DFA/MMRS Performance Indicators

Narrative	FY2010 Actuals	FY2011 Projected	FY2012 Estimated
Outcome: Increase the number of e-payments to vendors while reducing the number of paper warrants produced.	**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).	**Target:** Continue vendor migration to electronic payments. Achieve 77% of payments (count) and 65% of money (dollars paid).
	Actual: FY2010 numbers had 73.33% by count and 55.36% by dollar amount. The change from FY2009 by count is 9.92%. Two one-time warrant payments (November and May) of over $1M each. We need to look at a way report the anomalies and adjust our methodology to account for these.	*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 (11,934). FY2011 should be 14,320 or higher.	**Target:** Continue vendor migration to electronic invoicing. Achieve 20% increase in invoices filed electronically over FY2011.
	Actual: FY2010 total invoices received electronically were 11,934 – an 869% increase over FY2009.	*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. Develop tip sheet for when to "reject" vs. "dispute".	**Target:** Continue vendor migration to electronic invoicing. Rejected invoices should be less than 10% of total invoices submitted.
	Actual: 1332 invoices were rejected. This was 11.16% of the total received. Issues result from confusion over when to "reject" and when to "dispute" an invoice.	*Actual:*	*Actual:*
Outcome: Increase the number of direct deposit payroll recipients.	**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%). Process to identify contract workers without termination date is with OFM for review. This will help increase contract worker % and overall %. The % would be about 75% if implemented today.	**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. Adoption rates for FY2010 were 75.43% (Total paid: 39,677; total on direct deposit: 29,928)	**Target:** Achieve and/or maintain an 81% adoption rate (based on FY2011 statistics) of payment via pay cards or direct deposits by all eligible employees and contract workers
	Actual: • *Eligible Employees = 77.56% (Total paid: 33,485; total on direct deposit: 25,971)* • *Contract Workers = 63.91% (Total paid: 6,192; total on direct deposit: 3,957)* • *Overall Participation = 75.43% (Total paid: 39,677; total on direct deposit: 29,928)*	*Actual:*	*Actual:*

DFA/MMRS Performance Indicators

Outcome: Increase the number of ACE W2s while reducing special forms printing and handling requirements.	**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. Base percentages on eligible employees and contract workers as of December 31st. FY2010 percentage was 57.44%.	**Target:** Increase adoption by 5% over FY2011 levels of all employees and contract workers eligible to receive ACE W2s. Base percentages on eligible employees and contract workers as of December 31st.
	Actual: *57.44% of all eligible employees and contract workers as of 12/31/2009 received W2s electronically.* *Employees: 62.60%* *Contract Workers: 19.51%*	*Actual:*	*Actual:*
Outcome: Expand MERLIN.net usage thus reducing the need for custom ad hoc reports from SAAS, SPAHRS.	**Target:** 5 % increase over the FY2009 MERLIN.net queries. (FY2009 total = 169,492 queries)	**Target:** 5 % increase over the FY2010 MERLIN.net queries (to include queries against Transparency.Mississippi.gov). (FY2010 total = 213,792 queries.)	**Target:** 5 % increase over the FY2011 MERLIN.net queries (to include queries against Transparency.Mississippi.gov).
	Actual: *MERLIN.Net Queries = 213,792. This is a 126% increase.*	*Actual:*	*Actual:*

DFA/MMRS Performance Indicators

Narrative	FY2010 Actual	FY2011 Projected	FY2012 Estimated
Program Objective: MERLIN	**Target:** Implement appropriate support for the Mississippi Accountability and Transparency Act (MATA) 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 Transparency.Mississippi.gov (MERLIN) Targets here include completing FFATA requirements, support for grant reporting, and the capture of grant agreements. Travel details will be available in FY2011.	**Target:** Plan for retrofit of MERLIN (including www.Transparency.Mississippi.gov functions) as required to support MAGIC.
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: Expanded MATA support by implementing the capability to post notices of award and executed contracts on a searchable website. Grants related support was pushed to FY2011 due to lack of resources.*	*Actual.*	*Actual.*
	Target: Implement Section 1512 Reporting in compliance with the American Recovery and Reinvestment Act of 2009 (ARRA)	*Target:* Implement www.Transparancy.Mississippi.gov and complete the objectives outlined for FY2011 in SB3166, Regular Session 2010.	*Target*: Continue to expand www.Transparency.Mississippi.gov while working with MAGIC and working toward the FY2014 goals for transparency set forth in SB3166, Regular Session 2010.
	Actual: *Following training, Stimulus360 was implemented on April 1, 2010 to handle ARRA mandated Section 1512 reporting.*	*Actual*:	*Actual*:
Program Objective: SAAS	**Target:** Expand e-invoicing to 1,000 additional PayMode vendors. Complete the ability to include supporting documentation with the e-invoice	**Target:** Expand e-invoicing to 3000 additional PayMode vendors. Complete the ability to include supporting documentation with the e-invoice. Add validation in the payment voucher process to ensure that vendors set for e-invoicing are invoicing the state via that process. Add with PayMode, the capabilities to add supporting documentation to e-invoices.	**Target:** Increase e-invoicing vendors by 10% over FY2011 levels.
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. .	*Actual: Increased e-invoicing by 518 vendors during FY2010. The project to include additional documentation is in discussion with PayMode.* *Requirement to support e-invoicing supporting documentation is being moved to FY2011. Also plan to implement a check against PV documents to make sure that an e-invoice is processed if the vendor is flagged for e-invoicing.*	*Actual:*	*Actual:*

