

A Project Work Plan for State of Nebraska OSERS Transfer Project



Project Work Plan
For the State of Nebraska OSERS Transfer
Project

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	Revision History										
Version	Date	Name	Description								
0.1	11/30/2021	Initial draft Template	Draft version of template for review								
V1	12/10/2021	Draft for review	Initial draft of Work Plan for review								
V2	12/15/2021	Revised Draft	Revised to incorporate initial feedback received								

1.0 Executive Summary

The Legislature tasked the Public Employees Retirement Board (PERB) and Nebraska Public Employees Retirement Systems (NPERS) with conducting a study and preparing a work plan to transition the administration of the Omaha School Employees' Retirement System (OSERS) to the PERB and NPERS, and its pension administration system, Nebraska Public Retirement Information System (NPRIS).

NPERS developed an initial work plan, recommendations, cost estimates, and comparisons as required by LB 31, 2019, entitled <u>Transfer of Management of Class V School Employees</u>

<u>Retirement Systems to the Public Employees Retirement Board</u>. This report included an assessment conducted by a third party engaged by NPERS, Linea Solutions, Inc. (Linea), which assessed the impact of the OSERS plan transition from the perspective of project related scope, schedule, and budget.

The work plan provided in this document is largely based on information gathered from Linea's assessment as well as insights from Gartner, an Information Technology (IT) research & advisory services firm, engaged to assist NPERS with readiness planning and procurement activities related to the OSERS Transfer Project.

This work plan focuses on efforts for the IT portion of the OSERS Transfer project.

The LB 31 study discussed operational changes that will also need to occur. These items such as office space changes, hiring of additional staff, and training, will be scheduled to begin sometime in late fiscal year 2022-2023 or early 2023-2024. The exact timing has yet to be determined. Office space needs have already been communicated to the Department of Administrative Services and these are currently under study. The operational changes discussed in the LB 31 study are considered part of the current work plan, even though provided in the prior report. The exact requirements may need to be adjusted if new information, facts, and circumstances are discovered during the transition of the OSERS administration to the PERB and NPERS.

1.1 Project Description and Background

The purpose of the OSERS Transfer Project is to transition the administration of OSERS to the PERB and NPERS, and its pension administration system, NPRIS. Key aspects of this project include upfront planning and steps to acquire and execute support services to perform the technical configuration and other related services.

1.2 Project Scope

The following list summarizes the OSERS Transfer Project scope, including what is in scope and what is out of scope.

1.2.1 Project Scope Includes

- Acquisition and execution of procurement support services, project readiness assessment, and potentially an independent verification and validation (IV&V) vendor to provide independent quality oversight and risk management during the project execution.
- 2. Procurement of an implementation service provider to provide services, including:
 - i. Project Management and Change Management

- ii. Requirements Validation and Management
- iii. Configuration of the OSERS plan in NPRIS
- iv. Testing of the newly added OSERS plan configuration in NPRIS
- v. Regression testing of the revised NPRIS system
- vi. Data migration of OSERS data to NPRIS
- vii. Deployment of the solution to enable it for production use
- viii. Twelve months of post-implementation support services, to provide maintenance of the solution
- ix. Exit transition services including knowledge transfer to NPERS staff
- 3. Functional scope includes 16 areas of the OSERS plan:
 - i. OSERS Plan Configuration/ Setup
 - ii. General Ledger
 - iii. Employer Related Functionality
 - 1. Employer Maintenance
 - 2. Employer Invoicing
 - 3. Wage & Contribution Processing
 - 4. Cash Receipts
 - iv. Member Related Functionality
 - 1. Enrollment & Demographics
 - 2. Member Account Maintenance
 - 3. Optional Service Credit
 - Benefit Calculation (Benefit Estimates)
 - Refunds
 - v. Retirement Processes
 - Annuity Payroll
 - Retirement Application Processing
 - 3. Benefit Amount Adjustments
 - 4. Tax Reporting
 - Vendor Deductions (Tax Levy)
- 4. Technical scope includes
 - i. Up to 86 batch jobs
 - 1. 7 batch jobs will be directly impacted and require changes
 - Remaining batch jobs are not expected to change but will require additional testing during the project to confirm OSERS information is processed correctly
 - ii. Up to 138 Letters
 - iii. Up to 31 Forms
 - iv. Up to 128 Reports
 - v. Data migration from the following sources
 - PeopleSoft
 - 2. External tables for Refund members

vi. Converting all backfile paper documents (paper and microfiche) into the State's OnBase document management system. Note that legacy microfiche content may also be digitized depending on further analysis.

