Iowa Department of
Administrative Services

DAS  Director's Office

Thomas J. Vilsack, Governor
Sally J. Pederson, Lt. Governor

Mollie K. Anderson, Director

## I/3 Update
### Frequently Asked Questions

January 26, 2006

1. **What is the current state of I/3 Financial?**
   Over Labor Day weekend, 2005, the I/3 Financial system was upgraded to a more recent release (Version 3.4.1) of the software. Since the upgrade, the main focus has been on providing a reliable and stable system for users.

2. **Why was it necessary to upgrade I/3 Financial so soon after the implementation?**
   Our vendor, CGI-AMS, continually adds additional functionality and performance improvements to later software versions. The number one enhancement of the last upgrade was performance. In lieu of fixing performance problems in the release of software initially implemented, CGI-AMS agreed to upgrade the software to a newer release at minimal cost to the state.

3. **What accomplishments have been made toward providing a more reliable and stable system for users?**
   - Several improvements have been made to the nightly cycle process to make it more efficient. These efficiencies have resulted in the on-line system and the data warehouse being available to users on time on a more consistent basis. Additionally, when problems do occur during the nightly cycle, most times there is enough time to fix the problem, recover, and still have the system available to the users on time.
   - The process of data storage and retrieval has been changed to allow for a more efficient storage and retrieval of data. This has assisted in improved nightly cycle performance as well as on-line performance for users during the day.
   - Monitoring tools are being implemented that will allow for many on-line performance problems to be detected and resolved sooner. This will improve on-line performance for the users.
   - The development and documentation of system processes continues to occur. This has allowed I/3 staff to more successfully react to and resolve issues that occur. Additionally, I/3 staff are gaining a better understanding of the software which allows us to continue to improve the current system and also develop additional functionality.

4. **What is the role of the subject matter experts (SMEs)?**
   The SMEs are functional staff whose responsibilities include:
   - Act as the functional Help Desk for the users. This includes answering user questions and resolving problems for users on a daily basis.
   - Understand, develop and implement additional and new functionality that is available in I/3.
   - Assist in prioritizing and resolving non-critical issues to improve the functionality and usability of I/3.
   - Play a leading role in evaluating current business practices and implementing process improvement initiatives to improve efficiency for the users and I/3 support staff.

- Develop and provide training for new users as well as advanced training for veteran users.

5. **What major projects are the SMEs currently working on?**
   In addition to assisting users on a daily basis, the SMEs are currently working on the following projects:
   - Redesign the current vendor entry process to make it less confusing and more efficient for users. When completed, this process will eliminate approximately 140 key strokes and mouse clicks for each new vendor entered into I/3. The current anticipated completion of this project is Spring 2006.
   - Developing processes to determine out-of-sync conditions related to data. Additionally, working with I/3 technical staff to run system assurance reports on a regular basis so that out-of-sync conditions can be identified and resolved in a more timely basis.
   - Assisting in resolving issues that have been identified as top priority issues.
   - Developing a Tips & Tricks training class, newsletter and improved website to provide users with better information about I/3 and assist them in having a better understanding of I/3.
   - Implementing additional functionality included in the base products that the State is not currently using.

6. **What is the total current contract value with CGI-AMS?**
   The CGI-AMS contract total is $11,996,092. The HR suspension change order hasn't been executed yet, but is expected to decrease the total contract value by approximately $900,000.

7. **What is the balance in the construction fund?**
   The unobligated balance of the fund is $2.4 million.

8. **What is the current interim I/3 Customer Council rate?**
   The I/3 FY06 rate is $8.64 per month per FTE.

9. **Are there any remaining projects left to be implemented from the initial implementation?**
   Yes. CGI-AMS is still responsible for implementing vendor self-service, portal functionality, system assurance jobs, Brass Ring and an upgrade to the Performance Budgeting module. The implementation of HR/Payroll portion of the project has been deferred by mutual agreement between CGI-AMS and the State of Iowa. The state must make a decision by June of 2008 on whether they intend to implement the HR/Payroll portion of the system or chose another path.

10. **Why was the HR/Payroll portion deferred?**
    The deferral allows State staff to continue to expand our knowledge on the overall product and to develop additional functionality in implemented products. During the HR/Payroll suspension period, CGI-AMS will continue to incorporate functionality into the baseline product that the I/3 implementation analysis has determined is required for Iowa operations. Resuming the HR implementation when these product improvements are complete will provide a better overall fit for the State of Iowa and potentially reduce project risk, cost, and timelines.

11. **What has been completed on the HR/Payroll implementation project?**
    Much preliminary work has been accomplished in determining how ADVANTAGE HR would be used at the State of Iowa. Problem areas have been identified and potential resolutions have been documented. The State of Iowa has identified some areas where we could change processes in order to have a smoother transition to a new system. In addition it was decided that we could proceed with the implementation of the applicant tracking module (Brass Ring). The implementation project for Brass Ring is underway.

12. **What is the status of the implementation of Vendor Self-Service (VSS)?**
    Work has not yet started on the development and implementation of VSS. Significant testing can not begin on this project until the redesign and implementation of the vendor entry process is complete. Decisions still need to be made on how to implement this functionality for the State of Iowa.

**13. What is Vendor Self-Service (VSS)?**
VSS is functionality that should provide vendors with better access to and greater flexibility in receiving notification of and submitting bids for State contract opportunities. The major functionality of VSS includes the ability to provide on-line vendor registration, send automatic notification of bid opportunities, the on-line submission of bid responses from vendors, and the conversion of a manual process of tabulating vendor responses to an electronic process.

**14. What's the status of the I/3 Performance Budgeting process?**
We are currently in the process of upgrading our current Performance Budgeting module to a more current version. As with I/3 Financial, this upgrade was agreed to by CGI-AMS to fix performance problems in our original software.

**15. What's next for I/3?**
We continue to work on processes and resolving incidents that will improve the reliability and stability of I/3. These changes will allow us to implement long-term process improvements for I/3. These processes will be critical as I/3 matures and additional functionality is implemented. They will also be critical for the implementation of future upgrades. New functionality and improvements are continually being made by CGI-AMS to the current version of the software. In order to grow with the software and implement additional functionality and performance enhancements, it will be necessary to upgrade I/3 to newer versions on a regularly scheduled basis.