

Automated Expense Reimbursement Project

Efficiency Through Automation

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Contractor Selected for the Project

As the result of a successful procurement effort, a contractor has been selected for the Automated Expense Reimbursement Project. The selected contractor is International Business Machines, Inc. (IBM).

The procurement effort for the project began with the release of the Request for Proposal (RFP). The RFP contained the State's program needs and business requirements that were documented by the State Controller's Office and validated by over 20 departments. The RFP was released to the vendor community and solicited proposed solutions for meeting the State's requirements.

The procurement process included a comprehensive and systematic evaluation of the competing vendors and their proposals. Through this evaluation, it was determined that IBM's solution meets the State's needs and requirements and provides the best value to the State. IBM's solution satisfies the project's objective of providing a comprehensive solution for effectively managing the State's travel advance and expense reimbursement program.

About the Selected Contractor

IBM is a worldwide organization that maintains a leadership position in the



global market for technology and associated development. Services provided by IBM include information systems consulting, systems integration, application development, and around-the-clock technical support.

IBM has successfully implemented automated expense reimbursement solutions in more than 45 Fortune 1000 companies, including Lockheed Martin, Charles Schwab & Company, Inc., Mutual of New York, United Technologies Corporation, and Chevron. These companies, like the State of California, had a need to improve their expense reimbursement processes.

Special Project Report Validates the Project's Feasibility

Upon completion of the procurement process and identifying IBM as the winning contractor, the State Controller's Office submitted a Special Project Report (SPR) to the Department of Finance (DOF) and the Department of Information Technology (DOIT) for approval. This SPR was the last step for final project approval and was required before a contract with IBM could be executed.

The purpose of the SPR was to update and validate the information in the project's approved Feasibility Study Report (FSR). Project costs that were estimated in the FSR, based on current technology, prices, and wages were updated

to reflect the actual costs associated with IBM's solution. While IBM's project costs for specific categories differ from the FSR's estimated costs, the total project costs over a five-year period are substantially the same.

The SPR concluded that pursuing an automated solution to the State's travel advance and expense reimbursement processing and management was still a sound approach.

The SPR was approved by DOF and DOIT in July 2000, which allowed for the execution of the contract with IBM in that same month.

The State's Automated System is Named

The name of the State's automated travel advance and expense reimbursement system will be:

CalATERS

This acronym is derived from the name of IBM's commercial off-the-shelf (COTS) system, known as ATERS (Automated Travel Expense Reporting System).



Project Schedule

PHASE	ACTIVITIES	STATUS
Planning July 2000	IBM and State staff worked together to finalize the project's work plan, schedule, and procedures.	Completed
Requirements Definition July 2000 through September 2000	IBM and State staff are expanding the business requirements into a comprehensive set of detailed system requirements.	In Progress
Design August 2000 through November 2000	IBM, with the State's involvement, will develop a complete technical description of the customized system.	In Progress
Development and Testing October 2000 through March 2001	IBM will customize its COTS system and develop the interfaces to existing State systems. IBM and State staff will test hardware and software to ensure the system meets the State's requirements and operates as specified.	
Pilot April 2001 through June 2001	The system will be installed at three pilot departments which will use the system for three months as a final test of the system.	
Roll-out Begins July 2001	The State Controller's Office will begin installing the system at participating departments.	

IBM's Solution

IBM's solution consists of using its commercial off-the-shelf (COTS) system, ATERS, as the baseline for the State's automated system. The COTS system will be customized to meet the State's needs and requirements. The State's automated system, CalATERS, will be a GUI (graphical user interface), web-based system that will provide employees access via Netscape Navigator or Microsoft Internet Explorer web-browsers.

The intuitive end-user interface will interact via an HTTP/HTTPS link with an IBM RS6000

workflow server, which will be responsible for request processing, approval routing, audit controls, and the creation of interface files to feed other State systems.

The workflow server will interface with an IBM DB2 relational database, which will serve as the repository for the travel advance and expense reimbursement request information. This will provide for standard processing control and travel analysis reports. The server and relational database will be housed and maintained at the Stephen P. Teale Data Center.

Forming the Project Team

With the signing of the contract, IBM and the State Controller's Office formed the core project team. This project team consists of State Controller's Office business analysts who are familiar with the State's travel advance and expense reimbursement program and who participated in the project's procurement effort. Project team members also include the State Controller's Office trainers. These individuals, experienced in delivering training to users of other automated systems, will be responsible for developing the training program that will be provided to participating departments. State Controller's Office technologists will also be a part of the project team and be responsible for addressing the technical aspects of the project.

IBM selected a group of consultants and technologists for the project team. These individuals are experienced with the IBM COTS system and information technology projects. IBM's project

manager and staff are located with the State Controller's Office staff in Sacramento. Supporting the Sacramento project team is a group of IBM's COTS system developers located in Connecticut.

To complement the project team and to ensure departments' needs are addressed, the State Controller's Office has organized monthly Departmental Forums.