1.2.2 Project Scope Does Not Include

- 1. Enhancements to the NPRIS system that are not critical to the transfer of OSERS to NPRIS.
- 2. Decommissioning of the OSERS system after the transfer has successfully occurred.
- 3. Organizational change management to support OSERS during the transitional period.

1.3 Assumptions

1.3.1 Sourcing of OSERS Transfer Implementation Services

Work Plan currently assumes (based on Linea Assessment) that the strategy for sourcing OSERS Transfer implementation services is via competitive procurement (i.e., an RFP) for a system integrator service provider to perform the required services through a fixed-price, deliverables-based contract. Should NPERS decide to source via some other mechanism (e.g., temporary/contingent staff augmentation) then this work plan would be adjusted to reflect this change.

1.3.2 Level of Effort Analysis

Work Plan is largely based on information gathered from the Linea Assessment. There is an assumption that the Linea Assessment effectively completed its impact assessment of the OSERS plan transition to accurately inform project related scope, schedule, and budget.

1.3.3 Revised Project Schedule

The project schedule will be revised once the service provider is hired and delivers a project schedule that aligns with their proposed methodology to satisfy the service and solution requirements of the OSERS Transfer. The solicitation for implementation services will include the project schedule in this Work Plan and RFP respondents will be asked to provide a project schedule that meets the key schedule targets for Go-Live and post-implementation support duration as presented in this work plan.

1.4 Constraints

1.4.1 Completion of OSERS Transfer

OSERS Transfer must be completed by September 1, 2024.

1.4.2 Budget Availability

The spending authority granted by the legislature and allocated to this project must be sufficient to complete the project in its entirety.

1.5 Risks

1.5.1 Scope Risk

 Functional and technical scope may change, either increasing in volume or complexity, due to any potential inaccuracy of the Linea Assessment and/or based on additional analysis performed with the implementation services provider during the project lifecycle.

1.5.2 Schedule Risk

1) Risk of schedule extensions if scope risks are realized.

1.5.3 Resource Risk

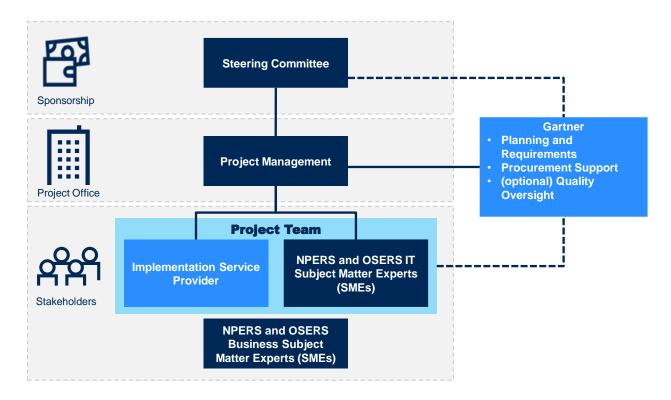
- 1) Risk of staff turnover throughout the project lifecycle.
- 2) Risk of competing demands on staff availability and workload.

2.0 Roles and Responsibilities for the Project Execution

2.1 Project Organization and Governance

The figure below depicts the project organization and governance.

Figure 1 Project Organization and Governance



2.2 Governance and Project Participants

The table below provides definitions for the key roles and governance groups that are involved with the planning and execution of the OSERS Transfer.

