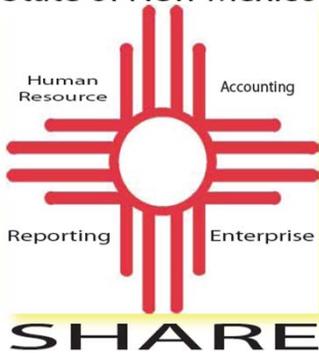

SHARE VISION & STATUS To The STTC

State of New Mexico



David Holmes

SHARE Systems Manager

November 9, 2012

What is SHARE?



*SHARE is the organization that delivers a core set of centralized **enterprise business capabilities** to the State, its agencies, and other customers.*

The Goals of SHARE:

- **Efficiently deliver enterprise capabilities** that are common to the agencies, reducing costs through standardization and economies of scale
- **Centralize key control business capabilities** including Finance & Accounting, Human Capital Management, & Supply Chain Management, that by being centralized, *improve the State's ability to manage and control its business*

What is SHARE NOT?



SHARE is NOT the Problem!

- SHARE is frequently the scapegoat of business process and training issues
- SHARE is not perfect, but capable of being much more than it has been
- SHARE is not just technical, it is the **holistic technical and functional delivery & support** of core centralized enterprise capabilities
- SHARE is not the business of the agencies, we support them with capabilities, training and support on using the technologies of SHARE to perform the enterprise aspects of their business
- SHARE is not just the PeopleSoft system. PeopleSoft is the primary technology of SHARE, but SHARE may include other technologies, now and in the future, to best deliver core centralized enterprise capabilities

Where is SHARE Now?



SHARE has not reached its full potential to deliver valuable capabilities that agencies want and need

- SHARE is utilizing end-of-life hardware & software
- SHARE is not currently capable of expanding its capabilities
- SHARE has a back log of important agency requests
- SHARE needs to further evolve its organization and increase its staffing levels to provide the level of service the agencies require

Where Should SHARE Go?



SHARE should improve and extend its capabilities to serve the agencies

- SHARE is based on world class ERP technologies
- SHARE can relieve the agencies of many burdensome, expensive, legacy systems and inefficient business processes that make sense to be centralized and shared
- SHARE should evolve to more modern delivery of capabilities
- SHARE should be a self sufficient, self contained, Center of Excellence focused on reliably and cost effectively delivering and supporting its core centralized enterprise capabilities

Where Should SHARE NOT Go?



SHARE should not try to be “one size fits all,” or provide non-enterprise, agency-specific, capabilities

- SHARE should not provide agency specific capabilities
 - SHARE is not the Medicaid system, the UI system, the Child Support system, etc.
- The State should not permit enterprise capabilities to be replaced by agencies' own solutions, where efficiencies, governance & auditing requirements demand capabilities at a centralized enterprise level
- Throwing out PeopleSoft to chase a new solution, or to go back to many separate agency solutions, is not the prudent course

SHARE Projects:

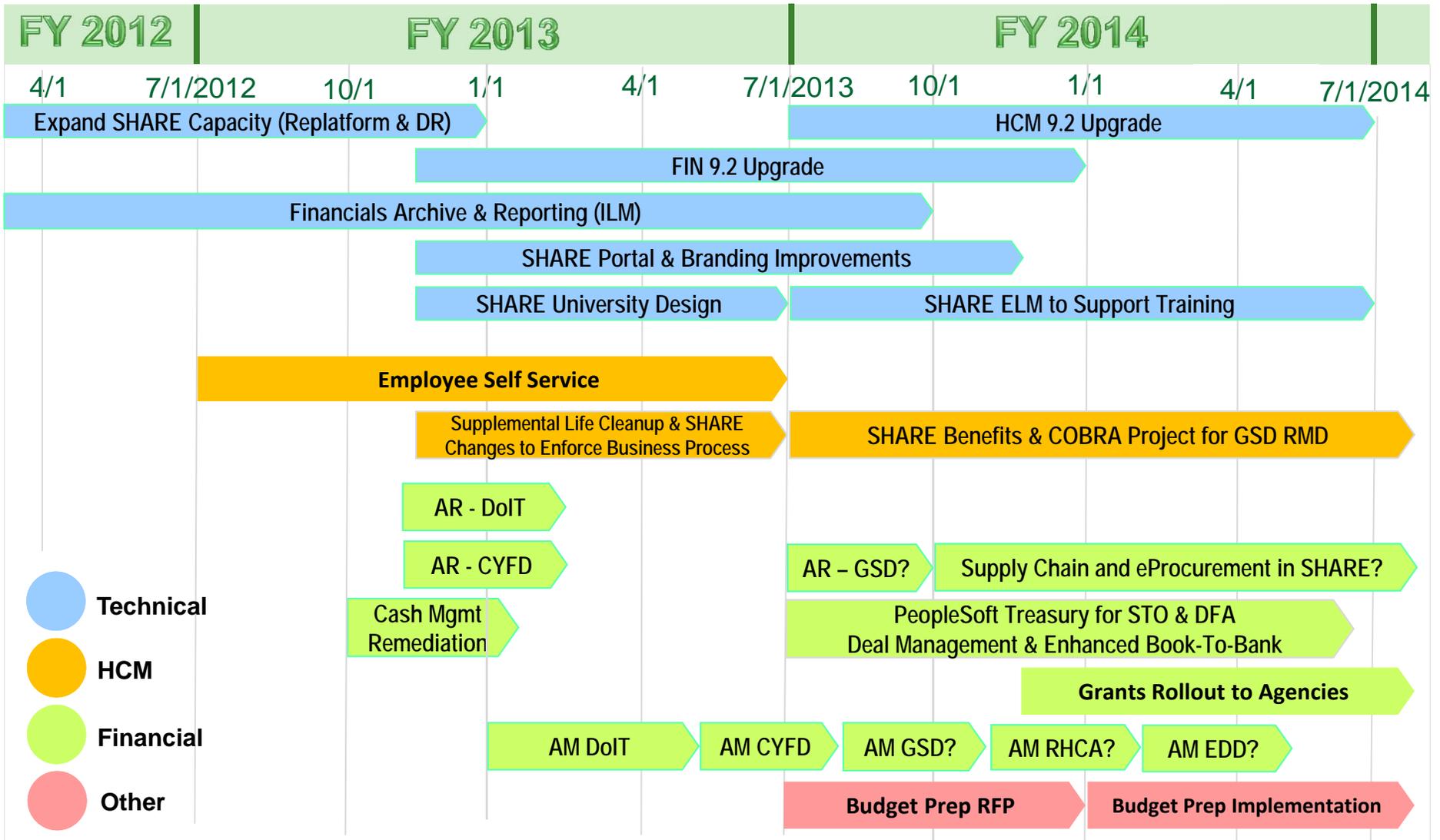
Improve & Extend Capabilities



- **Modernize & Expand SHARE systems capacity (Replatform)**
- FIN 9.2 PeopleSoft Upgrade
- HCM 9.2 PeopleSoft Upgrade
- DoIT, CYFD & GSD AR
- Grants Agency Rollout
- Benefits & COBRA
- Supplemental Life Remediation
- Cash Mgmt Remediation & Treasury Module Improvements
- DoIT & CYFD AM
- SHARE Portal
- Employee Self-Service
- Archive & Reporting System
- Supply Chain Management (SCM) – eMarketplace
- Capital Projects Tracking
- Budgeting System
- Payroll Projects
 - Commitment Accounting
 - Combo Codes
 - Accounting Split
- Deal Management
- SPO AS400 Replacement
- BI Reporting & Dashboards
- Training Programs
- Enterprise Learning Management (ELM) to support Training

FY13 / FY14 / OTHER

SHARE Roadmap Update:



Current SHARE Projects

DR/Replatform Status Overview



DR/Replatform Project

- Entering Performance and User Acceptance Testing
- Fully leveraging the State's DR project early HW & SW Investments
- Will result in a modern, virtualized platform
 - Increases the capacity to host SHARE environments
 - Supports the latest supported software versions
 - Provides the up-to-date infrastructure to support the SHARE upgrades

Current SHARE Projects

Financials Upgrade Status Overview



The PeopleSoft Financials 9.2 Upgrade Project

- Oracle releases PeopleSoft Financials version 9.2 end of Q1 2013
- The State is now a “Critical Account Customer” to receive their highest level of service and early adopter support during our upgrade
- An Upgrade Project Manager is being contracted now to begin planning

Current SHARE Special Projects

Status Overview



- **DoIT Accounts Receivables**
 - PCC Certification Received 8/22/2012
 - Start Date 11/26/2012

