

EXECUTIVE UPDATE

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PROGRAM UPDATE

Meet Scott Dulman, Senior Director of Product Management for AMS Advantage



A career IT professional, Scott Dulman came to CGI by way of Oracle and Business Objects. As the Senior Director of Product Management and Product Marketing at Oracle, Scott led applications development from strategy to product launch for their government, education and healthcare

solutions. At Business Objects, he led their worldwide public sector solutions team and rolled out their first state and local government specific business intelligence, performance management and budgeting solutions, doubling their public sector business. [More »](#)

CGI Forum 2009 Location: Are You Joining Us in San Antonio?



There is always a lot of enthusiasm surrounding the revelation of the next year's CGI Forum location, and this year was no exception! Famous for its River Walk, the Alamo, and the Spurs, San Antonio's distinctive beauty, heritage, and culture are the perfect backdrop for

CLIENT SUCCESS

Commonwealth of Kentucky is Filling Positions Faster with a Streamlined Recruiting Process

In April 2008, the Commonwealth of Kentucky won a "Best of Kentucky" award for their new Career Opportunities System (COS) at the Kentucky Digital Summit. Based on AMS Advantage Talent Management, powered by Kenexa BrassRing, COS was named "Best Application Serving a Public Organization" for its outstanding information technology contribution to the public sector.

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Cobb County, Georgia upgraded to the web-based AMS Advantage 3 Financial Management and Human Resources Management solution in September 2003 as part of a successful, twelve-month project that included a year-end conversion and a retire of a mainframe lease. Since then they have expanded their operations to include Vendor Self Service (VSS) and BRASS for budgeting.

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CGI Forum 2009! Our team is excited to bring our unique event to this unique city deep in the heart of Texas. [More »](#)

Learning to Do More with Your AMS Advantage Solutions

Training does not end when the project is complete; it is only the beginning. If you want to truly maximize your ERP investment, ongoing training advances your users' system expertise and introduces new features for furthering business efficiencies. However, in these challenging times, state and local government organizations are primarily looking for ways to cut and control costs, which means using the systems you already have to do more. [More »](#)

The Discussion Gateway – What's your story?

The annual CGI Forum is just one way your Steering Committee and CGI contribute to social networking for the AMS Advantage community. However, when the Forum is over, and we all wave goodbye, the Discussion Gateway is there to continue the conversation throughout the year. It is where colleagues, friends, experts and organizations congregate to share information, talk about new functionality and learn how other organizations are using the software. [More »](#)

Partnership in Wake County, NC leads to Best Fit Award for CGI and AMS Advantage

In August, The Center for Digital Government presented CGI with a "Best Fit Integrator" award at the second annual State and Local Government Integrator Summit in Colorado Springs, CO. CGI was honored for its work with Wake County, NC, under the categories of 'Elegant Design' and 'Tailored Teams' in the areas of finance and administration. [More »](#)

Letter from Pat Colacicco, Vice President, AMS Advantage Program



It is the New Year, and it is time to reflect on the past year and celebrate our accomplishments. In 2008, we were proud to welcome three new clients to the AMS Advantage community: the City of Cleveland, Ohio, the California Department of Transportation (Caltrans), the largest Department of Transportation in the U.S., and the California Department of Social Services Division of In-Home Services. We are excited to add them to our list of new clients and look forward to a long partnership with each of them.

In addition, this year Wake County, NC and the Center for Digital Government honored us with a Best Fit Integrator Award. We are thrilled to have received this client-nominated award for the second year in a row!

Of course, the New Year is also the time we look forward to new beginnings and the changes we resolve to for the coming year. Here is a short list of resolutions for 2009 that I would like to share with you.

1. **Share more.** We are devoting more space in *Insights* for sharing your stories with the client community, for example, this month you can learn how the [Commonwealth of Kentucky has streamlined their recruiting process](#) and how [Cobb County, GA improved performance with Release 3.7](#).
2. **Promote networking.** The Discussion Gateway is your online community, where you and your peers gather to share information and solve problems. We encourage you to get online and then [share your experiences](#) with us.
3. **Learn something new.** Please join me in welcoming Lori McClannahan from the State of Iowa as your Steering Committee Chairman. This month Lori [outlines her goals for the coming year](#).
4. **Connect with potential clients.** New clients strengthen the community and help enhance AMS Advantage. We are on the road again this year connecting with potential clients, sharing the capabilities and benefits of our built-for-government products and services at many of the [top national and local tradeshow](#)s.
5. **Get organized.** It is not too early to start planning for [CGI Forum 2009](#) in San Antonio, TX, in fact, planning kicked-off in January with the winter Steering Committee Meeting.
6. **Build the program.** Just as new clients expand the community, new experts bring fresh perspectives and direction to the Program. Please join me in welcoming [Scott Dulman, Senior Director of Product Management](#) to the team.
7. **Expand our service to you.** In these trying economic times, we continue to look for ways to work with our clients to help them find economies in their business. One such opportunity exists with our Spend Management Solution (SMS). Find out how AMS Advantage Financial and SMS can help your organization save money on purchases by exploring the [SMS Newsletter](#).

