



# Monterey County

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1st Floor  
Salinas, CA 93901  
831.755.5066

## Board Order

Upon motion of Supervisor Potter, seconded by Supervisor Phillips and carried by those members present, the Board of Supervisors hereby:

Approved and authorized the Auditor/Controller to execute CGI Statement of Work No. 12 (SOW 12) in the amount of \$8,218,497 to provide CGI Advantage Enterprise Resource Planning (ERP) System upgrade services for the implementation of the CGI Advantage ERP System version 3.10 (v3.10) production environment.

PASSED AND ADOPTED on this 22nd day of March 2016, by the following vote, to wit:

AYES: Supervisors Armenta, Phillips, Salinas, Parker and Potter  
NOES: None  
ABSENT: None

I, Gail T. Borkowski, Clerk of the Board of Supervisors of the County of Monterey, State of California, hereby certify that the foregoing is a true copy of an original order of said Board of Supervisors duly made and entered in the minutes thereof of Minute Book 79 for the meeting on March 22, 2016.

Dated: March 24, 2016  
File ID: 16-343

Gail T. Borkowski, Clerk of the Board of Supervisors  
County of Monterey, State of California

By Denise Hancock  
Deputy

**Statement of Work**

**#12**

**County of Monterey**

**CGI Advantage 3.10.0.1 Upgrade Project**

Prepared for:

**County of Monterey, California**

**January 28, 2016**

**v.8**

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## STATEMENT OF WORK

This Statement of Work Number No. 12 (this "SOW" or "Statement of Work") is entered into this 23 day of March 2016 pursuant to and is subject to and governed by the terms of, that certain Master Services Agreement dated effective as of April 07, 2008 (the "Agreement") by and between the County of Monterey ("Customer" or "County"), a political subdivision of the State of California having a place of business at 168 W. Alisal Street, 3<sup>rd</sup> Floor, Salinas, CA 93901, and CGI Technologies and Solutions Inc. ("CGI"), a Delaware corporation having its principal place of business at 11325 Random Hills Road, Fairfax, Virginia, 22030.

1. Effective Date of this Statement of Work

Effective Date of this Statement of Work: March 23, 2016.

2. Project Title

CGI Advantage ERP 3.10.0.1 System Upgrade

3. Additional Terms Applicable to this Statement of Work.

Notwithstanding the provisions of section 4.B of the Agreement, for purposes of this Statement of Work, the parties expressly agree that all invoices submitted hereunder shall be due and payable within thirty (30) days of the Customer's receipt of an invoice. For purposes of this Statement of Work, the parties agree to delete 15.C(II) of the Agreement.

4. CGI Solution Components

This Project includes the upgrade of the following CGI Advantage Products and the related Bundled Software Products ("CGI Advantage Solution") licensed to the County per the Proprietary Software License Agreement ("PSLA") number: 1396836 dated April 07, 2008.

**Financial Management System**

- Financial Management Base System (Includes General Ledger, Accounts Payable and Billing & Accounts Receivable)
- Asset Management
- Project & Grants Accounting
- Treasury Accounting

**Procurement System**

- Professional
- Vendor

## **CGI infoAdvantage® Server Bundle**

### **Performance Budgeting**

- Performance Budgeting & Formulation
- Salary & Benefit Forecasting
- Budget Book Publishing

### **Human Resources Management System**

- Human Resources
- Position Control
- Benefits Administration
- Time & Attendance
- Payroll Management
- Employee Self Service
- Learning Management

## 5. CGI Services

CGI will provide the Services described herein to work jointly with the County in upgrading CGI Advantage Solution from CGI Advantage release 3.7.0.2 to CGI Advantage release 3.10.0.1. "Jointly" is defined as the County and CGI each being primarily responsible for its own set of project tasks. Responsibility for some tasks will be shared equally. For the project to be successful, knowledge and information from the County's and CGI's project staff will need to be shared, regardless of which party is ultimately responsible for a project task. Reallocation of assigned responsibilities will require the mutual agreement of the parties in writing via an amendment to this Statement of Work ("SOW") signed by both parties.

The scope of work for this project will be limited to the upgrade of the CGI Advantage Software listed in Section 2 above. Any additional Software (in addition to the Advantage 3.7 release software currently licensed by the County pursuant to the PSLA), or additional services as well as any new customizations or modifications to the Software (other than those specified under "Customizations/Patching" below) are outside of the scope of this Statement of work will be addressed under a separate amendment.

CGI will provide the County with a custom upgrade to CGI Advantage release 3.10.0.1 using the CGI Accelerate service. This includes the following Deliverables:

- CGI Advantage release 3.10.0.1 upgrade components for CGI Advantage Administration, Financial Management, Procurement Professional, Vendor Self Service, Human Resource Management (including Employee Self Service), Performance Budgeting (including current production-level extensions), infoAdvantage, and Integration (ABI).
- On-site installation and upgrade support for covered CGI Advantage components will be provided during scheduled delivery timeframe. All in scope components will be delivered during a consolidated timeframe, to streamline on-site installation activities.
- Client-defined patch sets including resolutions for Severity = Critical or Serious CGI Advantage software related issues (maximum 15 per patch set), as confirmed through CSG, to support UAT of CGI Advantage Financial Management and Human Resource Management. In addition, patch release support for CGI

Advantage Performance Budgeting, including resolutions for issues confirmed through CSG, will be provided.

- Selected issues for patch set will consist of Severity = Critical or Serious, and must be reported and confirmed as valid by CSG, during a timeframe to be identified by both CGI and the County within the overall UAT time period. Issues related to infoAdvantage and Integration (ABI) is not eligible for inclusion in the UAT patch set support.
- UAT support schedule is outlined within Appendix C.

## 6. Planning and Ongoing Project Management

Project Management will take place over the course of the project. Under the guidance of CGI and County management, the CGI Project Manager will work jointly with the County Project Manager to develop the project plans, manage project activities, monitor and resolve issues, enforce quality control, and mitigate risks that threaten the completion of the project.

The CGI and County Project Managers will jointly be responsible for the management of the project-wide tasks that occur during Project Planning and Management February, 2016 through August, 2017 (18 Months). They will also be responsible for controlling scope to keep the project within the mutually agreed upon timeline and budget.

The following are project-wide management tasks for the project, which will be completed jointly between CGI and the County Project Managers:

- Manage staff in meeting objectives of the project
- Apply project management and issue resolution strategies
- Other Project Management and Planning activities to be completed by both the CGI and the County Project Managers, respective to their teams, include the following:
  - Finalize/Refine Project Schedule
  - Provide Regular Project Status Updates to the Sponsors Group
  - Assign Staff and Project Roles and Responsibilities
  - Establish Project Standards and Procedures
  - Deliver and distribute Status Reports to County Project Manager for Stakeholder communication
  - Establish Team Communication
  - Determine Meeting Schedules
  - Oversee Project Staffing
  - Conduct Ongoing Project Management

## 7. Responsibility of CGI

- CGI will provide a Project Manager responsible for general project management support, and managing/coordinating CGI Deliverables as defined in Appendix A. This includes handling Advantage upgrade issues, attending status meetings, issue and risk management, and preparing monthly status reports.
- During the Envision Phase, CGI will work with the County Project Manager on the initial base project plan and a preliminary project schedule, for the Advantage Upgrade project. The plan will include project tasks, schedule for tasks identifying assigned staff from the County and CGI, dependencies, and status meetings to support the upgrade.

- CGI will provide staff to support the CGI tasks as identified in Roles and Responsibilities as attached to this SOW, within the mutually agreed upon schedule.
- CGI will provide services described in this SOW both on-site and from remote locations as defined in the SOW.
- CGI will take the lead in executing the Go Live technical production cutover based on the Production Cutover plan developed during the project, and work with County's technical staff on process compliance with upgrade and security requirements.
- CGI will provide Post-Implementation support and assistance as further described below to the County Project Team, providing knowledge transfer to County staff to prepare them to maintain the upgraded base application independently.
- CGI will provide the 3.10.0.1 deliverables as defined in Appendix A.
  - Validate existing Production load-ready Interface files against the CGI Advantage release 3.10.0.1 software; identifying changes required to Interface files based on new system edits and functionality; County is responsible for updating Interface layouts and software.
  - Summary assessment of Performance Budgeting Extensibility analysis – identifying extensions that will be maintained, as well as those that will be converted to utilize baseline Product functionality/columns. Application and test coverage, as well as delivery, of those CGI Advantage Performance Budgeting Extensions identified for upgrade to CGI Advantage release 3.10.0.1.
  - CGI Advantage release 3.10.0.1 baseline software to support BIRT Forms software.

#### 8. Responsibility of the County

The County will provide the following resources and has the following responsibilities:

- The County will lead Sponsor Group and Core Project Team meetings with support from CGI to support the County's overall objectives for the project, manage risks and decision making on the engagement.
- The County will provide a dedicated Project Manager for the duration of the project to lead and manage County resources and activities for the CGI Advantage 3.10.0.1 Upgrade Project. CGI will coordinate its project activities (including project issues, contract and/or amendments, invoicing, status reports, etc.) through the Project Managers.
- A dedicated County project team will be established to work on the project. The County will provide the staff required for the completion of the County's responsibilities on the project in accordance with the project schedule.
- The County will provide subject matter experts familiar with existing County procedures and associated decision makers who are empowered to make design and implementation decisions in support of upgrade activities.
- Issues arising from the project will be recorded by the County Project Manager in the County SharePoint® repository, prioritized, managed and resolved in an appropriate timeframe to support the project schedule. The County will review the available options for the project issues and make prompt decisions to resolve them which will be recorded within the tracking log for review with the Lead Project Team during their next regularly scheduled meeting.
- The County will review and approve each deliverable, as defined in Appendix A. The County will not unreasonably delay or withhold acceptance of deliverables.

- Facilities and Equipment – The County is responsible for supplying facilities and equipment for the on-site project team.

#### 9. Environments

- The County will be responsible for the setup, operation, administration, and maintenance of all infrastructures such as but not limited to hardware, and system software such as servers, databases, networking, etc. for production and non-production environments such as test, user acceptance test, training, stage and development environments.
- CGI will be responsible for installing the baseline CGI Advantage 3.10.0.1 software in the Test Environment to support the County's upgrade to CGI Advantage 3.10.0.1, and providing assistance during the week to County staff that will be responsible for installing the CGI Advantage 3.10.0.1 software in the additional environments.
- The County will be responsible for all file, library, and database backups. The County will also prepare, load and maintain production batch scripts, check off sheets, system schedules and procedures, run books, file backup and archiving schedules.

#### Project Assumptions:

##### **General:**

- The CGI Advantage Monterey County ERP Upgrade project is a joint effort between the County and CGI.
- CGI and the County will provide a full time Project Manager with responsibility for ensuring the performance of its respective personnel, and for coordinating its respective project tasks and activities.
- CGI will provide a dedicated Account Director to resolve resource, change or other issues that impact the timely completion of CGI deliverables or services.
- A County Project Executive will be available to the project to resolve issues affecting or involving other County organizations the project management team cannot resolve in a timely manner.
- The schedule and deliverable estimates for CGI services assume the provision of sufficient County resources to complete the upgrade-related tasks in the plan. During the project, an inability to secure sufficient County staffing will affect the LOE estimates, costs, and duration of the project and may require a Change Order to address the changes.
- The Project Managers will review available options and project issues in a timely manner (i.e., within 5 business days) so as not to affect the project schedule. If resolution cannot be made before the activity is scheduled to start, the Project Manager will escalate the issue to the appropriate level (e.g., Lead Project Team). This same review criterion will be applied to review of deliverables as well.
- The timeline of the project is subject to confirming start date, scope, CGI and County roles and responsibilities, and CGI resource availability. The timeline presented in Appendix C Project Timeline is representative of the high level tasks and durations anticipated at this point of discovery. A final project schedule delineating the agreed upon start date, task assignments, and scheduled completion commitments will be attached to this Statement of Work within 30 days of acceptance of this Statement of Work.
- The Monterey County ERP Upgrade will go live with Advantage Performance Budgeting in December 2016, with Advantage Financial in February 2017 and with Advantage Human Resource Management in May 2017.
- To minimize costs, CGI services may be delivered remotely as CGI deems appropriate for its needs. The County will allow remote access to designated CGI staff that is identified to the County within 5 business



days for all server environments. The County is responsible for providing software, tokens, etc. for VPN access.

- The County is responsible for evaluating any resource changes introduced with the updated Advantage versions and reviewing the business, security, and workflow rules to allow for accurate and complete implementation and functional fit analysis.
- The County will develop test scripts illustrating business scenarios reflecting the County's requirements prior to the start of CGI Accelerate activities.
- The CGI Advantage ERP product Familiarization Training will be provided to the County staff assigned to work on the project as defined in Appendix E
- The County will be responsible for the setup and configuration of environments other than the non-prod Test environment that will be completed by CGI.
- The Meridian version the County is currently using (version 9.2) is not supported by the Advantage ERP version 3.10.0.1. When the County upgrades the Advantage ERP modules to release 3.10.0.1 the interface will be unsupported by the Advantage Client Support Group (CSG). The LMS system that will replace the legacy Meridian Learning Management System is currently undefined by the County.
- The County will be primarily responsible for planning and executing the user acceptance test. CGI will support with resolving issues and answer County staff's questions during the user acceptance testing period.
- The County will be responsible for updating the security, workflow, and approval tables in CGI Advantage ERP 3.10.0.1 System.
- The County will be responsible for developing the internal control plans and updating the policies and procedures for the implementation of CGI Advantage ERP 3.10.0.1 System.
- The County will provide and maintain the recommended hardware for creating the environments for software development, training, testing, and production implementation.
- The County will review and verify the results of mock conversion prior to go-live.
- County will provide key resources to be actively involved in the preparation, approval, and execution of the Production Cutover Plan.
- Modifications have been included in the scope of the upgrade, as provided in Appendix I.
- Adobe will be discontinuing support for Adobe Central Pro after June of 2016. The conversion of existing forms to the new BIRT platform is included in this effort as a result.

**CGI Accelerate:**

- The County will provide an updated production data copy, current copy of production code (source and runtime), current production-level extensions, customization documentation, and County-specific test scenarios to the CGI Accelerate team prior to the start of the project, for all covered CGI Advantage products.
- The County will undertake a separate implementation effort for the CGI Advantage Integration (ABI) component, to validate new baseline integration enhancements will provide the needed functionality currently available in production.
- Implementation analysis, configuration, client-specific test coverage, and issue resolution for the 3.10.0.1 ABI software are not covered in this agreement. As part of the CGI Accelerate process, CGI will test the baseline CGI Advantage ABI configuration and baseline integration components with the 3.10.0.1 supported release version of the Meridian learning management software.
- Although not integrated via ABI, CGI will also test baseline scenarios related to the 3.10.0.1 supported release version of the Sympro third party software.

- The County is not upgrading, or implementing, CGI Advantage Manager Self Service to release 3.10.0.1 as part of this agreement.
- The County will rebuild their infoAdvantage Data Warehouse at the 3.10.0.1 release level; not upgrade from the current release level. As part of the CGI Accelerate process, CGI will test the rebuild of the Data Warehouse using the County's full volume data at the 3.10.0.1 release level.
- The installation, configuration, and support related to third party Forms software, and associated conversion of existing Forms to BIRT; including enhancement, or addition, of any current Forms is not covered by Accelerate, it will be handled by the on-site CGI project team. CGI Accelerate will provide the BIRT patch release for 3.10.0.1, to support BIRT Forms generation.
- The upgrade of all Custom Reports, Universes, Views, and Dashboards, as well as Interfaces and Interface Layouts are not covered under CGI Accelerate. Fifty-eight custom reports have been identified in Appendix H as a requirement deliverable for the CGI project team.
- The County is responsible for all third party installations and configurations, including, but not limited to, WebSphere, Versata, Abobe, Business Objects, Pervasive, PatternStream, Meridian, Sympro, and any DBMS and Operating System related software.
- The CGI Accelerate team will maintain the County's internal CGI environments for UAT and patch set support though each product's go-live timeframes identified within the project timeframes identified below.
  - The Monterey County ERP Upgrade will go live with Advantage Performance Budgeting in December 2016, with Advantage Financial in February 2017, and with Advantage Human Resource Management in May 2017.
- The County will not introduce or implement any patches outside of the Accelerate UAT patch support agreement and process. Patches are limited to Critical and Serious provided by CGI during this extended support timeframe; all patches ported into the County environments will be a result of the mutually-agreed upon patch set issues.