- **CYFD Accounts Receivables**
 - PCC Certification Received 11/07/2012
 - Start Date 11/26/2012

- **DFA Cash Management Remediation**
 - PCC Initial Certification Received 8/22/2012 & Implementation 11/07/2012
 - Estimated Completion February 2013

Current SHARE Staffing

Status Overview



Turnover and new positions result in seven (7) Positions to fill immediately (~ 40% of the current staff):

- 3 Retirements by the end of November to fill
- 3 Functional Support Roles to fill
- 1 Technical Support Role to fill

Other SHARE Efforts



- **SHARE Center of Excellence Design – In Process**
 - Gartner & Other States' Best Practices
 - Improved success measures & transparency
- **Measuring SHARE system performance – In Process**
 - Technical Performance Testing & Baseline
- **Benchmarking SHARE Costs & Rates – 11/14/2012**
 - Gartner & Other State's experience
- **Process to document agency savings – In Process**
 - Quantify what we're saving by using SHARE
- **SHARE University – Reinventing the State's training on core common business capabilities – In Process**

SHARE Accomplishments



- SHARE Vision & Roadmap Defined & Being Executed
- Supported DFA in resolving the faulty Payroll
 - Oracle Assessment & Engaging a T&L and Payroll SME
- Supported DFA & STO with Cash Remediation
- P-Code enhancement to support DFA Budget
- Standardizing DoIT SHARE contract language
- Created SHARE Special Projects process
- Improved SHARE performance measures
- SHARE DR Hardware configured & in testing
- SHARE Financials Upgrade in Planning

The New SHARE Organization

Leading the way forward



SHARE is in a unique position to provide leadership in process improvement and cost reduction, as the hub of many common core business processes used by all agencies

SHARE is streamlining its processes & partnering with agencies to provide additional capabilities and support to agencies, faster & cheaper

Examples:

- A new Share Special Projects (SSP) program to assist agencies expanding SHARE use
 - SHARE is collaborating with DFA and STO to leverage the full Treasury Module
 - SHARE is facilitating DoIT and CYFD leveraging the AR module
- SHARE is working closely with DOT on the Financials 9.2 Upgrade to ensure full FHWA Certification and a timely implementation

SHARE Special Projects

New Program Established



SHARE Special Projects (SSP) are projects implemented in SHARE on behalf of agencies under the auspices of SHARE with Budget & Appropriations Support, Project Management, Vendor Selection & Contracting, Functional & Technical Support, and PCC Certification support

SHARE Special Projects are Agency-Specific projects implemented in the SHARE system

- Agencies request appropriations from the legislature, then provide funds & agency staff to support agency-specific projects in SHARE.
- SHARE provides the expertise, facilitation and full lifecycle oversight and assistance to SSPs
- Implemented under the auspices of SHARE, SSPs use a streamlined Agency-Friendly project certification process

A Better SHARE Organization

Building the Center of Excellence



SHARE is combining Functional, Technical & Training Support into a single SHARE Organization

We are expanding the SHARE Organization to cover the full range of support requirements needed to support the agencies' missions

- *The expansion request is already built into the approved SHARE FY14 rate*

Benefits:

- ***A single organization that partners with agencies on all support needs***
- ***A focused organization for deeper expertise and holistic solutions***
- ***A responsive organization that delivers more capabilities to agencies***
- ***A cost effective organization that better leverages the State's existing SHARE investments***

SHARE Support Capabilities



What we need for the mission:

Functional Support SHARE

- Business Process Support
- Application Configuration
- Troubleshoot Issues
- Research New Releases & Bundles
- Design New Functionality
- Test New System Features & Functions
- Train Users
- Quality Assurance

Technical Support SHARE

- Architecture
- Security
- Maintain Environments
- Software Change Management
- Bundles & Patches
- Program Modifications & Customizations
- Upgrades
- Archiving
- Tuning

Infrastructure Support DoIT

- Servers
- Storage
- Network
- Systems Administration
- Database Administration
- Disaster Recovery
- Backup & Recovery

Targeted Consulting & Support Services

SHARE Support Capabilities

What we currently have:



Technical Support SHARE

- Architecture
- Security
- Maintain Environments
- Software Change Management
- Bundles & Patches
- Program Modifications & Customizations
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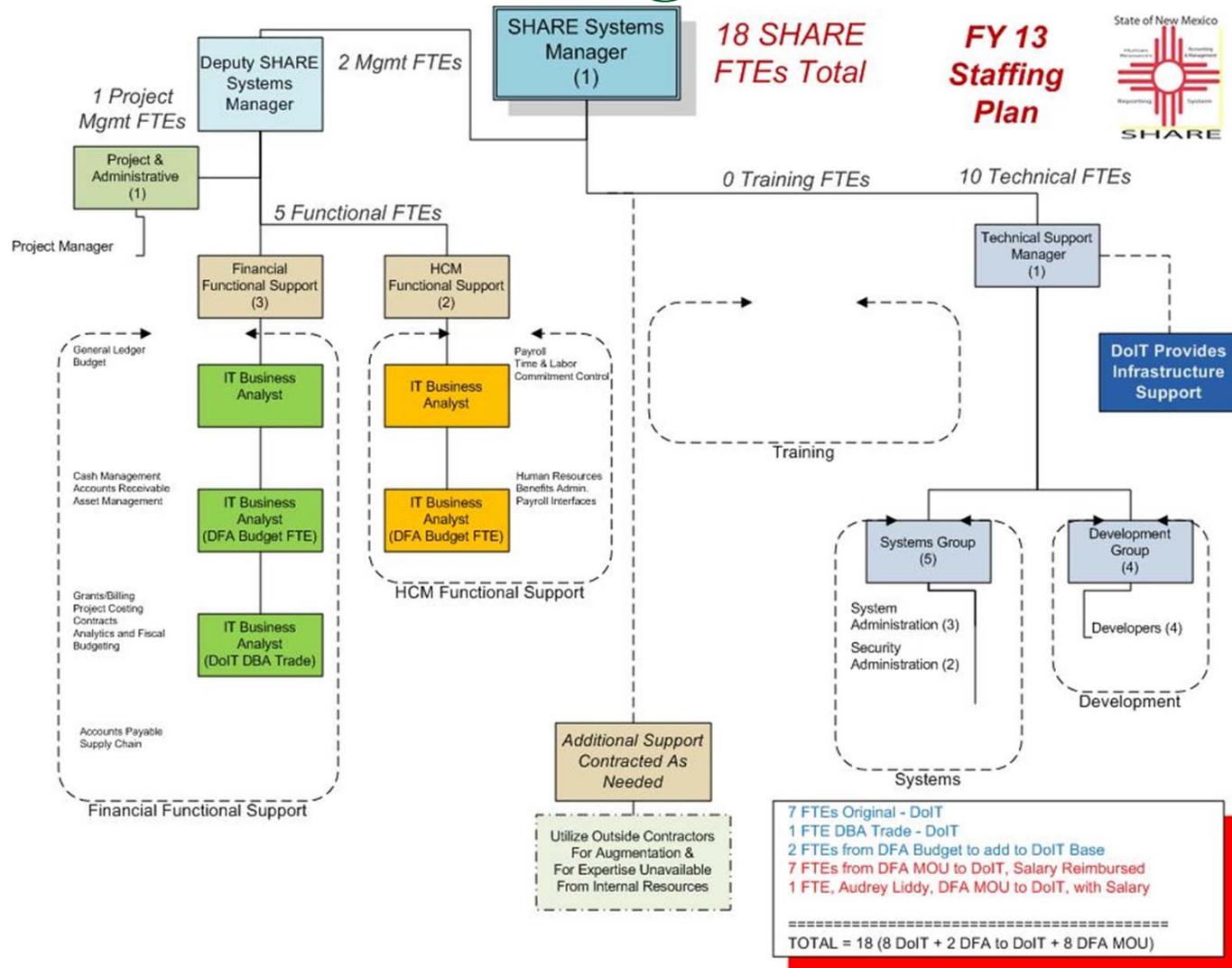
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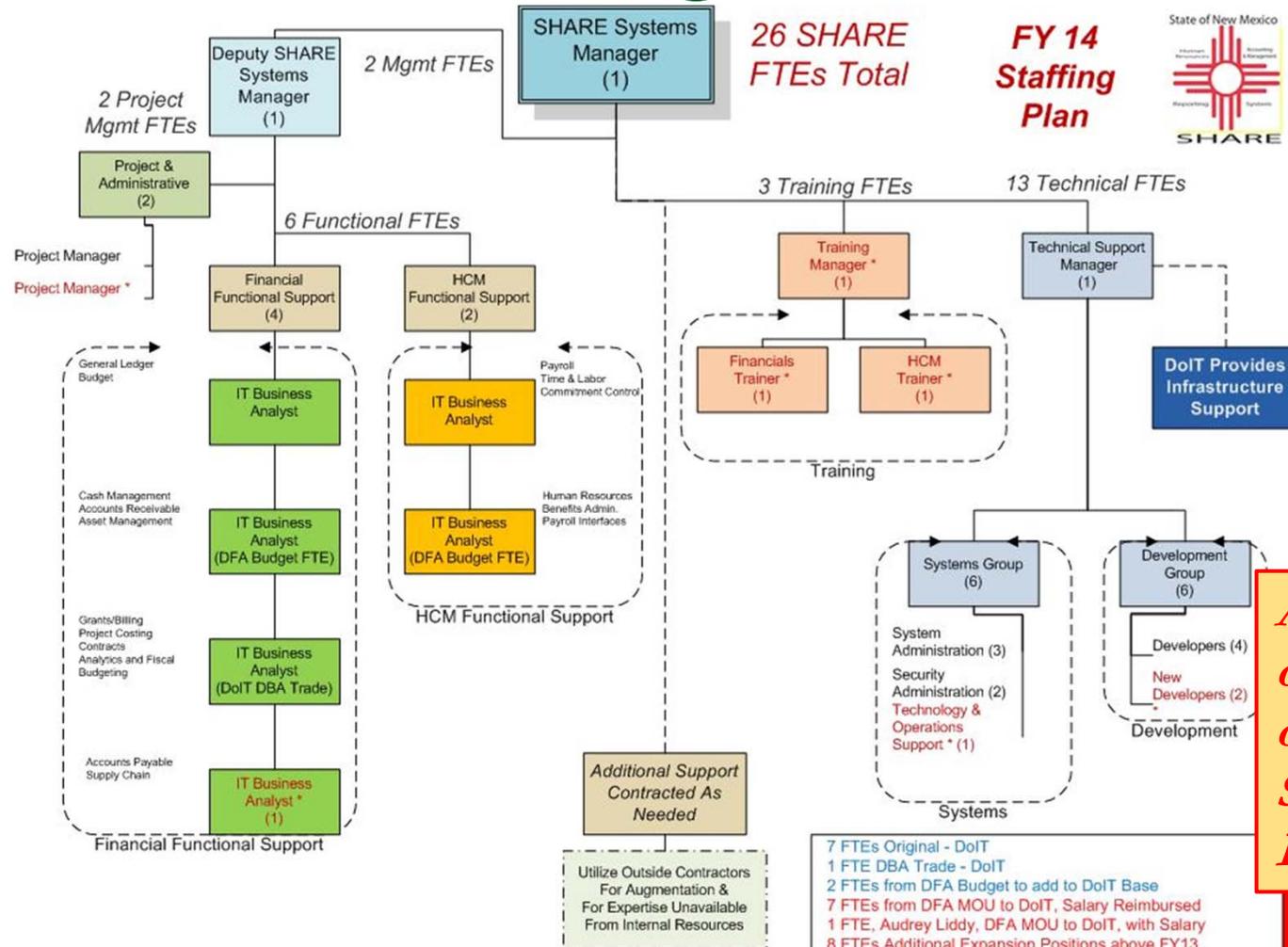
SHARE FY13 Organization