Table 1 Governance and Project Participants

Role	Role Description	Names		
Executive Sponsor	 Provide overall guidance to project team on business needs Resolve escalated issues as needed 	Randy Gerke, Director NPERS		
Steering Committee	 Report status to the board Conducts ad-hoc and monthly meetings 	 Randy Gerke, Director NPERS Jack Hardy, IT Manger, NPERS Orron Hill, Legal Counsel and Deputy Director, NPERS 		

Role	Role Description	Names			
	 Provides decision-making for escalated items impacting the overall project schedule, scope, resources Supports the project by addressing escalated issues and risks, removing barriers and ensuring resources are available to support the project needs 	 Melissa Nuss, Benefits Manager, NPERS Johnetta Lang, Data Services Manager, NPERS Matt Ray, Chief of Staff, OPS Cecelia Carter, Director, OSERS Jim Ellis, Retirement Subject Matter Expert, OSERS Scott Roberts, CFO, OPS 			
Project Manager	 Single point of contact for the project Approve priorities, plans and schedules Facilitate the scheduling of service provider interviews and workshops Review and provide input to deliverables Participate in project status meetings and working sessions Resolve or escalate issues and risks Responsible for project management processes (e.g., change management, schedule management, etc.) 	Jack Hardy, IT Manager, NPERS			
Gartner Team	Planning, Requirements, Procurement Support, and (optionally) Quality Oversight Support	Christy, Rinaldi, Managing Partner, State and Local Government, Gartner			
Project Team	 Includes implementation service providers and other contractors Provide guidance and support resolution of project issues Review and provides feedback on deliverables Participate in all project workshops and working sessions 	The members of the project team will include OSERS, OPS and NPERS staff members, as well as outside contracted resources. The specific project team members and roles have not been fully defined.			
Subject Matter Experts – Business & IT SMEs	 Provide guidance and support resolution of project issues Participate and engage in interviews and project workshops and working sessions Reviews project deliverables, providing revisions and approvals Provide key information and subject matter expertise (from business perspectives and 	The subject matter experts will be OSERS, OPS and NPERS staff members. The specific resources have not been determined.			

Role	Role Description	Names
	technical perspectives) during the project	

3.0 Project Execution Plans

This section provides a high-level description of the project timeline as well as a more detailed version of the project schedule, including descriptions for key tasks.

3.1 High Level Schedule

The figure below is a high-level depiction of the project schedule.

Figure 2 High-Level Schedule, 2021 - Q 3, 2023

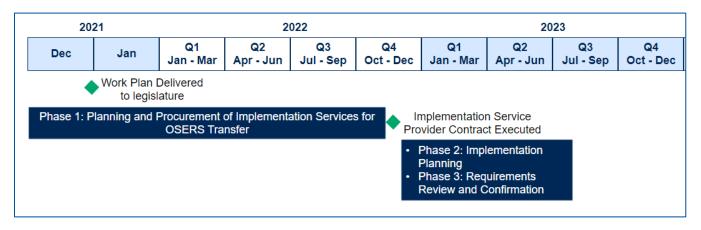
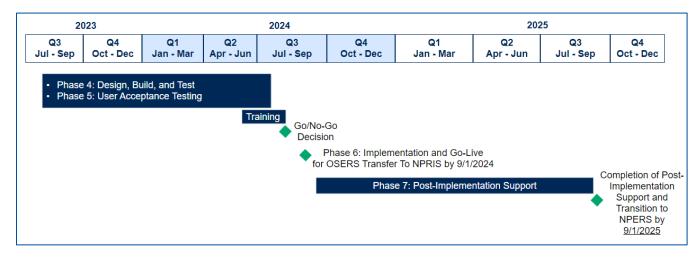


Figure 3 Q3, 2023 - Q3, 2025



3.2 Detailed Work Plan

The following pages describe the project schedule/work plan with the high-level phases decomposed into more detailed tasks. This work plan is intended to depict the major phases, key milestones, and critical deliverables and activities.

