

AGENDA ITEM DETAILS

Subject: Consideration of Retirement Insurance System Enhancement (RISE) Project Update

Background:

ERS selected TELUS Health in February 2023 to implement their commercial off the shelf (COTS) software to replace ERS' aging PeopleSoft system. The PeopleSoft system, referred to as ERS OnLine, is used to manage all aspects of retirement and insurance benefits for ERS members and retirees. The system is used internally by staff throughout ERS, and externally by employers, vendors and customers. The system change will require training for state agency and higher education employers throughout the state, benefits vendors and ERS staff. The goal is that the system will be more user-friendly than the current ERS OnLine system so that customers will only need education and tutorials to take advantage of the multiple functions. The new system will be more secure, accessible, automated and mobile friendly than the existing system.

The project will go live in 2030. The project recently completed its first year of progress. When complete, the new system will replace the:

- Administration software used by ERS staff,
- Member portal used by members and retirees, and
- Employer and vendor portal

The RISE project implementation will be done in five (5) phases:

- Phase 1:** Project Initiation and Planning – Project kickoff and planning - **COMPLETE**
- Phase 2:** Fit Gap Activities – Validate ERS requirements - **COMPLETE**
- Phase 3:** Environment Provisioning – Prepare environments for project activities and production - **IN PROGRESS & CONCURRENT WITH MULTIPLE PHASES**
- Phase 4:** RISE Solution Delivery – Delivery of working solution, demonstrations, testing, training, and organizational readiness- **UPCOMING (Kick-Off May 29, 2024)**
- Phase 5:** Production Implementation – Deploy the new solution into production-**UPCOMING**

In Phase 2, which took place over the past year, the project team reviewed about 1,600 commitments, or deliverables. This process provided a structured methodology for the team to determine how the Ariel solution operates, based on business processes, rules or laws. At the end of this process, it was determined that approximately 85 % of the commitments fit in the delivered Ariel solution while approximately 15% of the commitments will require additional development by TELUS to meet the contractual requirements.

The project is on time, with strong commitment from the entire team.

ATTACHMENTS:

1. Slides – RISE Project Update