Thank you for your business in 2008. It has been a pleasure helping you reach your goals. We are grateful for good clients like you, who make our work satisfying and enjoyable. We look forward to working with you in 2009 and contributing to your success. We wish you a happy and health New Year!

Have a question? Contact Pat today at Patrick.Colaccico@cgi.com.

Meet Scott Dulman, Senior Director of Product Management for AMS Advantage

A career IT professional, Scott Dulman came to CGI by way of Oracle and Business Objects. As the Senior Director of Product Management and Product Marketing at Oracle, Scott led applications development from strategy to product launch for their government, education and healthcare solutions. At Business Objects, he led their worldwide public sector solutions team and rolled out their first state and local government specific business intelligence, performance management and budgeting solutions, doubling their public sector business.



In September 2008, Scott joined CGI as Senior Director of Product Management for the AMS Advantage Program. We had an opportunity to sit down and learn more about his role and his plans for AMS Advantage.

Why CGI?

Software and IT innovation is valued and encouraged at CGI. Members have the knowledge to build products for specific industries and the wisdom to develop them in partnership with their clients. The result is a high degree of fit and client satisfaction, a level of confidence with our products now and in the future. As a result, the AMS Advantage solution makes a difference in their states, cities, counties, and schools. CGI and clients continue to invest in the AMS Advantage solution and its people because it is an important part of their future.

What is a Product Manager?

I think that product management is the best job in the IT business because we collaborate with people throughout CGI, and our clients' organizations. My team gathers the inputs that become the innovative solutions implemented at state and local government organizations. And we shepherd new products, modules and enhancements from concept to market.

How does that work day-to-day? It breaks down like this:

- **Research.** We review client requests, market research, competitive analysis, and technology assessments, to identify what state and local governments need in the future.
- **Strategy.** We define our strategy with a series of business cases that include the decision to build, buy or partner to deliver new products. The product management team works with the AMS Advantage Software Change Control Board (SCCB) to define the roadmap, communicating this to our clients, CGI executives and the marketplace.
- **Planning.** The product management team collaborates with Product Engineering as the software is designed, developed and tested to ensure the results match the requirements and that our go-to market plan has accurate and current information for our clients and the marketplace.
- **Launch.** Working with the marketing and communications team, we educate our members, clients, the market and our sales team with the tools for growing the AMS Advantage community.

Finally, it is about managing a great team of product managers. CGI is fortunate to have a product manager for each product line in the AMS Advantage suite, each with the subject matter expertise, client relationships and passion for continuous improvement. Each product manager has more than ten years experience with state and local government ERP applications as well as a record of achievement and innovation.

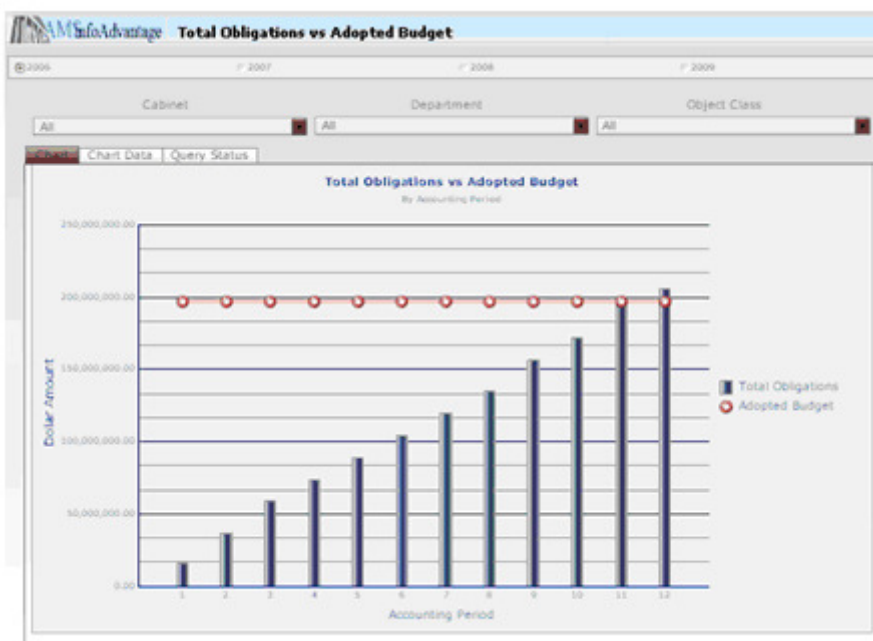
Effective communication with product engineering is also critical to the success of AMS Advantage. CGI takes a holistic approach; we may have separate product management and product engineering groups, but they share the same goal, effective solutions for our state, local and education clients. Product managers work with our engineers day-to-day to review and test throughout the development cycle to ensure the final product is delivered on time and exceeds our clients' requirements.

