of human resources. These systems are described in ***Section C.7: Statewide Administrative Systems***.

The **Division of Retirement and Benefits** supports the retirement systems related duties identified above. The division administers several retirement and benefit aspects of government in accordance with several chapters of Alaska statutes. It maintains the following retirement and benefit systems:

- Public Employees' Retirement System (PERS) (AS 39.35.020);
- Teachers' Retirement System (TRS) (AS 14.25.010);
- Judicial Retirement System (JRS) (AS 22.25.048);
- Elected Public Officers Retirement System (EPORS) (AS 39.37.010);
- National Guard & Naval Militia Retirement System (NGNMRS) (AS 26.05.222);
- Deferred Compensation Plan (DCP) (AS 39.45.010);
- Insurance Benefits (Health, Life, Disability, etc.) (AS 39.30.095); and
- Supplemental/Select Benefits System (SBS) annuity plan (in lieu of participation in Social Security) (AS 39.30.150).

The **Division of General Services** supports the state's purchasing and property management related duties. The division administers purchasing and property management in accordance with Alaska statutes:

- Property (AS 34);
- Public Buildings, Works, and Improvements (AS 35);
- Public Contracts (AS 36); and
- State Property including surplus property and management and disposition of property (AS 44.68);

It maintains several systems to support:

- Purchasing;
- Office leasing in private and state owned facilities;
- Procurement consultation;
- Property management; and
- Surplus property management.

The **Information Technology Group (ITG)** supports the automated data processing program related duties. The division provides centralized data processing, data communications, and telecommunication services for shared use by state and other government agencies, in accordance with the following provisions of Title 44 - State Government:

- Office of the Governor - Telecommunication Information Council (AS 44.19.502 – 44.19.519);
- Department of Administration - Automatic Data Processing (AS 44.21.150 – 44.21.170);
- Department of Administration - Information Technology Group Fund (AS 44.21.045); and
- Department of Administration - Telecommunication (AS 44.21.305 – 44.21.320).

ITG coordinates its activities with the statewide policies and plans established by the Telecommunication Information Council (TIC). The TIC is responsible to develop and implement cost-effective policies for managing the state's telecommunication and information technology resources, particularly in the area

of telecommunication. The division tracks expenses and operating revenue activity as a result of providing computer and telecommunication services to state and other governmental agencies and establishes chargebacks for these services. The division provides the following services:

- Customer Services
 - Customer Services Help Center
 - Agency Support Services
 - Data Security
 - Information Systems Planning
 - Fiscal and Administrative Support
- Computer Services
 - Network Services
 - Computer Operations
 - Technical Services
 - Data Base Services
- Telecommunication Services
 - Telecommunication Partnering Agreement
 - Alaska Land Mobil Radio
 - Alaska Rural Communications System (ARCS)

C.5. Office of the Governor, Office of Management and Budget

The Office of Management and Budget shall, in addition to its other responsibilities, prepare the annual capital and operating budgets, training materials, guidelines, and budget submission timetables for executive branch agencies in accordance with state law (AS 44.19.141 – 4.19.152). It is responsible for administering the Executive Budget Act (AS 37.07.010 – 37.07.130).

C.6. Department of Revenue, Treasury Division

The Department of Revenue shall, in addition to its other responsibilities, collect, account for, have custody of, invest, and manage all state funds and all revenues of the state with few exceptions in accordance with state law AS 44.25.020.

To support these duties, the department provides the following services through the Treasury Division:

- Accounting - Establishing and implementing policies and procedures for the accounting, reporting and safekeeping of investments, and management of information / data processing systems; and
- Cash Management - Collects all revenues, pays all expenditures through a commercial banking contract, and determines the amount of cash available for investment each day for the general and custodial funds.
- Portfolio Management – Manages investments and asset allocations through internally and externally managed investment funds.

Alaska’s statewide administrative systems are currently supported by various information systems technology architectures and support arrangements.

C.7. Statewide Administrative Systems

Alaska’s statewide administrative systems provide a common service to an interdepartmental constituency of state agencies. *Exhibit C-1: Alaska’s Business Processes and Systems* identifies the statewide-administered business processes, the owning central agency, and the current statewide administrative system(s) being studied as part of the Statewide Administrative Systems Replacement Project business case.

