DFA/MMRS Performance Indicators

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
Outcome: Increase the number of e-payments to vendors while reducing the number of paper warrants produced.	**Target:** Continue vendor migration to electronic payment. Achieve 65% of payments (count) and 65% of money (dollars paid).	**Target:** Continue vendor migration to electronic payments. Achieve 70% of payments (count) and 60% of money (dollars paid).	**Target:** Continue vendor migration to electronic payments. Achieve 75% of payments (count) and 63% of money (dollars paid).
	Actual: *Achieved 63% of payments by count and 52% of dollars paid. Overall spend was down this year and the dollars paid out remained in line with FY2008 and the count was higher by 10%.* *The City/County project has been put on hold due to Stimulus. This project would have increased the overall transaction count and dollars significantly once completed. This should restart in FY2010.*	*Actual:*	*Actual:*
		Target: Continue vendor migration to electronic invoicing. Achieve 20% increase in invoices filed electronically over FY2009 (1373). FY2010 should be 1648 or higher.	**Target:** Continue vendor migration to electronic invoicing. Achieve 20% increase in invoices filed electronically over FY2010.
		Actual:	*Actual:*
		Target: Continue vendor migration to electronic invoicing. Rejected invoices should be less than 16% of total invoices submitted.	**Target:** Continue vendor migration to electronic invoicing. Rejected invoices should be less than 11% of total invoices submitted.
		Actual:	*Actual:*
Outcome: Increase the number of direct deposit payroll recipients.	**Target:** 75% adoption of payment via pay cards or direct deposit by all eligible employees and contract workers. (FY2008 adoption rate = 69.01%).	**Target:** 75% adoption of payment via pay cards or direct deposits by all eligible employees and contract workers. This includes correction of process where contract worker WINs are not being terminated. (FY2009 adoption rate =71.48%).	**Target:** Achieve and/or maintain an 80% adoption rate (based on FY2010 statistics) of payment via pay cards or direct deposits by all eligible employees and contract workers.
	Actual: Memo sent to agencies requiring all contract workers be paid by Direct Deposit starting July 1, 2009. Adoption rate for employees was 74.72% and for contract workers was 51.68% for a composite rate of 71.48%.	*Actual:*	*Actual:*
Outcome: Increase the number of ACE W2s while reducing special forms printing and handling requirements.	**Target:** 70% adoption of all eligible employees and contract workers. (FY2008 adoption rate =58.2%).	**Target:** 60% adoption of all eligible employees and contract workers. Percentages will be calculated based on eligible employees and contract workers at the time W2s are produced.	**Target:** 65% adoption of all eligible employees and contract workers. Percentages will be calculated based on eligible employees and contract workers at the time W2s are produced.

	Actual: 55.91%. This is based on actual W2s produced (December 31, 2008) and the number of eligible employees and contract workers at June 30, 2009. We will correct this calculation in the next year cycle.	*Actual:*	*Actual:*
Outcome: Expand MERLIN.net usage thus reducing the need for custom ad hoc reports from SAAS, SPAHRS.	**Target:** 5% increase over the FY2008 MERLIN.net queries (FY2008 total = 151,793 queries)	**Target:** 5 % increase over the FY2009 MERLIN.net queries. (FY2009 total = 169,492 queries)	**Target:** 5 % increase over the FY2010 MERLIN.net queries.
	Actual: 169,492 FY2009 MERLIN.net queries. This is an 11.69% increase. Public access queries (non named user) were 23,260 or 13.72% of the total number of queries. 102 State agencies now have named users for MERLIN.	*Actual:*	*Actual:*