What is the role of client collaboration?

The IT industry has invited client inputs into software development for some time, but CGI takes the process a giant leap forward by engaging clients at each step in the process. Because AMS Advantage is built-for-government, client inputs come exclusively from the public sector; there is no competition with the needs of commercial or healthcare clients. In addition, AMS Advantage focuses on the United States government market and does not compromise with requirements from other sectors (e.g. the private sector).

The Software Change Control Board (SCCB), AMS Advantage's client-elected Steering Committee, is proof of our commitment; more than just an advisory board, they work hand-in-hand with CGI to analyze and define enhancements for each new release. The best part, however, is being able to share the results of this collaboration. A recent example is the new Grant Lifecycle Management module, available in Release 3.8 that was built in collaboration with Los Angeles County, California.

I am also excited about our new AMS infoAdvantage Dashboard solution, also available with Release 3.8. The Dashboard solution delivers the first dynamic and customizable data visualization software built specifically for state and local government. Government professionals at all levels of the organization can create insightful dashboards from the data stored in AMS Advantage. For example:



What is next?

This will be a busy year with the launch of Release 3.8, which includes a combination of client-

requested features, software updates, and integration between applications and technology platforms. Two examples of R3.8 technology enhancements are the new Rich Internet Application (RIA) user interface and support for Linux. Both enhancements demonstrate our continued commitment to standards based architecture and technology that will improve the efficiency and effectiveness for our clients.

Our Rapid Advantage Implementation (RAI) solution will also be available in 2009 for fast, low cost packaged AMS Advantage 3 implementations. The RAI vision is to deliver a streamlined best-practice ERP suite for small and mid-sized governments through the use of repeatable tools and processes. The result? Reduced implementation risk, time and costs while positioning clients for business process improvements.

We will continue to add new features, functions and modules to Performance Budgeting (PB) and AMS infoAdvantage. Performance Budgeting is unique as the only built-for-government budgeting solution available. We are planning new PB Dashboard enhancements in Release 3.9 as well as many other innovative features for our budgeting and performance management clients.

In January, the Steering Committee/SCCB met in Fairfax, VA. We reviewed and analyzed a large number of potential enhancements for Release 3.9, including high priority enhancements to Procurement, Vendor Self-Service (VSS), Manager Self-Service (HRM), infoAdvantage and Performance Budgeting.

We look forward to discussing new ideas from our clients that will take AMS Advantage to the next level. Our team is eager to expand product functionality through new strategic modules and technology platform enhancements. I encourage you to send us your ideas!

Have a question? Contact Scott at Scott.Dulman@cgi.com.

Do you want to submit an Enhancement Request(ER)? Log on to the Advantage Support Center website at <https://support.cgi-ams.com/advantage/>. Click on Enhancements to enter your ER or search for existing ERs to add your comments.

Learning to Do More with Your AMS Advantage Solutions

Training does not end when the project is complete; it is only the beginning. If you want to truly maximize your ERP investment, ongoing training advances your users' system expertise and introduces new features for furthering business efficiencies. However, in these challenging times, state and local government organizations are primarily looking for ways to cut and control costs, which means using the systems you already have to do more.

When costs are a primary concern, online instructor-led classes and self-guided training classes are efficient, cost-effective approaches for advancing expertise and leveraging existing features for greater efficiencies. With the online [Learning Forum](#), you can get started with AMS Advantage Product Walkthroughs or go in-depth with critical topics like Security and Workflow Configuration.

At the 2008 CGI Forum, we polled the community to understand better what they were hoping to learn more about in 2009. Here are the ideas submitted by the lucky winners of the free training drawing:

- **Daven Nielsen, City of Norfolk, VA.**
"I'm looking at T-409 infoAdvantage Security, which is coming out in the 2009 schedule." Daven is pictured at center with his colleagues.