**Training:**

- Baseline Familiarization Training is lecture and demonstration only (i.e., no hands-on activities for students) and is delivered remotely.
- Baseline Familiarization Training describes changes to features from previous Advantage Software release.
- Familiarization classes will be delivered one time and are limited to 15 attendees.
- The infoAdvantage Advanced Workshop is limited to 15 attendees.
  - Attendees must already have a working knowledge of infoAdvantage.
- Monterey County Staff attending training will all be offered Familiarization Training for the Advantage modules and features to be implemented as selected by the County.
- County will manage facility and equipment logistics for training to better facilitate discussions during training.
- County will assign a training coordinator to work as a liaison, to the Advantage Learning and Methodology team, to manage communication and reservations for training.
- County is responsible for reproduction of Familiarization Training materials.
- The County project staff will be responsible for all end-user training and associated preparatory activity
- The County is responsible for updating and delivering training for the CGI Advantage 3.10.0.1 Upgrade and the County's policies and procedures.

**Data Conversion:**

- The County will be responsible for data cleansing activities prior to converting data from the current release of CGI Advantage Monterey County ERP. If needed, the County will be responsible for cleaning the data after conversion.
- The County will be responsible for data verification and correction once the data conversion process is complete. Subsequent conversion runs will not be started until the County has accepted the converted data.
- After go-live, the County is responsible for converting any data that was not converted.
- CGI will be responsible for providing the County with support and assistance to execute delivered data conversion scripts. The County will be responsible for providing a technical resource to execute the delivered data conversion scripts. The County will verify accuracy of the converted data; and CGI will be responsible for documenting results and verifying the technical load was performed accurately.
- The success and level of accuracy of data conversion will depend upon the County's data cleansing effort and the ability to format the data to be converted into the proper formats for loading into the CGI Advantage Monterey County ERP application.

**Reports:**

- CGI will develop as part of the upgrade project the identified reports outlined in Appendix H. All other reports will be the responsibility of the County. Report designs and associated complexities were not available at the time of the estimate so the criteria listed below will be utilized for the report development effort.
- The County provided the detailed list below outlining conversion category and number of reports to be included within the scope of work. Upon commencement of work, CGI will perform report analysis. See Appendix H.

Report Scope Categorization	Number of Reports to be converted by CGI
Conversion Category - <b>Simple/Low</b> Format = a simple format report Data Provider = single data provider Other = no calculations, simple prompts and filters	8
Conversion Category - <b>Medium</b> Format = a medium format report Data Provider = single data provider Other = calculations, sections breaks with more than 1 field per section, multiple section breaks	34
Conversion Category - <b>High/Complex</b> Format = Extensive formatting on report Data Provider = multiple data provider sources Other = calculations, complex sections breaks with more than 1 field per section, multiple section breaks, alerts	16

**Interface:**

- CGI will support the County to address questions regarding the impact of the upgraded CGI Advantage data structure to County's interfaces identified in Appendix D.
- County will be responsible for updating and testing the current interfaces and developing any new interfaces identified during the project.
- County will have responsibility to develop interfaces in conjunction with CGI support.

**3<sup>rd</sup> Party Environment Hosting Vendor:**

- The County is responsible for all communication, planning and management of the 3<sup>rd</sup> Party Environment Hosting Vendor (CenturyLink).
- Management and logistics of communicating and directing requirements is the County responsibility.
- County is responsible for identifying all support workflow between County, CenturyLink and County Employees.
- The County is responsible for creating policy and procedures related to roles, responsibilities and workflow with CenturyLink.
- The County will be responsible for managing the activities of its Hosting Vendor and ensuring that all the environments for the CGI Advantage Upgrade are ready and operational per the project schedule. Delays in the availability of the environments will impact the project schedule and may require an amendment for change on scope of the services to be provided by CGI.

**Environment/Infrastructure/Network:**

- CGI will verify that the technical infrastructure installed by the County conforms to minimum sizing requirements that CGI recommends.
- The production CGI Advantage environment will be installed, tested, and ready for CGI to begin application installation, database and conversion activities by Project Start as defined in the Project Plan.
- The County will procure and establish all necessary environment and network infrastructure within the timeframes outlined in the Project Plan.
- An updated network diagram to be created by County or their 3<sup>rd</sup> party environment hosting vendor using CGI's required minimum requirement sizing feedback available 30 days post Statement of Work approval.

**Software & Software Modifications:**

- The County will be implementing CGI Advantage ERP software on a supported CGI technical architecture.
- The County has approved the inclusion of software modifications as part of the upgrade project for Overtime Processing and California Pension Processing. Initial concept papers have been approved by the County subject matter experts and County PM as of 1/17/16, with additional changes dated 1/20/16.

**Staffing:**

- Dedicated CGI and County Project Managers and project teams will be established to work on the CGI Advantage ERP 3.10.0.1 System Upgrade to provide for timely completion of the project responsibilities.
- The County will include participants from each of the County's organizations with a stake in the success of the overall project. The participants will include senior organizational level staff, such that their

perspective represents the overall business objectives of the organization and their authority is sufficient for them to make resource and financial commitments necessary to gain engagement success.

- CGI will provide resources to support the Monterey County project for tasks and deliverables as outlined within the approved project schedule.
- The County will provide additional resources to support the core project team and complete County tasks. These resources may include, but are not limited to, project sponsors and executives (Executive Steering Committee), technical experts, trainers, end users, managers, IT staff, and the operations staff maintaining the new system upon implementation. These resources need not be dedicated full time to the project, but must be available to complete their assigned tasks per the mutually agreed upon detailed project plan.
- CGI will coordinate its project activities through the County Project Manager in regards to project-related CGI Advantage ERP items such as issues, contract amendments, invoicing, status reports, etc.
- Both CGI and County will assign a dedicated project team to work on the Monterey County ERP implementation activities.

#### **Facilities and Access:**

- The County will establish a suitable work environment for CGI staff. This work environment usually includes accommodations and workspace for CGI personnel who will work onsite, telephone lines to CGI offices, internet and computer systems connectivity, and any hardware and/or software resources required for the project. CGI will provide its personnel with laptops with Internet connectivity capability.
- The County will provide onsite lockable storage for storing CGI confidential information.
- The County will provide normal office supplies for the project team. Normal office supplies include desks, phones with local calling access, pens, pencils, paper, copy/fax machines, printers adequate filing space, and access to conference rooms for project-related meetings.
- CGI will have access to the County's information system resources and designated work areas 24 hours per day, seven days per week for the duration of the project to support required operation, maintenance, and production activities.
- As quickly as procedures permit, the County will provide CGI staff access to existing systems, user IDs, passwords, etc. This includes operating systems, mainframe, databases, LANs, the County's intranet, and other systems, as necessary.
- To maximize responsiveness for user support during development, testing, and post-implementation phases, CGI will assist County staff when changes to production systems are required. For non-production systems, CGI will be provided with root access to all systems with logins that grant permissions necessary for performing their assigned tasks. CGI agrees such access may be supervised by appropriate County staff, and restricted to County approved individuals for any component in production use.
- The County's full time project members will have access to the County's current system(s), policies, and procedures. The lack of access to such resources may adversely affect project schedule and costs.
- CGI will provide a register of all staff assigned to the project so County can provide remote access and develop access rights consistent with County security policies and procedures.
- County will provide a register of all staff assigned to the project so CGI can provide access consistent with County security policies and procedures.

#### **Deliverables and Standards:**

- The user and system documentation for third-party or packaged software solutions will be delivered to the County in the same format it is delivered to CGI.
- The Deliverable acceptance procedures specified in this set of assumptions amends and replaces the acceptance procedures specified in the Agreement for purposes of this SOW.
- Review by the County of project deliverables will be performed in the timeframes specified in the Project Plan.
- If revisions to project deliverables are required, Monterey County must notify CGI prior to the expiration of the Deliverable review period. Notification will consist of a single copy of the Deliverable with annotations indicating the requested revisions. In addition, Monterey will provide CGI with an electronic version of the comments or questions pertaining to the Deliverable at the same time.
- CGI will have five (5) working days from the date of notification (via receipt of the Deliverable Revision Letter) to revise the Deliverable. After changes have been made, CGI would resubmit the Deliverable to Monterey for final review and Monterey would have three (3) days to review changes made by CGI. Subsequent review of the revised Deliverable and identification of deficiencies that require additional corrections would only pertain to those deficiencies cited in the original review, or that are the direct result of changes made to correct those defects.
- If the County fails to provide the notification required in this set of assumptions, the applicable Deliverable shall be deemed accepted.
- The review and approval of Change Requests and the resolution of issues will be performed using the defined process in Management of Scope Changes. These processes will incorporate timeframes based on priority and severity of impact so as not to adversely affect project schedule or cost.
- The County and CGI will mutually agree upon a set of project standards prescribing the adopted processes, responsibilities, and timeframes for key project activities including, but not limited to: Deliverables review and acceptance, issue management, risk management, software construction standards, work product reviews, and quality management.
- CGI will provide a Deliverable transmittal/notification letter with each subproject Deliverable including services-only deliverables, for review and approval by authorized County signatories.

**Project Plan:**

- The CGI Advantage Monterey County ERP project starts in February \_\_\_\_, 2016, unless otherwise defined in the approved Project Plan.
- Ongoing updates to the baseline project plan is expected as needed and will be reviewed and accepted within the weekly CGI and County PM control meetings.
- The County will develop a plan, create test scripts, and conduct the User Acceptance Test.
- CGI will provide support for User Acceptance Testing.
- The County will have County's designated staff participate in the User Acceptance Testing
- The County will develop a plan, create test scripts, conduct the User Acceptance (UAT) Test and report UAT results so that the staff has full exposure to the CGI Advantage ERP system.
- The County will retest issues identified in UAT as resolutions are provided by CGI; retesting will occur in a timely fashion in such a way as to not adversely affect the project schedule.
- CGI will develop go-live criteria and conduct a readiness assessment for implementation of CGI Advantage Monterey County ERP with County approval.
- CGI will develop the system acceptance plan with County approval.
- CGI will implement Accelerate and install all components included with version 3.10.0.1 of the Advantage HRM, Finance, Performance Budgets and infoAdvantage.

## APPENDIX A – CGI Deliverables & Deliverable Definition

Deliverable	Deliverable Name	Work Product & Definition	Acceptance Criteria
1.0 Planning & Management			
Deliv. #: 01 – 1.16	Project Planning and Management	<p>16 months: February 2016 – May 2017 CGI will provide project management supporting task planning, resource coordination, status tracking/reporting, issue escalation/resolution, production cutover planning, support and promoting application of Advantage Upgrade best practices and approaches</p> <p>CGI and the County will work jointly on efforts for overall upgrade project planning, guidance and management tasks. CGI will provide Monthly Dashboard Reports on project status to include:</p> <ul style="list-style-type: none"> <li>▪ Tasks Completed</li> <li>▪ Tasks In Progress</li> <li>▪ Tasks Scheduled but Not Completed</li> <li>▪ Updated Risks &amp; Issues Logs</li> <li>▪ Goals for Next Period</li> <li>▪ Updated MS Project Work Plan</li> </ul> <p>CGI will also support County PM with:</p> <ul style="list-style-type: none"> <li>▪ Team and Project Management Meetings</li> <li>▪ Monthly Steering Committee Meetings</li> </ul>	<ul style="list-style-type: none"> <li>▪ County Receipt of Monthly Dashboard Status Reports</li> <li>▪ Status Meetings</li> <li>▪ Project Management Support of Task Planning and Implementation for Period 2/2016 – 8/2017</li> </ul>
Deliv. #: 02	Project Control Document-Project Management Plans	<p>The following management plans will be developed to describe processes, procedures, tools, and roles and responsibilities during project implementation</p> <ul style="list-style-type: none"> <li>▪ <b>Schedule Management</b> – Project Schedule will be developed and tasks will be tracked via Microsoft Project on a weekly basis. On a monthly basis CGI will publish Status-at-a-Glance (SAG) roadmap</li> <li>▪ <b>Issue Management</b> –Planning and management includes pre-defined processes to identify, analyze, control,</li> </ul>	<p>Final and Approved Project Control Document including the Project Management Plans for:</p> <ul style="list-style-type: none"> <li>▪ Schedule Management</li> <li>▪ Issue Management</li> <li>▪ Risk Management</li> <li>▪ Scope Management</li> <li>▪ Quality Management</li> <li>▪ Communications Management</li> <li>▪ Configuration Management</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition	Acceptance Criteria
		<p>communicate, mitigate and resolve project related issues. Issue register will be developed and include an issue escalation process which is used when a past due or mission-critical issue must be raised for consideration and remediation from a higher level of management</p> <ul style="list-style-type: none"> <li>▪ <b>Risk Management</b> –Prescribes a set of processes to identify, manage, control and report risks in order to minimize disruption to project success. Issues and risks are closely monitored and mitigated so that risks are prevented from becoming issues. A project Risk register will be developed for project control tracking</li> <li>▪ <b>Scope Management</b> – Scope and change control plan will be developed. Change Control procedures used to document, analyze and manage changes that may impact the project and related business operations.</li> <li>▪ <b>Quality Management</b> –Quality Management process include deliverable walk-throughs, peer reviews, structured processes for managing deliverables.</li> <li>▪ <b>Communications Management</b> – Communications Management plan defines the approach, tools, and processes for managing the project artifacts and project-wide communications</li> </ul>	
<b>2.0 Accelerate Services</b>			
<b>Deliv. #: 03</b>	CGI Accelerate: CAS-1 Baseline Environment Setup at CGI Location	<ul style="list-style-type: none"> <li>▪ Establish baseline 3.10.0.1 Test Environment to support the County's upgrade to CGI Advantage 3.10.0.1</li> <li>▪ Install baseline (GA) 3.10.0.1 software</li> <li>▪ Create ClearCase streams for code management</li> </ul>	<ul style="list-style-type: none"> <li>▪ CGI reports in weekly status meeting that baseline 3.10.0.1 environment set-up is complete</li> </ul>



Deliverable	Deliverable Name	Work Product & Definition	Acceptance Criteria
<b>Deliv. #: 04</b>	CGI Accelerate: CAS-2 Upgrade Environment Setup at CGI location (Code Merge and Initial Data Upgrade)	<ul style="list-style-type: none"> <li>▪ Merge client code and existing, pre-defined customizations with 3.10.0.1 baseline code base; including CSG issued Mandatory Patches available at the start of the effort</li> <li>▪ Analyze, execute, and test data upgrade in CGI's environment; including issue analysis.</li> <li>▪ Develop and test consolidated data upgrade scripts (3.7.0.2 to 3.10.0.1) for the County to reuse to perform subsequent upgrades.</li> </ul>	<ul style="list-style-type: none"> <li>▪ CGI reports in weekly status meetings that custom 3.10.0.1 environment setup is complete</li> </ul>
<b>Deliv. #: 05</b>	CGI Accelerate: CAS-3 Test Execution Effort	<ul style="list-style-type: none"> <li>▪ Analyze functional test scenarios provided by the County</li> <li>▪ Define and confirm scope of test execution effort</li> <li>▪ Develop custom automated test scripts based on County's current business operations</li> <li>▪ Perform automated and ad-hoc test executions; including Payroll run-to-run comparison validation</li> <li>▪ Incident resolution of all major (defined as Severity = Critical or Serious) issues, repeat tests to validate fixes prior to delivery of the upgrade package</li> </ul>	<ul style="list-style-type: none"> <li>▪ CGI reports in weekly status meetings that test execution is complete; detailed weekly status reports will be provided throughout test execution effort.</li> </ul>
<b>Deliv. #: 06</b>	CGI Accelerate: CAS-4 Packaging and Delivery of Upgrade Package	<ul style="list-style-type: none"> <li>▪ CGI will complete mock installation in CGI's environment to support creation of customized installation components and instructions.</li> <li>▪ Prepare packaging (Production and Developer Installers and consolidated data upgrade scripts, including documentation) to support the County during installation activities in the County's production environment.</li> <li>▪ CGI will support the County with initial Production environment installation activities during dedicated on-site delivery timeframe; additional</li> </ul>	<ul style="list-style-type: none"> <li>▪ CGI confirms delivery of updated code, installers, consolidated data upgrade scripts, and detailed delivery summary documentation</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition	Acceptance Criteria
		environment stack installations are not included in the scope of work.	
<b>Deliv. #: 07</b>	CGI Accelerate: CAS-5 – Post Installation Patch Set Support: Advantage Performance Budgeting	<p>CGI will provide the following UAT support after the initial CGI Accelerate delivery and installation through target cutover dates for Performance Budgeting</p> <ul style="list-style-type: none"> <li>▪ One patch set containing resolutions for Severity = Critical or Serious issues, up to 15 issues per patch set, to support CGI Advantage Performance Budgeting</li> <li>▪ The client selected issues must be valid CGI Advantage software defects (as reported to and confirmed by CSG), and defined as Severity = Critical or Serious</li> <li>▪ Issues related to infoAdvantage and Integration (ABI) are not eligible for UAT patch set support</li> <li>▪ The client selected issues must be reported within timeline to be determined by CGI and the County within the overall UAT testing period</li> <li>▪ The County must validate all client selected patch set issues within 15 working days of patch set delivery</li> </ul>	<ul style="list-style-type: none"> <li>▪ CGI confirms delivery of the patch set; including issue resolutions and documentation</li> </ul>
<b>Deliv. #: 07.2</b>	CGI Accelerate: CAS-5 – Post Installation Patch Set Support: Advantage Financial	<p>CGI will provide the following UAT support after the initial CGI Accelerate delivery/installation through target cutover dates for Advantage Financial</p> <ul style="list-style-type: none"> <li>▪ Two patch sets containing resolutions for Severity = Critical or Serious issues, up to 15 issues per patch set, to support CGI Advantage Performance Budgeting</li> <li>▪ The client selected issues must be valid CGI Advantage software defects (as reported to and confirmed by CSG), and defined as</li> </ul>	<ul style="list-style-type: none"> <li>▪ CGI confirms delivery of the patch set; including issue resolutions and documentation</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition	Acceptance Criteria
		<p>Severity = Critical or Serious</p> <ul style="list-style-type: none"> <li>▪ Issues related to infoAdvantage and Integration (ABI) are not eligible for UAT patch set support</li> <li>▪ The client selected issues must be reported within timeline to be determined by CGI and the County within the overall UAT testing period</li> <li>▪ The County must validate all client selected patch set issues within 15 working days of patch set delivery</li> </ul>	
<p><b>Deliv. #: 07.3</b></p>	<p>CGI Accelerate: CAS-5 – Post Installation Patch Set Support: Advantage Human Resources</p>	<p>CGI will provide the following UAT support after the initial CGI Accelerate delivery/installation through target cutover dates for Advantage Human Resources</p> <ul style="list-style-type: none"> <li>▪ Two patch sets containing resolutions for Severity = Critical or Serious issues, up to 15 issues per patch set, to support CGI Advantage Performance Budgeting</li> <li>▪ The client selected issues must be valid CGI Advantage software defects (as reported to and confirmed by CSG), and defined as Severity = Critical or Serious</li> <li>▪ Issues related to infoAdvantage and Integration (ABI) are not eligible for UAT patch set support</li> <li>▪ The client selected issues must be reported within timeline to be determined by CGI and the County within the overall UAT testing period</li> <li>▪ The County must validate all client selected patch set issues within 15 working days of patch set delivery</li> </ul>	<ul style="list-style-type: none"> <li>▪ CGI confirms delivery of the patch set; including issue resolutions and detailed summary documentation</li> </ul>
<p><b>3.0 Envision Phase</b></p>			