0 - i	Task Name	Duration ①	Start	Finish	Predecessors	Status	Comments and Notes
1	■ Phase 1: Procurement	241d	12/06/21	11/09/22			
2	 Procure OSERS Transfer Planning, Requirements, and Procurements Support 	19d	12/06/21	12/31/21		Complete	Contractor is Gartner.
3	Kick-off planning, requirements and procurement support services	0	12/06/21	12/06/21		Complete	
4	Develop and Deliver Work Plan to Legislature	19d	12/06/21	12/31/21	3	In Progress	
5	 Planning and Procurement of Implementation Services for OSERS Transfer 	222d	01/03/22	11/09/22			Assumption: current assumption is that sourcing strategy is to hire a System Integrator to perform OSERS Transfer via a fixed-fee, deliverables-based contract that is competitively procured. Another option being considered is to implement the OSERS Transfer via staff augmentation resources managed by NPERS. Should the assumption be incorrect, the Work Plan will be modified accordingly. Task 7 (Project Readiness Assessment) will inform the final decision.
6	Complete a Project Readiness Assessment	10d	01/03/22	01/14/22	4	In Progress	
7	Gather Detailed Project Requirements	20d	01/17/22	02/14/22	6		Requirements include a Business Capability Model, implementation requirements, validation sessions to finalize the requirements.
8	Develop Request for Proposal (RFP) to competitively procure OSERS Transfer implementation services	29d	01/17/22	02/25/22	6		
9	Post RFP for vendor response	2w	02/28/22	03/11/22	8		Task includes all needed approvals.
10	Proposals Due	1d	05/09/22	05/09/22	9FS +8w		Respondents would have two months to develop proposals.
11	Proposal Evaluation	25d	05/10/22	06/13/22	10		Assume four weeks for evaluators to read and score up to four compliant proposals.
12	Vendor Orals Presentations and Demonstrations	2w	06/14/22	06/27/22	11		Assume up to three vendors selected for vendor interviews.
13	Vendor Selection	2d	06/28/22	06/29/22	12		
14	Negotiation Preparations	3w	06/30/22	07/20/22	13		Involves reviewing proposal for top-scoring vendor and development negotiation plan.
15	Vendor Negotiations	8w	07/21/22	09/14/22	14		
16	Approvals and final contract execution	8w	09/15/22	11/09/22	15		

0 , = i	Task Name	Duration ①	Start	Finish	Predecessors	Status	Comments and Notes
17	Phase 2: Implementation Planning	41d	11/10/22	01/05/23			
18	Project Implementation Kick-off	1d	11/10/22	11/10/22	16		
19	 Establish Project Management Tools and Plan 	40d	11/11/22	01/05/23			
20	Develop Project Management Plan	30d	11/11/22	12/22/22	18		Project Management Plan, including a Project Charter, Schedule, Risk Management Plan, Quality Management Plan, Issue Management Plan, Communication Management Plan.
21	Develop Implementation Schedule	30d	11/11/22	12/22/22	18		Note: the implementation schedule is developed in collaboration with the implementation service provider and is anticipated to be a revision to this work plan.
22	Finalize/Review/Approve the schedule and the project management plan	10d	12/23/22	01/05/23	20, 21		
23	■ Phase 3: Requirements Review and Confirmation	141d	01/06/23	07/21/23			
24	Start Phase 3 - Requirements Review and Confirmation	1d	01/06/23	01/06/23	22		Review business capabilities to confirm changes required.
25	■ Incoming Data Analysis	30d	01/09/23	02/17/23			Time durations include meetings with key business and IT stakeholders. Durations are adjusted to allow for coordinating meeting schedules.
26	Batch Programs	5d	01/09/23	01/13/23	24		86 batch jobs, 7 require changes, 1 new, 76 not expected to change but require testing
27	Configurations and Plan Setup	5d	01/16/23	01/20/23	26		Add OSERS plan and tiers, setup fiscal year table for OSERS, set up NPRIS plan and plan reference tables with OSERS parameters
28	Employer Maintenance	5d	01/23/23	01/27/23	27		Setup OPS as a new employer.
29	Employer Invoicing	5d	01/30/23	02/03/23	28		Adjust capabilities to allow employer to pay additional contributions to maintain solvency.
30	Wage and Contribution Files	5d	02/06/23	02/10/23	29		
31	Cash Receipts Processing	5d	02/13/23	02/17/23	30		Configure the fiduciary accounts to represent inbound cash receipts.
32	 Account Maintenance Analysis 	15d	02/20/23	03/10/23			
33	Demographics	5d	02/20/23	02/24/23	31		Data cleanup required.
34	Enrollment/Employment	5d	02/27/23	03/03/23	33		Entries will need to be added to the available job class table to support the new OSERS plan for OSERS jobs.