- **Carla Merka, Aldine School District, TX.**
"I'm new to the District and CGI so I'm looking for training dealing with the ins and outs of Financial Management, for example the Product Walkthrough series including Getting Started. I want to know how the system works and what I can get out of it. I feel the more I learn about the system, the better I can serve the District."



- **Janice Riley, Baltimore County Public Schools, MD.** *"My team and I are looking at the different training options for HR in 2009."*

While you can always request one-on-one training onsite with CGI experts, online classes are a lower-cost alternative that allows multiple sites to share the cost of the class, as well as share their best practices, experiences and implementation approaches.

There are two easy ways to sign up: single classes for targeted learning or a pre-paid group discount that combines cost savings with the flexibility to choose classes throughout the year. In addition, it is just another way to keep networking with the AMS Advantage community throughout the year!

Ready to get started? Log on to learningforum.cgi.com and sign up today – or contact Jeremy Krishnan at Jeremy.Krishnan@cgi.com.

Not sure what you need? Our experts can work with you to perform a "needs analysis" to identify what specific training courses can have a positive impact on your organization.

CGI Forum 2009 Location: Are You Joining Us in San Antonio?

There is always a lot of enthusiasm surrounding the revelation of the next year's CGI Forum location, and this year was no exception! Famous for its River Walk, the Alamo, and the Spurs, San Antonio's distinctive beauty, heritage, and culture are the perfect backdrop for CGI Forum 2009! Our team is excited to bring our unique event to this unique city deep in the heart of Texas.

Dates: October 25-28, 2009

Location: San Antonio's Marriott Rivercenter

At last year's event, over 400 AMS Advantage users helped us mark the 30th anniversary of the CGI Forum. We looked back over the history of the product as technology, legislation, and business trends evolved, and we reflected on the growth of our vibrant user community. With an eye to the future, we revealed new software modules, new user interface improvements, and expanded system capabilities that will continue to help your organization improve efficiency.



We are thrilled to report that 100% of attendees agreed that the Forum provided new ideas that they could take home to improve performance in their organization. "It's important to come to the Forum because you learn a lot about what's coming up with the application, including vendor tools that work with AMS Advantage to help us do our jobs better," said Diana Thomas, City of Austin, TX. "But most important, is the chance to talk to other clients. We share a lot of common experiences, get to talk through issues and learn about solutions we haven't thought of yet."

Her peers agreed, sharing their "ah ha" moments from CGI Forum 2008:

- Bedilla Ayala, Prince William County Schools, VA: "Time and leave was a big revelation for me, hearing other people's experiences. Demonstrations and training are one valuable tool, but it's not the same as coming to the Forum and seeing examples, hearing what other organizations are experiencing and learning from your peers."
- Cathy Linsbeck, Southwest Florida Water Management District, FL: "The audit capability in Salary and Benefits Forecasting. (One of the components of Performance Budgeting). We're looking for the ability to automate and have performance measurements because as governments are looked at closer and closer, everybody wants to know what they're getting for their money and PB has some opportunities."
- Doug Cotnoir, State of Maine: "The CGI Forum is a fantastic opportunity to learn about how other state and local governments are using the applications. We get the opportunity to interact with CGI, not only the people who sell the product, but the experts who write the code and implement the product which is invaluable."

Copies of the session materials from CGI Forum 2008 are available on the AMS Advantage Support Center website at <https://support.cgi-ams.com/advantage/>. Just click on Discussion Gateway/All Client Categories and scroll down to view the "CGI Forum – the Annual AMS Advantage Users Conference" area. We have also posted the [closing video](#) so you can see a summary of last year's event.

It may still be cold outside, but it is never too early to start thinking about CGI Forum 2009. Especially for Joanne Debelius from Baltimore County Public Schools, Maryland who won the drawing for a free CGI Forum 2009 registration. Congratulations!

Mark your calendars to join Joanne, the CGI team, and the rest of your peers for CGI Forum 2009 in San Antonio!

For questions about CGI Forum 2009, or to confirm that you are on our mailing list, please contact Michelle Rives at Michelle.Rives@cgi.com.

The Discussion Gateway – What is your story?

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Forum	Threads	Views	Last Post
Financial Management		476	9/11/2008
Budgeting	8	1921	8/29/2008
Accounts Payable	48	138	8/29/2008
General Discussion	21	222	7/17/2008
Cost Accounting	5	308	8/1/2008
	9	538	
	11	606	

Organized by category, users can read discussion threads, start their own threads or participate in an existing thread. Users can also "watch" discussions – a feature that delivers emails to your inbox when a discussion you are interested in has new postings from other users.

