



EXECUTIVE UPDATE

Letter from Pat Colacicco, Vice President, AMS Advantage Program

It has been a busy season, what with CGI Forum 2010 *Online*, the Government Finance Officers Association conference ([GFOA \(cgi-state-and-local-conferences\)](#)) in Atlanta, Georgia and so many successful client go-lives.

First and foremost, I want to thank you for supporting this years CGI Forum 2010 *Online*. It is always a difficult decision to change something so important, so special in the eyes of the client community. However, the results have shown it was the right decision at the right time.



Over 1,200 people from 61 client organizations attended [CGI Forum 2010 Online \(cgi-forum-2010\)](#), making it the most accessible AMS Advantage client community event to date. In fact, you told us it was the access that was key. So, as we work with the User Group Steering Committee on the next event, we will certainly be taking your feedback into consideration along with the economic climate. For now, I invite you all to take advantage of our on-demand recordings to discover new ideas for performance and efficiency in your organization.

The [User Group Steering Committee \(update-ams-steering-committee\)](#) was in town in May, and while reporting out on the Forum was a key part of the agenda, our time together was primarily focused on Release 3.9. Specifically, reviewing enhancements and prioritizing them into the next release.

The big news this summer is Managed Advantage, CGI's hosting offering for AMS Advantage ERP. While predictable long-term costs and access to expert staffing continues to drive interest in Managed Advantage, our ongoing research shows it is the management control and access to enhanced functionality that is growing adoption. I am pleased to report the [State of Maine \(/en/cgi-selected-hostmanage-erp-system-state-maine\)](#) has partnered with CGI to deliver Managed Advantage to support their AMS Advantage Financial Management and Procurement operations. As the project kicks off, we look forward to working closely with our partners from the State, to deliver on their goals.

CGI also recognizes that in these tough times there is more we can do to help our clients. For example, we recently launched [AMS Advantage Collections \(increase-revenues-without-increasing-taxes\)](#) – built-for-government, integrated financial and collections management that simplifies the capture of debt information, automates collection activities and increases delinquent collections by 15 to 35 percent.

I am pleased to report that CGI is one of three companies selected to participate in the Stage One Project with the [State of California \(/en/CGI-Selected-Stage-One-Contract-State-California-Financial-Information-System-California-FI-Cal-Project\)](#), aimed at transforming and integrating the State's financial management and procurement operations. With built-for-government functionality driven by our large and very active AMS Advantage client community, our experts will work closely with the State to fine-tune the Financial Management system to identify the fits and gaps based on their system requirements.

Last, but not least, it has been a busy season for [successful client go-live projects \(ams-advantage-client-news\)](#). For example, in the past few months, four clients have gone live with AMS Advantage Human Resource Management and Payroll; City and County of Honolulu, Hawaii, [Los Angeles County, California \(/en/Los-Angeles-County-Successfully-Goes-Live-CGI-AMS-Advantage-Human-Resource-Management\)](#), Wake County, North Carolina and Monterey County, California.

While it continues to be a busy season for all of us, I hope you will take some time with your friends and families to enjoy the longer days and the beautiful weather.

Enjoy the summer!



PROGRAM UPDATE

Increase Revenues without Increasing Taxes

For 35 years, CGI has been helping state and local governments meet their challenges for efficiency, accountability and access to information with our built-for-government AMS Advantage ERP solution. Did you also know CGI helps governments meet their collections challenges, helping them balance budgets and fund new programs without raising taxes?

Ted London, Vice President and leader of CGI's Tax, Revenue and Collections Center of Excellence, recently joined us to talk about today's trends - and how his team of experts is helping state and local governments enhance their collection operations.

A 17-year veteran of tax and revenue administration management, Ted has worked with more than 25 U.S. states and provinces, as well as the U.S. Internal Revenue Service. A popular speaker, Ted has presented to major organizations including the Federation of Tax Administrators, the North Eastern States Tax Officials Association (NESTOA), the Southeastern Association of Tax Administrators (SEATA), and the National Association of State Comptrollers (NASC).