Deliverable	Deliverable Name	Work Product & Definition	Acceptance Criteria
Deliv. #: 08	HRM/FIN/PB Familiarization Training for Project Team	Total of 56 hours of instructor led Familiarization training session for Advantage 3.10.0.1 baseline functionality being implemented. CGI will provide baseline training materials 5 days in advance of each scheduled training session.	<ul style="list-style-type: none"> <li>▪ 56 hours of Familiarization conducted based on project schedule</li> <li>▪ Receipt of associated training materials</li> </ul>
Deliv. #: 09	Technical Training	<ul style="list-style-type: none"> <li>▪ CGI will provide technical training as detailed in Appendix E</li> </ul>	<ul style="list-style-type: none"> <li>▪ 73 hours of Technical training conducted based on project schedule</li> <li>▪ Receipt of associated training materials</li> </ul>
Deliv. #: 10	InfoAdvantage Advantage Workshop, including CGI select universes for HRM, FIN and PB	<ul style="list-style-type: none"> <li>▪ Four day infoAdvantage Advanced Workshop based on baseline functionality being implemented for InfoAdvantage 3.10.0.1. The curriculum for this course is detailed in Appendix E</li> </ul>	<ul style="list-style-type: none"> <li>▪ infoAdvantage training conducted based on project schedule</li> <li>▪ Receipt of associated training materials</li> </ul>
Deliv. #: 11	PB Prototyping & Validation	CGI will provide Performance Budgeting Subject Matter Expert (SME) <ul style="list-style-type: none"> <li>▪ Overview of Advantage 3.10.0.1 functionality being prototyped</li> <li>▪ Provide direction on how Advantage 3.10.0.1 can be configured to support County business requirements when Advantage 3.10.0.1 best practices does not meet County needs</li> <li>▪ Document prototype issues</li> <li>▪ Document action items</li> </ul> Fit Gap Report comprised of the following: <ul style="list-style-type: none"> <li>▪ Functional Fit Assessment for business area</li> <li>▪ Provide applicable and referenced table set-up necessary for implementation</li> <li>▪ Document inventory of prototype issues</li> <li>▪ Document inventory of action items</li> </ul>	CGI to provide detailed results of this activity including: <ul style="list-style-type: none"> <li>▪ Approach to resolve existing issues</li> <li>▪ Proposed changes to existing processes</li> <li>▪ Provide input and support for configuration specifications and issue resolutions</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition	Acceptance Criteria
Deliv. #: 12	FIN Prototyping & Validation	<p>CGI will provide Financial Subject Matter Expert (SME)</p> <ul style="list-style-type: none"> <li>▪ Overview of Advantage 3.10.0.1 functionality being prototyped</li> <li>▪ Provide direction on how Advantage 3.10.0.1 can be configured to support County business requirements when Advantage 3.10.0.1 best practices does not meet County needs</li> <li>▪ Document prototype issues</li> <li>▪ Document action items</li> </ul> <p>Fit Gap Report comprised of the following:</p> <ul style="list-style-type: none"> <li>▪ Functional Fit Assessment for business area</li> <li>▪ Provide applicable and referenced table set-up necessary for implementation</li> <li>▪ Document inventory of prototype issues</li> <li>▪ Document inventory of action items</li> </ul>	<p>CGI to provide detailed results of this activity including:</p> <ul style="list-style-type: none"> <li>▪ Approach to resolve existing issues</li> <li>▪ Proposed changes to existing processes</li> <li>▪ Provide input and support for configuration specifications and issue resolutions</li> </ul>
Deliv. #: 13	HRM Prototyping & Validation	<p>CGI will provide Human Resource Management Subject Matter Expert (SME)</p> <ul style="list-style-type: none"> <li>▪ Overview of Advantage 3.10.0.1 functionality being prototyped</li> <li>▪ Provide direction on how Advantage 3.10.0.1 can be configured to support County business requirements when Advantage 3.10.0.1 best practices does not meet County needs</li> <li>▪ Document prototype issues</li> <li>▪ Document action items</li> </ul> <p>Fit Gap Report comprised of the following:</p> <ul style="list-style-type: none"> <li>▪ Functional Fit Assessment for business area</li> <li>▪ Provide applicable and referenced table set-up necessary for</li> </ul>	<p>CGI to provide detailed results of this activity including:</p> <ul style="list-style-type: none"> <li>▪ Approach to resolve existing issues</li> <li>▪ Proposed changes to existing processes</li> <li>▪ Provide input and support for configuration specifications and issue resolutions</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition	Acceptance Criteria
		implementation <ul style="list-style-type: none"> <li>▪ Document inventory of prototype issues</li> <li>▪ Document inventory of action items</li> </ul>	
<b>4.0 Build/Create Phase</b>			
<b>Deliv. #: 14</b>	PB Extensibility Analysis & Migration	<ul style="list-style-type: none"> <li>▪ County will conduct an extensibility analysis for the existing Advantage Performance Budgeting module.</li> <li>▪ County will review and approve Extensibility changes for migration to 3.10.0.1 environment prior to the beginning of the Accelerate activity.</li> <li>▪ Migrate Extensibility enhancements to 3.10.0.1</li> </ul>	<ul style="list-style-type: none"> <li>▪ CGI will migrate existing Extensibility Enhancements deemed to be needed to 3.10.01</li> </ul>
<b>Deliv. #: 15</b>	HRM Software Designs	Develop Functional Designs for 2 HRM modifications <ul style="list-style-type: none"> <li>○ OT Processing</li> <li>○ Pension Processing</li> </ul>	<ul style="list-style-type: none"> <li>▪ County review and approval of functional designs</li> </ul>
<b>Deliv. #: 16</b>	HRM Software Modifications	<ul style="list-style-type: none"> <li>▪ Develop 2 software modification for HRM Payroll               <ul style="list-style-type: none"> <li>○ OT Processing</li> <li>○ Pension Processing</li> </ul> </li> <li>▪ Conduct Unit Tests for 2 HRM Payroll software modifications</li> </ul>	<ul style="list-style-type: none"> <li>▪ County review and approval of Unit Test results</li> </ul>
<b>Deliv. #: 17</b>	BIRT Forms Conversion	<ul style="list-style-type: none"> <li>▪ Conversion of forms listed in Appendix J to the BIRT platform</li> </ul>	<ul style="list-style-type: none"> <li>▪ County review and acceptance of test results from forms conversion</li> </ul>
<b>Deliv. #: 18</b>	Report Analysis	<ul style="list-style-type: none"> <li>▪ Analysis of reports from Appendix H to determine               <ul style="list-style-type: none"> <li>○ Report Priority</li> <li>○ Report Complexity (High, Med, Low)</li> <li>○ Data source</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ County review of updated LOE for reports development</li> </ul>
<b>Deliv. #: 19</b>	Report Development Priority #1	<ul style="list-style-type: none"> <li>▪ Conversion of reports identified in Appendix H</li> <li>▪ Priority 1 selected by the County up to a maximum of 15 reports</li> </ul>	<ul style="list-style-type: none"> <li>▪ County review and approval of priority 1 report conversions</li> </ul>
<b>Deliv. #: 20</b>	Report	<ul style="list-style-type: none"> <li>▪ Conversion of reports identified in</li> </ul>	<ul style="list-style-type: none"> <li>▪ County review and</li> </ul>

<b>Deliverable</b>	<b>Deliverable Name</b>	<b>Work Product &amp; Definition</b>	<b>Acceptance Criteria</b>
	Development Priority #2	<p>Appendix H</p> <ul style="list-style-type: none"> <li>▪ Priority 2 selected by the County up to a maximum of 13 reports</li> </ul>	<ul style="list-style-type: none"> <li>▪ approval of priority 2 report conversions</li> </ul>
<b>Deliv. #: 21</b>	Report Development Priority #3	<ul style="list-style-type: none"> <li>▪ Conversion of reports identified in Appendix H.</li> <li>▪ Priority 3 selected by the County up to a maximum of 30 reports.</li> </ul>	<ul style="list-style-type: none"> <li>▪ County review and approval of priority 2 report conversions</li> </ul>
<b>Deliv. #: 22</b>	Interface Development	<p>Interface Development Support</p> <ul style="list-style-type: none"> <li>▪ Provide Interface development support to County identified Interface lead in Appendix D as selected by County.</li> <li>▪ Remove unused Interfaces.</li> </ul>	<ul style="list-style-type: none"> <li>▪ County review and approval of Interface implementation.</li> </ul>
<b>Deliv. #: 23</b>	Security & Workflow Support	<p>CGI to provide to workflow support</p> <ul style="list-style-type: none"> <li>▪ CGI will support the County's plan evaluating and updating security and workflow for Advantage 3.10.0.1 by providing best practice information for new workflow rules.</li> </ul>	<ul style="list-style-type: none"> <li>▪ CGI Security &amp; Workflow Support complete as identified in the approved project schedule.</li> </ul>
<b>Deliv. #: 24</b>	User Acceptance Test Support: Advantage Performance Budgeting	<ul style="list-style-type: none"> <li>▪ CGI to provide one FTE for User Acceptance testing for PB to commence according to project schedule.</li> <li>▪ User Acceptance Testing is executed by the County within the timeline identified in the approved project schedule</li> <li>▪ CGI FTE to support, review and respond to reported User Acceptance Test Issues</li> </ul>	<ul style="list-style-type: none"> <li>▪ All Critical and Serious issues resolved and agreed upon by County and CGI using CSG severity definition.</li> </ul>
<b>Deliv. #: 25</b>	User Acceptance Test Support: FIN	<ul style="list-style-type: none"> <li>▪ CGI to provide one FTE for User Acceptance testing for FIN to commence according to project schedule.</li> <li>▪ User Acceptance Testing is executed by the County within the timeline identified in the approved project schedule.</li> <li>▪ CGI FTE to support, review and</li> </ul>	<ul style="list-style-type: none"> <li>▪ All Critical and Serious issues resolved and agreed upon by County and CGI using CSG severity definition.</li> </ul>

<b>Deliverable</b>	<b>Deliverable Name</b>	<b>Work Product &amp; Definition</b>	<b>Acceptance Criteria</b>
		respond to reported User Acceptance Test Issues.	
<b>Deliv. #: 26</b>	User Acceptance Test Support: HRM	<ul style="list-style-type: none"> <li>▪ CGI to provide two FTE for User Acceptance testing for HRM to commence according to project schedule.</li> <li>▪ User Acceptance Testing is executed by the County within the timeline identified in the approved project schedule.</li> <li>▪ CGI FTEs to support, review and respond to reported User Acceptance Test Issues.</li> </ul>	All Critical and Serious issues resolved and agreed upon by County and CGI using CSG severity definition.
<b>Deliv. #: 27</b>	PB Readiness Checklist & Assessment Support	<ul style="list-style-type: none"> <li>▪ Support Operational / Technical readiness assessment by assisting County staff to monitor the progress of operational readiness items.</li> <li>▪ Identify and escalate issues and delays.</li> <li>▪ Implement corrective actions, as necessary.</li> </ul>	CGI to deliver Best Practice Readiness Checklist for County to customize
<b>Deliv. #: 28</b>	FIN Readiness Checklist & Assessment Support	<ul style="list-style-type: none"> <li>▪ Support Operational / Technical readiness assessment by assisting County staff to monitor the progress of operational readiness items.</li> <li>▪ Identify and escalate issues and delays.</li> <li>▪ Implement corrective actions, as necessary.</li> </ul>	CGI to deliver Best Practice Readiness Checklist for County to customize
<b>Deliv. #: 29</b>	HRM - Readiness Checklist & Assessment Support	<ul style="list-style-type: none"> <li>▪ Support Operational / Technical readiness assessment by assisting County staff to monitor the progress of operational readiness items.</li> <li>▪ Identify and escalate issues and delays.</li> <li>▪ Implement corrective actions, as necessary.</li> </ul>	CGI to deliver Best Practice Readiness Checklist for County to customize
<b>5.0 Achieve Phase</b>			



Deliverable	Deliverable Name	Work Product & Definition	Acceptance Criteria
Deliv. #: 30	PB - Production Cutover Script & Support	<ul style="list-style-type: none"> <li>▪ CGI and the County will jointly develop the detailed production cutover steps that will include responsible party, communication mechanism, validation procedures, go/no-go sign off criteria.</li> <li>▪ The County will lead production cutover execution with support from CGI staff through determining task/responsibilities that best position for success.</li> <li>▪ CGI will provide functional and technical support and guidance as necessary during the production cutover to include support for production cutover readiness and support for production cutover rehearsal.</li> <li>▪ Operations hand-off to the County and System when in production use</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receipt of script templates for readiness and cutover activity</li> <li>▪ Completion of production cutover activities</li> </ul>
Deliv. #: 31	FIN - Production Cutover Script & Support	<ul style="list-style-type: none"> <li>▪ CGI and the County will jointly develop the detailed production cutover steps that will include responsible party, communication mechanism, validation procedures, go/no-go sign off criteria.</li> <li>▪ The County will lead production cutover execution with support from CGI staff through determining task/responsibilities that best position for success.</li> <li>▪ CGI will provide functional and technical support and guidance as necessary during the production cutover to include support for production cutover readiness and support for production cutover rehearsal.</li> <li>▪ Operations hand-off to the County and System when in production use</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receipt of script templates for readiness and cutover activity</li> <li>▪ Designated resource to support the readiness and cutover activity</li> </ul>
Deliv. #: 32	HRM – Production Cutover Script & Support	<ul style="list-style-type: none"> <li>▪ CGI and the County will jointly develop the detailed production cutover steps that will include responsible party, communication mechanism, validation procedures, go/no-go sign off criteria.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Receipt of script templates for readiness and cutover activity</li> <li>▪ Designated resource</li> </ul>

