

IOT Government Management Information Systems (GMIS) - 2021

Who we are: A 48-member team providing statewide technical and application support serving more than 180 state operating agencies (encompassing 130 distinct financial business units) GMIS team provides the functional and technical support for Enterprise applications including Hyperion – Budgeting; PeopleSoft Financials and PeopleSoft Human Resources; PeopleSoft Payroll and Absence management; and PeopleSoft Portal.

Our Mission: Common Processes--Common Solutions

The GMIS methodology was conceived to identify common processes across state government and then, once recognized, to investigate, research, procure, and implement a common solution, increasing efficiency and decreasing costs. Through adoption of the PeopleSoft* Enterprise suite of Financials, and Human Capital Management (HCM), GMIS has continued enabling state agencies to perform core administrative functions utilizing common processes within these state-of-the-art enterprise applications. With the Auditor of State's implementation of PeopleSoft Financials for the State book of record in 2009, State of Indiana took ownership of the enterprise applications. GMIS, within the Office of Information Technology, remains the steward of the State's PeopleSoft Enterprise suite.

*PeopleSoft and Hyperion belong to a suite of Oracle software modules IOT GMIS has implemented/supporting and continues implementing across the state, streamlining accounting and human resources functions across State of Indiana branches of government.

Department: 493010

Managers: Department Manager: Scarlett Harden

Systems Joel Gibbons

Functional Paul Jasheway, Mark McCabe, Brandy Hooton

When We Were Formed:

The GMIS precursor team was initially formed under IDOA in the late 1990s for efficiencies and Y2K solutions. The IOT GMIS organization was established in 2005 as part of the statewide IT Consolidation efforts. 2009 was the year PeopleSoft Financials became the official statewide accounting structure.

What We Do:

Application and Lifecycle Support	Provide support for 22 PeopleSoft Financials modules, 7 Human Resources modules, and Hyperion Budgeting.
Issue Support	Receive approximately 650 issues / month. Resolve 90% of daily issues within 2 business days (SLA).
Project Support	Managing active projects for our sponsors and customers.
New Module Impl.	Travel & Expense, Payroll and Absence management
Customer Training	CBT'S and Instructor lead training
Consulting Services	Assist customers with internal financial-related projects on an as needed basis.

Our Products:

1120 & 1121	PeopleSoft HCM & PeopleSoft Financials
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Our Tools:

vFire	Ticket Management, SLA Measurement and Knowledgebase
App Designer	SQL\PS tool for configuring pages and other PS/PeopleTools
BATCHPROC	Managing all recurring PeopleSoft Financials batch processes
nVision	A PeopleSoft output format with excel-type of power
Phire	Application Change Management
PTF	PeopleSoft testing framework
SQL	Server Management Studio
Text Writer	Create/modify/change non-app specific software languages and configuration and output files
TOAD	Oracle Developer

Our Metrics:

Resolve customer issues within 24 IOT business hours 90%+ G; 80%+ Y; <70% R
Mon-Fri 6am-6pm excluding state holidays

Our Budget: \$18 million

- 24% = Salaries & Benefits
- 1% = Telecom
- 50% = Contractual Services
- 2% = Equipment & Capital
- 23% = Administrative & Operating Expenses

Our Sponsors:

ERP Governance Committee
 Enterprise Steering Committee (detailed function list available): Auditor of State, State Budget Agency, Treasurer of State, State Personnel, State Board of Accounts, Department of Administration, and Office of Technology

Our Customers:

Human Resources – approximately 34,000, all state employees
Financials – approximately 9,000 “financial” employees in 80+ State Agencies

2020 Accomplishments:

- Financial PUM 35
- PeopleSoft Tools 8.57.17
- Oracle Data Base upgrade 19C
- Appian – Financial masking
- DocuSign for SCM
- IDOA Diversity intake
- 1099 rewrite
- Testing framework assessment

2020 Projects:

- HCM 9.2 Upgrade
- Implement Absence management
- Implement PS Payroll replacing GEAC
- Appian – security protocol MFA
- Financial training project to CBT
- Kronos phase 1 for FSSA and DOC
- Supplier management review
- Project Costing new business model
- Travel and Expense rewrite and implementation
- Implement Program Testing framework
- Implementing CA7 Scheduling system

Our Growth:



