IOT Government Management Information Systems (GMIS) - 2020

Who we are: A 44-member team providing statewide technical and application support serving more than 180 state operating agencies (encompassing 130 distinct financial business units) GMIS team provides the functional and technical support for Enterprise applications including Hyperion – Budgeting; PeopleSoft Financials and PeopleSoft Human Resources; PeopleSoft Enterprise Learning Management; and PeopleSoft Portal.

Our Mission: Common Processes--Common Solutions

 The GMIS methodology was conceived to identify common processes across state government and then, once recognized, to investigate, research, procure, and implement a common solution, increasing efficiency and decreasing costs. Through adoption of the PeopleSoft* Enterprise suite of Financials, Human Resource and Learning Management solutions, GMIS has continued enabling state agencies to perform core administrative functions utilizing common processes within these state-of-the-art enterprise applications. With the Auditor of State's implementation of PeopleSoft Financials for the State book of record in 2009, State of Indiana took ownership of the enterprise applications. GMIS, within the Office of Information Technology, remains the steward of the State's PeopleSoft Enterprise suite.

*PeopleSoft and Hyperion belong to a suite of Oracle software modules IOT GMIS has implemented/supporting and continues implementing across the state, streamlining accounting and human resources functions across State of Indiana branches of government.

Department:
493010

Managers: Department Manager: Scarlette Harden
Systems **–** Joel Gibbons
Functional - Paul Jasheway, Mark McCabe, Brandy Hooton

When We Were Formed:
The GMIS precursor team was initially formed under IDOA in the late 1990s for efficiencies and Y2K solutions. The IOT GMIS organization was established in 2005 as part of the statewide IT Consolidation efforts. 2009 was the year PeopleSoft Financials became the official statewide accounting structure.

What We Do:

Application and Lifecycle Management and Hyperion Support — Provide support for 20 PeopleSoft Financials modules, 5 Human Resources modules, Learning Management and Hyperion Budgeting.

Issue Support — Receive approximately 1,000 issues / month. Resolve 90% of daily issues within 2 business days (SLA).

Project Support — Managing active projects for our sponsors and customers.

New Module Implementations — Sub State Agency Federal Billing, Travel & Expense, Time & Labor, Supplier Contracts Management, AR/Billing (IDEM-UST).

Customer Training — Provide workshops/training in dedicated training facility for more than 500 people annually.

Consulting Services — Assist customers with internal financial-related projects on an as needed basis.

Our Products:

1121	PeopleSoft Financials & HRMS

Our Tools:

vFire	Ticket Management, SLA Measurement and Knowledgebase
App Designer	SQL\PS tool for configuring pages and other PS/PeopleTools
BATCHPROC	Managing all recurring PeopleSoft Financials batch processes
nVision	A PeopleSoft output format with excel-type of power
Phire	Application Change Management
PTF	PeopleSoft testing framework
SQL	Server Management Studio

Text Writer	Create/modify/change non-app specific software languages and configuration and output files
TOAD	Oracle Developer

Our Metrics:

Resolve customer issues within 24 IOT business hours	90%+ G; 80%+ Y; <70% R	Mon-Fri 6am-6pm excluding state holidays

Our Budget: $16 million

24% = Salaries & Benefits
1% = Telecom
50% = Contractual Services
2% = Equipment & Capital
23% = Administrative & Operating Expenses

Our Sponsors:

ERP Governance Committee
Enterprise Steering Committee (detailed function list available): Auditor of State, State Budget Agency, Treasurer of State, State Personnel, State Board of Accounts, Department of Administration, and Office of Technology

Our Customers:

Human Resources and Learning Management – approximately 34,000, all state employees; **Financials** – approximately 9,000 "financial" employees in 80+ State Agencies

2019 Accomplishments:

- Federal Draw Billing rollout
- Financials 9.1 to 9.2 upgrade
- Hyperion Cloud Implementation
- AP Approval Workflow
- Employee Self Service Portfolio
- Travel and Expense – Direct Deposit
- Time and labor
- Zylo SCM contracts project

Current Projects 2020:
- HCM 92
- Implement PS Payroll replacing GEAC
- Appsian – security protocol
- DocuSign for SCM
- Financial training project to CBT
- Oracle DB upgrade to 18
- Financial PUM 34 project
- Supplier management review
- Project Costing new business model project

Our Growth:

PeopleSoft Financials Module Support for Indiana State Government

Chart legend: ◆ # Modules

Annotation (2009/2011): Sept 2009 PeopleSoft Financials became the Auditor of State book of record for Indiana

Y-axis: 0 to 26 (intervals of 2)
X-axis years: 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019

Module lists by year column:

2003 (6 modules):
Accnt Pay
Accnt Rec
Asset Mgt
Billing
Gen Ledger
Report/Query

2005 (10 modules):
Accnt Pay
Accnt Rec
Asset Mgt
Billing
Gen Ledger
Report/Query
ePro
Inventory
Proj Cost
Workflow

2007 (18 modules):
Accnt Pay
Accnt Rec
Asset Mgt
Billing
Gen Ledger
Report/Query
ePro
Inventory
Proj Cost
Workflow
Cost Accnt
Cust Contract
Grants Mgt
INDOT Budget
Purchasing
Cont/Start Ser
Travel & Expense
Time & Labor

2011 (19 modules):
Accnt Pay
Accnt Rec
Asset Mgt
Billing
Gen Ledger
Report/Query
ePro
Inventory
Proj Cost
Workflow
Cost Accnt
Cust Contract
Grants Mgt
INDOT Budget
Purchasing
Cont/Start Ser
Travel & Expense
Time & Labor
ROC/AR

2014 (22 modules):
Accnt Pay
Accnt Rec
Asset Mgt
Billing
Gen Ledger
Report/Query
ePro
Inventory
Proj Cost
Workflow
Cost Accnt
Cust Contract
Grants Mgt
INDOT Budget
Purchasing
Cont/Start Ser
Trav & Exp
Time & Labor
ROC/AR
Hyperion

2016 (23 modules):
Accnt Pay
Accnt Rec
Asset Mgt
Billing
Gen Ledger
Report/Query
ePro
Inventory
Proj Cost
Workflow
Cost Accnt
Cust Contract
Grants Mgt
INDOT Budget
Purchasing
Cont/Start Ser
Trav & Exp
Time & Labor
ROC/AR
Hyperion
P-Card
SCM

2018 (25 modules):
Accnt Pay
Accnt Rec
Asset Mgt
Billing
Gen Ledger
Report/Query
ePro
Inventory
Proj Cost
Workflow
Cost Accnt
Cust Contract
Grants Mgt
INDOT Budget
Purchasing
Cont/Start Ser
Trav & Exp
Time & Labor
ROC/AR
Hyperion
P-Card
SCM
Cust Contracts
Fed Billing
Hyperion Cloud