MTA Business Service Center 9.2 Upgrade Improvements

MTA Finance Committee

December 2016

Evolving priorities, consistent principles

Priorities

2011-2015	2016-2017
Stabilization	Employee and Vendor Portal
Transparency	Recruitment
Customer Service	Enabling Mobile
Accuracy and Standardization	Training
	Marketplace
	Pension Integration*

Principles: Standardization, Simplification & Savings

* Phase I for MNR, LIRR and Police defined benefit plans

New functionality added to high volume processes

Employee Portal
Each employee has access to a personalized view of:

- Paychecks: 26 to 53 checks/remittance per year
- Service Requests: Status of their tickets
- Benefit Plans: 4+ plans (medical, dental, vision, prescription)
- User Productivity Kits - Step-by-Step/Guided Training Knowledge
  - 1,724 Individual Kits across 37 Training Modules

Vendor Portal
Introducing self-service for bidders and suppliers

- Bid Events, Bid and PO Status, Categories and supplier details
- Suppliers: 7,496 Vendors, 13,491 Contacts
  - Registered To Date: in progress
- Bidders & Suppliers: 13,000
  - Registered To Date: in progress
- Vendor maintenance forms: 516 per month

Mobility
New functionality for the following transactions

- Receipts: 3,027 per month
- Approved Requisitions: 5,267 per month
- Plus, mobile access to personal details (Pay, Benefits)

Recruitment
Enhanced functionality for applicants and HR

- Job Postings: 219 per month
- Applicants: 47,227 per month
- New Hires: 488 per month

Functionally rich employee portal

A portal for bidders and suppliers

Informative recruitment pages show application status

Mobile devices facilitate common transactions
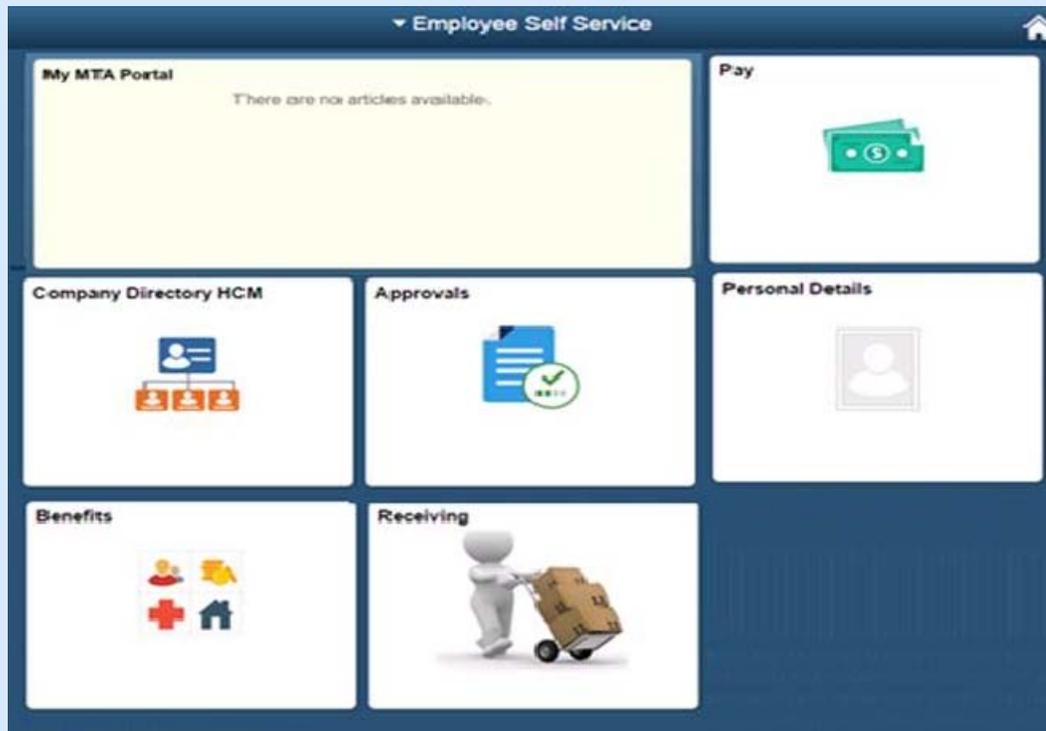
- Allows authorized employees to approve transactions while out of office
- Reduces phone calls
- Speeds up receipting and payment for delivered goods and services