- General
- Financial Management
- Human Resources Management
- Budgeting – BRASS to PB
- Steering Committee
- Application Administration
- Procurement
- CGI Forum
- Release Upgrades
- Focus Groups and Special Interest Topics

In October's edition of *Insights*, Jon Ryder, a programmer analyst for the State of Maine, shared his experience with us when AMS infoAdvantage extracts started running longer than expected. Through the Discussion Gateway, he connected with Theron Fox at Los Angeles County, CA. Together they reviewed the different improvements the County developed when they experienced a similar problem. By applying a couple of the same improvements, extracts that were running 15 – 20 minutes, came down to one or two minutes. That means users are not sitting around waiting.

Ready? Just log on to CGI's Advantage Support Center website at <https://support.cgi-ams.com/advantage/> and click on Discussion Gateway.

See the Discussion Gateway in action with this recent article – [Discussion Gateway: Making Connections that Count](#).

Insights would like to run future articles featuring member's interactions and experiences

relating to the Discussion Gateway. Send your experiences to Cheryl.Smith@cgi.com.

CGI at State & Local Conferences

You can visit CGI and learn more about our state and local offerings and partnerships at any of our upcoming events. We hope to see you there!

NASPE Midyear Meeting

January 23 – 25, 2009

Washington, D.C.

NASC Annual Conference

March 25 – 26, 2009

Annapolis, Maryland

NASCIO Midyear Conference

April 28 – May 1, 2009

Baltimore, Maryland

AASHTO ISIS

May 3 – 6, 2009

Seattle, Washington

GFOA Annual Conference

June 28 – July 1, 2009

Seattle, Washington

NASPE Annual Meeting

July 2009

Park City, Utah

NASBO Annual Conference

August 2 – 5, 2009

Norfolk, Virginia

NASACT Annual Conference

August 15 – 19, 2009

Dearborn, Michigan

CGI Forum 2009

October 25 – 28, 2009

San Antonio, Texas

NASCIO Annual Conference

October 25 – 29, 2009

Austin, Texas

An Update from the AMS Advantage Steering Committee Chair

The Forum has come and gone and what a great Forum it was! Congratulations to everyone for making the sessions, the networking opportunities and the entire event a resounding success. Thanks to everyone from CGI, the client speakers and sponsors for making it a memorable as well as valuable experience for all of us. One last thanks to Fran (Pinkston) for leading our AMS Advantage Steering Committee over the past year.

Each year the Steering Committee Chair sets their initiatives for the year. My goal for this year is to further develop initiatives implemented by previous Chairs. First, we are forming a Procurement Discussion Group to expand on Fran's initiative from last year. While there have been many enhancements to the procurement functionality, some are "bigger than a bread basket," so now seems like the perfect time to provide feedback as planning for AMS Advantage 4 begins. The goal of this Discussion Group will be to provide information to CGI on how to enhance procurement functionality long term.



David Hay will be working with us, as well as several other procurement specialists from CGI, including Pat Thomson, Susan Capstack and Kelly Pace who have already signed up. The group is open to anyone who has an opinion on how any of the procurement functionality can be enhanced, so if you are interested in joining, please contact me. Information about this Discussion Group is available on the Discussion Gateway under "Focus Groups and Special Interest Topics: Procurement Discussion Group."

The [Discussion Gateway](https://support.cgi-ams.com/advantage/), an initiative of Kathie Still from the Commonwealth of Massachusetts, is another focus for this year. If you have not already done so, please go to the Advantage Customer Support site (<https://support.cgi-ams.com/advantage/>) today, sign-up and participate in your discussions/forums of interest.

We also hope to expand on focus groups, the smaller groups of clients who discuss very specific topics, such as user interface and easier upgrades, an initiative of Radcliffe Brown, Palm Beach County, Florida.

I look forward to serving as your Chair this year and to a productive year. Together we can help advance the AMS Advantage products to be even more effective and efficient for all of us.

Meet your 2009 Steering Committee

- **Back row, from left to right:** Robert Davis, Los Angeles County, CA (HR – Technical); Trucynda Hawkins, City of Tucson, AZ (Budget); Kathie Still, Commonwealth of Massachusetts (FM – Functional)
- **Middle row, from left to right:** Mason Campbell, City of Roanoke, VA (infoAdvantage); Robin Morgan, Southwest Florida Water Management District, FL (Materials Management);

Lori McClannahan, State of Iowa (Application Administration); Leslie Randall, Baltimore County Public Schools, MD (Payroll – Functional); Jerry Gearheart, State of Utah (FM – Functional, Vice Chair)

- **Front row, from left to right:** Janet Laszlo, City of Anaheim, CA (Employee Benefits); Jackie Holland, Columbus Consolidated Government, GA (FM – Technical); JuneMarie Perkowski, Baltimore County, MD (HR – Functional)
- **Missing from picture:** Fran Pinkston, Commonwealth of Kentucky (Procurement)

If you have any questions, comments or concerns throughout the year, please do not hesitate to contact Lori at Lori.Mcclannahan@iowa.gov or at (515) 281-3206.

