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Agenda

- TMRS IT Strategy
  - Software Development Strategy
  - Network Operations Strategy
Support TMRS’ Strategic Plan

Research, anticipate and plan for TMRS’ IT needs over the next 3-5 years

Partner with other TMRS Departments

Continuous improvement of the management and governance of TMRS IT infrastructure

Ensure resilience of TMRS’ business operations

Increase efficiency & reduce cost
IT Strategy – Software Development

- Provide secure self service for cities, members, & retirees (TMRSDirect – MyTMRS, TMRS City Portal)
- Further automate internal business processes (NextGen MBS)
- Protecting member and city data through regular security-focused NextGen, MyTMRS, & TMRS City Portal software releases
City Payroll / Contribution Redesign

- More accurate/streamlined processing
- Easier, intuitive way for smaller cities to input payrolls online
- Reduction in data entry & manual processing
- Automation of correction / adjustment processing

Status

- Late in high-level design phase
- 2017: Detailed design & implementation
- 2018: Rollout
Beneficiary Updates

- Support of MyTMRS Beneficiary Updates
- Rollout: 1st Quarter 2017
NextGen MBS – Future Projects

- 2017 – Refund application support
- 2018 – Retirement application support
- Beyond 2018
  - User interface redesign
  - HELPS payment automation
  - IRS 415 support automation
MyTMRS – Overview

TMRS Direct Program

- September 2015
  - Address Changes
  - Annuity Verification Letter
  - Account Balance Statements
- April 2016: Withholding Updates
- May 2016: Communication Preferences
MyTMRS – Future Releases

TMRS Direct Program

- 1st Quarter 2017
  - Dual Factor Authentication
  - Beneficiary Updates
- 2nd Quarter 2017: Direct Deposit Updates
- 4th Quarter 2017: Refund Applications
- 4th Quarter 2018: Retirement Applications
TMRS City Portal

- TMRS Direct Program
  - April 2015: New member enrollments
  - 4th Quarter 2017: Refund applications
  - 4th Quarter 2018: Retirement applications
10,000 users login each month
1,000 Withholding Changes from April (release date) through October
6,000 Address Changes from January through October
17,000 Phone Number Changes from January through October
17,500 New MyTMRS Registrations from January through October
176,000 Retirement Estimates run through MyTMRS from January through October
IT Strategy – Network Operations

- Provide the best security for members, cities, retirees, and staff
- Provide reliable, available, and innovative infrastructure and tools for our users (virtual desktops, telecom, mobile devices)
- Increase the efficiencies of operations/payments
Network Operations

- Security
- Infrastructure
- Business Continuity / Disaster Recovery
- Other Noteworthy Projects
Security

- Audits
  - Computer Controls Audit
  - SOC-1 Audit
  - Annual Security Audit
  - Quarterly External Security Testing
  - Internal Audits
Security – Defense in Depth

- Multiple firewalls
- Intrusion detection/prevention services
- Advanced persistent threat services
- Network segmentation
- Strong security policies
- Multiple antivirus/anti-spam engines
SANS Institute *Securing the Human* – user security training for all employees

VMware NSX network virtualization – virtual firewall protecting each application

Oracle Advanced Security – full database encryption
Private Cloud – virtualization

- Running multiple virtual servers / desktops on shared hardware
- 2008 – 40 virtual servers on 6 physical servers
- Today – 150 servers & 130 virtual desktops on 11 physical servers
Infrastructure – Virtual Desktops

- 2012 – Replaced Physical PCs
  - Authorized employees have secure access to virtual desktop anywhere, anytime, any device
  - Same look & feel of traditional PC

- Other Benefits
  - Strong security
  - Less downtime
  - Lower labor / Mgmt. costs
  - Simpler Patch Mgmt. / Upgrades
  - Green IT
  - Improved governance
  - Ease of implementation
Physical servers & storage last replaced in 2012
- At the age manufacturers recommend replacement
- Funds requested in 2017 budget
  - 11 Servers
  - SAN (64 Terabytes Storage)
Develop long-term cloud strategy

- Analyze core applications to determine best private/public cloud combination
- Determine costs/benefits/risks of migrating to public cloud/commercial data center
- Create cloud-first strategy for future applications
- 4- to 5-year plan for application migration
Business Continuity / Disaster Recovery Program

- 1998 – Initial Disaster Recovery Program
- 2013 – Creation of departmental business continuity plans
- 2016 – Improved BC/DR program support
  - Regus Recovery – Alternate Worksite
  - Disaster Recovery as a Service (DRaaS)
  - Emergency Notification Service
- 2017 – Ongoing maintenance & improvements
Other Noteworthy Projects

- Windows 10 Upgrade
- Office 2016 Upgrade
- Employee Office/Windows Training
Questions and Answers
Background Material
NextGen MBS

TMRS’ pension administration system since 2005

- City retirement plan options
- Member & Retiree Data
- Payment Processing
  - Refunds
  - Annuity Payments
  - Partial Lump Sum Distributions (PLSDs)
  - Supplemental Death Benefits (SDBs)
- Application of Interest, COLAs, and Updated Service Credit (USC)
MyTMRS – Overview

- 2001: Read-only snapshot
  - Account Balance & Payment Information
  - Address
  - Beneficiaries
- 2009: Retirement estimates added
- 2014: Interface & content re-engineered
  - New, intuitive user interface
  - More Account Information
  - Support for broader range of browsers & mobile devices
TMRS City Portal - Overview

- Online in 2010
  - Report generation
  - Member retirement estimates
  - Submit city payroll contribution data
  - View member account data
Other Systems

- Microsoft GP Dynamics – General Ledger
- Lexmark Content – Electronic document management system & workflow
  - Kofax scanning software upgrade
  - Payroll workflow development
  - Accounts payable workflow development
Private Cloud - Benefits

- Hardware consolidation
- Cost reduction
- Increased Security
- Improved flexibility & responsiveness
- Green IT
- Less downtime
- Improved business continuity
- Lean IT