Retirement and Benefits Document Management System
Year 3 of 4

FY2013 Request: $338,000
Reference No: 51598

AP/AL: Appropriation	**Project Type:** Information Technology / Systems / Communication
Category: General Government	
Location: Statewide	**House District:** Statewide (HD 1-40)
Impact House District: Statewide (HD 1-40)	**Contact:** Cheryl Lowenstein
Estimated Project Dates: 07/01/2012 - 06/30/2017	**Contact Phone:** (907)465-5655

Brief Summary and Statement of Need:
Funding is needed to provide for the migration of the Division of Retirement and Benefits' microfilm documents currently imaged on 16 mm silver negatives on 100 ft. microfilm rolls, to the newly created Stellent system. The migration will include approximately 8.5 million documents. The new system will provide improved search capabilities and better long term storage.

Funding:	FY2013	FY2014	FY2015	FY2016	FY2017	FY2018	Total
Ben Sys	$124,800	$135,000					$259,800
Jud Retire	$1,500						$1,500
Nat Guard	$4,700						$4,700
P/E Retire	$147,100						$147,100
Teach Ret	$59,900						$59,900
Total:	$338,000	$135,000	$0	$0	$0	$0	$473,000

☐ State Match Required	☐ One-Time Project	☐ Phased - new	☑ Phased - underway ☐ On-Going
0% = Minimum State Match % Required		☐ Amendment	☐ Mental Health Bill

Operating & Maintenance Costs:

	Amount	Staff
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	
Totals:	0	0

Additional Information / Prior Funding History:
$475,000 SB230 CH 43 SLA 10 Sec 7 Pg 19; $387,000 SB46 Ch 5 FSSLA 11 Sec 1 Pg 2

Project Description/Justification:

This is the third year of a four year project for the Document Management System. This system will replace the antiquated microfiche and microfilm document storage methods. These storage methods are increasingly difficult to maintain and service. Converting these documents will allow the division to reduce cost of operations.

What is the purpose of the project?

The project to convert existing document storage in various media, i.e. 16mm silver negative master negatives, 16mm non silver positive masters, 16mm silver negatives images on 100 ft. microfilm rolls and proprietary COM media to digital images is in its third year of a four year plan. In FY2011, migration of legacy images into digital media began. In FY2012, the records retention system will be completed and new employee records will be scanned and available to DRB employees within hours

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rather than days. In FY2013, existing microfiche and microfilm records will be transferred to the imaging system.

The benefits to the division for this project are:

1) A very high return on investment as substantial efficiencies will be realized as document retrieval processes are automated. Currently, requests are sent to the DRB Records Center (RC) where a RC employee researches the microfiche or microfilm files, locates the applicable files, copies the material onto fiche cards and sends to the requestor. The requestor must then review all documents on the microfiche card to locate the pertinent documents. Digital retention and retrieval of documents will allow division staff to search for specific records within the database; eliminating the research currently required by an RC staff member and reducing the time the requestor must use to locate a particular document.

2) Customer service will be improved as division staff will be able to quickly access documents and will be able to resolve most calls or contacts immediately.

3) Vital images will be salvaged as they are moved from aging media before becoming unreadable.

4) Newly underutilized aging equipment will be sun-downed allowing inventory to be maintained for backup devices to be repurposed as needed.

5) The costs to maintain in terms of dollars and staffing are thought to be greatly reduced for two reasons: (1) cost savings in strategic planning, storage, and microfiche are replaced by hardware replacement schedules that move the digital files seamlessly from one location to the other and (2) savings in staff resources are realized as the user "self-serves' the image rather than sending a request to someone who pulls, copies, and returns the image to the user.

Is this a new systems development project? Or, an upgrade or enhancement to existing department capabilities?

This is a new systems development project.

Specifically, what hardware, software, consulting services, or other items will be purchased with this expenditure. Include a line item breakdown.

Imaging CIP

Total	Description	Qty	Unit price	Type
35,000.00	Kofax configuration support	1	35,000.00	Consulting services
25,000.00	Oracle systems support	1	25,000.00	Consulting services
46,100	UCM configuration support	1	46,100.00	Consulting services
10,000.00	Four additional workstations - Dell T1500 (2 for Marks crew, 2 for scanners), including monitors	4	2,500.00	Hardware
50,000.00	Sun storage equipment	1	50,000.00	Hardware
150,000.00	Tape library drives and media	1	150,000.0	Hardware

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			0	
3,300.00	Backup tapes	1000	3.30	Hardware
6,200.00	Two Kofax standalone windows server to replace existing aging Dell servers. One primary, one redundant	2	3,100.00	Hardware
2,400.00	VRS license or additional workstations	4	600.00	Software
10,000.00	Kofax annual system support	1	10,000.00	Software Maintenance
$338,000.00	Grand total			

How will service to the public measurable improved if this project is funded?

Division staff will be able to "self-serve" by requesting digital files online while speaking and working with members of the retirement and health benefit systems enabling quicker and more accurate responses to member questions. Both turnaround times for written requests and first call resolution percentages for telephone requests are expected to improve once the system is implemented and staff is trained.

Does project affect the way in which other public agencies will conduct their business?

No.

What are the potential out-year cost implications if this project is approved? (Bandwidth requirements, etc.)

- Bandwidth: Anticipate a total of about 8-10 gigabits daily traffic, from the six different Kofax workstations/scanners, to the Kofax server ultimately ending up in the Oracle database. This would not be a single large load burst, but rather several smaller batches scattered throughout the day.
- Life span: Anticipate a 5 year life span on Scanners and workstations.
- There will need to be annual hardware maintenance agreements.
- There will need to be annual software licenses maintenance agreements.
- Consultants services: In the beginning there will be larger amount of consulting servers needed, but as we advance and become proficient with the imaging process these services should taper off completely.

What will happen if the project is not approved?

The Division will have to continue with antiquated microfiche and microfilm document storage methods that are increasingly difficult to maintain and service. We will be unable to reduce our cost of operations as anticipated, being forced to retain staff who will take requests, pull, copy and hand deliver the image to the requestor.

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