

## **7. Citywide Integrated Services (CIS)**

TCBA provided project management for the District of Columbia Office of the Chief Technology Officer's Citywide Integrated Services. The mission of this effort was to stabilize and document the Call Center's Hansen application that connects agencies that are a part of this Schedule Services Network (SSN) and to implement the applications. The Call Center, DC Department of Transportation, Department of Public Works, Department of Health and the City Council are some of the agencies which make up the SSN.

## **SYSTEMS IMPLEMENTATION**

### **1. Government-Wide Financial Management System (FMS)**

TCBA was an integral part of a team implementing the new System of Accounting and Reporting (SOAR) for the District of Columbia Government. In conjunction with implementation of the new system, TCBA staff utilized business process reengineering (BPR) methodologies and techniques to ensure that the new FMS handle the ongoing business practices, processes and systems of the District's core financial sector and its agencies. The BPR work plan consisted of two components: (1) re-engineering business practices and systems, and (2) organizational and staffing analysis

The reengineering business practices and systems component included an "as-is" assessment of existing practices and systems; an analysis and recalibration of "as-is" to the new FMS environment and testing and validation of the prototype "to-be" model to identify problem/weakness areas in the recalibrated processes. The

organizational and staffing analysis included an "as-is" assessment of the existing organization; an analysis and recalibration of "as-is" organization to SOAR; and transforming the District's financial agencies from the current organization and staffing structures to the "to-be" or advanced state. Seven District agencies were selected to serve as pilots during the first phase of the project: the Department of Public Works, the Department of Human Services, the Office of the Chief Financial Officer, the Department of Corrections, the Metropolitan Police Department, and District of Columbia Public Schools.

### **2. Procurement Management Information System (PMIS)**

TCBA teamed with a national accounting firm to update the automated Procurement Management Information System (PMIS) for District of Columbia Office of Contracting and Procurement (OCP). Our engagement team managed the installation of the beta system, conducted end-user training and handled PC configurations that were later moved into production. TCBA was responsible for providing all aspects of training. Over 1,300 users including approximately 790 requisitioners, 400 approvers, and 170 buyers at OCP Headquarters and various agencies.

TCBA's personnel assisted in performing the following tasks:

- Managed the District-wide installation of the new PMIS;
- Selected, procured, and managed the installation of a comprehensive contracting and procurement software system;
- Managed the integration interfaces to the City's new FMS (SOAR) system;

- Assisted with organizational restructuring and consolidation to optimize the deployment of the system;
- Managed and performed data conversions;
- Provided data integrity and quality control support;
- Provided database development support; and
- Provided technical assistance for systems implementation, management support and operational issues.

TCBA provided help desk support for the OCP team including troubleshooting and resolving issues with the PRISM procurement software, PC hardware/software, and server/workstation malfunctions.

### **3. Comprehensive Automated Personnel Payroll System**

TCBA provided assistance to District of Columbia agencies that were migrating to the Comprehensive Automated Personnel Payroll System (CAPPS), a commercial off the shelf mainframe software package developed by Integral Systems. TCBA assisted DC Public Schools in verification of data converted from UPPS (the legacy system) to CAPPS, data cleansing, and review of time and attendance input and error reports. We also assisted Office of Pay and Retirement Services in computing year-end W-2 information using both CAPPS and UPPS records.

### **4. Commercial Logistics Automated System (CLAS)**

TCBA assisted a major Federal agency in bringing its Commercial Logistics Automated System online. CLAS was designed to operate on the Agency Data

System Network. Requests for services were entered through a Lotus Notes front end that interfaced with the Agency's general ledger mainframe application. TCBA assisted in the areas of reports survey, reports development, and problem resolution. TCBA designed and developed reports not included in the system's original design. In addition, we assisted in resolving end-user problems associated with the complexity of internal and external interfaces.

### **5. Information Systems Consolidation and Conversion**

In May 1993, the Resolution Trust Corporation engaged TCBA in a multi-task, multi-year engagement to provide all-around operations, systems, and compliance review support to RTC's Mortgage-Backed Securities (MBS) Program. Since the inception of the RTC's securitization program, all back-office support had been handled in a decentralized manner, creating a lack of synergy, direction, and focus. When the RTC decided to bring the program in-house and awarded a competitive contract to TCBA, the major requirements were:

- To provide a "cradle to grave" approach for information systems support
- To facilitate a transfer of operations from 12 small operations to one.
- To redesign all information systems and convert operations from paper and spreadsheet-based systems to a distributed relational data base architecture, using the latest technology integration tools.

The new consolidated national operation was known as the National Sales Support Office and ensured financial integrity in connection with the National Sales initiatives for MBS and other transactions of the RTC. These

sales initiatives were developed to expeditiously liquidate mortgages and other assets owned by failed institutions under RTC control.

## **6. Financial Management and Accounting System Upgrade**

TCBA provided systems implementation support services to the Halifax Medical Center, Daytona Beach, Florida. TCBA performed the following services:

- Upgraded Walker Management Budget and Accounting (GL) and Asset Management products from release 16.0 to release 16.5.4,
- Interfaced systems including payroll, medipac, procurement and accruals,
- Migrated the hospital's operating system from VSE in a VSA environment,
- Performed requirements analysis/specification, and
- Developed enhancement life-cycle including coding, testing, implementation, records conversion (6.8 million) post-implementation audit, and system testing.