DFA/MMRS Performance Indicators

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
Program Objective: MERLIN	**Target:** Implement appropriate support for the Mississippi Accountability and Transparency Act via MERLIN.	**Target:** Implement appropriate support for the Mississippi Accountability and Transparency Act via MERLIN. This will include, but not limited to, implementing capability to post notice of award and executed contracts in a searchable website, data capture and reporting for grants and capture grant agreements	**Target:** Implement appropriate support for the Mississippi Accountability and Transparency Act via MERLIN. Targets here will likely include completing FFATA requirements.
Benefits: State financial and human resource data available to the public and agencies at a reasonable cost and at the user's convenience. SAAS and SPAHRS are primary feeder systems for MERLIN.	*Actual: State agency revenue and expenditure data, independent contract queries and loads, contract worker contracts and payment details, and legal contract details were deployed as Transparency queries via MERLIN. Joint project with the Mississippi Center for Public Policy was also completed.*	*Actual:*	*Actual.*
		Target: Implement Section 1512 Reporting in compliance with the American Recovery and Reinvestment Act of 2009	*Target:* Implement additional compliance support for the American Recovery and Reinvestment Act of 2009 as mandated.
		Actual:	*Actual:*
Program Objective: SAAS	**Target:** Expand e-invoicing to additional PayMode vendors. Complete the ability to include supporting documentation with the e-invoice.	**Target:** Expand e-invoicing to 1000 additional PayMode vendors. Complete the ability to include supporting documentation with the e-invoice.	**Target:** Expand e-invoicing to 3000 additional PayMode vendors.
Benefits: Preserve benefits of the stable "legacy application" while improving features and functions at a lesser cost than replacement of the core system and move the states financial processing toward a paperless environment. Note that GENIE functions are rolled into SAAS objectives since it is a subsystem to SAAS.	*Actual: Experienced an approximate 200% increase in the total invoice submitted electronically within the pilot agencies. 6% of the invoices submitted were disputed and 31% rejected. Little can be done about the dispute rate but the rejected rate can be addressed via training and that has been scheduled already for FY2010.* *Ability to include supporting documentation was not completed due to STIMULUS and will be retargeted for FY2010.*	*Actual:*	*Actual:*
	Target: Complete WebProcure deployment for all purchasing functions of ITS. Discontinue use of Genie P1 process.	**Target:** Complete work to move EPLs to WebProcure; MDOT WebProcure rollout; MDA WebProcure rollout for contract procurement center; OPTFM rollout for negotiated contracts, and retire GENIE.	

DFA/MMRS Performance Indicators

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
	Actual: Began discussions with ITS and OPTFM to handle all EPL and negotiated contracts in WebProcure. Planned with MDOT for WebProcure integration with FMS and with MDA for WebProcure rollout for the Contract Procurement Center.	*Actual:*	
	Target: Complete contingency planning and cost planning for TIPRA.	**Target:** Complete planning and begin implementation (SAAS and SPAHRS) for TIPRA assuming that the federal law does not change requiring this.	**Target:** Complete implementation (SAAS and SPAHRS) for TIPRA assuming that the federal law does not change requiring this.
	Actual: Cost planning and impact studies completed. TIPRA deadline was extended by the Congress and this project was tabled due to STIMULUS.	*Actual:*	*Actual:*
	Target: Continue support of current post Katrina payment processes by development of standardized processes for SAAS Vendor records to be created for MEMA/MDA payment processes.		
	Actual: Supported as required. This is now a standard production support function.		
	Target: Implement OFAC / IAT requirements.	**Target:** Implement OFAC / IAT requirements.	
	Actual: Project was tabled due to resource demands required to support STIMULUS. *Mississippi's banking partners have implemented OFAC SDN and IAT. DFA will restart both projects in FY2010. We will not meet the September 18, 2009 deadline for IAT.*	*Actual:*	
Program Objective: MAGIC	**Target:** Complete MAGIC Phase I (requirements, cost plans, risk analysis, ERP benchmarks, and software decision).	**Target:** Complete procurement for MAGIC software and implementation services. Also complete to-be processes, impact analysis, and risk identification/management plan.	**Target:** Begin the implementation of finance and procurement modules.
Benefits: Obtain the benefits of a complete ERP in the existing environment while planning for next steps.	*Actual: Completed Phase I deliverables (requirements, business case, and As-Is processes). Developed Software RFP. Held ERP workshop.*	*Actual:*	

