

Post Implementation Evaluation Report

Administration – Focus on Customer Upgrade Support (FOCUS) Project

Project Dates: 11/2014 through 2/2016

Project Cost: \$4,278,163

The project involved transitioning the existing SHARP (State Human Resource and Payroll), BI (Business Intelligence) Analytics, and PHIRE (Application Change Management) systems to a hosted environment. In parallel, the project upgraded the existing SMART (Statewide Management and Reporting Tool) to Oracle PeopleSoft Financials and Supply Chain Management (FSCM) v9.2 with go-live in the hosted environment. The Department of Administration has been unsuccessful at recruiting and retaining individuals with the technical expertise necessary to provide stability for these mission critical systems. The transition to a hosted environment will transfer the technical responsibility to the vendor and allow for a gain in efficiency of day-to-day maintenance.