0 – i	Task Name	Duration (1)	Start	Finish	Predecessors	Status	Comments and Notes
35	Member Account Maintenance	5d	03/06/23	03/10/23	34		Configuration changes to support member account maintenance, service credit calculation, member interest posting, optional service credit purchase, refunds, benefit estimates/calculator
36	 Retirement Functions Analysis 	20d	03/13/23	04/07/23			
37	Retirement Application Processing	5d	03/13/23	03/17/23	35		Example: must support multiple benefit accounts.
38	Annuity Payroll	5d	03/20/23	03/24/23	37		Changes needed to process the OSERS annuity payroll.
39	Benefit Amount Adjustments	5d	03/27/23	03/31/23	38		Changes needed to process OSERS benefit amount adjustments.
40	Vendor deductions - Tax Levy	5d	04/03/23	04/07/23	39		Changes needed to process the OSERS vendor deductions and tax reporting.
41	 General Ledger Accounting Analysis 	20d	04/10/23	05/05/23			
42	General Ledger Static Data Configuration	5d	04/10/23	04/14/23	40		Add entries for each for each of the accounts within the OSERS chart of accounts.
43	General ledger key differences	5d	04/17/23	04/21/23	42		The key difference is the translation of business events related to annuity payroll into general ledger codes.
44	General ledger approach recommendations	5d	04/24/23	04/28/23	43		Develop implementation recommendations.
45	General ledger added business events	5d	05/01/23	05/05/23	44		With the addition of Medical COLA and 1951 prior on the benefit checks, additional G/L templates will need to be added.
46	■ Interface files analysis	10d	05/08/23	05/19/23			All inbound and outbound interface files must be identified, analyzed for impact, and tested.
47	confirm interface file assignments to function	5d	05/08/23	05/12/23	45		
48	complete interface files analysis with each function	5d	05/15/23	05/19/23	47		
49	Letters, Forms, and Reports Analysis	15d	05/22/23	06/09/23			Identify and analyze and compile an inventory of all expected letters, forms, and reports required to support OSERS.
50	Letters	5d	05/22/23	05/26/23	48		
51	Forms	5d	05/29/23	06/02/23	50		
52	Reports	5d	06/05/23	06/09/23	51		
53	 Member Self-Service Portal Analysis 	10d	06/12/23	06/23/23			Identify changes to the self-service portal functions.
54	Reprint 1099R	5d	06/12/23	06/16/23	52		
55	Change Tax Withholding preference	5d	06/12/23	06/16/23	52		
56	Calculate retirement estimate	5d	06/19/23	06/23/23	55		

0 - i	Task Name	Duration ①	Start	Finish	Predecessors	Status	Comments and Notes
57	Calculate service credit purchase	5d	06/19/23	06/23/23	55		
58	Workflow and document management	10d	06/26/23	07/07/23			Analyze workflows, document management systems for impact, including the migration of images and conversion of files on other forms of media such as paper, microfilm, microfiche to digital.
59	workflow	5d	06/26/23	06/30/23	57		
60	document management	5d	07/03/23	07/07/23	59		
61	■ Infrastructure and architecture	20d	01/09/23	02/03/23			Analyze and provide recommendations for any infrastructure changes required to support the additional data volume and transaction processing.
62	review infrastructure and architecture impacts	20d	01/09/23	02/03/23	24		
63	■ Data Migration	30d	01/09/23	02/17/23			Determine data migration plan and strategy, including data cleansing, data conversion/transformation, and migration of OSERS data along with effort required and testing implications.
64	Data extract planning	30d	01/09/23	02/17/23	24		
65	Requirements Phase Closure	110d	02/20/23	07/21/23			Final deliverable to confirm the requirements.
66	Document training, documentation, and other completion criteria	20d	02/20/23	03/17/23	64		
67	Complete requirements review and approval	10d	07/10/23	07/21/23	25, 32, 36, 41, 46, 49, 53, 58, 61, 63, 66		
68	Phase 4: Design, Build, and Test	200d	07/24/23	04/26/24			
69	Develop the Build Plan, covering the design, development, configuration, and testing	10d	07/24/23	08/04/23			Build Plan must include a Test Management Strategy that defines the entrance and exit (success) criteria for each test event.
70	Develop sprint or iteration schedule and solution configuration/development plan	10d	07/24/23	08/04/23	65		
71	Execute the Build Plan	180d	08/07/23	04/12/24	70		Estimated duration based on Linea Assessment. Must include system integration testing, data migration testing, performance/load and stress testing
72	Complete development review and approval	10d	04/15/24	04/26/24	71		Exit/success criteria for each test event must be met.
73	Coordinate training, documentation, and outreach	25d	06/24/24	07/26/24	81FF		Training

0 , i	Task Name	Duration ①	Start	Finish	Predecessors	Status	Comments and Notes
74	Phase 5: User Acceptance Testing (UAT)	50d	04/29/24	07/05/24			
75	UAT Cycle 1	4w	04/29/24	05/24/24	72		
76	Complete UAT Review and Approval	5d	05/27/24	05/31/24	75		
77 : 🛈 🗭 🖷 🖺	UAT Cycle 2	4w	06/03/24	06/28/24	76		
78	Complete UAT Review and Approval	5d	07/01/24	07/05/24	77		
79	■ Phase 6: Implementation	40d	07/08/24	08/30/24			
80	Develop and obtain approval and the Deployment Plan	15d	07/08/24	07/26/24	78		Deployment Plan must include all steps needed to perform the data migration, deploy the software changes into the production environment, confirm the production solution is working correctly, and fallback plans should there be a critical issue during the deployment process and the deployment must be attempted again at a later date.
81	Go/No-Go Decision	0	07/26/24	07/26/24	80		This decision provide authorization to proceed with the Go- Live of the revised NPERS solution that includes OSERS data and capabilities. Success criteria for User Acceptance Testing must have been met and the Deployment Plan must be approved prior to this.
82	Final Code Deployment	12d	07/29/24	08/13/24			
83	Final database updates	12d	07/29/24	08/13/24	81		
84	NPERS code deployment	12d	07/29/24	08/13/24	81		
85	Business Impact	12d	07/29/24	08/13/24	81		
86	Deliver Training and Documentation Update	12d	07/29/24	08/13/24	81		
87	Final Data Migration	12d	08/14/24	08/29/24			
88	Final Data Extract from OSERS	5d	08/14/24	08/20/24	82		
89	Final Conversion/Transformation	2d	08/21/24	08/22/24	88		
90	Final Data Load to NPIRS	2d	08/23/24	08/26/24	89		
91	Final Data Reconciliation	3d	08/27/24	08/29/24	90		
92	Go-Live for OSERS Transfer	1d	08/30/24	08/30/24	91		Linea target date: 8/16/2023. Updated by Legislature to: 9/1/2024.

	0	Duration ①	Start	Finish	Predecessors	Status	Comments and Notes
93	Phase 7: Post- Implementation Support	261d	09/02/24	09/01/25			
94	Post-Implementation Support	261d	09/02/24	09/01/25	92		12 months of post-implementation support to include knowledge transfer and transition of implementation services from outgoing implementation service provider to NPERS staff.
95	Target for OSERS Transfer to be complete	0	09/01/25	09/01/25	94		