Exhibit C-1: Alaska's Business Processes and Systems

Business Process	Alaska State Agency	Statewide Administrative Systems
Budget	Office of the Governor, Office of Management and Budget	Alaska Budget System (ABS)
Accounting	Department of Administration, Division of Finance	<ul style="list-style-type: none"> • Alaska Statewide Accounting System (AKSAS) • GENEVA
Personnel	Department of Administration, Division of Personnel	<ul style="list-style-type: none"> • Workplace Alaska • Human Resource Reporting System (WorkPAD) • Registrar • Position database • Bargaining Unit Appeals database • Performance Evaluations Investigations (PEI) system • Performance Evaluations Appeals (PEA) system • Human Rights database • Grievance Tracking System • Grievance Filing System
Labor Relations	Department of Administration, Office of the Commissioner	Alaska Labor Relations Agency (ALRA) database
Payroll	Department of Administration, Division of Finance	Alaska Statewide Payroll System (AKPAY)
Retirement	Department of Administration, Division of Retirement and Benefits	Combined Retirement System (CRS)
Deferred Compensation Annuity	Department of Administration, Division of Retirement and Benefits	Deferred Compensation Plan (DCP)
Health, Life, & Disability Benefits	Department of Administration, Division of Retirement and Benefits	Supplemental/Select Benefits System (SBS)

Exhibit C-1: Alaska’s Business Processes and Systems (continued)

Business Process	Alaska State Agency	Statewide Administrative Systems
Purchasing	Department of Administration, Division of General Services	<ul style="list-style-type: none"> • Various spreadsheets and small databases to track: <ul style="list-style-type: none"> ○ Purchase requests, ○ Vendors, ○ Food solicitation, and ○ Formal solicitations • Vendor System • Purchasing Officer Certification & Training Program
Property Management	Department of Administration, Division of General Services	<ul style="list-style-type: none"> • Lease Management System (LMS) and the Lease Projection System (LPS) • Maximo • State Property System • SURDATA
Revenue & Cash Management	Department of Revenue, Treasury Division	ResourceIQ ²

For each statewide system we provide a narrative describing the system function, technology deployed, user access, and system age. This information is then summarized in *Exhibit C-2: State of Alaska Administrative Systems Summary* following the narrative description.

Budget

- **Alaska Budget System (ABS)** is the state’s central budget development system used to develop and track the budgets and supporting documentation for state agency operating and capital budgets. It is a client/server designed PowerBuilder application running on DB2 hosted on a Windows server supporting an open architecture. It averages 30 daily users, but is capable of serving peak capacities of 100 users. It interfaces to AKSAS and the Legislative budgeting systems through manual transfers of electronic data. It was developed over 36 months and implemented in 2000. The Office of Management and Budget provides application development and troubleshooting support, while ITG provides server and nightly processing support.

Accounting

- **Alaska Statewide Accounting System (AKSAS)** is the state's central general ledger, budgetary control, project, contract, grant accounting, voucher preparation and disbursement system. It is a COBOL and Natural application running on ADABAS hosted on an IBM 9672 mainframe. Estimates support a capacity for 600 concurrent users of the system. It interfaces with various applications in automated and manual procedures. It was developed with the assistance of Price Waterhouse over 60 months and implemented in 1985. It is owned, operated, and maintained internally by the state. The Division of Finance provides application development and troubleshooting support, while ITG provides mainframe operations and nightly processing support.
- **GENEVA** is the state's reporting software interface for user access to AKSAS data that is mirrored in a separate database. It is a 4th generation reporting environment running on ADABAS hosted on an IBM 9672 mainframe. Estimates support a capacity for 50 concurrent users of the system. It interfaces with AKSAS in an automated procedure. Reporting solutions using GENEVA were developed internally over 12 months and implemented in 1994. It is used free of charge; however, IBM holds the ownership rights to the software. The Division of Finance provides application and troubleshooting support, while ITG provides mainframe operations and nightly processing support.