DFA/MMRS Performance Indicators

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
	Target: Develop MAGIC Phase II plans.	**Target:** Complete procurement for ERP software and implementation services.	**Target:** MAGIC achieves 85% of all deliverables on time and 100% within budget.
	Actual: Completed and published the business case.	*Actual:*	*Actual:*
Program Objective: SPAHRS	**Target:** Work with DFA's Office of Purchasing, Travel and Fleet Management to establish MELMS Training Administrators and assist in setting up MELMS for fleet management and procurement training.		
Benefits: Integrated repository for Statewide payroll and human resource data and data regarding contract workers is now available.	*Actual: OPTFM refresher training was completed and MMRS staff created a course certificate for the training class. OPTFM staff were set up as training coordinators for their own Fleet training sessions.*		
Program Objective: MMRS Disaster Recovery / Business Continuity plan expanded	Target: Complete full system test with ITS and others and revise/update plan based on findings. Expand to cover new applications and changes to existing applications.	Target: Complete full system test with ITS and others and revise/update plan based on findings. Test is scheduled for August 17-20. Expand to cover new applications and changes to existing applications and to address issues identified in full and partial tests.	Target: Complete full system test with ITS and others and revise/update plan based on findings. Expand to cover new applications and changes to existing applications and to address issues identified in full and partial tests.
Benefits: Reduced downtime and eliminations of single points of failure for all applications.	*Actual: Completed full system test with ITS and others in August 2008,* *Changes are made to the DRP and BCP documents as needs were identified. Pandemic planning was done and all staff participated in training.* *Results of the recent testing of our ability to work from home will necessitate changes to the BCP.*	*Actual:*	*Actual:*
Program Objective: MMRS Web Site Content Management and General Document Management	**Target**: Continue migration of Disaster Recovery and other AI content from NOTES databases and identify options for phasing out databases used for the GENIE application, GroupSoft (GSSD), tape tracking and other tracking applications.	**Target:** Continue migration of MMRS documents to WorkSite as necessary. Migrate data currently in Notes databases to another platform.	**Target:** Complete Lotus Notes retirement.

DFA/MMRS Performance Indicators

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
Benefits: Improved communications with user agencies without having to talk on the phone, improve the reliability of the MMRS and DFA supported documentation, and to reduce telephone time, printing, paper, and distribution costs.	*Actual: The MMRS Disaster Recovery documents are in WorkSite.* *Although an alternative for the Notes databases has been identified, work cannot begin until the unplanned, mandated projects are completed.*	*Actual:*	*Actual:*
	Target: Expand the training materials in WorkSite and verify that all training materials are published and current.	**Target:** Working with ITS, Convert Worksite and Teamsite to the latest release.	
	Actual: 32 training documents have been updated and validated by Applications Functional staff since January 2009.	*Actual:*	
	Target: Develop, in cooperation with the DFA Office of Information Technology, an email retention policy and serve as the pilot DFA office for an agency-wide implementation of email retention software.	Actual: Complete, in cooperation with the DFA Office of Information Technology, an email retention policy.	
	Actual: Preliminary discussions with DFA/OIT were held and a plan devised to prepare MMRS to migrate to the same email retention dates as the rest of DFA as the first phase of the pilot. The first part of the plan was implemented, but was then placed on hold due to an information discovery hold and unavailability of legal staff to assist in policy development.		
Program Objective: Mississippi.gov Portal Project	**Target:** Continue key participation role in Mississippi.gov Portal by implementing at least 10 applications for payment processing not later than June 30, 2009.	**Target:** Continue key participation role in Mississippi.gov Portal by implementing additional payment processing applications. Target is five new applications for agencies.	**Target:** Continue key participation role in Mississippi.gov Portal by implementing additional payment processing applications. Complete MS.GOV refresh to include new payment processor and POS capabilities.
Benefits: Enterprise view of the State rather than agency to agency; establishment of an enterprise e-payment vehicle and single integration point with SAAS.	*Actual: Implemented 4 agency applications during FY2009.* *Applications being developed by agencies and/or /3rd party vendor's are slow in moving through the complete development cycle.* *ITS does not have the resources to meet the development demands of for new agency applications.*	*Actual:*	*Actual:*