Can eliminate delays in paying invoices

Improvements in training ensured that we benefit fully from new features

92% attendance rate achieved due to agency leadership

MTA Marketplace:
Standardized Catalog Ordering

Agencies

MTA HQ NYCT MNR LIRR B&T MTA BUS SIRTOA

ERP

PeopleSoft

My MTA Marketplace

Nov 2016 Release: STAPLES

Future Releases: CDW GRAINGER FOR THE ONES WHO GET IT DONE Dell hp verizon wireless

Supplier Catalogs

Integrating Pensions with BSC's PeopleSoft provides key benefits

- All data is now in one PeopleSoft 9.2 Environment

- Quality reports built according to Actuary's specs

- Automated COLA process

- System-based calculations for Bargaining Units covered under MOU's from 2007 through 2015 with ability to make updates for future collective bargaining

- Additional exception reporting to validate / reconcile data

- Increased Performance

- A foundation for adding new pension plans, e.g. Pension Phase II (MaBSTOA)

Before: Two completely separate PeopleSoft Environments
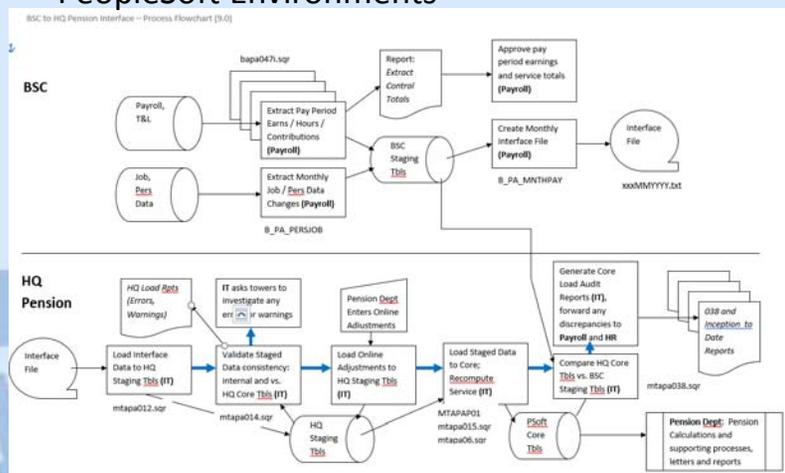
After: Data does not cross PeopleSoft systems
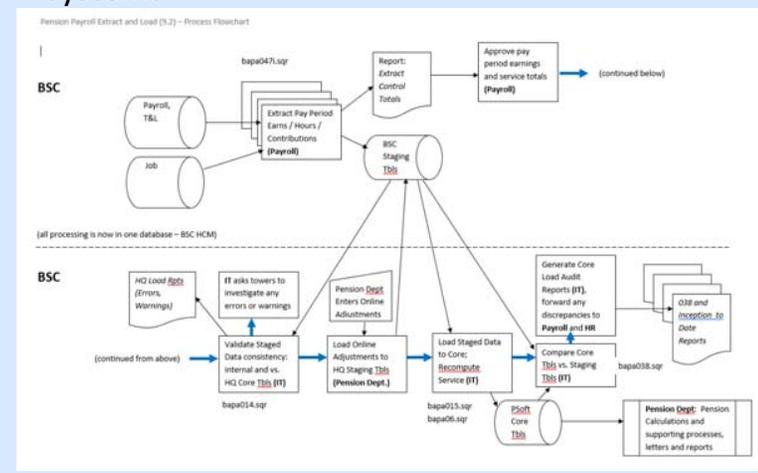
Benefits of Upgrading PeopleSoft

