

Pension Administration System Modernization Program (PASMod)

**Board of Trustees Update
March 2020**

Pension Administration System Timeline

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.

Online transformation begins

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

2012 -2014

2014- 2017

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

Online features deployed

Path to PASA

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

2017-2019










PASMod Program Executed

2020

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

Program Status Summary

2020 Initiatives

Project / Task	Status
Select Agile Transformation Vendor	
Select Resource Management Tool	
Select Contract Program / Project Manager	
Select Organizational Change Management (OCM) Vendor	
Select Independent Verification & Validation (IV&V) Consultant	
Select Cloud Strategy Consultant	
Complete MyTMRS Security Enhancements	
Issue RFP for City Contribution System Replacement	
Complete High Value Gaps	
Complete MyTMRS / City Portal Enhancements	



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