Partnership in Wake County, NC leads to Best Fit Award for CGI and AMS Advantage

In August, The Center for Digital Government presented CGI with a "Best Fit Integrator" award at the second annual State and Local Government Integrator Summit in Colorado Springs, CO. CGI was honored for its work with Wake County, NC, under the categories of 'Elegant Design' and 'Tailored Teams' in the areas of finance and administration.

"Our legacy mainframe financial, HR, and budgeting systems presented several major challenges," said Bill Scanlon, Wake County, North Carolina, "That impeded our ability to meet our goals in the long term, including lack of timely management information, integration between systems, manual processes and several standalone systems to compensate for the lack of integration."

In 2004, the County evaluated alternatives to replace their legacy systems with the belief that if they eliminated manual and duplicate processes they would preserve scarce resources and utilize them more appropriately. After an exhaustive evaluation process, the County selected CGI and AMS Advantage ERP to improve data access, decrease manual, paper-based processes, improve information timeliness, reduce duplication in data entry and achieve an enterprise-wide technology vision.

"The County searched long and hard for the best partner," continued Scanlon, "And we have found that partner with CGI. They are committed to working with us side-by-side, every day to achieve our goals throughout the project. They have solid experience, and their "can do" attitude underpins everything they do.

AMS Advantage ERP's 98% fit out-of-the-box was critical to the County's evaluation, but it was the collaborative Envision Phase that helped them make well-informed decisions on project direction, control scope, and set clear expectations for stakeholders and sponsors at all levels.

"CGI assembled a seasoned team of experts committed to working collaboratively toward our success," continued Scanlon, "They helped us identify areas for modernization and highlighted requirements we had not originally considered. It set the stage for a solid foundation and is really where the "best fit" and trusted partnership with CGI comes into play."

Since going live with AMS Advantage Performance Budgeting in December 2007, the County has already seen improved access to information and the elimination of certain paper-based processes; for example, enhanced internal reporting capabilities, which enable staff to focus on data analysis instead of data management. Since going live with AMS Advantage Financial Management in March 2008, the County has improved financial operations and increased their accountability, internal controls and access to information.

Today the County is working toward the implementation of AMS Advantage 3 Human Resources Management in 2009.

"CGI has a greater synergy with their customers," continued Scanlon, "There are no 'walls' with CGI. There is no 'us' and 'them' – only team and collaboration. It is about working together, seeing the challenges coming down the road, preparing the team and stakeholders, and being ready, willing, and able to address them. They are in it for our success and they are going to make it happen."

Have a question? Contact Bill at William.Scanlon@co.wake.nc.us.

Cobb County, GA Improves Performance with Release 3.7

Cobb County, Georgia upgraded to the web-based AMS Advantage 3 Financial Management and Human Resources Management solution in September 2003 as part of a successful, twelve-month project that included a year-end conversion and a retire of a mainframe lease. Since then they have expanded their operations to include Vendor Self Service (VSS) and BRASS for budgeting.

Today the County handles the disbursement of over 5,000 payroll clients every other week, the budget loads faster with less manual intervention for more accuracy and the overall time of the purchasing lifecycle is running faster. Tiffany Kight, Cobb County Finance Department, joined us this month to share how the upgrade to Release 3.7 helped reduce this time.



Tiffany has worked for Cobb County for 13 years and has been in the finance department for 10 years. She has been in her current position as the System Support Specialist for the Financial System for 6 years. Tiffany is the first person that their 500 financial users call when they have an issue or a question in the system. She serves as the security administrator, teaches classes to train users and coordinates month end and year-end processes in finance.

Can you walk us through the situation?

We have been running Release 3.3 since October 2003 and our year-end jobs were running quite long. For example, Open Activity Roll, including our 784 activity lines, ran for three hours and our Open Activity and Budget Roll ran for four hours. With jobs taking this long to run, we had to keep the end users out of the system for about two days for pre-processing, running jobs and processing tasks.

When it came to system assurance, SA1 ran for eight or nine hours, so it was only able to run once a month. By the time we got the reports at the end of the month, we had to sift through a month's worth of data to find any problems, and by then the problems were already impacting other areas of the organization.