Simplicity

- New PeopleSoft easier to use, more intuitive
- Opportunity to correct "pain points"
- One source for information
- New "My MTA Portal" customized for each employee
- More self-service options

Standardization

- PeopleSoft built around industry best practices
- Now that shared services platform is proven, opportunity to leverage capabilities across all agencies
- One platform improves data quality and business analytics

Savings

- Removing customizations saves on upgrade costs
- Improved user productivity with new "work center" views
- Increased transparency allows more educated decision-making

Appendix

Upcoming people and process Improvements in 2017

- Expand Leadership and Project Management Skills at the BSC

- Analyze Capital Processes with an Eye Towards Simplification

- Travel and Expense Processing

- Benefit Claims Billing

- Expand Category Management strategy to capitalize on further savings

- Simplify Payroll Cycles

- Automate Onboarding and Benefit Enrollment

- Accounts Payable: Optical Form Recognition to Replace Manual Document Management

Systems initiatives in 2017

Continue Appling Updates	Strategy to ensure PS Platform remains up to date with latest releases to address Fit/Gaps, Customization Retrofits and Bug Fixes to sustain Oracle PeopleSoft support
Pension Phase II	Continues the consolidation of MTA Pension plans (MaBSTOA, SIRTOA, MTA Bus Plans and LIRR Closed) to the MTA BSC Human Capital Management / Pension Administration system.
Procure to Pay Phase II	Increase functionality within the Procure-to-Pay Supplier Relationship Management by implementing 4 additional modules: 1. Supplier Contract Management 2. eSettlements 3. Procure and Spend Analytics 4. Services Procurement

Reduced customization to lower maintenance costs

- 24% Customization Reduction for Human Capital Mgmt. (HCM) and Enterprise Learning Mgmt. (ELM)

- 36% Customization Reduction for Finance, Supply Chain Mgt. (FSCM) and Enterprise Performance Mgmt. Upgrade (EPM)

Allows the MTA to:
- **Maintain the highest level of Oracle production support**
- **Integrate and simplify processes across MTA Agencies**
- **Optimize use of IT resources**
- **Benefit from software Improvement**

BSC Generates Savings and Avoids Unnecessary Costs

BSC generates savings 3 ways:

- Streamlined and automated processes allowed for consolidation of personnel from the Agencies
  - $14.3 million in recurring annual savings
- BSC performs functions that original plan assumed would stay at the Agencies
  - $2.5 million in annual savings to the Agencies
- By consolidating various computer systems into just one PeopleSoft platform, the MTA saves by not having to periodically update and replace Agency legacy systems
  - $84.5 million in savings every 5 years

Extended Services in Human Resources

➤ Employee Portal:

  Consolidates external and internal portals

  Provides managers a view of training completions, compensation

  Personalized user experience for forms

  New user self-service

  New training tools

➤ Recruitment:

  Provides better screening for hiring managers and current status for applicants

➤ Mobility

  Displays Access to personal information, benefits & pay advice

➤ Integrated Pension*

  Integrates earnings and service information

*Phase I of Pension the defined benefit plans was completed on 2/4/2016

Extended Services in Procurement

➤ Vendor Portal (Bidders and Suppliers):

Vendor access to information and procurements via self-service

➤ Strategic Sourcing (Internal Procurement):

Introduction of vendor rotation, vendor performance, all procurements electronic, creation of procurement standards

➤ MTA Marketplace (Internal Staff):

Common portal for standardized catalog ordering

➤ Vendor Rotation Functionality

➤ Vendor Performance Functionality

➤ Mobility:

On-the-go view of personal Info and processing of approvals and receipts

➤ Executive Dashboard:

Visualization of workload and resource capacity