DTI Major Projects Fact Sheet

PHRST Upgrade
eBenefits

PROJECT SCOPE

- PHRST System was successfully upgraded from client-based PeopleSoft v7.51 to web-based PeopleSoft v8.8. This system is used by approximately 800 users. Additionally, the eBenefits module, which provides statewide Healthcare Open Enrollment for approximately 35,000 state employees, was also implemented.

AND MORE…

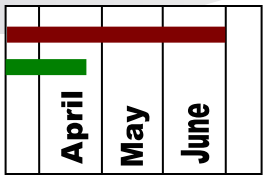
- ARCHIVE - a one-time solution that eliminated 60 million rows of data was designed and implemented.
- Version 7.5 Disaster Recovery was designed and implemented.

Project Team

- State Personnel Office
- Department of Finance
- Department of Technology & Information
- Assisted by other State Organizations

SCHEDULE

Upgrade was scheduled to be completed in 15 months (June 30, 2004). In fact, the Upgrade was completed on April18, 2004 in 12 ½ months (2 ½ months ahead of schedule).



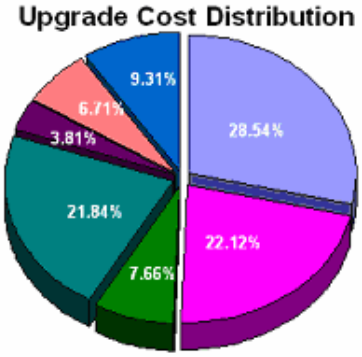
eBenefits

From May 3 to May 19, 2004, online Open Enrollment was available for State employees to make and submit Benefit elections through the Internet. Employees had access to view their own, as well as their dependent(s), coverage and benefit information.

- School districts (17 of 19) changed from **2** Open Enrollment periods to **1** in order to conform to the State's timeline.

COST

Project Budget	**$ 4.5 M**
Actual Cost	**$ 3.3 M**
Savings to the State	**$ 1.2 M**



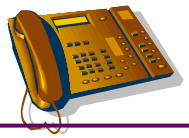
More Cost $avings with Online Open Enrollment

No Open Enrollment Forms resulted in printing and mailing cost savings:

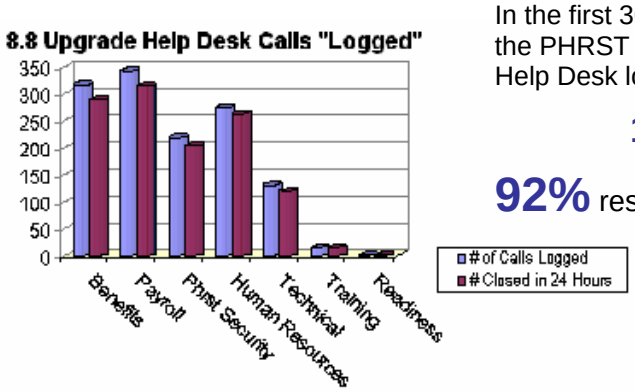
$ 420	paper
$ 20,000	postage
$ 283	toner
$20,703 SAVINGS	

QUALITY

Over 98% State employees enrolled successfully during open enrollment and the Call Center received **1,483 calls**.



99% resolved within 24 hours



In the first 30 days after "Go-Live" of the PHRST 8.8 Upgrade, the PHRST Help Desk logged

1,301 calls

92% resolved within 24 hours.

The Upgrade "go-live" was April 18, 2004

2% ahead of schedule

&

26% Under Budget

June 2004