What major trends are you seeing in the receivables market?

Governments are under enormous pressure to increase revenues, without increasing taxes and without increases in staffing. Yet, often times they are not focusing on the real opportunities to enhance delinquent collections. The trend is toward enhancing collection activities – better identifying funds and collecting them. And they are looking to centralize the collection of Accounts Receivables to achieve that goal, simplify the capture of information and create better economies of scale.

What are you seeing that supports this trend?

CGI and the National Association of State Auditors, Comptrollers and Treasurers (NASACT) recently completed a survey of governments on debt collections. While debt collection has been historically decentralized, and therein lays the largest challenge, the survey confirmed an increased desire to focus on streamlining debt collections, with centralization being one important strategy.

What are some differences between Collections and Enterprise Resource Planning?

While the benefits of enterprise resource planning (ERP) are proven in the industry - efficiency, accountability and transparency – often times, demonstrating the specific return on investment can be a challenge. It is much easier to demonstrate with collections. In fact, organizations can utilize the increased revenues generated to fund their ERP modernization efforts.

At the same time, there are similarities. Built-for-government functionality applies for collections as well as ERP. No matter what agency we work with, no matter the challenge – from child support and motor vehicles to parking tickets and county fines, the challenges and approaches are similar; built-for-government functionality, delivered by government experts increases revenue.

Who has CGI worked with in the past?

The Commonwealth of Virginia wanted to modernize their operations, complete with change management, customer relationship management and organizational design. And they wanted to use the benefits from enhanced collections operations to pay for it.

To achieve these benefits, the new collections system automatically sends out correspondence, establishes payment plans, generates liens and lien releases, manages bankruptcy cases, and prioritizes the handling of delinquent tax accounts. To date, the Commonwealth has collected more than \$230 million in certified revenue increases. These increases funded the entire modernization effort at the Department, with additional revenues for the General Fund.

What should organizations be thinking about?

Take a step back and look at the organization. What is working? Where are the opportunities for change, for improvement? When you are ready, CGI can help you take a look at the entire collections organizations in two to three days. Based on that, we can make an estimate of what is possible.

In fact, depending upon the organization, CGI can increase delinquent collections by 15 to 35 percent when we apply technology and business process re-engineering.

For more information, please see these resources:

[AMS Advantage Collections \(/files/pdf/ams-advantage-collections.pdf\)](https://files.pdf/ams-advantage-collections.pdf)

[Collections360 for Government \(/sites/cgi.com/files/pdf/cgi_broc533_Collex360forGov_at_a_glance_e.pdf\)](https://sites/cgi.com/files/pdf/cgi_broc533_Collex360forGov_at_a_glance_e.pdf)

Have a question for Ted? Please contact him at amsadvantage@cgi.com (mailto:amsadvantage@cgi.com) .



PROGRAM UPDATE

CGI Forum 2010 *Online* On-Demand Sessions Now Available



Thank you to everyone who attended CGI Forum 2010 *Online*. Over 1,200 people from 61 client organizations attended Forum *Online*, making it the most accessible AMS Advantage client community event to date.

While feedback demonstrated Forum *Online* continued to provide quality content and new ideas for improving performance - it was the event's accessibility that proved most valuable to our clients.

"We were able to have staff attend that would not be able to go away to a forum!"

"We liked that so many from our site could participate remotely."

"Management that would normally not be able to attend were able to sit in and learn what functionality can help us improve."

If you were unable to attend the Forum or would like to attend additional sessions, the on-demand session recordings are now available online at www.cgiforum2010.com (<http://www.cgiforum2010.com>). On-demand sessions will be available through December 31, 2010.

QUESTIONS?

If you have questions or need additional information, please contact Wendy Ruehlmann at wendy.ruehlmann@cgi.com (<mailto:wendy.ruehlmann@cgi.com>).

If you have problems accessing the recorded sessions, please contact the Blue Sky support team at 1-877-925-8375 ext. 2 or email support@blueskybroadcast.com (<mailto:support@blueskybroadcast.com>).