These forums consist of staff from a variety of departments representing the State's diversity in expense reimbursement needs. Forum members will work with the project team in areas such as validating detailed business requirements, finalizing design considerations, and defining test scenarios.

In addition to the Departmental Forums, departments selected to participate in the pilot effort will join the project team. The State Controller's Office will be working with departments to identify the pilot departments over the next several months.



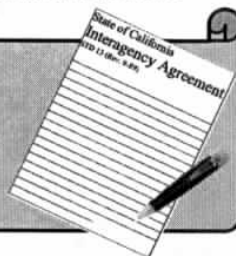
Participating Departments



To date, the following departments and facilities, representing over 89 percent of the State's employees, have committed to signing interagency agreements for their participation in the project:

Air Resources Board	Commission on State Mandates	Department of Pesticide Regulation
Alcoholic Beverage Control Appeals Board	Commission on the Status of Women	Department of Real Estate
Board of Chiropractic Examiners	Commission on Teacher Credentialing	Department of Rehabilitation
Board of Corrections	Department of Aging	Department of Social Services
Board of Equalization	Department of Alcoholic Beverage Control	Department of Toxic Substances Control
Board of Prison Terms	Department of Boating & Waterways	Department of Transportation
Business, Transportation & Housing Agency	Department of Conservation	Department of Veteran's Affairs
California Alternative Energy & Advanced Transportation Financing Authority	Department of Consumer Affairs	Department of the Youth Authority (Headquarters and 8 facilities)
California Arts Council	Department of Corporations	Emergency Medical Services Authority
California Coastal Commission	Department of Corrections (Headquarters and 35 facilities)	Employment Development Department
California Community Colleges— Chancellor's Office	Department of Developmental Services Headquarters	Energy Resources, Conservation & Development Commission
California Conservation Corps	Agnews Developmental Center	Franchise Tax Board
California Debt & Investment Advisory Commission	Fairview Developmental Center	Judicial Council of California
California Debt & Limit Allocation Committee	Lanterman Developmental Center	Managed Risk Medical Insurance Board
California Department of Highway Patrol	Porterville Developmental Center	Military Department-Office of the Adjutant General
California Educational Facilities Authority	Sonoma Developmental Center	Office of Emergency Services
California Environmental Protection Agency	Department of Education Headquarters	Office of Environmental Health Hazard Assessment
California Health Facilities Financing Authority	Diagnostic Center-North	Office of the Inspector General
California Health & Human Services Agency	Diagnostic Center-South	Office of Real Estate Appraisers
California Health & Human Services Data Center	School for the Deaf-Fremont	Office of Statewide Health Planning & Development
California Horse Racing Board	Department of Finance	Office of State Public Defender
California Housing Finance Agency	Department of Financial Institutions	Office of Traffic Safety
California Industrial Development Finance Advisory Board	Department of Fish & Game	Osteopathic Medical Board of California
California Integrated Waste Management Board	Department of Food & Agriculture	Secretary of State
California Pollution Control Finance Authority	Department of Forestry & Fire Protection	State Board of Control
California Postsecondary Education Commission	Department of General Services	State of California Public Utilities Commission
California Public Employees' Retirement System	Department of Health Services	State Controller's Office
California School Finance Authority	Department of Housing & Community Development	State Council on Developmental Disabilities
California Science Center	Department of Industrial Relations	State Independent Living Council
California State Lottery Commission	Department of Information Technology	State Lands Commission
California Tax Credit Allocation Committee	Department of Insurance	State Treasurer's Office
California Trade and Commerce Agency	Department of Justice	Stephen P. Teale Data Center
Child Development Policy & Advisory Committee	Department of Mental Health (Headquarters)	Youth & Adult Correctional Agency
Commission on Peace Officer Standards & Training	Department of Motor Vehicles	Youth Offender Parole Board
	Department of Parks & Recreation	
	Department of Personnel Administration	

Departments that have not yet elected to participate in the Automated Expense Reimbursement Project, may do so by contacting project staff via e-mail at calaters@ca.gov.



STATE CONTROLLER'S OFFICE

Personnel/Payroll Services Division

Special Projects Bureau

P.O. Box 942850

Sacramento, CA 94250-5878



The *Automated Expense Reimbursement Project* is a periodic newsletter published by the State Controller's Office. Suggestions and comments regarding the newsletter or questions regarding the project may be sent to:

State Controller's Office
P.O. Box 942850
Sacramento, CA 94250-5878
Attention:
Special Projects Bureau
Suite 1012

or

via e-mail:
calaters@ca.gov



State of California

Automated Expense Reimbursement Project

COMING SOON...

The Automated Expense Reimbursement Project will soon have a Web site for project information and ongoing updates. The Web site will be available in early October 2000. The Web site address will be <http://www.calaters.ca.gov>.

New E-mail Address

The Automated Expense Reimbursement Project changed its e-mail address from tecproject@ca.gov to calaters@ca.gov.