State of New Mexico



SHARE FY14 Organization

State of New Mexico



An increase of only 8 over FY13 Staffing Levels

* Expansion Position
Total of Eight (8) Additional over the FY13 Staffing

7 FTEs Original - DoIT
1 FTE DBA Trade - DoIT
2 FTEs from DFA Budget to add to DoIT Base
7 FTEs from DFA MOU to DoIT, Salary Reimbursed
1 FTE, Audrey Liddy, DFA MOU to DoIT, with Salary
8 FTEs Additional Expansion Positions above FY13
=====

TOTAL = 26 (18 SHARE FY13 + 8 Expansion)

SHARE Comparisons

How do other similar sized organizations compare?



Organization	Citizens Supported (*)	ERP Staff Size
New Mexico	2,059,179	18 (26 Proposed FY14)
Connecticut	3,574,097	100
Minnesota	5,303,925	48
New York	19,378,102	116
Ohio	11,536,504	90
Oklahoma	3,751,351	53
Pennsylvania	12,702,379	125
Tennessee	6,346,105	97
City of Albuquerque	633,223	24

The State of New Mexico is considerably short staffed compared to our peers and this reveals itself in costly mistakes!

*Citizen Population per 2010 Census

SHARE's Per Employee Rates In Context:



A Grande Coffee at Starbucks = \$2.11/day, or 63.30/mo, or \$770.15/yr
A Grande Latte at Starbucks = \$3.55/day, or 106.50/mo, or \$1,295.75/yr

FY14 Rate for SHARE?

Only 97 cents/day, or \$29/mo or \$350/yr

SHARE is a bargain considering it handles the State's Accounting, Financials, Human Resources, Benefits, Payroll & More.

All of this for less than the price of a cup of coffee!

** Starbucks list pricing at Devargas Mall, Santa Fe.*

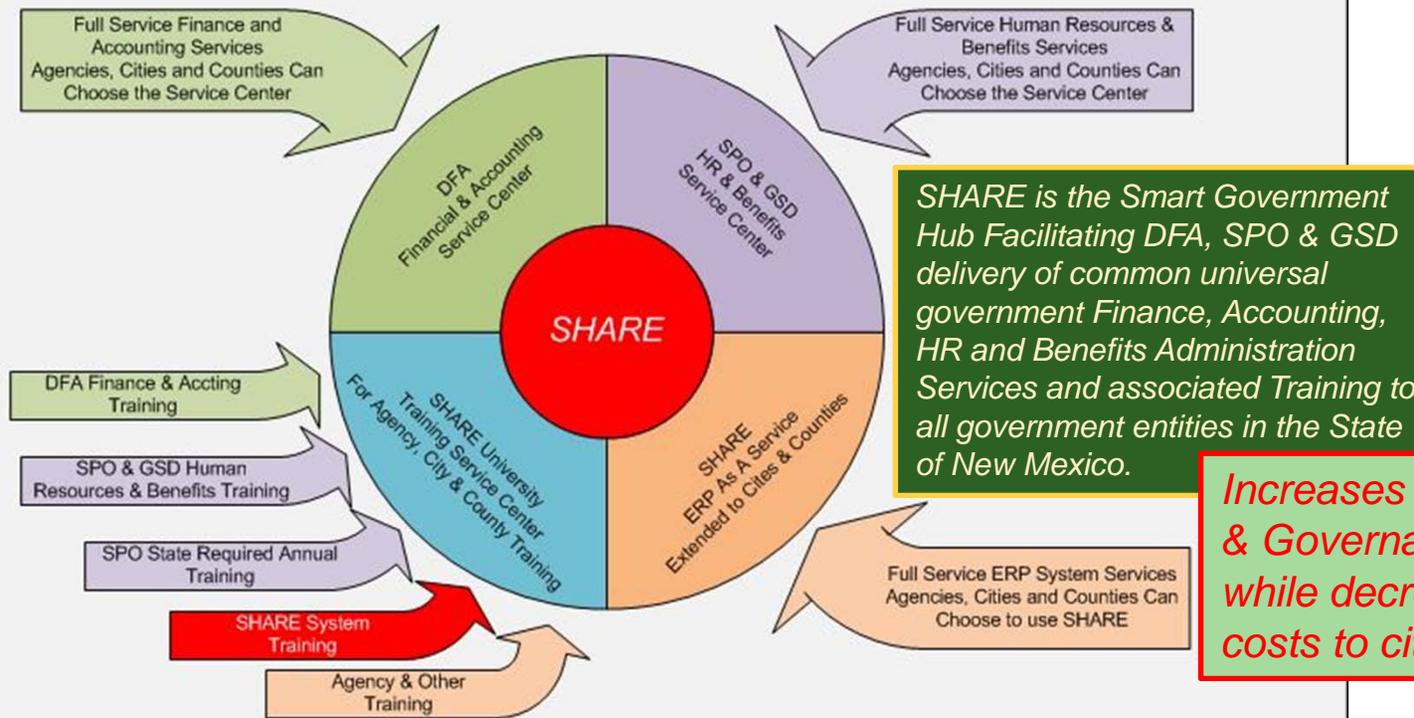
** The SHARE FY14 Rate is already based on the 26 FTE staffing level being requested. The request is fully paid for.*

SHARE IS

The State's Smart Government Hub



A Smart Government Approach to reducing the cost of delivering basic government Financial, Accounting, Human Resources and Benefits Administration Services & associated training



David Holmes – Concept Draft