DFA/MMRS Performance Indicators

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
	We do not currently have an Enterprise POS solution for state agency use – an issue that needs to be resolved.		
Program Objective: Infrastructure Integrity	**Target:** Complete PCI Compliance Audit for DFA. Revise the administrative rule for acceptance of electronic payments to include requirements related to PCI Compliance and ITS hosting as components of risk management.	**Target:** The process for quarterly scans and remediation efforts for all agencies using the State's payment service, should be fully implemented with agency initial scans and SAQs complete; remediation tasks identified if required, and agency PCI compliance documented. Agencies using alternate payment services must provide documented PCI Compliance to DFA and ITS.	**Target:** Maintain PCI Compliance for existing and new agency applications.
Benefits: Ensure a secure operating environment with optimized use of resources, optimum performance is achieved, all software and hardware licensing and usage are in contractual compliance and in compliance with agency policy, operating systems and system software are at the most current version, application access is appropriately managed and application integrity is sound.	***Actual**: PCI Compliance Audit for DFA and other agencies was completed.* *Admin Rule updated with PCI Compliance requirements.*	***Actual:***	***Actual:***
	Target: Implement automated distribution of the SPAHRS quarterly security reports.	**Target:** Continue to implement automated distribution of quarterly security reports for remaining applications.	
	***Actual:** Completed.*	***Actual:***	
	Target: Complete implementation and deployment of CA Clarity.	**Target:** Stabilize Clarity and begin to expand it's use by implementing more of the project and resource management functionality	**Target:** Continue to expand the use of CA Clarity by extending access to user community.
	***Actual**: Clarity was implemented on March 2, 2009. We have encountered many issues, many surrounding the Demand Management (incident) module. We worked with CA to resolve all outstanding issues.*	***Actual:***	***Actual:***

DFA/MMRS Performance Indicators

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
	Target: Begin replacement cycle for staff PCs. Complete SAN acquisition and implementation and acquisition of additional blade server.	**Target:** Complete replacement cycle for staff PCs and migration of single server based applications to the blade center.	
	Actual: We did not replace the PCs due to budget constraints. *The blade center was installed in March 2009.*	*Actual:*	
	Target: Repeat the network security audit.	**Target:** Complete a network security audit and implement quarterly security audits for two years following the initial audit.	**Target:** Continue quarterly network security audits.
	Actual: Planning is underway for a new agreement for network audits and for getting the FY2010 audit completed.	*Actual:*	*Actual:*
	Target: Ensure that all enterprise platform application and utility software remains at the most current level (mainframe, Interwoven, etc).	**Target:** Ensure that all application and utility software maintained with ITS for datacenter hosted products remains at the most current level.	**Target:** Ensure that all application and utility software maintained with ITS for datacenter hosted products remains at the most current level.
	Actual: MMRS is operating under the latest levels of mainframe software and utilities supported by ITS. *ITS is developing SOWs for each agency affected by the WorkSite upgrade.*	*Actual:*	*Actual:*
	Target: Ensure that all LAN server application and utility software remains at the most current level for MMRS hosted applications.	**Target**: Ensure that all LAN server application and utility software remains at the most current level for MMRS hosted applications.	**Target**: Ensure that all LAN server application and utility software remains at the most current level for MMRS hosted applications.
	Actual: LAN server software remains at a supported level. We will need to look at upgrading to a later version of the Windows O/S when possible.	*Actual:*	*Actual:*
	Target: Ensure that workstation software is at a current, stable release to ensure compatibility with the operating system and other installed software.	**Target:** Ensure that workstation software is at a current, stable release to ensure compatibility with the operating system and other installed software.	**Target:** Ensure that workstation software is at a current, stable release to ensure compatibility with the operating system and other installed software.
	Actual: Workstation software is at a current, stable release and compatible with the O/S and other installed software.	*Actual:*	
	Target: Complete implementation of the new redundant Xerox printing solution.		

