

**Retirement and Benefits Document Management System
Year 4 of 4**

**FY2014 Request: \$135,000
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: 07/01/2013 - 06/30/2018 **Contact Phone:** (907)465-5655

Brief Summary and Statement of Need:

The Division of Retirement and Benefits' microfilm documents currently imaged on 16 mm silver negatives on 100 ft. microfilm rolls and need to be migrated 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:	<u>FY2014</u>	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>	<u>FY2019</u>	<u>Total</u>
Ben Sys	\$50,100						\$50,100
Jud Retire	\$600						\$600
Nat Guard	\$1,900						\$1,900
P/E Retire	\$58,700						\$58,700
Teach Ret	\$23,700						\$23,700
Total:	\$135,000	\$0	\$0	\$0	\$0	\$0	\$135,000

<input type="checkbox"/> State Match Required	<input checked="" type="checkbox"/> One-Time Project	<input type="checkbox"/> Phased - new	<input type="checkbox"/> Phased - underway	<input type="checkbox"/> On-Going
0% = Minimum State Match % Required		<input type="checkbox"/> Amendment	<input type="checkbox"/> Mental Health Bill	

Operating & Maintenance Costs:

	<u>Amount</u>	<u>Staff</u>
Project Development:	0	0
Ongoing Operating:	0	0
One-Time Startup:	0	
Totals:	0	0

Prior Funding History / Additional Information:

Sec1 Ch17 SLA2012 P3 L16 SB 160 \$338,000

Sec1 Ch5 SLA2011 P2 L22 SB 46 \$387,000

Sec7 Ch43 SLA2010 P19 L3 SB 230 \$475,000

Project Description/Justification:

FY2014 should be the last year of this project as the Document Management System is leveraged into the Division's Information Technology architecture to support process automation and member self-service work flows.

Currently, Retirement and Benefits staff scan the microfiche and microfilm records to digital images. The remaining scanning of microfiche and microfilm images may be contracted after staff review the progress during FY2013. This contract, if required, would then require a new CIP request for FY2015 of \$475,000.

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. In FY2011, migration of legacy images into digital media began. In FY2012 the records retention system was implemented and new records can now be scanned and available to DRB employees digitally rather than through microfiche. In FY2013, staffs began to automate processes based on documents being received or retrieved.

The benefits to the division for this project are:

- 1) Continue to digitize the fiche and film records.
- 2) Automation of processes via workflows tied to application requests received from members through the web portal will enable the division to maintain service levels as requests increase.
- 3) Vital images will be salvaged as they are moved from aging media before becoming unreadable.
- 4) 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.

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.)

- 1) **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.
- 2) **Life span:** Anticipate a 5 year life span on Scanners and workstations.
- 3) **Maintenance Agreements:** Annual hardware maintenance agreements.
- 4) **Software Licenses:** Annual software licenses maintenance agreements.
- 5) **Consultant services:** In the beginning there will be larger amount of consulting services needed, that should taper off as the department becomes proficient with the imaging process.

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 the requests, pull, copy and hand deliver the image to the requestor.