Public Sector ERP Insights

PROGRAM UPDATE

Meet Jackie Donaldson, AMS Advantage HRM Product Manager

Originally developed as a payroll management system for the City of New York in the 1980's, today's AMS Advantage Human Resource Management (HRM) solution has certainly kept pace with change. For example, enhanced functionality to address the needs of today's state and local governments, integration out-of-the-box with AMS Advantage Financial Management, Procurement, Budgeting and Business Intelligence to streamline business processes, and web-based to improve navigation and efficiency.

Today, 32 state and local governments run AMS Advantage HRM and pay over one million employees per month. Of course, AMS Advantage HRM remains built-for-government.



Jackie Donaldson, CGI Product Manager for AMS Advantage HRM, is one of the forces behind enhancing government-specific functionality and keeping pace. A 21-year veteran of CGI, Jackie began working on system testing and documentation before moving on to design and development and ultimately client implementation. Since 2005, Jackie has worked closely with the User Group Steering Committee to identify client needs, analyze the best options and see enhancements through to implementation in the AMS Advantage HRM product.

Jackie joined us to talk about the flexibility of AMS Advantage HRM as well as what the team is working on now.

I understand CGI is analyzing the impacts the Health Care Reform Act may have on AMS Advantage?

Yes, we have received a number of questions from the client community regarding the Act. Specifically how it would affect their organizations and what CGI was doing to bring AMS Advantage HRM up to speed with the Act's requirements.

While the Act enhances health care control, CGI's initial analysis has identified a minimal impact when it comes to AMS Advantage HRM.

While minor changes are required to W-2 reporting for tax year 2011, probably requiring new boxes on the W-2 with corresponding changes to the Tax Reporting table, other changes can be addressed through system configuration.

For example, covered dependent age, which is a configurable SPAR table setting. By changing this setting dependents can now automatically be continued for coverage as required by the new guidelines. This flexibility provides our client community with the ability to keep pace with change without customization both on the client side, and on the CGI side.

Configurability is a system-wide philosophy for CGI?

Configurability is a top goal for CGI when it comes to enhancing existing functionality and designing new functionality, especially since it has shown to reduce effort.

For example, AMS Advantage HRM uses a single shared set of reference tables. This offers the flexibility to change functional processing with a simple table change instead of software modification or individual employee changes.

When it comes to payroll, because those same reference tables also control time and leave data reporting and payroll calculations, AMS Advantage HRM supports rule-based editing and processing.

Another example is effective dating. Effective dating allows employees to update data in advance of the date the information takes place. This minimizes the peaks and valleys generally associated with business process change, such as reorganizations and benefits enrollment.

Employee Self-Service is also reducing manual effort?

Yes, Employee Self Service (ESS) significantly reduces the costs associated with administering employees. With direct access to personal information, benefits enrollment, timesheet data entry and payroll data, employees "help themselves" to the information that directly impacts their lives. This frees up administration staff to concentrate on more strategic activities.

What enhancements are you working on now?

Release 3.9 is currently under development, enhancing FMLA tracking, labor cost redistribution and garnishments, as well as activity folders. We are really excited about Manager Self Service – providing managers direct access to employee information with the ability to review, approve and initiate employee actions, and performance management – with evaluation notification and history, dashboard and metrics and incident query.

We are looking for a Beta partner – so if you are on a recent release, use many of the modules without much customization, and want CGI assistance upgrading to Release 3.9, with an opportunity to shape the release – contact me!

Have a question for Jackie? Want to join her monthly user group discussion? Please contact her at jacqueline.donaldson@cgi.com (<mailto:jacqueline.donaldson@cgi.com>) and check out these resources:

[Los Angeles County, California improves efficiency with AMS Advantage HRM](#) ([efficiency-information-access-la-county](#))

[Recent AMS Advantage HRM go-lives](#) ([ams-advantage-client-news](#))

CGI Forum 2010 *Online* recordings on demand: [1202 Product Direction: AMS Advantage Human Resource Management](#) (<http://www.cgiforum2010.com>) . Haven't requested your secure user id and password yet? Please contact Wendy at wendy.ruehlmann@cgi.com (<mailto:wendy.ruehlmann@cgi.com>) .