What kind of impact did the upgrade to Release 3.7 have?

Our year-end is in September and we went live in August. When it came time to rollover to the New Year, we planned for the run-times we'd seen in the past. To our delight, the times were cut in half; Open Activity Roll ran in 40 minutes and Open Activity and Budget Roll ran in an hour. In addition, there was less clean up to get through the jobs, which allowed us to bring the system up a day earlier than expected.

SA1 also ran faster which means we can run it every night, see the report every day and correct any issues immediately. It also leaves us time to run other system assurance jobs which is something we're looking at now.

What else changed in Release 3.7?

Payroll and PAM are also running a lot faster; prior to 3.7, it took us 26-28 hours to run a bi-weekly payroll process completely through. In 3.7, it is taking approximately 12 hours to run the bi-weekly payroll process completely through, and sometimes less. Some of this is due to housekeeping on our part that occurred during the upgrade process, however, all payroll jobs are running in about half the time that it took before. That had a big impact on our Payroll Department, especially this being an election year. We typically pay 5,000 full time employees every other week, but this year we had to run a series of supplemental payrolls to pay our poll employees, and that includes primaries, elections, runoffs, etc. So having Payroll running faster gave us the time we needed to run all of the payrolls, pay everyone on time and still get our Payroll folks home in time for dinner.

In addition, we were an early adopter of Vendor Self Service and the usual challenges that come along with a new, innovative product. In Release 3.7, VSS is far more user-friendly, and that is helping us encourage our vendors to get on-board.

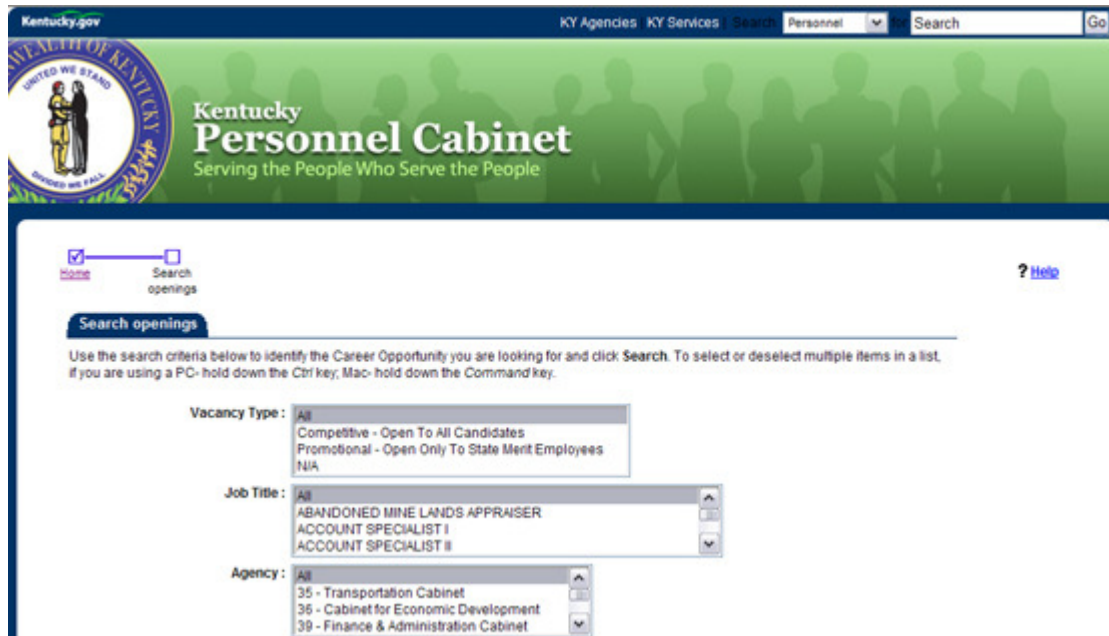
What is next for the County?

We are excited about Employee Self Service, how it can help us be more efficiency and transparent to our employees, but for now, it is on the back burner. We are currently still using our old COBOL reports against the production system. So another goal for the future is setting up a Data Warehouse to help us create more specific, more detailed reports.

Have a question? Contact Tiffany at Tiffany.Kight@cobbcounty.org.

Commonwealth of Kentucky is Filling Positions Faster with a Streamlined Recruiting Process

In April 2008, the Commonwealth of Kentucky won a "Best of Kentucky" award for their new Career Opportunities System (COS) at the Kentucky Digital Summit. Based on AMS Advantage Talent Management, powered by Kenexa BrassRing, COS was named "Best Application Serving a Public Organization" for its outstanding information technology contribution to the public sector.