<b>Deliverable</b>	<b>Deliverable Name</b>	<b>Work Product &amp; Definition</b>	<b>Acceptance Criteria</b>
		<ul style="list-style-type: none"> <li>▪ The County will lead production cutover execution with support from CGI staff through determining task/responsibilities that best position for success.</li> <li>▪ CGI will provide functional and technical support and guidance as necessary during the production cutover to include support for production cutover readiness and support for production cutover rehearsal.</li> <li>▪ Operations hand-off to the County and System when in production use</li> </ul>	to support the readiness and cutover activity
<b>Deliv. #: 33</b>	PB - Post-Implementation Support: 1 FTE for 3 months	<ul style="list-style-type: none"> <li>▪ Three months post implementation support services will be provided commencing the first day after production cutover.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 3 months of continuous support based designated activity from project schedule</li> </ul>
<b>Deliv. #: 34</b>	FIN - Post-Implementation Support: 1 FTE for 3 months	<ul style="list-style-type: none"> <li>▪ Three months post implementation support services will be provided commencing the first day after production cutover.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 3 months of continuous support based designated activity from project schedule</li> </ul>
<b>Deliv. #: 35</b>	HRM - Post-Implementation Support: 1 FTE for 3 months	<ul style="list-style-type: none"> <li>▪ Three months post implementation support services will be provided commencing the first day after production cutover.</li> </ul>	<ul style="list-style-type: none"> <li>▪ 3 months of continuous support based designated activity from project schedule</li> </ul>

## APPENDIX B – County Deliverables

Deliverable	Deliverable Name	Work Product & Definition
<p><b>Deliv. #: 01 – 1.16</b></p>	<p>Project Planning and Management</p>	<p>The County will play an active role in the following:</p> <ul style="list-style-type: none"> <li>▪ Approval of Dashboard Reporting template for project controls</li> <li>▪ Review and sign off on Monthly Dashboard Reporting</li> <li>▪ Review and approval of Project Management Plans developed for the project</li> <li>▪ Conduct team and project management meetings in joint effort with CGI</li> <li>▪ County will lead Monthly Steering Committee meetings in joint effort with CGI.</li> <li>▪ County together with CGI will create project kick-off presentation materials that describe the project governance, structure, scope, activities, roles and responsibilities</li> <li>▪ County to coordinate key staff attendance to project kick-off meeting including CGI</li> <li>▪ County responsible for onboarding County project members post initial kick-off meeting.</li> <li>▪ County PM responsible for communication plan and updates to all County stakeholders.</li> </ul> <p>County will establish and maintain a project repository for:</p> <ul style="list-style-type: none"> <li>▪ Project Standards and Templates for Documentation</li> <li>▪ Project Documentation</li> <li>▪ Project Work Products</li> <li>▪ Project Deliverables</li> <li>▪ Monthly Dashboards</li> </ul>
<p><b>Deliv. #: 02</b></p>	<p>Project Control Document-Project Management Plans</p>	<p>CGI will lead development of the initial Project Planning documentation that will be the foundation for managing the County’s upgrade project. The Project Plans have several sub-plans that will be the principal guidelines the joint teams will operate under. County will have the following responsibility regarding the establishment of these plans:</p> <ul style="list-style-type: none"> <li>▪ Schedule Management – Review, contribute and approve</li> <li>▪ Issue Management- Review, contribute and approve</li> <li>▪ Risk Management- Review, contribute and approve</li> <li>▪ Scope Management- Review, contribute and approve</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition
		<ul style="list-style-type: none"> <li>▪ Quality Management- Review, contribute and approve</li> <li>▪ Communications Management- Review, contribute and approve</li> <li>▪ Configuration Management- Review, contribute and approve</li> </ul>
<b>Deliv. #: 03</b>	CGI Accelerate: CAS-1 Baseline Environment Setup at CGI Location	<ul style="list-style-type: none"> <li>▪ County PM to confirm and sign off baseline 3.10.0.1 environment set-up is complete.</li> </ul>
<b>Deliv. #: 04</b>	CGI Accelerate: CAS-2 Upgrade Environment Setup at CGI location (Code Merge and Initial Data Upgrade)	<ul style="list-style-type: none"> <li>▪ County PM to confirm and sign off baseline 3.10.0.1 environment set-up is complete.</li> </ul>
<b>Deliv. #: 05</b>	CGI Accelerate: CAS-3 Test Execution Effort	<ul style="list-style-type: none"> <li>▪ Develop test execution scripts for Performance Budgeting.</li> <li>▪ Develop test execution scripts for Advantage Financial.</li> <li>▪ Develop test execution scripts for Human Resource Management.</li> <li>▪ County PM to confirm and sign off test execution is complete.</li> <li>▪ County will participate in weekly Accelerate status meetings on test execution efforts</li> <li>▪ County will review detailed weekly status reports and provide feedback throughout test execution effort.</li> </ul>
<b>Deliv. #: 06</b>	CGI Accelerate: CAS-4 Packaging and Delivery of Upgrade Package	<p>CGI will complete mock installation in CGI's environment to support creation of customized installation components and instructions. CGI will support the County with initial Production environment installation activities during dedicated on-site delivery timeframe.</p> <p>County staff will perform installations and upgrades:</p> <ul style="list-style-type: none"> <li>▪ Confirm Delivery of updated code</li> <li>▪ Assist installers</li> <li>▪ Review consolidated data upgrade scripts</li> <li>▪ Review detailed Delivery summary documentation</li> <li>▪ County PM will direct and lead all additional environment stack installations required.</li> <li>▪ County PM responsible for coordinated communication and efforts between County staff and Environment Hosting Vendor (CenturyLink)</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition
Deliv. #: 07	CGI Accelerate: CAS-5 – Post Installation Patch Set Support: Advantage Performance Budgeting	<p>CGI will provide the following UAT support after the initial CGI Accelerate delivery/installation through target cutover dates for Advantage Performance Budgeting</p> <ul style="list-style-type: none"> <li>▪ One patch set containing resolutions for Severity = Critical or Serious issues, up to 15 issues per patch set, to support CGI Advantage Performance Budgeting</li> <li>▪ The client selected issues must be valid CGI Advantage software defects (as reported to and confirmed by CSG), and defined as Severity = Critical or Serious</li> <li>▪ Issues related to infoAdvantage and Integration (ABI) are not eligible for UAT patch set support</li> <li>▪ The client selected issues must be reported within timeline to be determined by CGI and the County within the overall UAT testing period</li> </ul>
Deliv. #: 07.2	CGI Accelerate: CAS-5 – Post Installation Patch Set Support: Advantage Financial	<p>CGI will provide the following UAT support after the initial CGI Accelerate delivery/installation through target cutover dates for Advantage Financial</p> <ul style="list-style-type: none"> <li>▪ Two patch sets containing resolutions for Severity = Critical or Serious issues, up to 15 issues per patch set, to support CGI Advantage Financial</li> <li>▪ The client selected issues must be valid CGI Advantage software defects (as reported to and confirmed by CSG), and defined as Severity = Critical or Serious</li> <li>▪ Issues related to infoAdvantage and Integration (ABI) are not eligible for UAT patch set support</li> <li>▪ The client selected issues must be reported within timeline to be determined by CGI and the County within the overall UAT testing period</li> <li>▪ The County must validate all client selected patch set issues within 15 working days of patch set delivery</li> </ul>
Deliv. #: 07.3	CGI Accelerate: CAS-5 – Post Installation Patch Set Support: Advantage Human Resources	<p>CGI will provide the following UAT support after the initial CGI Accelerate delivery/installation through target cutover dates for Advantage Human Resources</p> <ul style="list-style-type: none"> <li>▪ Two patch sets containing resolutions for Severity = Critical or Serious issues, up to 15 issues per patch set, to support CGI Advantage Human Resource Management.</li> <li>▪ The client selected issues must be valid CGI Advantage software defects (as reported to and confirmed by CSG), and defined as Severity = Critical or Serious.</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition
		<ul style="list-style-type: none"> <li>▪ Issues related to infoAdvantage and Integration (ABI) is not eligible for UAT patch set support.</li> <li>▪ The client selected issues must be reported within timeline to be determined by CGI and the County within the overall UAT testing period.</li> <li>▪ The County must validate all client selected patch set issues within 15 working days of patch set delivery.</li> </ul>
<b>Deliv. #: 08</b>	HRM/FIN/PB Familiarization Training for Project Team	<p>Total of 56 hours of instructor led Familiarization training session for Advantage 3.10.0.1 baseline functionality being implemented.</p> <ul style="list-style-type: none"> <li>▪ County will submit final course selection to CGI for use with the Project Team Familiarization Training</li> <li>▪ County PM to coordinate all logistics related to location of training, equipment, whiteboards, projectors and attendee communication.</li> <li>▪ CGI will provide electronic training material in advance for County reproduction and availability for training commencement.</li> <li>▪ Identify County resources that should be in attendance for Familiarization Training as identified within Project Schedule</li> <li>▪ Coordinate and communicate location of training and key expectations and information provided.</li> <li>▪ Attend Project Team familiarization Training and provide feedback on courses</li> <li>▪ County will be responsible for End-user Training</li> <li>▪ County will update Training Plans and associated policy and procedures to support training activities.</li> </ul>
<b>Deliv. #: 09</b>	Technical Training	<p>CGI will provide technical training as detailed in Appendix E</p> <ul style="list-style-type: none"> <li>▪ County PM to coordinate all logistics related to location of training, equipment, whiteboards, projectors and attendee communication.</li> <li>▪ CGI will provide electronic training material in advance for County reproduction and availability for training commencement.</li> <li>▪ County will be responsible for End-user Training</li> <li>▪ County will update Training Plans and associated policy and procedures to support training activities.</li> </ul>
<b>Deliv. #: 10</b>	InfoAdvantage Advantage Workshop,	<p>Four day infoAdvantage Advanced Workshop based on baseline functionality being implemented for InfoAdvantage 3.10.0.1. The curriculum for this course is detailed in Appendix E</p>

Deliverable	Deliverable Name	Work Product & Definition
	including CGI select universes for HRM, FIN and PB	<ul style="list-style-type: none"> <li>▪ County PM to coordinate all logistics related to location of training, equipment, whiteboards, projectors and attendee communication.</li> <li>▪ CGI will provide electronic training material in advance for County reproduction and availability for training commencement.</li> <li>▪ County PM to manage communication plan related to all Training updates and key information shared</li> </ul>
<b>Deliv. #: 11</b>	PB Prototyping & Validation	<p>CGI will provide Performance Budgeting Subject Matter Expert (SME)</p> <ul style="list-style-type: none"> <li>▪ Overview of Advantage 3.10.0.1 functionality being prototyped</li> <li>▪ Provide direction on how Advantage 3.10.0.1 can be configured to support County business requirements when Advantage 3.10.0.1 best practices does not meet County needs</li> <li>▪ Document prototype issues</li> <li>▪ Document action items</li> <li>▪ County to participate in prototyping sessions</li> <li>▪ County responsible for coordination of staff, facilities, equipment and communication for Prototype sessions</li> <li>▪ County to contribute to functional Fit Gap Analysis during sessions</li> <li>▪ County PM to collect final artifacts and ensure final prototype supporting documentation is achieved within the County SharePoint repository for reference as needed.</li> </ul>
<b>Deliv. #: 12</b>	FIN Prototyping & Validation	<p>CGI will provide Financial Subject Matter Expert (SME)</p> <ul style="list-style-type: none"> <li>▪ Overview of Advantage 3.10.0.1 functionality being prototyped</li> <li>▪ Provide direction on how Advantage 3.10.0.1 can be configured to support County business requirements when Advantage 3.10.0.1 best practices does not meet County needs</li> <li>▪ Document prototype issues</li> <li>▪ Document action items</li> <li>▪ County PM to collect final artifacts and ensure final prototype supporting documentation is achieved within the County SharePoint repository for reference as needed.</li> <li>▪ County to participate in prototyping sessions</li> <li>▪ County responsible for coordination of staff, facilities, equipment and communication for Prototype sessions</li> <li>▪ County to contribute to functional Fit Gap Analysis during sessions</li> </ul> <p>Fit Gap Report comprised of the following:</p> <ul style="list-style-type: none"> <li>▪ Functional Fit Assessment for business area</li> <li>▪ Provide applicable and referenced table set-up necessary for</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition
		implementation <ul style="list-style-type: none"> <li>▪ Document inventory of prototype issues</li> <li>▪ Document inventory of action items</li> </ul>
Deliv. #: 13	HRM Prototyping & Validation	CGI will provide Human Resource Management Subject Matter Expert (SME) <ul style="list-style-type: none"> <li>▪ Overview of Advantage 3.10.0.1 functionality being prototyped</li> <li>▪ Provide direction on how Advantage 3.10.0.1 can be configured to support County business requirements when Advantage 3.10.0.1 best practices does not meet County needs</li> <li>▪ Document prototype issues</li> <li>▪ Document action items</li> <li>▪ County to participate in testing and analysis of payroll processes</li> <li>▪ County responsible for prototype sessions after the Review Payroll Prototyping features/functionality have been presented by CGI</li> </ul> Fit Gap Report comprised of the following: <ul style="list-style-type: none"> <li>▪ Functional Fit Assessment for business area</li> <li>▪ Provide applicable and referenced table set-up necessary for implementation</li> <li>▪ Document inventory of prototype issues</li> <li>▪ Document inventory of action items</li> </ul>
Deliv. #: 14	PB Extensibility Analysis & Migration	<ul style="list-style-type: none"> <li>▪ County will conduct an extensibility analysis for the existing Advantage Performance Budgeting module.</li> <li>▪ County will review and approve Extensibility changes for migration to 3.10.0.1 environment prior to the beginning of the Accelerate activity.</li> <li>▪ Migrate Extensibility enhancements to 3.10.0.1</li> </ul>
Deliv. #: 15	HRM Software Designs	Develop Functional Designs for 2 HRM modifications <ul style="list-style-type: none"> <li>○ OT Processing</li> <li>○ Pension Processing</li> <li>▪ County PM to ensure key stakeholders review and sign off Functional Design.</li> </ul>
Deliv. #: 16	HRM Software Modifications	<ul style="list-style-type: none"> <li>▪ CGI to develop 2 Software Modification for HRM Payroll               <ul style="list-style-type: none"> <li>○ OT Processing</li> <li>○ Pension Processing</li> </ul> </li> <li>▪ County PM to ensure key stakeholders review and sign off requirements prior to development commencement.</li> </ul>
Deliv. #: 17	BIRT Forms Conversion	<ul style="list-style-type: none"> <li>▪ Conversion of forms listed in Appendix J to the BIRT platform.</li> <li>▪ County PM and stakeholders to review test and approve.</li> </ul>



<b>Deliverable</b>	<b>Deliverable Name</b>	<b>Work Product &amp; Definition</b>
<b>Deliv. #: 18</b>	Report Analysis	<ul style="list-style-type: none"> <li>▪ CGI analysis of required reports from Appendix H to determine. <ul style="list-style-type: none"> <li>○ Report Priority, Report Complexity (High, Med, and Low) &amp; Data source.</li> </ul> </li> <li>▪ County PM and CGI review LOE and make necessary adjustments.</li> <li>▪ County PM engages stakeholder testing and approval of completed reports.</li> </ul>
<b>Deliv. #: 19</b>	Report Development Priority #1	<ul style="list-style-type: none"> <li>▪ Conversion of reports identified in Appendix H.</li> <li>▪ Priority 1 selected by the County up to a maximum of 15 reports.</li> <li>▪ County PM engages stakeholder testing and approval of completed reports.</li> </ul>
<b>Deliv. #: 20</b>	Report Development Priority #2	<ul style="list-style-type: none"> <li>▪ Conversion of reports identified in Appendix H.</li> <li>▪ Priority 2 selected by the County up to a maximum of 13 reports</li> <li>▪ County PM engages stakeholder testing and approval of completed reports.</li> </ul>
<b>Deliv. #: 21</b>	Report Development Priority #3	<ul style="list-style-type: none"> <li>▪ Conversion of reports identified in Appendix H.</li> <li>▪ Priority 3 selected by the County up to a maximum of 30 reports.</li> <li>▪ County PM engages stakeholder testing and approval of completed reports.</li> </ul>
<b>Deliv. #: 22</b>	Interface Development	<p>Interface Development Support</p> <ul style="list-style-type: none"> <li>▪ Provide Interface development support to County identified Interface lead in Appendix D as selected by County.</li> <li>▪ Remove unused Interfaces.</li> </ul>
<b>Deliv. #: 23</b>	Security & Workflow Support	<p>CGI to provide to workflow support.</p> <ul style="list-style-type: none"> <li>▪ County Security &amp; Workflow resource to work with CGI on the County's plan evaluating and updating security and workflow for Advantage 3.10.0.1.</li> <li>▪ CGI to provide best practice information for new workflow rules and provide recommendations of improvement for County ERP Security &amp; Workflow resource to implement.</li> <li>▪ County will evaluate existing security profiles using the information provided by CGI regarding new application resources in Advantage.</li> <li>▪ Review existing workflow to determine necessary changes based on new application resources</li> <li>▪ County staff will update the existing Security &amp; Workflow plan to document the intended changes for the 3.10.0.1 upgrade.</li> <li>▪ County staff will make the necessary updates to existing Security &amp; Workflow configuration based on their analysis.</li> </ul>
<b>Deliv. #: 24</b>	User Acceptance Test Support: Advantage	<ul style="list-style-type: none"> <li>▪ CGI to provide one FTE for User Acceptance testing for PB to commence according to project schedule.</li> <li>▪ User Acceptance Testing is executed by the County within the</li> </ul>

