



IRIS INSIGHT

IRIS - Providing Insight to Alaskans

January 2014



UPCOMING DEADLINES

- **February 17th:** Accounts Receivable worksheet
- **February 18th:** Inbound to IRIS Interfaces
- **March 14th:** Security & Workflow Set Up

30 day - FEBRUARY

- Cost Accounting and Security & Workflow workshops continue
- 2nd round of Integrated System Testing begins

60 day - MARCH

- Fixed Asset overview and workshops
- Cost Accounting workshops for Department Set Up and Conversion Planning available by appointment
- Procurement Manager/ Buyer Overview workshop offered

90 day - APRIL

- Fixed Asset workshops continue
- Cost Accounting workshops for Department Set Up and Conversion Planning available by appointment

Status Update

Workshops and data conversion are popular terms around the IRIS team offices this month.

The Finance and Security & Workflow staff are busy preparing for and conducting IRIS workshops on Accounts Receivable, Cost Accounting, Security & Workflow, and Fixed Assets.

In addition to the workshops, there is a lot happening behind the scenes with Integrated System Testing (IST). Updates are being made to test cases from Interval 1 and the team is performing another conversion of data for use in the second round of IST (Interval 2), scheduled to begin in February. The Technical team is also busy practicing for when we cut over from AKSAS to IRIS to make sure things transfer correctly.

The Procurement team has been wearing several hats: converting vendor information from AKSAS to IRIS; setting up warehouses for inventory business; and working closely with the Division of General Services (DGS) to standardize solicitation terms and conditions.

The Change Management team is focused on developing training materials with assistance from Subject Matter Experts on the functional teams.

The IRIS Project team is also ramping up staffing for the HR/Payroll module, scheduled to go live in January 2016. The HR/ Payroll portion of the project will follow a similar approach to the Finance and Procurement module. More detailed information on the HR/Payroll module will be presented in future newsletters.



ATTENTION IRIS Business Leads:



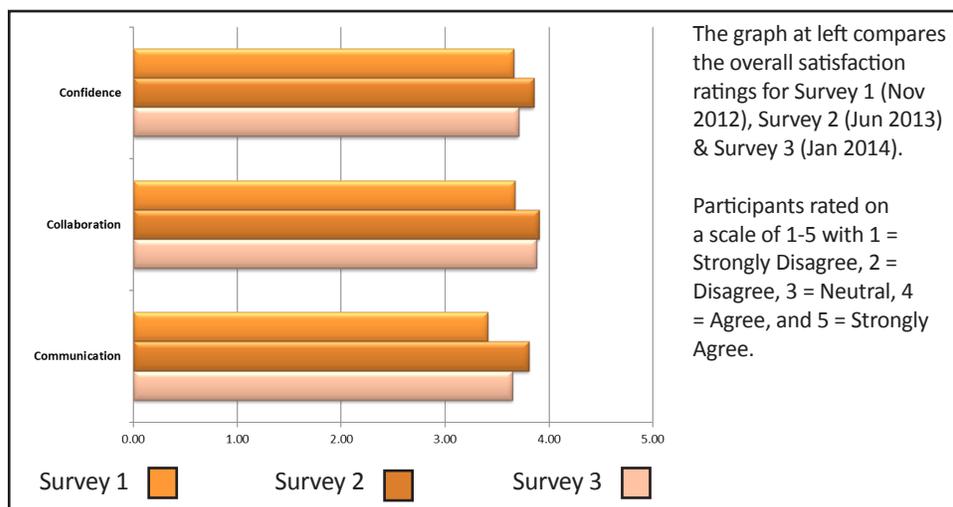
Please remember to sign up for your department-specific Cost Accounting workshop in February. Available dates and times are listed on the IRIS GoPlan SharePoint calendar: <http://intra.dof.doa.alaska.gov/sites/iris/goplans/Lists/Calendar/calendar.aspx>.

Results Are In - Satisfaction Survey 3

First off **thank you** to everyone who participated in the third Satisfaction Survey earlier this month! We greatly appreciate you taking the time to share your perceptions with us.

This survey is conducted biannually to assess stakeholder satisfaction with the IRIS Project effort to date. To maintain continuity in responses, all three rounds of the survey were sent to the same stakeholder groups: commissioners, deputy commissioners, ASDs, division directors engaged in the IRIS Project effort, SFOA members, APOG members, and IRIS Business and Technical Leads.

Overall, the level of satisfaction slipped slightly from Survey 2, conducted in June 2013. Questions in the survey were grouped into three categories: confidence, collaboration and communication. The graph below shows the overall satisfaction scores by survey question category. The most significant drops appeared in the categories of confidence and communication, which is understandable given the recent decision to push the Go Live date out to July 2015, the change in the liaison role, and the recent increase in communications related to the IRIS Workshops. A slight slip is also in line with how people



progress along the change curve. Often people slip back into frustration, possibly several times, before advancing to acceptance of a major change.

In addition to the ratings, the survey also included sections for participants to write comments. Comments referenced inconsistencies in responsiveness and lack of clarity in communications. Feedback also noted a shift toward holding off on completing tasks because of an expectation that instructions or requests will change.

Remember last month's article on the nature of IT projects? Change is one constant in a successful IT Project. That being said, the IRIS team acknowledges your concerns and will make every effort to:

- include details in communications relating to workshops and meetings
- send communications well in advance
- make deadlines more visible
- respond to questions in a timely manner

Again, thank you to everyone who participated in the survey!

TEAM MEMBER SPOTLIGHT:

This month we are featuring Change Management team members Kaari Busick and Alysia Jones.

Meet Kaari Busick: I have worked in IT projects as an analyst, process manager, tech writer, editor, and cat herder for over a decade. My background includes a degree in literature and a certificate in technical writing and editing. I've worked for the world's largest software company, a three-person programmer training company, an auto glass wholesaler, and financial services IT. I am a published author, was a competitive swimmer, runner and triathlete, and came in second in the Juneau spelling bee in 1981. After twenty years in Seattle and four in Chicago, I decided to come back to Juneau and was lucky enough to land in Change Management for IRIS. I also enjoy fishing, hiking, and venison.



Meet Alysia Jones: I came to Juneau in 2003 as an intern with the Juneau-Douglas City Museum. I left to chase hot air balloons in New Mexico for my graduate thesis - a documentary on the subculture of hot air balloonists. In 2005, with a M.A. in Folklore, Arts Administration and Documentary Film, I returned to Juneau and the museum as the Curator of Public Programs, developing and delivering educational programs and designing outreach materials. I joined the IRIS Change Management team in August 2012. Until recently, I could be found dancing, cycling and training for triathlons. Now I spend my spare time enjoying my new baby girl and napping.

