

APPLICATION AND DATABASE SERVICES**3.1 Enterprise Resource Planning (ERP)**

DTI provides full technical support for the PeopleSoft ERP suite that currently includes the PHRST system and in the future the First State Financials ([FSF](#)) system. Functional support for the systems is provided by the owning organization. DTI offers broader ERP consulting services for customers considering such solutions.

- Centralization of resources
- Consolidation of infrastructure
- Systems integration
- Application of Best Practices in ERP software management

List of services

1. Payroll Human Resources Statewide Technology (PHRST) system
2. First State Financials (FSF) system

APPLICATION AND DATABASE SERVICES**1. PHRST**

Service Description – [PHRST](#) is an integrated application of the Human Resource, Benefits, and Payroll functions for the State of Delaware and serves as an internal information resource for users of the PHRST system. PHRST falls under the Office of Management and Budget (OMB) and is under the direct purview of the Office of the Director. DTI provides and supports the technical infrastructure consisting of, Oracle, PeopleSoft Enterprise, Mobius Document Direct, and Pay Breeze.

Features / Benefits / Costs – PHRST provides centralization and consolidation of the IT infrastructure that supports payroll, human resources management, benefits, time and labor tracking, and on-demand reporting. Agencies, School Districts, Charter Schools, and Higher Education participate in the PHRST system. Each organization maintains functional staff in each of the areas of [HR](#), [Payroll](#), and [Benefits](#). A complex and comprehensive communication strategy is in place.

How to request services – Each organization must have a person assigned the role of [Coordinator](#) for PHRST. The duties of the PHRST Organization Coordinator are:

- First point of contact for the organization with regards to PHRST.
- Communicate with PHRST and relay necessary information to users within their organization.
- Distribute communications as requested by PHRST.
- Ensure that PHRST users are registered for and attend training as required.

The [Key End User Council](#) also represents the various organizations and ensures services are provided as required.

Organizations desiring ERP consulting services for ERP solutions should contact their [*Customer Relationship Specialist](#).

For production problems or questions call the PHRST Help Desk at 302-739-8066.

Applicable policy / standards – Additional information, including policy, procedures, manuals, etc. are located at [PHRST SPO](#). Also please give special attention to the [DTI Enterprise Standards and Policies](#).

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APPLICATION AND DATABASE SERVICES**2. First State Financials (FSF) System**

Service Description – [FSF](#) is an integrated application for the financial processes for the State of Delaware. The primary objective of the Financials Implementation Project is to replace aging systems while realizing maximum benefits from implementation of the PeopleSoft modules purchased by the state. The reengineering of processes will continue throughout the life of the project, and beyond, to implement best practices, where applicable, and to achieve continuous improvement goals based on strategic planning.

Most financial processes in the State will be changed by the implementation of PeopleSoft Modules for General Ledger, Accounts Payables, Asset Management, Account Receivables, Billing, eProcurement, Grants Management, Contracts, Purchasing, Cash Management, and Project Closing. Once implemented, the system should have a long life and serve as the basis for further enhancement of financial modules and the consolidation of ERP systems. A successful implementation will keep changes to the system minimal, thereby reducing risk and cost associated with upgrades and growth in a system that is highly modified. The Executive Sponsors for the FSF include the Office of Management and Budget, the Department of Finance, and the Department of Technology and Information. [FSF](#) falls under the Department of Finance and is under the direct purview of the Division of Accounting. DTI provides and supports the technical infrastructure consisting of PeopleSoft and Oracle.

Features / Benefits / Costs – The [FSF](#) focus on reengineering will result in the opportunity to revisit and streamline existing business practices, decrease and avoid costs, reduce effort and complexity of implementation, minimize long-term support costs, and provide an upgrade path for future releases. The benefits of this project are:

- A single, integrated accounting and procurement system that provides for centralized shared financial and human resource information.
- A consolidated, single chart of accounts with real-time, standardized general ledger transactions.
- Conformance to generally accepted accounting principles (GAAP).
- A procurement system that supports centralized and decentralized purchasing requests and sourcing, with a single Vendor and Item Master.

Agencies, School Districts, Charter Schools, and Higher Education will participate in the FSF system. Each organization will maintain functional staff within their organization. A complex and comprehensive communication strategy will be leveraged.

APPLICATION AND DATABASE SERVICES

How to request services – [FSF](#) is in the early phases of implementation. Each organization has identified [Coordinators](#) to ensure successful implementation within their organization. Organizations desiring ERP consulting services for ERP solutions should contact their *[Customer Relationship Specialist](#).

Applicable policy / standards – Please give special attention to the [DTI Enterprise Standards and Policies](#).

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