TMRS embarked on a mission in 2012 to transform our paper-based, centralized administration of the retirement program to a modern user-driven, web-based system that enables members, retirees, and cities to perform interactive, self-service activities in a secure, efficient environment.

**2012 - 2014**
- Paper-driven processes analyzed
- Redesign of MyTMRS and City Portal
- TMRSDirect branded

**2014 - 2017**
- Multi-Factor Authentication
- New Member Enrollment
- Beneficiary Updates
- Address Changes
- Withholding Changes
- Annuity Verification / Account Balance Statements

**2017 - 2019**
- PASA conducted
- Fraud prevention strategies deployed
- PASMod program approved
- 2020 budget request approved

**2020**
- Commenced 2020 initiatives
- Program Support: Consultants & Agile transformation,
- Program Objectives: City Contribution RFP, cloud strategy, high value gaps, TMRSDirect

**Path to PASA**

**Online transformation begins**

**PASMod Program Executed**
# Program Status Summary

## 2020 Initiatives

<table>
<thead>
<tr>
<th>Project / Task</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select Agile Transformation Vendor</td>
<td>![Green Circle]</td>
</tr>
<tr>
<td>Select Resource Management Tool</td>
<td>![Green Circle]</td>
</tr>
<tr>
<td>Select Contract Program / Project Manager</td>
<td>![Green Circle]</td>
</tr>
<tr>
<td>Select Organizational Change Management (OCM) Vendor</td>
<td>![Green Circle]</td>
</tr>
<tr>
<td>Select Independent Verification &amp; Validation (IV&amp;V) Consultant</td>
<td>![Green Circle]</td>
</tr>
<tr>
<td>Select Cloud Strategy Consultant</td>
<td>![Green Circle]</td>
</tr>
<tr>
<td>Complete MyTMRS Security Enhancements</td>
<td>![Green Circle]</td>
</tr>
<tr>
<td>Issue RFP for City Contribution System Replacement</td>
<td>![Green Circle]</td>
</tr>
<tr>
<td>Complete High Value Gaps</td>
<td>![Green Circle]</td>
</tr>
<tr>
<td>Complete MyTMRS / City Portal Enhancements</td>
<td>![Green Circle]</td>
</tr>
</tbody>
</table>

- **Budget is on track.**
- **Project is on schedule.**
- **Issues are being addressed.**
- **Budget is overrun less than or equal to 15%.**
- **Project is less than or equal to 20% behind schedule.**
- **Budget is overrun greater than 15%.**
- **Project is greater than 20% behind schedule.**
- **Critical issues requires immediate action.**
PASMod Program Key Activity Update

- Contract Project Manager - Status: Complete
- Agile Transformation Vendor - Status: In Progress
  - Vendor selected
  - Contract review and negotiation underway
- QA Personnel – Complete
  - Start Date 3/16/20
- Independent Verification & Validation Consultant - Status: In Progress
  - Vendor engagement statement-of-work (SOW) development underway
- OCM Vendor - Status: In Progress
  - Researching internal team training options
  - Vendor engagement request-for-proposal (RFP) development underway
PASMod Program Key Activity Update – Cont.

- Cloud Strategy Consultant - Status: In Progress
  - Cloud strategy assessment consultant identified
- City Contribution System Replacement - Status: In Progress
  - Developing vendor RFP
- High Value Gaps - Status: In Progress
  - Proceeding according to schedule
- TMRSDirect (MyTMRS/City Portal Security Enhancements) - Status: In Progress
  - Security Enhancements – Nearing completion, testing scheduled to start mid-March
  - Direct Deposit Update – Awaiting security enhancement rollout
Project Risks

- Management Change: New executive management may affect with the modernization program.
- Staff Turnover: Experienced staff and/or contractors may leave/retire before the program is complete, slowing progress.
- Project Scope: As the program progresses, law changes may impact development priorities and delay completion schedules.
- Capacity: The program is competing with other system projects for the same personnel resources.
- Scope Creep: Impact to scope, schedule, resources and budget can result if program/project scope is not proactively managed.
- Communication: Ineffective communication can cause serious consequences.
- Project Delays: Inter-related project delays may result if established schedules are not adhered to and managed by all parties.
- Coronavirus: Work from home currently underway. May impact program schedule.
PASMod Program
Future Activities

• Finalize Vendor Contracts
  • Project Portfolio Management Software
  • Agile Transformation Vendor

• Complete Vendor Selection Process
  • Independent Verification & Validation

• Issue RFPs
  • City Contribution System Replacement
  • Organizational Change Management (OCM)

• Continue PASMod Software Development
  • MyTMRS Security Enhancements
  • MyTMRS Direct Deposit Rollout
  • High Value Gaps
Questions