Personnel

- **Workplace Alaska** is the state's central on-line recruitment system for all State of Alaska classified service positions, salary range eight and above. Every vacancy in the classified service, except those requiring registration with Job Service, is posted on Workplace Alaska and available for on-line application. It is a client/server designed Lotus Notes application. The application has a Web based user interface for its client and supports up to 300 concurrent users. It was developed over 26 months and fully implemented in 1998. The Division of Personnel provides application development and troubleshooting support, while ITG provides server and nightly processing support.
- **Human Resource Reporting System (WorkPAD)** is the state's central human resource system used to manage position/vacancy data, as well as information related to performance evaluations. It is a client/server designed ColdFusion application running on MS-SQL hosted on a Windows server. The application has a Web-based user interface for its client and can support up to ten concurrent users. It supports open-architecture interfaces, however no electronic interfaces exist at this time.

It was developed over nine months and implemented in 2002. The Division of Personnel provides application development and troubleshooting support, while ITG provides server and nightly processing support.

- **TrainAlaska** is the state's central training application designed to meet a variety of training requirements including class schedules, student registration, attendance, transcripts, and tuition charges. It is an in-house developed Web-based application running on MS-SQL with a Coldfusion front-end. It was developed and installed over three months in 2003. The Division of Personnel maintains and operates the system.
- The following are department level applications used to track varying information for the Division of Personnel. They are internally developed desktop applications running on MS-Access. Although they support manual open-architecture interfaces, there are no electronic interfaces at this time.
 - **Position database** - Logs information related to classification actions.
 - **Bargaining Unit Appeals database** - Tracks bargaining unit appeals of classification actions.
 - **Human Rights database** - Tracks cases, issues, and involved parties related to Human Rights complaints.
 - **Performance Evaluations Investigations (PEI)** - Tracks information related to Performance Evaluations Investigations.
 - **Performance Evaluations Appeals (PEA)** - Tracks information related to Performance Evaluations Appeals.
- **Grievance Tracking System** is a department level application used to track grievances, complaints, and disputes from the point of receipt through closure. It is an internally developed desktop application running on File Maker Pro maintained by the Division of Personnel.
- **Grievance Filing System** under development to be the state's central human resource system to replace the Grievance Tracking System described above. It is a client/server-designed Stellant Content Manager application running on MS-SQL hosted on a Windows server. The application has a Web based user interface for its client and can support up to 35 concurrent statewide users. It supports open-architecture interfaces, however no electronic interfaces exist at this time. It is owned, operated, and maintained internally by the Division of Personnel.

Labor Relations

- **Alaska Labor Relations Agency (ALRA)** database is a department application used to track labor relations filings, hearing schedules and decisions, such as petitions to enforce and unit clarifications. It is an internally developed desktop application running on MS-Access. It supports open-architecture interfaces, however no electronic interfaces exist at this time. It is maintained and operated by Commissioner's Office, Labor Relations Section.

Payroll

- **Alaska Statewide Payroll System (AKPAY)** is the state's central payroll system. It is used to administer the payroll for 15,000 employees in either semi-monthly or biweekly payroll cycles. Employees are distributed among 13 groups, each with different pay and benefit packages. Time and attendance procedures vary within state agencies; therefore, employees do not enter data directly in the system. It is a COBOL, SAS and Natural application running on ADABAS, currently being converted to DB2, hosted on an IBM 9672 mainframe. Estimates support a capacity for 200 concurrent users of the system. It interfaces with various applications in automated and manual procedures. It is a highly modified version of Tesseract software that was installed over 24 months and implemented in 1990. The Division of Finance provides application development and troubleshooting support, while ITG provides mainframe operations and nightly processing support.

Retirement

- **Combined Retirement System (CRS)** is the state's central retirement system. It is used to administer retirement benefits for the state and 211 other organizations. It is a modular COBOL application running on DB2 hosted on an AS400. It interfaces with AKSAS and AKPAY applications through automated procedures. The Division of Retirement and Benefits provides application development and troubleshooting support, while ITG provides AS400 support and nightly processing support.

