



## Agenda Item 15

April 16, 2013

**ITEM NAME:** PSR Transition Update

**PROGRAM:** Enterprise

**ITEM TYPE:** Information

### **EXECUTIVE SUMMARY**

The Pension System Resumption (PSR) Project is continuing transition from a full project to maintenance and operations. As part of this transition, the project will be evaluating key milestones in April.

### **STRATEGIC PLAN**

This agenda item supports Strategic Plan Goal B to “Cultivate a high-performing, risk-intelligent and innovative organization.” Transitioning my|CalPERS from its formative development phase into a sustainable, ongoing CalPERS program will promote the delivery of superior end-to-end customer service that is adaptive to customer needs. It will also foster the streamlining and enhancement of business processes to achieve high-quality, timely, effective, and efficient service delivery to our members and employers, and promote talent management and the use of business intelligence throughout the organization.

### **BACKGROUND**

In 2005, CalPERS issued a Request for Proposal to modernize its legacy systems platform to set the foundation for use of the Internet as a primary channel for conducting its business. The PSR Project, initiated in 2006, selected Accenture as its systems integration partner. During the due diligence and requirements phases of the PSR Project, CalPERS program and technology teams worked collaboratively with Accenture to define the original scope of the Project, along with authorized changes. In 2010, the Project made a significant course correction, known as the Recovery Plan, in recognition that traditional approaches to development and implementation were insufficient for successful management of a very large project effort. The Recovery Plan established three major implementation phases, along with incremental checkpoints for Final System Acceptance.

In April, CalPERS will evaluate key project milestones. In addition, CalPERS will take the next steps toward taking over full maintenance of the my|CalPERS system.

**ANALYSIS**

This information item will be presented orally and will provide an update on PSR Transition.

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