Public Sector ERP Insights

PROGRAM UPDATE

CGI at State & Local Conferences Calendar

Each year, CGI visits a number of conferences around the country. Are you planning to attend next year? You can visit CGI and learn more about our state and local offerings and partnerships at any of our events. We hope to see you there!

National Association of State Chief Information Officers Annual
September 26 – 29, 2010
Miami, Florida

International Public Management Association for Human Resources
October 2 – 6, 2010
Seattle, Washington

AASHTO Annual Meeting
October 28 – November 2, 2010
Biloxi, Mississippi

The AMS Advantage experts meet potential clients at GFOA

Over 1,200 people visited the CGI booth at this year's GFOA conference in Atlanta, Georgia, including many potential clients who participated in demonstrations from our AMS Advantage experts. Our theme, "Not another cookie cutter approach to government ERP" was on hand to draw the crowd with a fresh-baked cookie for all. Congratulations to the grand prize raffle "Cookies-for-a-Year" winner, Paul Fitzgerald, Prince William County, VA!



Attending one or more of these conferences? Want to set up a meeting onsite with the CGI team? Please contact CGI at amsadvantage@cgi.com (<mailto:amsadvantage@cgi.com>).



CLIENT SUCCESS

An Update from the AMS Advantage Steering Committee Chair

Paper...it is a necessary part of what we do, whether we work in human resources, finance or procurement. It is a "love / hate relationship". We receive it, fold it, file it, and when necessary keep it for several years. According to PricewaterhouseCoopers, the average organization spends about \$20 in labor to file each paper document, approximately \$120 in labor searching for each misfiled document, and \$220 in the re-creation of a document.

Almost all of us continue to experience the impacts of the recession, which started last winter. With more and more focus being placed on balanced budgets and reducing expenditures, every business process that costs money to maintain and must be reviewed thoroughly and streamlined where possible.

One of these processes, common to a significant number of our organizations, is the accounts payable process. Recently the International Accounts Payable Professionals organization estimated "that every invoice cost approximately \$8.00 to process, assuming there are no errors along the way." According to Forrester Research, if errors occur during the process, the estimated cost can increase to between \$20.00 and \$60.00 per invoice. In addition, in a report published in May of 2009, the Aberdeen Research organization estimated that "75% of enterprises process their accounts payables manually, through paper-based invoices."

Several years ago, our office (State of Utah – Division of Finance) started a project to implement an automated process of receiving and paying our invoices. Our goal was to have a system that allowed us to receive invoices electronically or via snail mail. We wanted to capture its image into a repository outside of AMS Advantage Financial Management, so our data warehouse could access it and would not balloon the growth and size of our production database. We also wanted to be able to route the document for approval, and then send a resulting payment document to AMS Advantage Financial Management for processing. We are still on the path to find this solution, but so far, we have struggled to find what will work best for us.

"Seven people from seven different client sites represented the AMS Advantage client community for the Focus Group on ECM," said Dennis Obrycki, CGI Admin/Framework Product Manager, "including Commonwealth of Massachusetts, State of Utah, Southwest Florida Water Management District, FL, Los Angeles County, CA, Wake County, NC, City of New York, NY, and City of Los Angeles, CA."

"We were joined by CGI Product Managers representing Financial Management, Procurement, Human Resource Management and Electronic Content Management," continued Obrycki, "Through a series of meetings in June. While our main goal was to better understand the growing need for ECM, we learned that our clients are ready to take advantage of the efficiencies it offers and get the growing mountain of documents under control. It is just too costly to store and too time consuming to access."

"This Focus Group set the foundation for providing a solution to address these challenges," continued Obrycki, "One that relies on best practices and standards when it comes to priorities such as scalability and security, as well as, affordable deployment and ease of use."

Here at the State of Utah we are now in the beginning steps of an ECM project to determine our path forward, and we hope this will include some of the new features CGI has built into the next few releases of AMS Advantage Financial Management. We hope to have a solution in place by the end of this fiscal year 2011. I look forward to providing you with updates of our progress as we move forward.

Enjoy the rest of your summer!



REPORT FROM THE FIELD

The City of Los Angeles, CA has integrated AMS Advantage Financial Management with the Documentum ECM system to store all document attachments. While the initial phase of the project simply stores attachments in Documentum, rather than in the AMS Advantage database, the City has a long-term strategy to store all unstructured content in Documentum. In future phases of the project, the City plans to provide more sophisticated search capabilities and data entry/scan points into Documentum, and open up the tool to departments across the City.

For more information on the Steering Committee, or to get involved, contact Jerry Gearheart at jgearheart@utah.gov (mailto:jgearheart@utah.gov).



Public Sector ERP Insights

CLIENT SUCCESS

Efficiency and Information Access for Los Angeles County, CA

An AMS Advantage client since 1987, Los Angeles County, California was facing increasing demands for efficiency and financial control across operations and services. This prompted the Board of Supervisors to examine solutions for upgrading existing infrastructure to modern, web-based technology.

After extensive analysis, the County chose to continue its relationship with CGI and to upgrade AMS Advantage Financial Management to the latest web-based release. At the same time, they chose to expand their solution to include Procurement, Asset Management, Inventory Management, Performance Budgeting and Human Resource Management and Payroll. The new system, eCAPS, would lay the foundation for improved services and financial controls.

The County went live with the web-based AMS Advantage Financial Management solution in July 2005, in just 14 months, achieving all six strategic County goals and completing the project on time and on budget. The result streamlined financial management and reporting processes through standardized Chart of Accounts and Internal Control Plans, enhanced fiscal controls using policy-driven workflow and approvals and improved visibility into line item financial data, contracts, and budget status.

This was followed by the integrated Budget Preparation solution to support 600 users from 38 departments in developing the County's \$23 billion annual budget. Implemented in just nine months, the solution streamlined development processes while allowing individual departments to develop and update their budgets in real time and CEO-level oversight for guidance, approval and management.

Next up was Procurement, Asset Management and Inventory to centralize purchasing functions, standardize process codes, and use master agreements to leverage buying power and reduce goods and services costs. With Asset Management, the County tied asset depreciation directly to accounting to improve productivity and monitoring.

As part of the project, the County replaced the complex stand-alone financial cost accounting system maintained by the Department of Public Works (DPW) with eCAPS, thereby, eliminating interfaces and monthly reconciliations. Completed on time and on budget, the project provided enhanced cost accounting tools for DPW, reduced maintenance and operating costs and improved automated billing processes to facilitate faster cost recovery.

Grants Management, developed in partnership with CGI, followed in August 2008 to support 93 Grant Managers and track in excess of \$1 billion of grant opportunities. Thanks to this partnership, this functionality is now available as "baseline" to the AMS Advantage client community.

Today, the County continues their mission of modernization and efficiency with the next phase of the project, replacing their 27-year old County-wide Payroll system, and a 17 year-old County-wide Timekeeping and Personnel System with AMS Advantage Human Resource Management and Payroll.

The County went live with AMS Advantage Human Resource Management (HRM) and Payroll in April 2010. Today they pay over 100,000 employees on a semi-monthly basis for just under \$300 million per pay period in Gross Pay and just under \$200 million in Net Pay. In addition, the County's Fringe benefits fluctuate from just under \$50 million in the first half of each month to over \$130 million in the second half when Cafeteria Benefits are processed.

Robert Davis, Assistant Auditor-Controller and Project Manager for Los Angeles County recently joined us to talk about their project, the benefits and their progress to date.

What challenges were you aiming to address with the new system?

We were working with a 30 year old system that presented us with many challenges. Almost everyone who had worked on the original system had retired. Some software had not been touched in years so we were basically working with a black box – if changes were needed, no one wanted to touch it. And even when we had to, it was inflexible and becoming more and more difficult to handle our needs.

When it came to day to day processes, the County had adopted some unique processes. For example, we did a monthly payroll plus an advance. We advanced employees half their gross salary, less deductions. Then we took that advance back and ran a monthly payroll with all the deductions. So employees were paid twice a month, but only received a complete check stub once a month.

We wanted to improve information access. We were using a reporting language that few knew and are not supported any longer. For example, we had an old payroll report that's been around for years – basically, a string of continuous codes that defined employee pay, benefits, deductions, etc. Over the years, our payroll folks learned to read it, but it was designed to save space on the paper and not to be user friendly.

What were you hoping to achieve?

We wanted to take advantage of baseline functionality to support our government processes, as well as the flexibility of the new system, the ease with which we could make updates and keep pace with change.

While there are quite a number of tables in HRM, making the system complex, the table-driven system is a benefit to react to payroll changes. With the tables set up, all we need to do is a table adjustment to make a change. These are challenging due to the complexity of our salary, benefit, and deduction options, but faster and less costly than programming for the change.

We were also aiming to re-design our business processes, eliminating paper and paper approvals with online forms and workflow to eliminate labor-intensive manual effort.



For example, today we use distributed processing. It seems like a minor change, but it has had a big impact on efficiency. Now instead of completing a form and submitting it to payroll – who would then key it into the system – employees key it right into the system. Not only does it eliminate the paper, and the time an employee has to wait, but it improves the accuracy of the information we access for reporting.

We also wanted to improve information accuracy and access – putting everything online. For reporting, everything is online. That old payroll report? Online. So if a payroll clerk or an employee has a question, they can do a quick online query. We even took it a step further – using it as the foundation for our employee pay stubs. Now when an employee goes to the clerk's office with a question, pay stub in hand, they are both looking at the same information and can solve the question faster.

This area is a challenge in adapting to change. Employees are reluctant to forego paper or business process are dependent on when paper arrives on a desk or at a location. The new application provides a good foundation for these types of changes, but it will take time to change our practices.

What efficiencies are you seeing at the County?

We now run a full payroll twice a month. But it is the preliminary payroll capability, which we were never able to do before, that has improved efficiency. This really impressed us – because we are able to identify errors or issues through the preliminary run, prior to the final run and distributing pay checks, and make the necessary adjustments. It has provided options to help stabilize the implementation of the new payroll application. This extra processing will be stopped shortly, but we can return to running the preliminary payroll whenever we implement major application changes.

We are now on a true semi-monthly based system – we send information to banks, credit unions, etc for employees twice a month. For the employees who have taken a loan against their deferred compensation program (e.g., 401K or 457), this is great – this allows employees gain the benefit of smoothing their pay on the semi-monthly paychecks, increase interest on savings and reduce payments on loans.

The Time Collection system is replacing paper timesheets, streamlining existing timekeeping processes, improving data maintenance and reporting. Today the County uses the new self-service time entry module processes online timesheets for approximately 75,000 employees across 32 departments with full rollout to all departments by November 2011. The online timesheet allows the County to avoid the handling of paper timesheets, workflow the approval process, and automate processing of cost accounting data contained in timesheets.

And the timecard is tied to the chart of accounts. This means we can track hours by project codes, activity or function, right back to the timesheet instead of a manual calculation on an external spreadsheet, or series of spreadsheets. And that ties back to budget monitoring.

Before, garnishments were done with manual checks – for example, we cut two checks, one to the person being garnished and one for the person we had to pay on their behalf. Now it is all automated, if employees are on a garnishment it is a deduction and the employee can remain on direct deposit. This brought cheers from our department Payroll Managers.

With the new system, we are automating retroactive pay processing which is currently a manual process.

Another benefit was real time paycheck calculation. Using Online Check (OCHK) documents, County Payroll staff are able to calculate checks based on an employee's projected changes in deductions or pay.