"Recruiting was paper-based and centralized in the Frankfort office, which was not always efficient for citizens and recruiters," said Secretary Nikki Jackson, Personnel Cabinet. "With COS, we have transformed the recruiting process, making it easier for citizens to apply and more efficient for recruiters to manage."

Before COS, citizens drove to the Frankfort office, often hundreds of miles, to register for a position that may only be a couple of miles from their homes. In addition, the paper-based process meant information was not always up to date, so people could apply for positions where there were no openings "Today, up to date position information is available online," continued Jackson, "so it is easier for our citizens to find and apply for specific jobs where and when it is convenient for them." In fact, the Commonwealth has seen a 25 percent increase in applications with 51,000 applications submitted to date.

On the other side, recruiters were spending the majority of their time moving paper and updating spreadsheets. For example, it took a call from the applicant to have their name removed from the pool. Until new information was published, recruiters were calling applicants who were no longer searching for employment.

"COS eliminated the paper-processing," said Acting Commissioner Barbara Barnes, Department of Personnel Administration, "the redundancies and bottlenecks that delayed applicant processing. Recruiters now work from real-time information, reducing turnaround and man hours." Today recruiters are notified electronically when an applicant applies. The system is searchable, putting the right information in the recruiters hands when they need it.

"With COS our recruiters have shifted away from fielding basic job inquiries to actual recruiting responsibilities," continued Barnes, "So we are identifying more applicants with the right experience for specific positions which means we are filling positions faster for our agencies."

Just like many other state and local government organizations, the Commonwealth is looking at a retirement "bubble," with a large number of employees retiring in the next few years.

"With COS we are expanding our recruiting pool," added Barnes, "building a database of qualified applicants, attracting broader talent which positions us to address our recruiting needs better in the future."

As the "Best of Kentucky" award demonstrates, the COS system is having a valuable impact on the Commonwealth and its citizens, but with transformation comes change so communications was a top priority.

"To prepare ourselves and our citizens," said Barnes, "we produced outreach videos and sponsored hands-on labs across the Commonwealth. Today a centralized lab is still open to help walk-ins, but people are using it less and less. What we learned is that our citizens were more ready for the online experience than we thought."

So what is the next step for the Commonwealth of Kentucky and their recruiting process?

"We're looking at multi-lingual options and additional features that will allow the elimination of more paper-driven processes like correspondence," said Barnes, "but for now we've achieved our initial goals; a more efficient recruiting process end-to-end, that meets the needs of our citizens as well as our agencies across the Commonwealth."

Log on to <http://personnel.ky.gov/employment/> and click on "State Job Opportunities" to view COS. Want to know more about AMS Advantage Talent Management? Contact your CGI sales representative or call 1 (800) 321-0267 today.

AMS Advantage Client News

Whether it is streamlining business processes, taking advantage of new functionality or just staying current on maintenance, one thing is clear: the AMS Advantage client community continues to transform.

Congratulations to the following CGI clients that have recently gone live with AMS Advantage 3:

- Monterey County, California went live with AMS Advantage Performance Budgeting 3.7.0.2 in December 2008
- City of Springfield, Illinois went live with AMS Advantage Talent Management, powered by Kenexa BrassRing, in December 2008
- Los Angeles County, California: Six departments went live with AMS Advantage Talent Management in December 2008
- Los Angeles County, California went live with the new Grant Lifecycle Management module in December – read the Press Release below!

Congratulations to the following CGI clients that have recently upgraded:

- Commonwealth of Massachusetts upgraded from AMS Advantage 3.5.0.9 Financial Management to 3.7.0.1 in October 2008

We look forward to continuing our partnership with the following clients who have signed to expand their contract with CGI to include additional value-added solutions:

- Maricopa County, AZ Board of Supervisors approved a 5-year agreement with CGI to host their AMS Advantage 2 solution, November 2008
- State of Wyoming upgraded their maintenance level to Platinum to address their unique modifications and reports as well as upgrade Business Objects and Financial Management and HRM to Release 3.7.0.2 to go live in fall 2009, November 2008

Press Releases:

- [Los Angeles County Goes Live with CGI's New AMS Advantage Grant Lifecycle Management Module](#)
- [CGI's AMS Advantage Gains Market Strength: Posts Over US\\$320 Million in New Bookings in 2008](#)
- [City Of Cleveland Selects CGI's AMS Advantage® ERP to Stabilize Finances and Improve Operations](#)
- [30th Annual CGI Forum Brings State and Local Government AMS Advantage ERP Community Together](#)

Do you have news to share? Contact Cheryl Smith at Cheryl.Smith@cgi.com.