DFA/MMRS Performance Indicators

Narrative	FY2010 Actual	FY2011 Projected	FY2012 Estimated
	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.	**Target:** Complete work to move EPLs to WebProcure; address MDOT WebProcure next steps; and complete the retirement of GENIE by 12/31/2010.	
	Actual: *Work to move EPLs to WebProcure pushed to FY2011 due to resource constraints imposed by ARRA.* *The MDOT WebProcure rollout began in FY2010 with the development of initial approach document. Next steps will be determined in FY2011.* *MDA rolled out WebProcure support for the Mississippi Contract Procurement Center in October 2009.* *OPTFM rolled out negotiated contracts in the first quarter of the FY2010.* *GENIE retirement now scheduled for 12/31/2010.*	*Actual:*	
	Target: Complete planning and begin implementation (SAAS and SPAHRS) for TIPRA assuming that the federal law does not change requiring this.	**Target:** Complete planning and begin implementation (SAAS and SPAHRS) for TIPRA. If the law does not change, implementation work must begin by January 2011 to meet the January 2012 implementation date. Work with receiving banks and third party payers (VitalChek, BoA-BLT-PayMode) to implement IR-2009-106 for Tax Year 2011.	**Target:** Complete implementation, training, and deployment for TIPRA for a January 1, 2012 effective date (SAAS and SPAHRS) assuming that the federal law does not change.
	Actual: *Moved to FY2011 due to implementation date change to January 2012.*	*Actual:*	*Actual:*
	Target: Implement OFAC / IAT requirements.	**Target:** Implement OFAC / IAT requirements.	**Target:** Complete implementation activities to support IR-2010-079 (expanded 1099-MISC reporting) for Tax year 2012. Address backup withholding issues and other overlap issues with IR-2009-106
	Actual: No activity. Project pushed forward due to resources diverted to MATA and ARRA.	*Actual:*	*Actual:*
Program Objective: MAGIC	**Target:** Complete procurement for MAGIC implementation services. Also complete to-be processes, impact analysis, and risk identification and management plan.	**Target**: Complete procurement for the MAGIC implementation services vendor. Begin implementation of finance, procurement and grant management modules.	**Target**: Continue the implementation of finance, procurement and grant management modules. Be on track for January 2013 implementation and within budget.
Benefits: Obtain the benefits of a complete ERP in the existing environment while planning for next steps.	*Actual:* 1. *Services RFP is drafted and will be issued once the software selection is completed.* 2. *Will complete the to-be process during implementation.* 3. *Will complete impact analysis and risk identification plan once*	*Actual:*	*Actual:*

DFA/MMRS Performance Indicators

Narrative	FY2010 Actual	FY2011 Projected	FY2012 Estimated
	software is selected.		
	Target: Complete procurement for ERP software.	**Target:** MAGIC achieves 85% of all deliverables on time and 100% within budget.	**Target:** MAGIC achieves 85% of all deliverables on time and 100% within budget.
	Actual: *Released the software RFP and received three bids. Evaluation continues and contract negotiations are in process.*	***Actual:***	***Actual:***
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. Test is scheduled for August 17-20, 2009. 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.	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:*** *Successful completed the following with ITS in August 2009:* *1. SAAS/SPAHRS multi-agency test* *2. First test for Blue Cross Blue Shield workaround.* *3. First test for PATS and APLS,* *4. The SOAP adaptor used with WebProcure was accessed.* *Tested but problems remain with the following:* *1. Restoring payroll packs* *2. Unable to access MS.gov due to DNS issues at ITS* *3. PayMode process was partially successful – worked around local firewall/router issue but Bank of America had unresolved problems processing the files on their test servers.*	***Actual:***	***Actual:***
Program Objective: MMRS Web Site Content Management and General Document Management	**Target:** Continue migration of MMRS documents to WorkSite as necessary. Migrate data currently in Notes databases to another platform.	**Target:** Migrate data currently in Notes databases to another platform. Investigate using Clarity and SharePoint for functions now supported via Notes including the move of remaining GSSD functions to another platform.	**Target:** Migrate data currently in Notes databases to another platform.
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,	***Actual:*** *1. Existing documentation is maintained in WorkSite; new documentation is added as identified.* *2. An Oracle alternative for the Notes databases was identified but rejected since MELMS will not run on a later release of Oracle and we do not plan to replace MELMS until MAGIC is in*	***Actual:***	***Actual:***