What advice would you give an organization just starting out?

We focused on analysis, testing, training and communications. For example, we spent months analyzing our business processes, the out-of-the-box functionality and any necessary modifications – defining the fit gap that would guide the project.

We did extensive testing, including regression and user acceptance, against a test database of about 900 employee test cases representing the entire County population. We did performance testing for full volume, and then pushed the limits. We did a full simulation test of December and February payroll runs for all 100,000 employees (twice for each month) with real production data to identify any last minute fixes. This meant an extremely low error rate at the time of final cutover.

We conducted comprehensive training for our departments over a period of several months, listening to their concerns, and answering their questions. We communicated with stakeholders early and often, very aware of the impact this project would have on them individually. We developed eight flyers to keep people up to date and frequently asked questions to leverage learning. And we did three, four hour briefings to all the department Payroll Managers prior to go-live.

We also communicated with the County's unions starting 15 months prior to go-live. Throughout the process, we worked very closely with our unions, training them, answering their questions. For example, one major union represents 60,000 of our employees. We went and trained their help center. In the end, we received letters thanking us for a very successful implementation and for working closely with their organizations on the project.

On go live day, we put County and CGI experts out in six major departments – with other staff assigned to provide ad hoc remote assistance to all other departments. Departments didn't have to contact anyone if they had a question because there was an expert sitting in their payroll office. In the end, these staff also did further onsite training, answering payroll clerk questions. If this happens what do I do? Where do I find this in the system? How do I enter this?

When it came time to celebrate, and we counted up the folks involved, between department staff directly involved, County and CGI staff at three major locations, including technicians, trainers, payroll, HR, network, database administrators and the folks running nightly cycle it was over 150 people – but for our size and complexity it was the right amount.

What is next for the County?

It will be a busy year and a half – with Position Control and the remaining human resource modules next. Currently the County does not have a Countywide Position Control application, so with 38 departments and different processes the information accuracy and County-wide consistency is not there. The big thing we are working on is standardizing the process across the County – and improving access to that information through online queries. When we are done, position control will tie to budget preparation, so a position in the budget, and changes to it, will come across to HRM.

For next year, we want to take advantage of the web portal, single sign-on and linking into the County's Active Directory. With a County modification up to 66 applications will be allowed to easily connect employees to AMS Advantage ERP as well as other County applications – this will begin bringing true single sign-on, and greater efficiency, to our employees.

Have a question for Bob? Please contact him at radavis@auditor.lacounty.gov (<mailto:radavis@auditor.lacounty.gov>) . For more information on the County's project, see the following resources:

<http://payroll.lacounty.gov> (<http://payroll.lacounty.gov>) and click on the third highlight for the flyers and the FAQ link

[Los Angeles County Upgrades to New HR/Payroll System, Government Technology](http://www.govtech.com/gt/articles/766891) (<http://www.govtech.com/gt/articles/766891>)

Are you ready to share your story? Please contact cheryl.smith@cgi.com (<mailto:cheryl.smith@cgi.com>) to get started!



Public Sector ERP Insights

CLIENT SUCCESS

Business Intelligence at Southwest Florida Water Management District, FL

An AMS Advantage Financial Management client since 1989, the Southwest Florida Water Management District, FL (SWFWMD) upgraded to the web-based release in October 2005. In addition to taking advantage of enhanced functionality, including the vendor transaction history table and Page Security, the District expanded their use of AMS infoAdvantage.

Robin Morgan, Financial Systems Supervisor, recently shared some ideas from some of their major report users to show how they use reports at SWFWMD.

How do you use AMS infoAdvantage on a daily basis?

On any given day, we receive requests for information, and the requests are often as varied as the people and citizens we serve, for example:

- A trend of outside revenue received over the last five years
- What percentage of total revenue comes from state funding
- How operating costs have varied over the last two years
- How much of the budget is allocated to cooperative funding projects
- Budget by department, by program, by object code, etc.