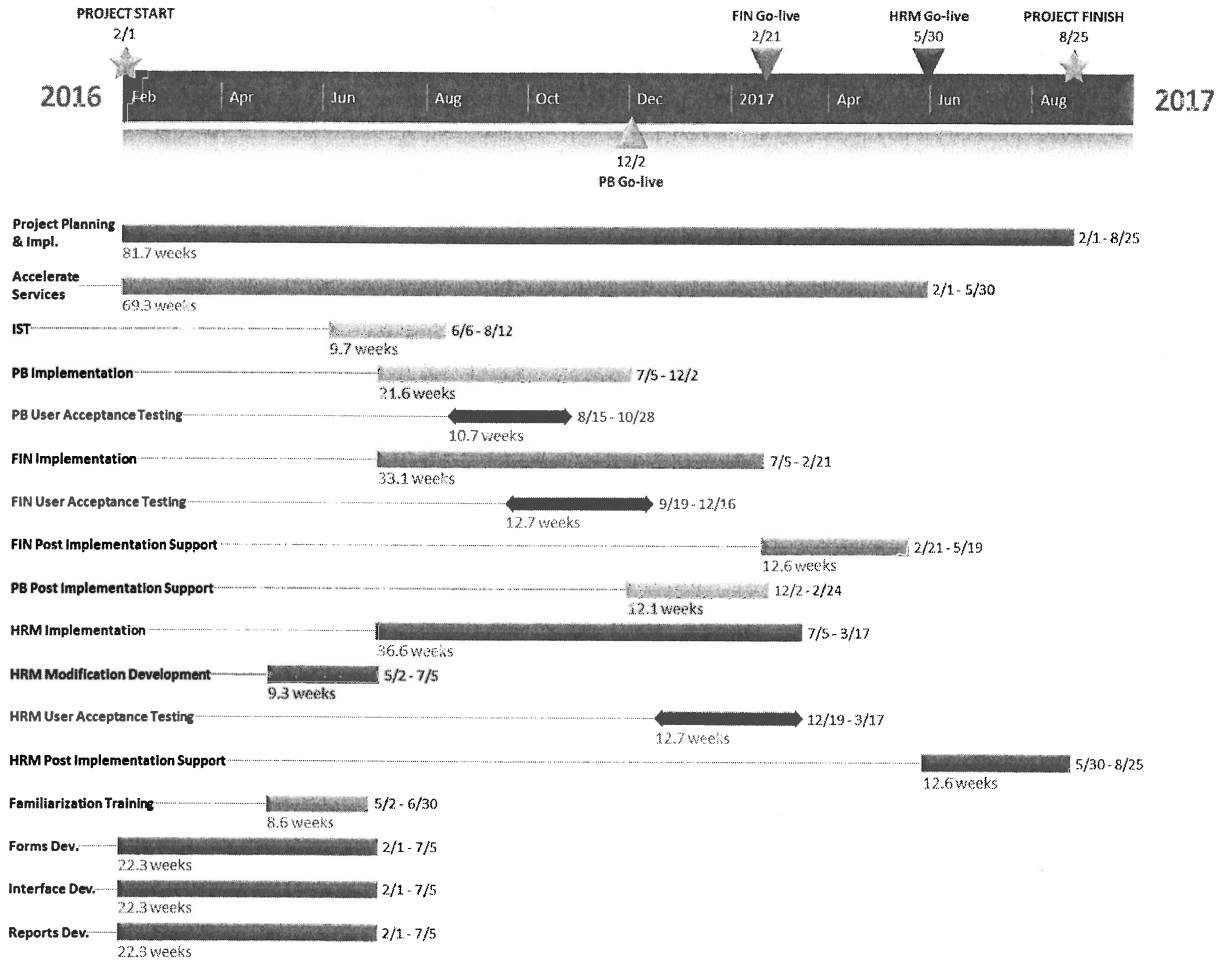
Deliverable	Deliverable Name	Work Product & Definition
	Performance Budgeting	<p>timeline identified in the approved project schedule</p> <ul style="list-style-type: none"> <li>▪ CGI FTE to support, review and respond to reported User Acceptance Test Issues.</li> <li>▪ County PM responsible for planning, communication and directing County UAT testing efforts within the timeline identified within the final project schedule.</li> </ul>
Deliv. #: 25	User Acceptance Test Support: FIN	<ul style="list-style-type: none"> <li>▪ CGI to provide two FTE for User Acceptance testing for FIN to commence according to project schedule.</li> <li>▪ User Acceptance Testing is executed by the County within the timeline identified in the approved project schedule.</li> <li>▪ CGI FTE to support, review and respond to reported User Acceptance Test Issues.</li> <li>▪ County PM responsible for planning, communication and directing County UAT testing efforts within the timeline identified within the final project schedule.</li> </ul>
Deliv. #: 26	User Acceptance Test Support: HRM	<ul style="list-style-type: none"> <li>▪ CGI to provide two FTE for User Acceptance testing for HRM to commence according to project schedule.</li> <li>▪ User Acceptance Testing is executed by the County within the timeline identified in the approved project schedule.</li> <li>▪ CGI FTE to support, review and respond to reported User Acceptance Test Issues.</li> <li>▪ County PM responsible for planning, communication and directing County UAT testing efforts within the timeline identified within the final project schedule.</li> </ul>
Deliv. #: 27	PB Readiness Checklist & Assessment Support	<ul style="list-style-type: none"> <li>▪ CGI to support operational and technical readiness assessment by assisting County staff to monitor the progress of operational readiness items. <ul style="list-style-type: none"> <li>○ Identify and escalate issues and delays.</li> <li>○ Implement corrective actions, as necessary.</li> </ul> </li> <li>▪ County PM responsible for assembling, communicating, coordinating and scheduling County resource availability and ownership of cutover responsibilities into operations.</li> </ul>
Deliv. #: 28	FIN Readiness Checklist & Assessment Support	<ul style="list-style-type: none"> <li>▪ CGI to support operational and technical readiness assessment by assisting County staff to monitor the progress of operational readiness items. <ul style="list-style-type: none"> <li>○ Identify and escalate issues and delays.</li> <li>○ Implement corrective actions, as necessary.</li> </ul> </li> <li>▪ County PM responsible for assembling, communicating, coordinating and scheduling County resource availability and ownership of cutover responsibilities into operations.</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition
<b>Deliv. #: 29</b>	HRM - Readiness Checklist & Assessment Support	<ul style="list-style-type: none"> <li>▪ CGI to support operational and technical readiness assessment by assisting County staff to monitor the progress of operational readiness items. <ul style="list-style-type: none"> <li>○ Identify and escalate issues and delays.</li> <li>○ Implement corrective actions, as necessary.</li> </ul> </li> <li>▪ County PM responsible for assembling, communicating, coordinating and scheduling County resource availability and ownership of cutover responsibilities into operations.</li> </ul>
<b>Deliv. #: 30</b>	PB - Production Cutover Script & Support	<p>CGI and the County will jointly develop the detailed production cutover steps that will include responsible party, communication mechanism, validation procedures, go/no-go sign off criteria.</p> <ul style="list-style-type: none"> <li>▪ The County will lead production cutover execution with support from CGI staff through determining task and responsibilities that best position for success.</li> <li>▪ CGI will provide functional and technical support and guidance as necessary during the production cutover which includes support for production cutover readiness and support for production cutover rehearsal.</li> <li>▪ Review and approve production cutover plan</li> <li>▪ In joint effort with CGI, conduct dress rehearsal</li> <li>▪ Assign staff for post go live roles in operations</li> <li>▪ Communicate and coordinate County attendance requirements for cutover dress rehearsal</li> <li>▪ County PM responsible for filing final documentation in the County SharePoint repository.</li> </ul>
<b>Deliv. #: 31</b>	FIN - Production Cutover Script & Support	<p>CGI and the County will jointly develop the detailed production cutover steps that will include responsible party, communication mechanism, validation procedures, go/no-go sign off criteria.</p> <ul style="list-style-type: none"> <li>▪ The County will lead production cutover execution with support from CGI staff through determining task and responsibilities that best position for success.</li> <li>▪ CGI will provide functional and technical support and guidance as necessary during the production cutover which includes support for production cutover readiness and support for production cutover rehearsal.</li> <li>▪ Review and approve production cutover plan</li> <li>▪ In joint effort with CGI, conduct dress rehearsal</li> <li>▪ Assign staff for post go live roles in operations</li> <li>▪ Communicate and coordinate County attendance requirements for cutover dress rehearsal</li> <li>▪ County PM responsible for filing final documentation in the County SharePoint repository.</li> </ul>

Deliverable	Deliverable Name	Work Product & Definition
<b>Deliv. #: 32</b>	HRM – Production Cutover Script & Support	<p>CGI and the County will jointly develop the detailed production cutover steps that will include responsible party, communication mechanism, validation procedures, go/no-go sign off criteria.</p> <ul style="list-style-type: none"> <li>▪ The County will lead production cutover execution with support from CGI staff through determining task and responsibilities that best position for success.</li> <li>▪ CGI will provide functional and technical support and guidance as necessary during the production cutover which includes support for production cutover readiness and support for production cutover rehearsal.</li> <li>▪ Review and approve production cutover plan</li> <li>▪ In joint effort with CGI, conduct dress rehearsal</li> <li>▪ Assign staff for post go live roles in operations</li> <li>▪ Communicate and coordinate County attendance requirements for cutover dress rehearsal</li> <li>▪ County PM responsible for filing final documentation in the County SharePoint repository.</li> </ul>
<b>Deliv. #: 33</b>	PB - Post-Implementation Support: 1 FTE for 3 months	CGI to provide three months post implementation support services will be provided commencing the first day after production cutover.
<b>Deliv. #: 34</b>	FIN - Post-Implementation Support: 1 FTE for 3 months	CGI to provide three months post implementation support services will be provided commencing the first day after production cutover.
<b>Deliv. #: 35</b>	HRM - Post-Implementation Support: 1 FTE for 3 months	CGI to provide three months post implementation support services will be provided commencing the first day after production cutover.

## APPENDIX C – High Level Preliminary Project Schedule

A detailed project schedule will be finalized within 30 days start of Monterey County Upgrade project using the following schedule as a base.



## APPENDIX D – Interfaces

The County of Monterey has provided the updated list of Interfaces they will be configuring for the new 3.10.0.1 application.

Functional Areas	Interface Number	Interface Name	Inbound/ Outbound
FIN	AP - 03	Bank of America Check Recon	Inbound
FIN	AP -03_WF	Wells Fargo- Check Recon	Inbound
FIN	SYM-01	Sympro Investment	Inbound
FIN	CR Load	Treasury Office - Cash Receipt Spreadsheet	Inbound
FIN	AP -02_IN	Megabyte Gax (Tax Collector)	Inbound
FIN	AP-06	DSES-Daily Warrants	Inbound
FIN	AP07_AP8427	OET – Fundware	Inbound
FIN	AP07_PR8427	OET – Fundware	Inbound
FIN	AP-26	County Dept. - GAX manual load	Inbound
FIN	AP-26_CUBS	Treasury Payments Office - CUBS	Inbound
FIN	AP-26_NMC	NMC	Inbound
FIN	AP-26_PROB	County Probations	Inbound
FIN	AP-27_WINCAMS_GAX	RMA – GAX Attachments	Inbound
FIN	AP-28_WINCAMS_PRC	RMA – PRC Attachments	Inbound
FIN	GA-05	DSES – Daily JV	Inbound
FIN	GA-07	MCOE – Weekly JV	Inbound
FIN	NMC2_NMCK	NMC non Meditech (Diamond)	Inbound
FIN	NMC2_NMMI	NMC non Meditech (Diamond)	Inbound
FIN	NMC2_NMPR	NMC non Meditech (Diamond)	Inbound
FIN	NMC2_NMPS	NMC non Meditech (Diamond)	Inbound
FIN	NMC2_NMTT	NMC non Meditech (Diamond)	Inbound
FIN	PYRL_NPC (No Pay Calc)	ADV HRM PAM	Inbound
FIN	PYRL_OLC (Online Pay Calc)	ADV HRM PAM	Inbound
FIN	PYRL_REG (Regular)	ADV HRM PAM	Inbound
FIN	SYM02_COUNTY	Sympro Debt	Inbound
FIN	SYM02_SCHOOLS	Sympro Debt	Inbound
FIN	SYM02_SD (Special Districts)	Sympro Debt	Inbound
FIN	MDI Load	Special District Check Input File Spreadsheet	Inbound
FIN	FA_Load	Auditor Office - Fixed Assets Spreadsheet	Inbound
FIN	AP-02-OUT	Megabyte Reports (Tax Collector) ADV Fin	Outbound
FIN	AP-06-UPD	Updating 1099 flag for DSES Vendors ADV Fin	Outbound
FIN	AP-11	BofA ADV Fin - Checks file to the bank	Outbound
FIN	AP-11_WF	Wells Fargo - Checks file to the new bank	Outbound
FIN	AP-25	Wells Fargo - EFT file to the bank-	Outbound
FIN	AP-15	EDD - Report Vendor payments greater than \$600 to the State	Outbound
FIN	PO-01_WINCAMS_PO	CGI Adv - Create Purchase Orders	Outbound
FIN	Accounting Period Closure	Auditor Controller XLS - ADV Fin update	Inbound
FIN	AP-22	DSS - Cleared checks from the bank	Outbound

FIN	SA-06	CGI Adv - Earliest Date	Inbound
FIN	SA-04	CGI Adv - Earliest Date	Inbound
FIN	Auditor_ JV Load	Auditor Controller XLS - ADV Fin update	Inbound
FIN	Health JV Load	Health Dept XLS - Adv Fin update	Inbound
FIN	IT Vendor Listing	Adv Fin to ITD DB for Procurement Tracking	Outbound
FIN	IT Vendor Comm Codes Listing	Adv Fin to ITD DB for Procurement Tracking	Outbound
FIN	IT Vendor Address Listing	Adv Fin to ITD DB for Procurement Tracking	Outbound
FIN	IET Spreadsheet Load	Auditor Controller XLS - ADV Fin update	Inbound
FIN	1099R data to Sovos Taxport	Sovos XLS	Outbound
HRM	PA-02a	TLC Interface	Outbound
HRM	PA-02b	AFLAC Interface	Outbound
HRM	PA-10	FSA (Flex Spending Account) Interface	Outbound
HRM	PA-11	PHA Interface	Outbound
HRM	PA-12	VSP Interface	Outbound
HRM	PA-14	Great West Deferred Comp Interface	Inbound
HRM	PA-16	Empower (was Great West) Deferred Comp	Inbound
HRM	PA-22	ITD Call Center Interface	Outbound
HRM	PA-23	SEIU 521 (Temporary Empls) Interface	Outbound
HRM	PA-26	SEIU 521 Interface	Outbound
HRM	PA-28	New Employee Registry Interface	Outbound
HRM	PA-34	Classification Interface	Outbound
HRM	PA-45	Employee Labels Interface	Outbound
HRM	PA-52	Great West Deferred Comp Interface	Outbound
HRM	PA-55	Direct Deposit records Interface	Outbound
HRM	PA-61/62	Daily OT Rate Script #1	PDI SQL
HRM	PA-61/62	Daily OT Pending Pay Script #1	PDI SQL
HRM	PA-61/62	Daily Comp OT Script #1	PDI SQL
HRM	PA-61/62	Daily Comp OT Script #2	PDI SQL
HRM	PA-63	Daily OT Adjust	PDI SQL
HRM	PA-100	Payroll Check Disposition	Inbound
HRM	PA-101	PA-101 Timesheet Override	Outbound
HRM	PA-102	Daily OT Pay Policy	PDI SQL
HRM	PA-103	Bank of America Issued Checks	Outbound
HRM	PA-104	Daily OT & Holiday OT Creation	PDI SQL
HRM	PA-105	Daily OT & Holiday OT Maintenance	PDI SQL
HRM	PA-106	PAM Task Order Removal for NMC	PDI SQL
HRM	PA-107	PAM NMC Unit Redirect	PDI SQL
HRM	PA-108	Delete Daily/Holiday OT	PDI SQL
HRM	PA-110	Prelim Leave Accrual/Proration Validation	PDI SQL
HRM	PA-29,30,31	State of California EDD Quarterly Wage and Withholding Reporting	Outbound
PB		HR SBFS data is mapped via PDI	Inbound
PB		Financial Actuals is mapped in via PDI	Inbound
PB		The budget is mapped into Financials via PDI	Outbound
<b>Interface to be Removed</b>			
FIN	AP-26_DSES	DSES	Inbound (obsolete)
HRM	PA-01	NMC Meditech	Outbound (Obsolete)

HRM	PA-15	PERS Interface	Outbound (Obsolete)
HRM	PA-21	Liberty Mutual Interface	Inbound (obsolete)
HRM	PA-33	DSES Interface	Outbound (obsolete)
HRM	PA-60	United Way Interface	Outbound (obsolete)
HRM	TA-01	Extract ITD Billing records	Outbound (Obsolete)
HRM	TA-02	Advantage Time & Attendance Validation report	Outbound (Obsolete)
HRM	TA-03	Extract /Load Magic records to ADV	Outbound (Obsolete)



## APPENDIX E – Training

### Familiarization Training

The courses use the format of lecture and demonstration as practical. The material ranges from an overview to moderate level of detail and depth. All Familiarization Training is delivered remotely.