Deferred Compensation and Annuity

- **Deferred Compensation Plan (DCP)** is the state's central system used to administer the state's deferred compensation and annuity benefits. It is a Visual Basic (being converted to Java) application running on Oracle hosted on a Novell (plans to move to NT or Linux) server. The application has a Web-based user interface for its client and can support the division's concurrent users. It interfaces with AKPAY through

manual procedures. It is maintained and operated by the Division of Retirement and Benefits.

Health, Life, & Disability Benefits

- The **Supplemental/Select Benefits System (SBS)** is the state's central system used to administer the state's health, life, and disability benefits. It is a Visual Basic (being converted to Java) application running on Oracle hosted on a Novell (plans to move to NT or Linux) server. The application has a Web-based user interface for its client and can support the division's concurrent users. It interfaces with AKPAY through manual procedures. It is maintained and operated by the Division of Retirement and Benefits.

Purchasing

- Various MS-Access databases and MS-Excel spreadsheets are used to track purchasing activities including:
 - Purchase requests;
 - Vendors;
 - Food solicitations; and
 - Formal solicitations.
- The **Vendor System** is the department level application that tracks vendor information for vendor lists and mailing labels. It is a Tango designed application running on Oracle. The Tango application layer is hosted on a Unix server, while the Oracle database is hosted on a Linux VM Bubble on an IBM 9672 mainframe. The application can support division level concurrent users. Although it supports open architecture for manual interfaces, there are no electronic interfaces at this time. The system was developed from a base application by Pervasive Software. The Division of Administrative Services Information Technology section provides application development and troubleshooting support, while ITG provides the server and nightly processing support.
- **Purchasing Officer Certification and Training Program** is the state's application used to track certification and training for individuals with delegated purchasing authority. It is a PHP3 designed application running on MS-SQL hosted on an Apache HTTP / Linux server. The application has a Web user interface for its client and can support concurrent users. It interfaces with the state's LDAP servers for authentication. It was developed over 12 months and implemented in 2001. The Division of

Administrative Services Information Technology section provides application development and troubleshooting support, while ITG provides the server and nightly processing support.

Property Management

- **Lease Management System (LMS)** and the **Lease Projection System (LPS)** are the department level applications that track basic information regarding leased and state-owned real estate. They are a Java designed application running on Oracle hosted on a Windows server. The applications have a Web user interface for their clients and can support division level concurrent users. Although it supports open-architecture for manual interfaces, there are no electronic interfaces at this time. Wostmann and Associates, a local software firm, developed it. The Division of General Services supports and maintains the applications.
- **MAXIMO** is the department level application used to administer preventative maintenance and projections of facility needs. It provides a work-order module, an equipment module, labor and other resources module, calendar module, job plans, and work management with scheduler module. It is a client/server designed licensed application running on SQL Server hosted on a Windows 2000 server. Reporting aspects are provided through Crystal Reports. It is being installed over 3 months and is scheduled for implementation in 2003. The Division of General Services supports and maintains the application.
- **State Property System** is the department level application that tracks equipment records that support current capital asset accounting. It is an RBase application hosted on an IBM 9672 mainframe. It was developed in the mid 1980s. The Division of General Services provides application development and troubleshooting support, while ITG provides mainframe operations and nightly processing support.
- **SURDATA** is the department level application used to track the surplus property disposal process. It is an internally developed desktop application running on FoxPro. The Division of General supports and maintains the application.

Revenue Management

- **ResourceIQ²** is the state's central treasury resource application designed to perform bank polling every morning, obtaining prior day banking data from four local banks, and receiving three files via direct lease line from the state's custody bank for current day transactions. It is a client/server designed licensed application running on Sybase hosted on a Novell server. The application supports up to five concurrent users. It interfaces

to AKSAS through manual transfers of electronic data. It was installed over 24 months and implemented in 2001. The Treasury Division supports and maintains the application.

Exhibit C-2: State of Alaska Administrative Systems Summary provides an overview of the identified systems.