DFA/MMRS Performance Indicators

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
	Actual: Completed.		
Efficiency: Use resources to assist DFA in meeting broader agency objectives.	**Target:** Complete the deployment of the SAAS asset integration, depreciation and surplus property modules of Protégé. Complete Fleet change orders and clean up.	**Target:** Complete the deployment of the surplus property management system, auction, and storefront.	
Benefits: Reduces need for external resources in projects for other offices and provides CPM project opportunities for MMRS staff.	*Actual: Completed the deployment of the SAAS asset integration and depreciation modules of Protégé. Completed Fleet change orders and clean up. Surplus was delayed due to STIMULUS. Depreciation module will not be used – cleaned up AS400 based depreciation for use going forward.*		
	Target: Assist the Bureau of Building (BoB) in a document management and imaging needs assessment and in setting up WorkSite workspaces for BoB internal operations and for the hosting of the PPRB minutes.		
	Actual: Set up a WorkSite workspace for BoB internal operations and provided step by step documentation for how to use WorkSite. BoB currently uses WS to archive project records for closed projects. A separate workspace was also set up for handling the PPRB minutes and is used primarily for finalized minutes.		
Efficiency: Improve Customer Relationships.	**Target:** Complete agency site visits annually. Fully utilize Call Center reports to better handle active time frames thus reducing number of abandoned calls.	**Target:** Complete agency site visits and add Web Surveys to advise MMRS on where service is lacking. Increase calls answered on first try to call center by increased training of call center personnel.	**Target:** Complete agency site visits. Deploy web surveys regarding support satisfaction. Increase calls answered on first try to call center by increased training of call center personnel
Benefits: Meet all training needs; Develop alternative web-based training tools thus reducing need for travel for routine training.	**Actual:** Agency site visits were put on hold due to Stimulus. Some site visits were accomplished via conference call due to budget concerns. Call Center reports reviewed weekly to cut down on abandoned calls.	*Actual:*	*Actual:*
	Target: Add advanced classes (possibly web based) for mature users.	**Target:** Increase number of web based specialized training job aids.	**Target:** Increase number of web based specialized training job aids.

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
	Actual: New classes added this year were Grants Management, WebProcure Order Management and Bid Solicitation.	*Actual:*	
Efficiency: Construction and Facilities Management	**Target:** Receive and evaluate bids and negotiate the contract for these services. Implement and deploy the software solution for Construction Project Management and Facilities Management.	**Target:** Complete Phase I of BRICKS for BoB and begin implementation of Phase II of the system for DFA's Office of Capitol Facilities for facilities management support.	**Target:** Complete implementation of Phase II for DFA's Office of Capitol Facilities.
Benefits: Bureau of Building, Grounds, and Real Property Management and Capitol Facilities will have the tools to adequately manage their projects and workloads as well as manage the space needs for tenants and the need for third party leasing of facilities more efficiently.	*Actual: Completed procurement and selected Skire to provide the software solution and implementation services. Began implementation of Phase I, Construction Project Management.*	*Actual:*	*Actual:*
	Target: Integrate the PATS application with BRICKS as required.	**Target:** Retire the APLS application for real property management. Integrate PATS and BRICKS.	**Target:** Move BRICKS from 3rd party hosted to ITS hosted.
	Actual: This integration has been identified as part of the scope of the BRICKS project .The project is in the design phase and the details of this integration have yet to be determined. *Security and operations functions for PATS and APLS were transitioned to AI staff.*	*Actual:*	*Actual:*
Efficiency: Grants Management Solution:	**Target:** Complete procurement process or software and services for GOALS; begin implementation of the software solution for several pilot agencies.	**Target:** Implement Microsoft Stimulus 360 in an ITS hosted environment for STIMULUS. Expand solution to address FFATA requirements (STIMULUS).	**Target:** Continue to **e**xpand solution to address FFATA requirements and other federal mandates.
Benefits: Develop an enterprise web based, comprehensive software solution to administer and manage grants received and issued by the state.	*Actual: Completed the procurement process and rejected all bids due to not finding a viable solution.*	*Actual:*	*Actual:*
Efficiency: Implement statewide support for the American Accountability and Recovery Act of 2009	**Target:** Implement general queries for revenues and expenditures within MERLIN supporting prime recipients and sub-recipient receipts and expenditures who are SAAS users.	**Target:** Complete legacy system mods to tie contracts to payments, implement SB2923 requirements, and provide summary data required to support Section 1512 reporting under STIMULUS.	

DFA/MMRS Performance Indicators

Narrative	FY2009 Actual	FY2010 Projected	FY2011 Estimated
Benefits: Uniform approach to prime recipients and 1st tied sub-recipients for core government agencies; standard tracking schemes for other public and private entities receiving STIMULUS funds.	*Actual: Completed.*	*Actual:*	