Below is a representative Familiarization training schedule for the County selected enhancement topics:

Training Track	Day	Course Name	ILT	Web Facilitated	# Attendees
FINANCIAL	1	UI & Navigation		X	15
FINANCIAL	1	COA & Budget Control		X	15
FINANCIAL	2	General Accounting		X	15
FINANCIAL	2	Accounts Receivable		X	15
FINANCIAL	3	Fixed Assets		X	15
FINANCIAL	3	Misc. Cost Accounting & Vendor		X	15
FINANCIAL	4	Workflow		X	15
FINANCIAL	4	Security		X	15
<b>Total Hours 25</b>					
Training Track	Day	Course Name	ILT	Web Facilitated	# Attendees
HRM	1	UI & General HRM		X	15
HRM		Benefit Administration		X	15
HRM	2	Time & Leave		X	15
HRM		Payroll		X	15
HRM	3	Personnel		X	15
HRM		Position Control		X	15
HRM	4	Employee Self Service (ESS)		X	15
<b>Total Hours 25</b>					
Training Track	Day	Course Name	ILT	Web Facilitated	# Attendees
PB	1	Budget Forms		X	15
PB		Budget Formulation & Budget Request Filter View		X	15
PB		Budget Ranking		X	15
PB		Chart of Accounts		X	15
PB		Integration		X	15
PB		Query (FSQ)		X	15
PB		SBFS		X	15
PB		Security & Workflow		X	15
<b>Total Hours 4.5</b>					

Training Track	Day	Course Name	ILT	Web Facilitated	# Attendees
infoAdvantage	1	Framework		X	15
infoAdvantage		Dashboards		X	15
infoAdvantage		FIN infoAdvantage		X	15
infoAdvantage		PB infoAdvantage		X	15
<b>Total Hours 5.5</b>					

#### Technical Training

Training Track	Day	Course Name	ILT	On Site	# Attendees
TECHNICAL	1,2,3	Advantage Design Studio		X	5
TECHNICAL	4	Pervasive Data Integrator (3x to 3x)		X	5
TECHNICAL	5-6	Forms Administration (Adobe)		X	5
TECHNICAL	7	System Administration		X	5
TECHNICAL	8	Introduction to Performance Tuning and Monitoring		X	5
TECHNICAL	9	Introduction to Patches and Fix Packs		X	5
TECHNICAL	10-11	infoAdvantage (for new report writers)		X	10
<b>Total Hours 73</b>					

#### Train the Trainer Training

Training Track	Day	Course Name	ILT	On Site / Remote	# Attendees
TRAIN the TRAINER	1	Adult Learning Theory		Remote	5
TRAIN the TRAINER	2	Trainer Workshops (Mock Implementation)		On Site	5
<b>Total Hours 7</b>					

## Monterey County *infoAdvantage* Advanced Workshops Detailed Curriculum as selected by County

Maximum number of participants attending ITL training is 15 per class.

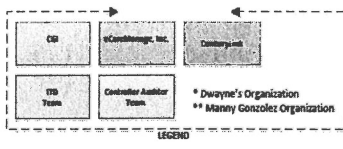
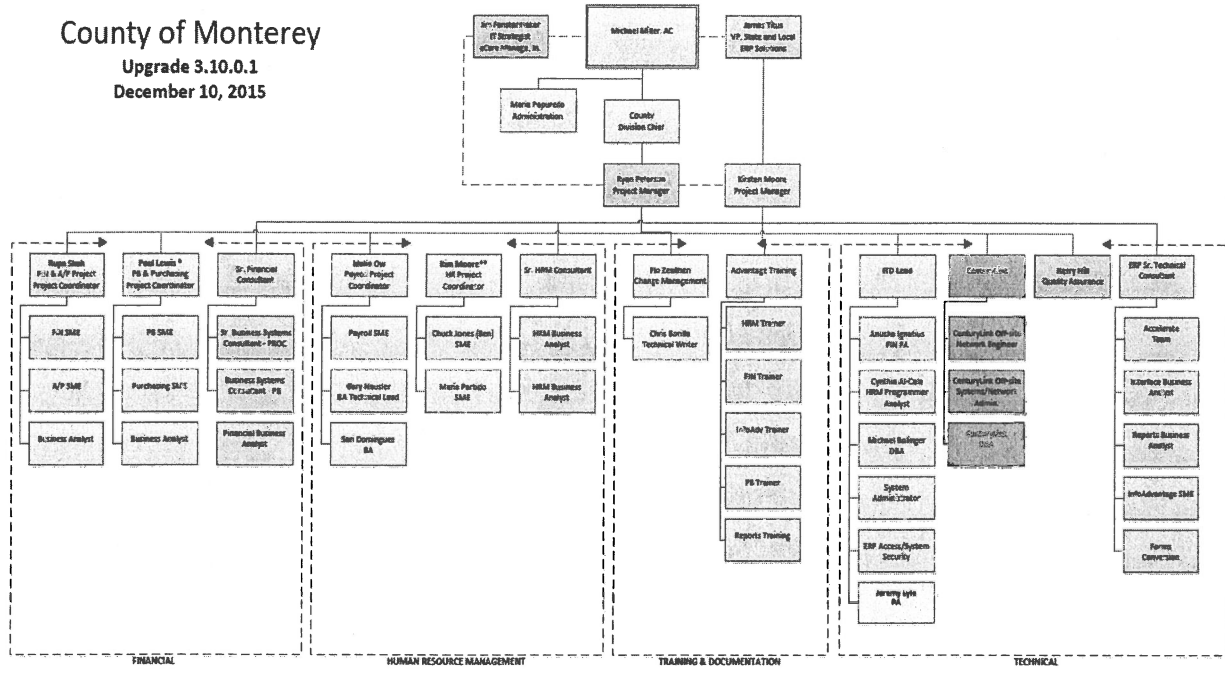
Total Instructor Led Training (ILT): 48 Hours

1. Webi Session – One Day
  - a. Delta Training – *infoAdvantage*
    - i. Including differences between infoADV 3.8 (BOXI R3) and infoADV 3.10 (BI 4.0)
  - b. Report Formatting
    - i. Calculations and formulas
    - ii. Creating new variables
    - iii. Table breaks vs. Sections
    - iv. Page/report layout
      1. Repeating elements across pages
      2. Breaking across pages / avoiding page breaks
  - c. Data Access
    - i. Creating reports from two or more Universes
    - ii. Creating reports from two or more data providers within the same Universe
2. PB – One-half day
  - a. Introduction to Performance Budgeting Universe
    - i. Purpose and key details
    - ii. Source to target mapping showing key classes and data sources for those elements
    - iii. Baseline reports
    - iv. Usage and limitations
3. Financial – Two days
  - a. Introduction to Each Financial Universe
    - i. Summary tables grouping universes by functional area and including bullets on purpose and key details within each baseline 3.10 universe
    - ii. Source-to-target mapping showing key classes and the data sources for those elements
    - iii. Baseline reports
    - iv. Usage and limitations
  - b. Deep Dive into the Accounts Payable Universes
    - i. Accounts Payable in CGI Advantage®
      1. Accounts Payable Lifecycle
      2. Accounts Payable Integration
      3. Key Accounts Payable features, documents, and queries
    - ii. Accounts Payable in CGI *infoAdvantage*
      1. Overview to Accounts Payable Reporting
      2. Accounts Payable Universe
  - c. Deep Dive into the Accounts Receivable Universes
    - i. Accounts Receivable in CGI Advantage®
      1. Accounts Receivable Lifecycle
      2. Accounts Receivable Integration
      3. Key Accounts Receivable features, documents, data, and queries
    - ii. Accounts Receivable in CGI *infoAdvantage*®

1. Overview to Accounts Receivable reporting
2. Accounts Receivable Universe
- d. Deep Dive into selected Procurement Universes
  - i. Procurement in CGI Advantage®
    1. Procurement Lifecycle
    2. Procurement Integration
    3. Key Procurement features, documents, and queries
  - ii. Procurement in CGI *info*Advantage®
    1. Overview to Procurement Reporting
    2. Procurement Awards Universe
    3. Procurement Post Awards Universe
    4. Procurement Matching Status Universe
4. HRM – One and one-half Days
  - a. Introduction to each Human Resource Management Universe
    - i. Purpose and key details within each universe
    - ii. Source to target mapping showing key classes and data sources for those elements
    - iii. Baseline reports
    - iv. Usage and limitations
  - b. Deep Dive – HRM
    - i. PAM in CGI Advantage® and PAM Universes
    - ii. Payroll in CGI Advantage® and Payroll Universes
    - iii. Position Control in CGI Advantage® and Position Control Universes
    - iv. Benefits in Advantage® and Benefits Universes
5. Putting it all Together – Group Business Case – One Day
  - a. Break Group into 2-3 teams depending on number of attendees
  - b. Report sample for each group
    - i. Determine which universe from which to start the report
    - ii. What key dimensions and components are needed from the universe
    - iii. How to handle missing elements
      1. Create variables
      2. Use multiple data providers
      3. Use multiple universes

# APPENDIX F – Project Team Organization Chart

County of Monterey  
 Upgrade 3.10.0.1  
 December 10, 2015



## APPENDIX G – Software Issue Severity Definition

If a software incident is identified during the Advantage Upgrade implementation, a report will be provided for corrective action. If the incident is related to CGI Advantage Software 3.7.0.2, the incident would be submitted through traditional Product Support Maintenance Agreement (“PSMA”).

All open issues categorized as critical or serious will be resolved prior to the end of the Accelerate support period as identified in the project schedule.

Severity	Definition
1 – Critical	A problem with CGI supported Software causing critical impact to the County’s business operation. No workaround is immediately available and work using the Software cannot continue.
2 - Serious	A problem with CGI supported Software causing significant impact to the County’s business operation. A workaround is available but is unacceptable on a long term basis.
3 – Moderate	A problem with CGI supported Software that impairs some functionality, but a practical workaround exists.
4 – Minor	A problem that does not affect any functionality of the Software.

## APPENDIX H – Report Development

The County of Monterey has requested CGI build the following custom reports as part of the 3.10.0.1 implementation effort.

Function	Report Title	Notes	Custom Vs Baseline
PB	MC-PB-SCHD-005	Summary of Additional Financing Srcs - by Source & Fund, provides a summary of additional financing sources by source & fund; Used for preparation of the Recommended Budget	C
PB	MC-PB-SCHD-005	GNN GANN Limit	C
PB	MC-PB-SCHD-007	Summary of Additional Financing Srcs - by Function & Fund, provides a summary of additional financing sources by function & fund; Used for preparation of the Recommended Budget	C
PB	MC-PB-SCHD-008	Detail of Additional Financing Srcs - by Function & Fund. provides detail of additional financing sources by function & fund; Used for preparation of the Recommended Budget	C
PB	MC-PB-SCHD-4	Analysis of Financing Sources, provides report of financing sources; Used for preparation of the Recommended Budget	C
PB	MC-PB-SCHD-5	Analysis of Expenditures by Object, provides report of expenditures by object; Used for preparation of the Recommended Budget	C
PB	MC-PB-SCHD-5	Analysis of Revenues, provides report of revenues; Used for preparation of the Recommended Budget	C
PB	MC-PB-SCHD-7	Summary of Financing Requirements by Fund and Function, provides a summary of financing requirements by fund and function; Used for preparation of the Recommended Budget	C
PB	MC-PB-SCHD-8	Summary of County Budget Requirements, provides a summary of County budgetary requirements; Used for preparation of the Recommended Budget	C
PB	MC-PB-SCHD-8	Detail of Financing Uses by Function, Activity, and Budget Unit, provides detail of financing uses by function, activity, and budget unit; Used for preparation of the Recommended Budget	C
PB	PB-FIN-Budget-Dept-MjrPgm-Pgm	PB-FIN-Budget-Dept-MjrPgm-Pgm;Used annually by Auditor-Controller's Office	C
PB	PB-FIN-ExpenseBudget-Fund-Dept_Unit	PB-FIN-ExpenseBudget-Fund-Dept_Unit;Used annually by Auditor-Controller's Office	C
PB	PB-FIN-RevenueBudget-Fund-Dept-Unit	PB-FIN-RevenueBudget-Fund-Dept-Unit;Used annually by Auditor-Controller's Office	C
PB	Requested and Recommended Augmentation Requests	Provide a countywide summary of requested vs. recommended augmentation requests listed by department in a Board-friendly, non-technical, summary-level format. Sample is available.	C
PB	Salaries & Benefits by	Provide countywide (annual) totals for FTEs, salaries, PERS retirement, social security, and Medicare by bargaining unit,	C

Function	Report Title	Notes	Custom Vs Baseline
	Bargaining Unit	including a column for "1% amounts", for most recent fiscal year. Sample is available.	
FIN	Fixed Asset Drafts	After monthly close, listing FA Shells in Draft are compared with infoAdvantage report for 7531 Capital Assets. Specific Create date is needed. OFIN Universe does not have accounting line info. FAPR Tables may be reviewed to dt whether Specific Date can be tracked   Acct Journal not updated. SQL. Monthly. General Accounting review FA Shells in Draft	C
FIN	MC-FIN-AP-0005 Vendor Payments with Check Status	This report query joins with the GA Universe (large amount of data) so download as Excel or PDF but do NOT download to CSV.	C
FIN	MC-FIN-AP-0025 Stale-Dated Vendor Payments	Listing of all checks and their status by Bank and Document code. Included fields are check number vendor information and check status. If Prompt inquiry is also needed by check series number (First 2 position of check#), use the '%' wildcard. UPDATE FISCAL YEAR PROMPT. For JULY listing, do include both old and new fiscal year to capture MDI records posted in period 13 of the old fiscal year and all other records in period 1 of the new fiscal year. AP uses for public request. GA uses for stale reversal JV process.	C
FIN	MC-FIN-BS-0004 -Trial Balance - Cash Flow Summary	There is a clone of this report under General Accounting that is used by departments. So any changes made to this report, needs to be copied there also. Used by Debt Management division; Monthly Cash Balance by Fund	C
FIN	MC-FIN-GA-0037 Open Encumbrance Accounting Detail	Encumbrances-Detail by Dept and may be need changes to the section such as order of Document Code & Dept and if Unit & Appr is needed. Business Analysts to check with dept. asking which reports are used in FY End timeframe to track open PO status.	C
FIN	MC-FIN-GA-0041 Transactions with Unequal Cash Debits and Credits	Used by Auditor Office-JV document does not verify the Cash Totals by Debits and Credits	C
FIN	MC-FIN-GA-0042 Treasury Cash Balance	Cash Balance by Fund, Daily, Ending Balance for Prior Day and Current Day Ending Balance and Current Day Journal Posting to Cash.	C
FIN	MC-FIN-GA-0055 TRAN Cash Flow	Cash Summary by Fund	C
FIN	MC-OFIN-AP-0005 Online Outstanding	Check Reconciliation-Issued Checks; Potential to consolidate Fiduciary version report with the County version. Used by GA for Daily Reconciliation	C



Function	Report Title	Notes	Custom Vs Baseline
	Check Listing – County		
FIN	MC-OFIN-AP-0005 Online Outstanding Check Listing - Fiduciary	Check Reconciliation-Issued Checks. Used by GA for Daily Reconciliation	C
FIN	MC-OFIN-AP-0023 Vendor Master Vs 1099 Vendor	Used by Accounts Payable to compare Vendor Customer with 1099i Table	C
FIN	REYE and CRA Report	Track the accrued receivables so data can be compared between deferred vs unavailable revenue. Annual CAFR SQL. REYE documents and associated CRA that are outstanding, not fully closed, finalized docs only. No cancellation documents	C
FIN	REYE Cleanup Report	Annual Cleanup/CAFR SQL. Finalized REYE older than 2 BFY	C
HRM	Generate Reports Data Ranges for Retro Adjustments	Ability to generate reports for user-defined date ranges which take into account retroactive adjustments that took place after the end of the date range.	C
HRM	MC-HRM-HPCD-0027	Used by Sylvia	C
HRM	MC-HRM-HPCD-0030		C
HRM	MC-HRM-HPCD-0041	Mindy Finger never finished the report.	C
HRM	MC-HRM-PAM-0006		C
HRM	MC-HRM-PAYR-0044	Mindy Finger from CGI built this report.	C
HRM	MC-HRM-POSN-0038	Added to list.	C
HRM	MC-HRM-POSN-0039	Added to list.	C
HRM	MC-HRM-POSN-0040	Added to list.	C
HRM	Medical Insurance Premium for PERS	Lists employees enrolled in PERS Medical and Domestic Partner Medical plans and the amount of pre-tax Employer Contribution and Employee Deduction. The user is prompted for Pay Period End Date, Home Department and Home Unit. The data is sectioned by Home Department and Home Unit.	C
HRM	Outstanding Check Report	Look and function like MC-FIN-AP-0004	C