## **7. Procurement System Customization and Upgrade**

TCBA upgraded and customized procurement system software for Fairfax County Government Services. The following services were provided:

- Customization and system upgrade for the Walker Procurement software package release 16.6,
- Creation of custom transaction modules, system enhancements, system integration with the Accounts Payable and Inventory Management Systems,

- Interfacing with KPMG's FMIS software, and
- Conversion from the existing system to the Walker Financial System.

## **8. Financial Management and Budget Reconciliation System**

TCBA developed a Financial Management and Budget Reconciliation System for the DC OFMB on a Microsoft SQL Server database platform. We employed a Rapid Application Development methodology. Data was ported to the database from an IBM mainframe running MVS.

## **9. Implementation of Integrated System for the Ohio Tax and Revenue Department**

Services performed included:

- COBOL, DB2, CIS Programming
- System Customization
- System Installation
- Conversion

## **10. Integrated Church Accounting and Information System**

TCBA was engaged by the AME Church to assist in the implementation of an integrated accounting and management information system for the Church's Department of Finance and Statistics.

Specifically, we interviewed administrative staff to obtain an understanding of existing procedures, prepared organization charts and systems flow charts, evaluated the effectiveness and efficiency of accounting procedures and internal controls, and provided recom-

recommendations for improvement. We developed a Capital Budgeting System and provided recommendations for the acquisition of systems hardware and software. Finally, TCBA developed an implementation plan that identified resource and time requirements for the installation of the systems recommended.

### **11. Web-based User Management Tool for Active Directory**

TCBA provided professional technical services to the District of Columbia Office of the Chief Technology Officer to design and develop a web-based tool that allows designated administrators in DC government agencies to manage user accounts for the citywide e-Mail System. Requirements for the tool included retrieving selected Active Directory settings for managed users, saving new user records and changes to the existing user settings to the Active Directory data repository, complying with Active Directory security rules defined by OCTO and providing workflow capabilities for certain tasks (e.g., transferring a user between organizational units).

### **12. Motor Vehicle Information System (MVIS) Support**

TCBA developed a comprehensive application life cycle management program to meet the immediate and strategic requirements of the Motor Vehicles Information System for the District of Columbia Office of the Chief Technology Officer. The responsibilities included the development of a strategic change configuration plan, as well as immediate deployment of an automated change and configuration management process. This process was designed to enable ODC-1 to

serve as a multi-customer data center of a strategic change and configuration plan supporting mission critical online transaction processing systems.

### **13. Motor Vehicle Information System Database Administration Support**

TCBA provided database administration and change management services to the District of Columbia Office of the Chief Technology Officer and the Department of Motor Vehicles to support the upgrade and migration of hardware and software infrastructure supporting the Motor Vehicle Information System (MVIS). The scope of this engagement included providing technical expertise in the areas of database management, database migration and change management to support the ongoing maintenance and fine tuning of the Destiny MVIS application and to support the upgrading of the hardware and software operating systems hosting the application.

### **14. Electronic Benefit Transfer Pilot Implementation**

The District of Columbia Office of the Chief Technology Officer engaged TCBA to provide technical support for the implementation of an EBT pilot. Responsibilities included assisting the Office of Finance and Treasury and the operating agencies in developing a modification to the existing EBT contract to include the Child Care Program for the use of direct deposit by its vendors, EBT for WTWS program and Department of Employment Services (DOES), EBT for the Transportation Assistance Program at DOES and Department of Public Works Low Income Heat and Energy Assistance Program. TCBA provided program

management and business process reengineering services, as well as an assessment of the agencies' capability to migrate to an EBT system.

### **15. Accounting, Reconciliation, and EDP Conversion Services**

We performed accounting and EDP conversion services at five southwest Texas Resolution Trust Corporation (RTC) receiverships (Capitol City Federal Savings, Suburban Savings Association, Karnes County Federal Savings & Loan, Vision Banc Savings, and Uvalde Federal Savings and Loan). This engagement was conducted in conjunction with EDS, the RTC's financial systems management contractor.

## **REQUIREMENTS DEFINITION**

### **1. Department of Parks and Recreation (DPR) Facilities Management System**

TCBA performed a requirements analysis and conducted an industry-wide search for best practices in the area of computerized maintenance planning, tracking, and budgeting for properties as diverse and visible as the DPR's. As part of our requirements analysis, TCBA contacted various parks and recreation agencies across the country to determine best practices for facility maintenance. We also assessed a number of facility maintenance software products to identify their capabilities and features, and conducted focus group meetings with staff from DPR and other stakeholders to determine DPR's needs.

### **2. Transit Authority Financial Management System**

TCBA conducted a systems requirement analysis for the Blue Line Authority to determine the need for a financial management information system. The Authority was established to oversee construction of the Los Angeles subway system from Los Angeles to Pasadena. We assisted with the software selection and implementation of the selected financial management system by designing the chart of accounts and performing the data conversion for the new system.

### **3. Budget and Planning System for the District of Columbia**

Services performed by TCBA included the following:

- Budget, Financial and Planning Systems Analysis Requirements Definition
- Financial and Planning Systems Integration, Implementation and Training
- Budget and Financial Systems Integration, Implementation, and Training
- Networking Systems Maintenance and Troubleshooting
- Systems Support (Application Server and Network)

### **4. Inventory and Fixed Asset Management Information System**

As a subcontractor to a national firm, TCBA conducted a requirements analysis for a fixed asset and warehouse management system for the Materials Management Division of the DC Department of Public and Assisted Housing. That Division was responsible for the control