Exhibit C-2: State of Alaska Administrative Systems Summary

System	Year Implemented	Application Access	Maintained By	Operated By	Technology Deployed
BUDGET					
Budget System (ABS)	2000	Statewide	Office of Management and Budget	ITG	Client/Server Application PowerBuilder DB2 Host on Windows Server
FINANCE					
Accounting System (AKSAS)	1985	Statewide	Division of Finance	ITG	COBOL & Natural ADABAS Host on IBM 9672 mainframe
Reporting Software (GENEVA)	1994	Statewide	Division of Finance	ITG	4 th Generation Reporting Tool ADABAS Host on IBM 9672 mainframe
PERSONNEL					
Workplace Alaska	1998	Statewide	Division of Personnel	ITG	Client/Server Application Lotus Notes hosted on a Domino server running on a Windows 2000 server
WorkPAD	2002	Statewide	Division of Personnel	ITG	Client/Server Application: ColdFusion MS-SQL Host on Windows Server
TrainAlaska	2003	Statewide	Division of Personnel	Division of Personnel	Web-based Application MS-SQL Windows Server
Position Database		Department	Division of Personnel	Division of Personnel	MS Access Application
Bargaining Unit Appeals		Department	Division of Personnel	Division of Personnel	MS Access Application
Performance Evaluations Investigations (PEI)		Department	Division of Personnel	Division of Personnel	MS Access Application
Performance Evaluations Appeals (PEA)		Department	Division of Personnel	Division of Personnel	MS Access Application
Human Rights Database		Department	Division of Personnel	Division of Personnel	MS Access Application

Exhibit C-2: State of Alaska Administrative Systems Summary (continued)

PERSONNEL (continued)					
Grievance Tracking System		Department	Division of Personnel	Division of Personnel	File Maker Pro Application
Grievance Filing System		Statewide	Division of Personnel	Division of Personnel	Client/Server MS-SQL on Windows Server
Alaska Labor Relations Agency (ALRA)		Department	Division of Personnel	Division of Personnel	MS Access Application
PAYROLL					
Payroll System (AKPAY)	1990	Statewide	Division of Finance	ITG	COBOL, SAS, & Natural ADABAS (being converted to DB2) Host on IBM 9672 mainframe
RETIREMENT and BENEFITS					
Combined Retirement System (CRS)		Department	Division of Retirement and Benefits	ITG	COBOL DB2 Host on AS400
DEFERRED COMPENSATION and ANNUITY					
Deferred Compensation Plan (DCP)		Department	Division of Retirement and Benefits	Division of Retirement and Benefits	Visual Basic (being converted to Java) Oracle on Novel Server (with plans to move to NT or Linux)
HEALTH, LIFE and DISABILITY BENEFITS					
Supplemental / Select Benefits System (SBS)		Department	Division of Retirement and Benefits	Division of Retirement and Benefits	Visual Basic (being converted to Java) Oracle on Novel Server (with plans to move to NT or Linux)
PURCHASING					
Purchasing and Solicitations		Department	Division of General Services	Division of General Services	MS-Access and MS-Excel tracking systems
Vendor System		Department	Division of Administrative Services, IT Section	ITG	Application Layer: Unix Server Database Layer: Oracle on Linux VM Bubble on an IBM 9672 Mainframe

Exhibit C-2: State of Alaska Administrative Systems Summary (continued)

PURCHASING (continued)					
Purchasing Officer Certification & Training Program		Statewide	Division of Administrative Services, IT Section	ITG	PHP3 Application on MS-SQL Hosted on Apache HTTP / Linux Server
PROPERTY MANAGEMENT					
Lease Management System (LMS) and Lease Projection System (LPS)		Department	Division of General Services	Division of General Services	Oracle and Windows Server
Preventative Maintenance/Facilities (MAXIMO)		Department	Division of General Services	Division of General Services	Client/Server Application SQL on Windows 2000 Server Uses Crystal Reports
State Property System	mid-1980s	Statewide	Division of General Services	ITG	Rbase Application IBM 9672 Mainframe
Surplus Property Disposal (SURDATA)		Department	Division of General Services	Division of General Services	FoxPro Application
REVENUE - CASH MANAGEMENT					
Cash Management (Resource IQ ²)	2001	Department	Treasury Division	Treasury Division	Client/Server Application Sybase on a Novell Server