Function	Report Title	Notes	Custom Vs Baseline
HRM	Produce Federal Tax Return Reports	Ability to produce Federal tax return reports.	C
HRM	Deduction Detail, PYRL Liability Journal	Payroll Net Pay vs PAM Net Pay. Wanted Discrepancy Detail by Employee	C
HRM	Deduction Totals by Deed Category (need to create a separate Fringe Register)	Pull deduction events by Quarter/Year. Can track yearly expenses for Fringes. When report is pulled in to CSV, then monthly information is displayed report needs the following information EE ID#, SSN#, current pay period fringe activity, check number, quarter to date fringe activity, YTD year to date fringe activity	C
HRM	MC-HRM-PERS-0031 - Seniority	1) DEPTD seniority date 2) Event code for the unpaid leave of absence 3) calculate the number of months from DEPTD SD to date entered in prompt 4) Subtract any number of days that are exceeding 30 total for the unpaid leave of absence leave event code 5) PACT and employment status	C
HRM	MC-HRM-PERS-0035 - Personnel Action Form (PAF)	Custom report required to generate a form for the employee to sign. Steve from HI was not able to provide any assistance in understanding what was done in HI.	C
HRM	MC-HRM-PERS-0064		C
HRM	MC-HRM-PERS-0071 - Notification of Personnel Action	Custom report required to generate a form for the employee to sign. Steve from HI was not able to provide any assistance in understanding what was done in HI.	C
HRM	Month End Accruals for Salary and Benefits for County	Ability to do month-end accruals of salaries and benefits for specific County departments.	C
HRM	National Compensation Survey	Report is custom and needs to be modified from where Mindy Finger from CGI left off. Quarterly based on Title Description Actual Hourly rate - Step and pay parm Per Pay Period Processed Pay Event Code for hours worked with include in service hours true Total pay detail based on pay event codes specified. Department	C

Function	Report Title	Notes	Custom Vs Baseline
		Unit	
HRM	National Compensation Survey	The old InfoWeb report had detail. Need Summary information in the new report. Provide 2 tabs. Tab 1 - Summary view (to print and forward to BLS - US Bureau of Labor Statistics) - Provide for each Title and description of selected occupations: -- Previous Period total number of workers, -- Current Period: --- Actual Hourly Rate, --- Straight-time Hours, --- Straight-time Earnings, --- Total Number of Workers. Tab 2 - Detail view	C
HRM	Pay Parameters associated with ee	Pay Parameters associated with ee	C
HRM	Payroll Register, Quarterly Register, W2 Reconciliation, CalPERS Reconciliation	Current Payroll register needs to include EE ID#, SSN #, Current pay period wage detail, deduction detail, net pay, check#/Direct deposit Quarter to date -wage detail, deduction detail, net pay Year to date wage detail, deduction detail, net pay	C
HRM	MC-HRM-PAYR-0042 - Employee Counts for Multiple Worksite Report for EDD	Needs to be updated with new criteria. Then in addition, the quarterly reports that Cynthia is generating into a .txt file needs to be created into a custom report that also generates a file to be loaded to the state. Cynthia creates three files today. No one knows the file criteria.	C
HRM	MC-HRM-PAYR-0043 - Total Hours Worked by Employee	Mindy Finger from CGI built this report. MC-HRM-PAYR-0021 + MC-HRM-PAYR-0043 Total Hours Worked by current month, ytd, employee and they need to be by charged to dept. unit.	C
HRM	MC-HRM-PPCD-0002 - Preliminary Overtime and Net Pay	MC-HRM-PPCD-0002 Filters need to be modified to be just check amount over 5k. And not worry about overtime. Do not need to look at deductions. Show the gross pay amount found and the pay types to make up the gross pay.	C

Function	Report Title	Notes	Custom Vs Baseline
HRM	MC-HRM-PPCD-0003 - Preliminary Gross Wages	Want to add department , unit, and employee name and employee ID It is working fine, but could use training for employees to understand how the report is to be read.	C
HRM	MC-HRM-PPCD-0009 - preliminary Gross Pay Zero	MC-HRM-PPCD-0009 report is not showing what you expect. Found that there is a line in the SQL for deduction amount <> 0 that causes nothing to be returned.	C
HRM	MC-HRM-HPCD-0001	Report needs to be modified to remove: Deduction Plan, Subject Gross Amount, Payroll Group, Payroll Number and Bank Account data. Need to add Pay Period End Date and Check Date. And then create 4 tabs: One for wages, deductions, gross payroll register, Fringe Benefits. One large report instead of three separate reports.	C
HRM	MC-HRM-DEDS-0019 PERS		C

## APPENDIX I – ERP Software Modifications

The County of Monterey has identified the software modifications existing and new in the table below.

Area	Description	Mod / Custom	New / Existing
ESS	Ability to Enroll in Benefits Based on Work or Home Location	Mod	Existing
Fin	Document Catalog Description Column within grid section	Mod	Existing
Fin	1099I Attachments	Mod	Existing
Fin	Valid BFY Fund Department Unit Appropriation Unit Combination Table	Mod	Existing
Fin	Combo validation added to budget structures 29/80	Mod	Existing
HRM/PR	Withholding Orders	Mod	Existing
HRM/PR	Cafeteria Benefits with Paid FMLA	Mod	Existing
HRM/PR	PERS Earnings Calendar Cap on Calendar Year End	Mod	Existing
HRM/PR	Holiday Pay Rules	Mod	Existing
HRM/PR	Industrial Disability	Mod	Existing
HRM/PR	Maximum Leave Balance and Accrual Rate	Mod	Existing
HRM/PR	Pay Change Reason Code	Mod	Existing
HRM/PR	Pay Change Reason Notes Field	Mod	Existing
HRM/PR	Retirement Employer Code	Mod	Existing
HRM/PR	Additional Holiday Pay Rules	Mod	Existing
HRM/PR	ADDR Document - Changes to additional information section	Mod	Existing
HRM/PR	ATTR Document - Changes to Veterans information section	Mod	Existing
HRM/PR	Employee Document vs Submitter	Mod	Existing
HRM/PR	Daily Overtime, Shift Differentials	Mod	New
HRM/PR	CalPERS Processing	Mod	New

## APPENDIX J – ERP Software Forms

The County of Monterey has identified the following Software Forms below as a final requirement for report conversion to BIRT:

Form Name	Purpose	Application
CPO_FORM_MC	County PO form	FIN
CPO_FORM_MC_PDF	County PO form - PDF	FIN
CPO_FORM_MC_NMC	NMC PO Form	FIN
CPO_FORM_MC_NMC_PDF	NMC PO Form - PDF	FIN
AP_CHECK_MC	AP Checks (AD)	FIN
SD_CHECK_MC	Special District checks	FIN
GEN_INV_REG_FORM_MC	Invoice form	FIN
GEN_INV_REG_FORM_MC_PDF	Invoice form - PDF	FIN
Static_check	Pay check	HRM
Static_check_PDF	Pay check - PDF	HRM
Static_paystub	Pay stub	HRM
W2PDF_FORM	W-2 form	HRM
	ACA form	HRM
STATIC_EFT	PRINT_JOB_EFT	HRM
CHP_PDFEMAIL	PRINT_JOB_EMAIL	HRM

## APPENDIX K – Payment Schedule

Upon execution of the contract, the contractor shall invoice the County and shall pay an initial maintenance fee of **\$71,270** and license fee of **\$226,114** for the Bundled Third Party Software maintenance and license specified below. Maintenance will be provided in accordance with the terms of the Contract (existing maintenance contract)

WBS	Deliverable	Due Date	Cost
<b>1.0 Planning &amp; Management</b>			
<b>Deliv. #: 01 – 01.18</b>	Project Planning and Management (\$54,051 per Month for 16 Months: February 2016 – May 2017)	Multiple	<b>\$930,672</b>
<b>Deliv. #: 02</b>	Project Control Document-Project Management Plans	2/29/2016	<b>\$130,992</b>
<b>2.0 Accelerate Services</b>			
<b>Deliv. #: 03</b>	CGI Accelerate: CAS-1 Baseline Environment Setup at CGI Location	2/19/2016	<b>\$200,000</b>
<b>Deliv. #: 04</b>	CGI Accelerate: CAS-2 Upgrade Environment Setup at CGI location (Code Merge and Initial Data Upgrade)	3/25/2016	<b>\$200,000</b>
<b>Deliv. #: 05</b>	CGI Accelerate: CAS-3 Test Execution Effort	4/29/2016	<b>\$250,000</b>
<b>Deliv. #: 06</b>	CGI Accelerate: CAS-4 Packaging and Delivery of Upgrade Package	6/4/2016	<b>\$300,000</b>
<b>Deliv. #: 07.1</b>	CGI Accelerate: CAS-5 – Post Installation Patch Set Support - PB	12/31/2016	<b>\$100,000</b>
<b>Deliv. #: 07.2</b>	CGI Accelerate: CAS-5 – Post Installation Patch Set Support - FIN	2/28/2017	<b>\$100,000</b>
<b>Deliv. #: 07.3</b>	CGI Accelerate: CAS-5 – Post Installation Patch Set Support - HRM	5/31/2017	<b>\$100,000</b>
<b>3.0 Envision Phase</b>			
<b>Deliv. #: 08</b>	HRM/FIN/PB Familiarization Training for Project Team	4/28/2016	<b>\$28,000</b>
<b>Deliv. #: 09</b>	Technical Training	6/30/2016	<b>\$23,200</b>
<b>Deliv. #: 10</b>	InfoAdvantage Advantage Workshop, including some universes for HRM, FIN and PB	4/30/2016	<b>\$32,000</b>

<b>WBS</b>	<b>Deliverable</b>	<b>Due Date</b>	<b>Cost</b>
<b>Deliv. #: 11</b>	PB Prototyping & Validation	6/30/2016	<b>\$168,053</b>
<b>Deliv. #: 12</b>	FIN Prototyping & Validation	7/31/2016	<b>\$310,520</b>
<b>Deliv. #: 13</b>	HRM Prototyping & Validation	8/31/2016	<b>\$591,800</b>
<b>4.0 Build / Create Phase</b>			
<b>Deliv. #: 14</b>	PB Extensibility Analysis & Migration	3/25/2016	<b>\$112,747</b>
<b>Deliv. #: 15</b>	HRM Software Designs	4/30/2016	<b>\$421,656</b>
<b>Deliv. #: 16</b>	HRM Software Modifications	6/30/2016	<b>\$818,506</b>
<b>Deliv. #: 17</b>	BIRT Forms Conversion	4/30/2016	<b>\$122,515</b>
<b>Deliv. #: 18</b>	Report Analysis	4/28/2016	<b>\$152,030</b>
<b>Deliv. #: 19</b>	Report Development Priority #1	7/31/2016	<b>\$257,162</b>
<b>Deliv. #: 20</b>	Report Development Priority #2	12/31/2016	<b>\$74,097</b>
<b>Deliv. #: 21</b>	Report Development Priority #3	8/31/2017	<b>\$74,097</b>
<b>Deliv. #: 22</b>	Interface Development Support	5/31/2016	<b>\$193,800</b>
<b>Deliv. #: 23</b>	Security & Workflow Support	6/30/2017	<b>\$222,342</b>
<b>Deliv. #: 24</b>	User Acceptance Test Support - PB	10/15/2016	<b>\$147,104</b>
<b>Deliv. #: 25</b>	User Acceptance Test Support - FIN	12/15/2016	<b>\$319,637</b>
<b>Deliv. #: 26</b>	User Acceptance Test Support - HRM	3/15/2017	<b>\$517,010</b>
<b>Deliv. #: 27</b>	PB Readiness Checklist & Assessment Support	10/31/2016	<b>\$71,250</b>
<b>Deliv. #: 28</b>	FIN Readiness Checklist & Assessment Support	12/31/2016	<b>\$76,000</b>
<b>Deliv. #: 29</b>	HRM - Readiness Checklist & Assessment Support/ Train the Trainer	3/31/2017	<b>\$79,200</b>
<b>5.0 Achieve Phase</b>			



<b>WBS</b>	<b>Deliverable</b>	<b>Due Date</b>	<b>Cost</b>
<b>Deliv. #: 30</b>	PB – Production Cutover Script & Support	12/31/2016	<b>\$88,548</b>
<b>Deliv. #: 31</b>	FIN – Production Cutover Script & Support	2/28/2017	<b>\$206,156</b>
<b>Deliv. #: 32</b>	HRM – Production Cutover Script & Support	5/31/2017	<b>\$200,065</b>
<b>Deliv. #: 33</b>	PB - Post-Implementation Support: 1 FTE for 3 months	3/31/2017	<b>\$99,450</b>
<b>Deliv. #: 34</b>	FIN - Post-Implementation Support: 1 FTE for 3 months	5/31/2017	<b>\$99,450</b>
<b>Deliv. #: 35</b>	HRM - Post-Implementation Support: 1 FTE for 3 months	8/31/2017	<b>\$99,450</b>

IN WITNESS WHEREOF, the parties hereto have executed this Amendment as of the effective date, by their respective duly authorized representatives.

CGI Technologies and Solutions Inc. ("CGI")

BY: 

(Signature)

James A. Titus

(Print Name)

Vice President, Consulting Services

(Title)

Monterey County, California ("Customer")

BY: 

(Signature)

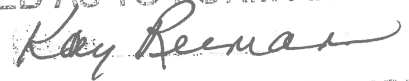
MICHAEL J. MILLER

(Print Name)

Auditor - Controller

(Title)

APPROVED AS TO FORM AND LEGALITY

  
SR. DEPUTY COUNTY COUNSEL  
COUNTY OF MONTEREY

**Pension Solution Project Change Request Form (Annex E-1)**

<b>Pension Solution Project Change Request – Summary Information</b>	
<b>A. Request</b>	
<b>JAMA Field</b>	<b>Entry</b>
CR###	CR
CR Name	Business Requirement Clarifications from Requirements Confirmation Sessions
Clarity ID or Unicenter ID	NA
Status	Submitted
Priority of Change Request <small>High/Medium/Low</small>	Medium
Requestor <small>Individual requesting this change</small>	Scott Cleland
Request Date <small>Date this change request is being submitted</small>	02/26/2016
Target Date <small>Date that change is needed by</small>	03/11/2016
Type of Change <small>(Include all that apply)</small>	Business Requirement Change
<b>Description</b>	<b>Requested Change, Secondary Alternative Option, and Status Quo</b>

## 1. Requested Change

### Brief Description

Update various business requirements to reflect the clarifications and agreements resulting from the Business Requirement Confirmation Sessions held from October to December 2015. All changes were discussed and agreed to by Business Core Team and requirement confirmation session attendees.

### Pros

- Some changes improves testability of requirements
- Some changes correct errors in original requirement
- Some changes clarify intent of original requirement without changing scope

### Cons

- None

### Supporting Detail

Include: Triggering Event or Challenge, Full Analysis, Details of Recommended Change, Detailed cost and schedule implications, Additional Risks and Mitigations associated with the change, and any other pertinent detail.

The table below summarizes the proposed requirements changes.