Narrative	FY2010 Actual	FY2011 Projected	FY2012 Estimated
and distribution costs.	*place.* 3. *It may be possible to store and report on staff information currently stored in GSSD using Clarity (to be investigated in FY2011).* 4. *Need to determine if SharePoint is a viable alternative for storing and maintaining the information still in the remaining Notes databases (to be investigated in FY2011).*		
	Target: Working with ITS, Convert Worksite and TeamSite to the latest release.		
	Actual: *The last TeamSite upgrade (to v6.7) was completed in October 2008. No additional upgrades are in the plan for this year or FY2011.* *The last WorkSite upgrade (to v5) was completed in January 2010.*		
	Target: Complete, in cooperation with the DFA Office of Information Technology, an email retention policy.	**Target:** Complete, in cooperation with the DFA Office of Information Technology, an email retention policy.	
	Actual: *Project on hold due to a continued discovery hold on all email.*	*Actual:*	
Program Objective: Mississippi.gov Portal Project	**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 procurement for MS.GOV refresh to include new payment processor and POS capabilities.	**Target:** Continue MS.GOV refresh project and expand application offerings
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:* *5 new portal applications were implemented in FY2010:* • *Agriculture and Commerce – Subscription Bulletin,* • *Bd. of Funeral Service – License Renewal,* • *SoS – BFOCUS (UCC),* • *MDA – MS Market,* • *State Fire Academy – Training Course Payments*	*Actual:*	*Actual:*
Program Objective: Infrastructure Integrity	**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.	**Target:** Complete remaining agency PCI SAQs and work with ITS to complete remediation activities for the payment infrastructure. Maintain PCI Compliance for existing and new agency applications. Extend contract as	**Target:** Maintain PCI Compliance for existing and new agency applications.

DFA/MMRS Performance Indicators

Narrative	FY2010 Actual	FY2011 Projected	FY2012 Estimated
	Agencies using alternate payment services must provide documented PCI Compliance to DFA and ITS.	required.	
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:* *Progress was slow. ITS was delayed in completing their SAQ. Other agencies needed the ITS SAQ to complete their assessments.* *In summary, six agencies completed their SAQs and are awaiting final compliance status from Coalfire; two agencies are 98% completed; other agencies have not started the SAQ process or have a low percentage of completion.*	*Actual:*	*Actual:*
	Target: Continue to implement automated distribution of quarterly security reports for remaining applications.		
	Actual: *SAAS and SPAHRS are the only applications to have an automated quarterly distribution of security reports. No further work is in process.*		
	Target: Stabilize Clarity and begin to expand it's use by implementing more of the project and resource management functionality	**Target:** Evaluate Clarity implementation and plan and deploy revisions to achieve true resource utilization management and project management.	**Target:** Use Clarity to manage and schedule all projects, support, and resources.
	Actual: *Clarity is stable, though issues continue with users' not consistently entering critical information, which affects time accounting. In process are discussion with CA for customizations to add edits; reporting using Business Objects; and a project with a third party to provide training on the use of the Clarity project management and resource management modules as well as guidance on project and resource management.*	*Actual:*	*Actual:*
	Target: Complete replacement cycle for staff PCs and migration of single server based applications to the blade center.		
	Actual: *The workstations project is complete.*		
	Target: Complete a network security audit and implement quarterly security audits for two years following the initial audit.	**Target:** Continue quarterly network security audits. Complete remediation tasks defined in FY2010 security audit. Continue review of the ITS Enterprise Security Policy to	**Target:** Continue quarterly network security audits. Continue review of the ITS Enterprise Security Policy to ensure and document DFA's compliance.