By having a reporting system that easily allows us to slice and dice the data, we can quickly give our management the data sorted 101 different ways so that they can easily understand it prior to distribution to the public. And we can easily consolidate the data in the most suitable format based on the target audience.

Do you take advantage of drilling down into the details?

Yes! Our management likes to see the data in multiple sorts, so that they can better understand the data in case they receive questions. Since we can drill down into the detail, or just as quickly summarize the data, our management feels prepared. I'm not sure I would say that programs are functioning better due to the enhanced reporting capability, but I would say that we can turn around billings quicker – which in the long run helps the project since we receive reimbursements faster.

Do you take advantage of graphics?

We do. Many people have a hard time understanding numbers, and cannot quickly determine what the numbers are telling them. Using graphs, provides the data in a "picture" format, which is very easy for most people to understand. For example, we use graphs to show how our budget is divided between different categories. These graphs are then used to determine if we are allocating our budget to those areas that are of most concern to executive staff and our Governing Board.

How do you use reporting for comparisons?

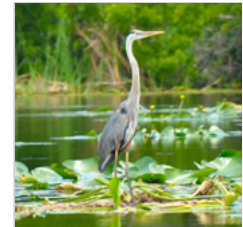
We also use reports to present comparisons, dollars and percentages, between the current budget year and the proposed budget year. This provides our staff, Board Members and the public with a clear understanding of how our budget differs from year to year.

You also mentioned you use reporting to spot trends?

We use reports to present the data in a consolidated, summarized format. By consolidating and summarizing the data, trends become apparent. And these trends are used to make decisions on future projects and programs.

What is next for SWFWMD?

We are currently upgrading from BRASS to AMS Advantage 3.8.0.1 Performance Budgeting so we will begin to use the Performance Budgeting Universes for reporting. With over 150 BRASS reports, our focus over the next few months will be recreating them. We are also extremely excited about the changes coming with the AMS 3.9 Advantage Financial Management Universes. There are some custom enhancements we collaborated with CGI on that will be baselined in 3.9, as well as additional fields and functionality added as part of CGI's normal release improvements.



Have a question about AMS infoAdvantage for Robin? Please contact her robin.morgan@swfwmd.state.fl.us (<mailto:robin.morgan@swfwmd.state.fl.us>) . For more information, see the following [resources](#):

CGI Forum 2010 [Online](#) recordings on demand - [Field of Study: AMS infoAdvantage](#) (<http://www.cgiforum2010.com>) . Haven't requested your secure user id and password yet? Please contact Wendy at wendy.ruehlmann@cgi.com (<mailto:wendy.ruehlmann@cgi.com>) .



Public Sector ERP Insights

CLIENT SUCCESS

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:

- City of Springfield, IL successfully implemented AMS Advantage Performance Budgeting, March 2010
- Los Angeles County, California successfully implemented AMS Advantage Human Resource Management, April 2010
- Wake County, North Carolina successfully implemented AMS Advantage Human Resources Management, April 2010
- California Department of Transportation (CALTRANS) successfully implemented AMS Advantage Financial Management, July 2010

Congratulations to the following CGI clients that have recently upgraded:

- Commonwealth of Kentucky successfully upgraded from Release 3.8 to AMS Advantage 3.8.0.1 Performance Budgeting, March, 2010
- Anne Arundel County Public Schools, Maryland successfully upgraded from Release 3.7.0.1 to AMS Advantage 3.8.0.1 Financial Management, April 2010
- State of Iowa successfully upgraded from Release 1.5 to AMS Advantage 3.8 Performance Budgeting, April, 2010
- Ocean County, New Jersey successfully upgraded from Release 3.5.1.1 to AMS Advantage 3.7.0.2 Financial Management and Human Resource Management, May 2010
- Palm Beach County, FL successfully upgraded from Release 3.7.0.1 to AMS Advantage 3.8.0.1 Financial Management, August 2010

Do you have news to share? Contact Cheryl Smith at cheryl.smith@cgi.com (<mailto:cheryl.smith@cgi.com>) .