Pension Solution Project Change Request Form (Annex E-1)

Functional Area	Rqmt ID	Original Requirement Language	Proposed Requirement Language	Requirement Validation Notes
<p>General Pension Administration</p> <p>(Owner: Christine Briceno; Steward: Rosalba Padilla)</p>	005.048	Ability to identify and track the status of all people and entities in the database including, but not limited to, vested, active, inactive, inactive vested, retired, beneficiary, and survivor's benefit recipient.	<p>005.048.a: <i>Ability to identify and track the status of all <b>members</b> using values that include, but are not limited to, vested, active, inactive, inactive vested, and retired</i></p> <p>005.048.b: <i>Ability to identify and track the status of all <b>customer types</b> including, but not limited to, <b>members</b>, beneficiaries, and survivor's benefit recipient</i></p>	Request Language change: The initial concern was that this requirement combined both statuses for members and different types of people/entities. We recommended that we take this requirement and make two children requirements from it (which would replace the original). The two child requirements are listed have been shared with Rosalba and other members of the core team.
<p>Manage Ad Hoc Queries and Reports</p> <p>(Owner: Christine Briceno; Steward: Rosalba Padilla)</p>	008.024	Ability to export report information to off-the-shelf spreadsheet programs including, but not limited to, Excel and Lotus, as well as an ASCII or HTML format.	<i>Ability to export report information to off-the-shelf spreadsheet programs including, but not limited to, Excel _____ as well as <b>CSV</b>, or HTML format.</i>	Requesting the removal of Lotus from the requirement since this format is not used anymore. Expectation is that clients will primarily use Excel or a CSV format.
<p>Manage Beneficiary Information</p> <p>(Owner: Melyssa Adams; Steward: Angelina Yorita-Sanchez)</p>	010.020	Ability to ensure that beneficiaries designated for the Defined Benefit program also are the beneficiaries for the Defined Benefit Supplemental program.	<i>Ability to designate <b>beneficiaries</b> for both the Defined Benefit program <b>and</b> the Defined Benefit Supplemental program <b>based upon CalSTRS defined business rules.</b></i>	Requesting rewrite to provide greater clarity. As currently defined, the requirement states that the beneficiaries must be the same. Changing the language to allow each type of benefit to either designate the same beneficiaries, or identify a different set, based on the member's preference
<p>Manage Contact Center</p> <p>(Owner: Cynthia Steiger; Steward: Gina Cameron)</p>	012.011	Ability to maintain an indicator stating customer preference for correspondence distribution including, but not limited to, secured messaging, USPS, fax, relay telephone, and Braille.	<i>Ability to maintain an indicator stating customer preference for correspondence distribution including, but not limited to, secured messaging, USPS, <b>and</b> fax_____.</i>	Request Language change: CalSTRS is currently not using either relay telephone or Braille as a standard distribution method. Requesting removal of those two types from the requirement.
<p>Manage Correspondence</p> <p>(Owner: Krista Noonan;</p>	013.002	Ability for authorized users, without the need for technical IT support, to create, redesign, or combine forms and correspondence.	<i>Ability for authorized users, <b>with limited support from IT</b>, to create, redesign, or combine forms and correspondence.</i>	Request Language change: Changes to forms or correspondences will follow a structured migration path in Neospin, and will require some level of support from

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Steward: Christie Frentzel)				IT. The generation of a new form or correspondence will require a greater level of support than a simple update.
Manage Employer Reports  (Owner: Peter Haley; Steward: Brian Yeung)	016.011	Ability to maintain schedules unique to each employer that can be used to automate functions including, but not limited to, follow-up notices to delinquent employers, report creation, check for missing pay periods, and management of unscheduled payments.	<i>Ability to maintain schedules unique to each employer that can be used to automate functions including, but not limited to, follow-up notices to delinquent employers, report creation <b>and</b> check for missing pay periods_____</i>	No historical documentation available identifying what system activity is implied by the term "management of unscheduled payments". Request a rewrite to remove term from the requirement
Manage Employer Reports  (Owner: Peter Haley; Steward: Brian Yeung)	16.013	Ability to capture a user-defined parameter for each employer as to whether or not to post out-of-sequence wage and contribution cash receipts.	Ability <b>to allow employers</b> to post out-of-sequence wage and contribution cash receipts.	Neospin allows employers to post out-of-sequence cash receipts and allocate them based on employer preferences. Would like to rewrite to remove the need to capture a parameter and defer to functionality available to all employers.
Manage Employer Reports  (Owner: Peter Haley; Steward: Brian Yeung)	016.062	Ability to produce error reports and distribute them through various media types and communication channels including, but not limited to, paper, email, FTP, tape, and CD.	<i>Ability to produce error reports and distribute them through various media types and communication channels including ___paper, <b>secure messaging</b> and FTP_____.</i>	Recommendation is to move away from paper, email, tape and CDs. Email is not considered a secure method for distributing documents with PII. Tape and CDs are older technologies that Team CGI recommends CalSTRS move away from. If need be, an employer can export an error report and copy it onto a medium of their choice, including tapes and CDs.  Neospin offers the employer the ability to review all error reports online. The transactions are not currently archived and remain available for future reference. If the employer determines that they need to export the report, Neospin provides them with a number of options, including exporting into Excel or into a pdf formatted file.

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Manage Employer Reports  (Owner: Peter Haley; Steward: Brian Yeung)	016.107	Ability to identify a member with concurrent employment time and reject data or initiate a workflow based upon CalSTRS defined business rules.	<i>Ability to identify a member with concurrent employment time and <b>exclude</b> data or initiate a workflow based upon CalSTRS defined business rules.</i>	Assumption is that there is an overlap of service dates between CalSTRS system and the data provided by the ORS. A Work Flow would be generated to request manual review or the pension system could determine that only service provided by CalSTRS employer is valid. Would like to request a change, removing the term 'reject' and replacing it with 'exclude' to provide greater clarity
Manage Employer Reports  (Owner: Peter Haley; Steward: Brian Yeung)	016.131	Ability to recalculate an invoice based on a revision or adjustment of the employer or employee record.	<i>Ability to recalculate an invoice based on ____an adjustment <b>to</b> the employer or employee record.</i>	Request Language change: Recalculation of an invoice will occur based on an adjustment (i.e. removal, reduction of a fee and/or interest) rather than through a direct revision.
Manage Employer Reports  (Owner: Peter Haley; Steward: Brian Yeung)	016.163	Ability for employer reporting processes and systems to interface with the existing CalSTRS Penalties and Interest modules.	N/A	Request Removal: P&I will be recreated within Neospin rather than an interface between Neospin and SAP/BD. This requirement was in conflict with other requirements for Neospin to calculate P&I.
Manage Customer Accounts  (Owner: Peter Haley; Steward: Brian Yeung)	017.059	Ability to credit and track tax-deferred contributions identified as employee contributions that are picked up by the employer under IRC 414 (h)(2) and deducted from the member's creditable compensation.	<i>Ability to credit and track tax-deferred contributions identified as employee contributions that are picked up by the employer under IRC 414 (h)(2)_____.</i>	The last portion of the requirement, "and deducted from the member's creditable compensation" did not apply to the scenario addressed by the first portion, crediting and tracking tax-deferred contributions. Recommendation is to remove that section of the requirement for clarity.
Manage Customer Information (Owner: Peter Haley; Steward: Brian Yeung)	018.002	Ability to capture, at the individual member level, the preferred means of communication including, but not limited to, mail, telephone, email, fax, relay telephone and Braille.	<i>Ability to capture, at the individual member level, the preferred means of communication including, but not limited to, mail, telephone, email, and fax _____.</i>	CalSTRS is currently not using either relay telephone or Braille as a standard distribution method. Requesting removal of those two types from the requirement.

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Provide Member Self-service  (Owner: Christine Briceno; Steward: Rosalba Padilla)	022.017	Ability to display the date and time of the last data refresh to the member once they have successfully signed on to the member self-service web portal.	<i>Ability to display the date and time the <b>member last accessed the system</b> once they have successfully signed on to the member self-service web portal.</i>	Request rewrite of requirement: There is no data refresh between the member portal and the LOB application in NeoTrack. They operate as a single system, on a singular database, requiring no data refresh. Neospin has the ability to track the last time a member signed into the application and can display that information each time a member signs on through the portal.
Process Death Claims  (Owner: Melyssa Adams; Steward: Angelina Yorita-Sanchez)	025.034	Ability to allow the recipient of a court ordered deduction the choice of receiving their portion of the customer's accrued benefit or continuing with the currently selected option.	<i>Ability to allow the recipient of a court ordered deduction <u>to receive their portion of the customer's accrued benefit and, if named, also receive the option benefit.</u></i>	Request rewrite of the requirement: Focus is the use of the term "...OR continuing with the currently selected option." Consensus of the review group was that the term OR should be replaced by AND. Angelina confirmed the proposed language change.
Process Death Claims  (Owner: Melyssa Adams; Steward: Angelina Yorita-Sanchez)	025.058	Ability to calculate, apply and override one time death benefit payments when the full amount is not payable.	<i><b><u>Ability to waive a death payment payable to a beneficiary upon the death of a member, based on CalSTRS defined business rules.</u></b></i>	Assigned to Angelina and Sal for review to determine under what circumstances the full amount would not be payable. Determined that the requirement applies to a scenario where the beneficiary decides they do not want to accept the benefit. Requesting a rewrite to remove ambiguity between current language and applicable scenario.

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Process Refund of Contributions  (Owner: Jeannie Lui; Steward: Sally Rasmussen)	026.025	Ability to prepare reports or tapes and support the necessary accounting structure to refund in detail or lump sum to a new plan if members are leaving the system entirely.	<b><u>Ability to gather information to provide details to non-California plans including dates of service, contributions, service credit and whether funds have been refunded or are still on account for the purpose of transferring service to another plan.</u></b>	The intent appears to be to prepare information for members who wish to transfer their CalSTRS time to another retirement system as Out of State Service Credit. Today CalSTRS manually compiles the data to provide the verification for the other system. Request Rewrite to provide clarity and remove the reference to tapes. Neospin can provide the information in either a formatted correspondence or in an Excel spreadsheet. Electronic interfaces/integration with Out of State retirement systems is not planned.
Process Refund of Contributions  (Owner: Jeannie Lui; Steward: Sally Rasmussen)	026.046	Ability to automate the process of identifying overlapping contributions and invalidating any beneficiary designation upon refund all or a portion of the member's accumulated retirement contributions.	<i>026.046.a: Ability to automate the process of identifying overlapping contributions.</i>  <i>026.046.b: Ability to invalidate a beneficiary designation upon a refund of all or a portion of a member's accumulated retirement contributions.</i>	Requesting that this requirement be split into two to provide for greater clarity: Requirement's intent appears to be divided between identifying overlapping contributions and invalidating a beneficiary designation.
Process Refund of Contributions  (Owner: Jeannie Lui; Steward: Sally Rasmussen)	026.061	Ability to refund the accumulated retirement contributions made during a specified period as defined by CalSTRS rules.	N/A	Request removal of the requirement. The requirement is an exact copy of requirement 026.047 - Ability to refund the accumulated retirement contributions made during a specified period as defined by CalSTRS rules.
Process Refund of Contributions  (Owner: Jeannie Lui; Steward: Sally Rasmussen)	026.089	Ability to automate the reversal of an account termination process, including but not limited to, the reversal of an erroneous account termination or a canceled refund, based on CalSTRS defined rules.	N/A	Request removal of the requirement. The requirement is an exact copy of requirement 026.051 - Ability to automate the reversal of an account termination process, including but not limited to, the reversal of an erroneous account termination or a



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				canceled refund, based on CalSTRS defined rules.
Process Service Purchases  (Owner: Jeannie Lui; Steward: Sally Rasmussen)	027.030	Ability to provide the employer, member, and CalSTRS staff with a calculator to determine a purchase of service estimate or update for all types of service purchases via a Web utility.	<i>Ability to provide the _____ member and CalSTRS staff with a calculator to determine a purchase of service estimate or update for all types of service purchases via a Web utility.</i>	Group could not determine a scenario where an employer would need an online calculator to estimate a purchase. Requesting rewrite to remove reference to employer in the requirement.
Process Service Purchases  (Owner: Jeannie Lui; Steward: Sally Rasmussen)	027.035	Ability to calculate all rates, factors, and tables associated with each type of service credit purchase to include but not be limited to employer rate, member rate, and interest rates.	<i>Ability to <b>capture</b> all rates, factors, and tables associated with each type of service credit purchase to include but not be limited to employer rate, member rate, and interest rates.</i>	Baselined but requesting rewrite for greater clarity: System will not calculate rates and factors, but will instead utilize values stored in date-sensitive tables. Request changing the term "calculate" to "capture" to more accurately reflect the activities that Neospin will perform.
Process Service Requirement Claims  (Owner: Christine Briceno; Steward: Rosalba Padilla)	028.049	Ability to automate the process by which a customer can request to remain employed past their mandatory retirement age.	<i>Ability to automate the process by which <b>CalSTRS can notify a customer that they're about to meet their mandatory retirement age.</b></i>	Per Rosalba: A member can remain employed past age 70 ½ without notifying CalSTRS. Employer reporting and contributions would continue to be received as normal. CalSTRS sends notification letters to members who've reached the mandatory retirement age and have a balance on record; however, CalSTRS does not automatically distribute that balance without receipt of a form (Refund or Retirement).
Process Tax Withholding and Produce Tax Statements  (Owner: Jeannie Lui; Steward: Sally Rasmussen)	031.026	Ability to apply tax processing business rules per date driven parameters including but not limited to signature date, received date, and death date.	<i>Ability to apply tax processing business rules per date driven parameters_____.</i>	Group determined that the 'including but not limited to' suffix generated more confusion than clarity. Propose removing that section of the requirement and focus on applying tax processing business rules. Scope not affected by the change.

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Manage Business Process through Workflow  (Owner: Christine Briceno; Steward: Rosalba Padilla)	034.014	Ability to integrate the workflow system with an industry standard facsimile system such that incoming faxes are treated as work items that trigger or advance a workflow and a workflow can initiate an outgoing fax.	<i>Ability to integrate the workflow system with an industry standard facsimile system such that _____ a workflow can initiate an outgoing fax.</i>	Request rewrite of the requirement: Neospin will not integrate directly to the facsimile system for inbound documents. The fax software would instead integrate directly with the ECM software (FileNet) which would then trigger the Neospin workflow item. Propose changing the language to reflect that relationship.
Manage Business Process through Workflow  (Owner: Christine Briceno; Steward: Rosalba Padilla)	034.047	Ability to move a work item from one workflow to another and back.	N/A	Request removal. A work item would not move from one workflow to another. However, a work item could be associated with multiple workflows at the same time.
Manage Business Process through Workflow  (Owner: Christine Briceno; Steward: Rosalba Padilla)	034.060	Ability to attach items to a workflow including, but not limited to, notes, standardized workflow review forms, and files of types including, but not limited to, Word documents, Excel spreadsheets, PDF files, text files, and voice files, such that the attachments are visible to authorized users.	N/A	Request removal of the requirement. From RR: If this is similar to 008.053, then we are okay to suggest retiring 034.060 also. Group understands that we can reference reports within workflow notes, but actual reports/documents would be stored in outside repository. Recommendation is to attach the file to the account rather than to the WF so that there's a permanent record of the file. If it's attached to the WF, the document is not readily available.
Support Hearing Administration and Appeals  (Owner/Steward: Gabor Morocz)	039.016	Ability to generate correspondence to customer either denying appeal or approving appeal and reinstating benefits.	<i>Ability to generate correspondence to customer <b>either</b> denying appeal or approving appeal_____.</i>	Requesting rewrite for greater clarity: The consensus of the review team was that the last portion of the requirement was not needed, and in fact made the requirement too specific.

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Manage Post-Transition Benefit Changes  (Owner: Christine Briceno; Steward: Rosalba Padilla)	047.042	Ability to automate the process of collecting overpayments from subsequent benefit payments except in the case where the overpayment was caused by erroneous information provided by the employer.	<i>Ability to automate the process of collecting overpayments from subsequent benefit payments <b>including cases where the overpayment was caused by erroneous information provided by the employer.</b></i>	Request Rewrite. The requirement reads incorrectly. There are scenarios when CalSTRS can collect overpayments when the error was caused by the employer.
Manage Post-Transition Benefit Changes  (Owner: Christine Briceno; Steward: Rosalba Padilla)	047.047	Ability to calculate and apply the collectible portion of an overpayment due to over-contribution to the customer's account.	<i>Ability to calculate and apply the collectible portion of an overpayment_____.</i>	Baselined but requesting rewrite for greater clarity: Simplify requirement, removing the last portion of the sentence which made the requirement too specific.
Manage Accounts Receivable (Owner: Jeannie Lui; Steward: Sally Rasmussen)	051.016	Ability to allow authorized users to merge, relate, inactivate, and "delete" receivable accounts based on CalSTRS configurable business rules, including effective dates.	<i>Ability to allow authorized users to __ relate, inactivate, and <b>logically</b> "delete" receivable accounts based on CalSTRS configurable business rules, including effective dates.</i>	Clarification: -Inactivate - Suspend collections, often based on Court orders. -Merge - Not done currently. -Relate - refers to relating the receivable to the source.

*[Secondary Options and Status Quo: Every recommendation must be accompanied by at least one secondary alternative option (and a brief analysis of the status quo) – if the approval authority rejects the recommended solution due to cost or for other reasons, what are the alternatives they might reasonably entertain? The analysis of the alternatives may be brief, but should contain a description and Pros and Cons to aid in a comparison.]*

## 2. Secondary Alternative Option

### Brief Description

If the requirements are not updated, it may lead to confusion during the project which may lead to rework, additional test effort, or disputes over what is and is not in scope.

### Pros

No additional effort is expended.

### Cons

The requirements will not accurately reflect the intent of the requirements as discussed verbally at the Phase 2 business requirement confirmation sessions.