DFA/MMRS Performance Indicators

Narrative	FY2010 Actual	FY2011 Projected	FY2012 Estimated
		ensure and document DFA's compliance.	
	Actual: *DFA (MMRS and OIT) completed a security audit in June 2010. Remedial work will occur in FY2011. Follow on monthly scans with quarterly reports will occur for the next two fiscal years.*	*Actual:*	*Actual:*
	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.*	*Actual:*	
		Target: Leverage the use of existing infrastructure hardware to build the development environment for the new ERP solution. Use virtualization and other tools as needed.	**Target:** Leverage the use of existing infrastructure hardware to build out the production environment, where possible, for MAGIC. Migrate to the Data Center as required.
		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. Complete remaining Win2003 upgrades and the Domino upgrades by 12/31/2010.	
	Actual: *The MELMS, I2K, and GENIE applications and the fax server will remain at their current software levels due to application software limitations, pending application retirement, or the level of risk to upgrade exceeds the benefits.* *A project is currently underway to upgrade the operating system to Win 2003 on the MERLIN.net servers and remaining servers. All work is scheduled for completion by July 31, 2010.* *Domino Server and related tools will be upgraded in the 3rd and 4th quarters of FY2011.*	*Actual:*	

Narrative	FY2010 Actual	FY2011 Projected	FY2012 Estimated
	Target: Ensure that workstation software is at a current, stable release to ensure compatibility with the operating system and other installed software.	**Target:** Complete planning for the migration of ACE and email to the Microsoft stack (Active Directory) at ITS (ms.gov domain). Include an evaluation of moving to central provisioning via active directory.	**Target:** Complete the migration of ACE and email to the Microsoft stack (Active Directory) at ITS (ms.gov domain). Retire Access Manager.
	Actual: *All Microsoft Office software is scheduled to be upgraded on MMRS workstations, beginning in June 2010.*	*Actual:*	*Actual:*
Efficiency: Use resources to assist DFA in meeting broader agency objectives.	**Target:** Complete the deployment of the surplus property management system, auction, and storefront.	**Target:** Complete the Protégé release upgrade. Complete the deployment of Web Storefront for Surplus.	
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 surplus property management system, to include the setting up of auctions. Web Storefront has been moved to FY2011.*	*Actual:*	
Efficiency: Improve Customer Relationships.	**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**: Schedule site visits via Quest software or in person. Deploy web surveys regarding support satisfaction. 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: Site visits cancelled due to budget and personnel constraints. No web surveys conducted. MMRS did hold the MMRS Users' Group Meeting in June 2010.*	*Actual:*	*Actual:*
	Target: Increase number of web based specialized training job aids.	**Target:** Increase number of web based specialized training job aids.	**Target:** Increase number of web based specialized training job aids.
	Actual: Continued revision on training manuals offered on web. First Quest Webinar for SAAS navigation class was tested and is in final phase review before offering to users.	*Actual:*	*Actual:*
Efficiency: Construction 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. Complete roll out of Phase I to approximately 300 end-users.	**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	*Actual: Completed Phase I of BRICKS for BoB in June 2010 and preparation is underway to begin implementation of Phase II of the system in the Fall of 2010 for DFA's Office of Capitol Facilities for facilities management support.*	*Actual:*	*Actual:*

DFA/MMRS Performance Indicators

Narrative	FY2010 Actual	FY2011 Projected	FY2012 Estimated
the need for third party leasing of facilities more efficiently.			
	Target: Retire the APLS application for real property management. Integrate PATS and BRICKS.	**Target:** Evaluate moving BRICKS from 3rd party hosted to ITS hosted.	
	Actual: The APLS application will be retired at the end of the calendar year. PATS will remain a standalone but reconciled application with BRICKS until MAGIC is deployed.	*Actual:*	
Efficiency: Grants Management Solution:	**Target:** Implement Microsoft Stimulus 360 in an ITS hosted environment for STIMULUS. Expand solution to address FFATA requirements (STIMULUS).	**Target:** Expand solution to address FFATA requirements and other federal mandates.	**Target:** Expand 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: No activity occurred related to target, because we are waiting for the Federal Government to release their guidance as it relates to FFATA and grants.*	*Actual:*	*Actual:*
Efficiency: Implement statewide support for the American Accountability and Recovery Act of 2009	**Target:** Complete legacy system modifications to tie contracts to payments, implement SB2923 requirements, and provide summary data required to support Section 1512 reporting under STIMULUS.		
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 the legacy system modifications March 1, 2010, to tie contracts to payments, implemented features in SAAS and MERLIN to address SB2923 requirements, and provided summary data required to support Section 1512 reporting under STIMULUS.*		