



BMS CASE STUDY

Summary (this info to be sorted or viewed on portal)

Client Company Name: Department of Water Resources, State of California.

Client Company Industry: Department, State of California

Company size (revenue): NA

Project Name: Bond Management System

Project Duration: Ongoing Since Jan'09

Touchpoints Account Team: Project Manager, Lead Development Architect, Database Architect, Business Analysts, Software Developers, Software Testers

Technology Platform/Environment: ASP.NET (Windows Server 2003), ORACLE 10g (LINUX), COGNOS 8.4 (Windows XP), ERWIN Data Modeler.

Client Contact Information:

Client: ALEXAN/DWR

Client Manager Title: Agency Information Officer

Customer Profile

Business Situation or Problem

The California Department of Water Resources or DWR was seeking consulting services to develop and implement the Bond Management System. The purpose of the project was to effectively manage the bond funded programs with increased transparency and scrutiny.

The passage of Propositions 1E and 84 resulted in large-scale funding to the State of California to improve its water and flood management programs through bonds. In Executive Order S-02-07, the Governor of California called for greater oversight on all general obligation bond expenditures. This includes Front-End Accountability, In-Progress Accountability, and Follow-up Accountability for over \$6 billion in bond funds allocated to DWR by Propositions 1E and 84.

The contemporary technology systems did not provide enough integration and consistency across different programs within DWR. This resulted in difficulty in communication for the program and support staff.

Global Touchpoints Inc.,
www.touchpointinc.com

Roseville, CA
916-878-5950

Danville, CA
925-973-0500

In addition to this, the required system had to interact with the SAP finance module to extract valuable project and contract budget data, and integrate some of the SAP and BMS data to generate reports that would assist programs staff at DWR in tracking projects' progress and funding information.

Project Overview

The Bond Management System or BMS as it came to be known was conceived to address the above stated issues and provide an integrated platform for programs across DWR to manage bond money coming through Propositions 1E and 84 in a transparent manner. Additionally, BMS provided communication, reporting and analysis tools to program managers and support staff members to facilitate in making decisions and tracking project-wise statistics.

To manage these tasks, BMS required keeping track of the projects, contracts, and proposal solicitation packages (PSP's) released by DWR along with the Programs and Bonds. Therefore, it was imperative to incorporate the entire lifecycle of the bond money into the system.

BMS allowed DWR administrators to create and release PSP's, create review forms and review processes for proposals, analyze reviews, award and create contracts and projects, create, and receive and process invoices.

In addition to this, one module was solely created to generate database and SAP reports to aid the business users in tracking budget and project based information. To add value to the current systems, all these tasks were integrated into one portal for all programs across DWR.

BMS also allowed Public Organization users to prepare and submit proposals for released PSP's, manage projects and contracts, and prepare, submit and track invoices for their projects.

Lastly, reviewers were able to prepare and submit their review assignments to DWR administrators through BMS.

Touchpoints Solution

Touchpoints applied its years of IT experience, vision and leadership to handle this highly challenging and massive task. It assigned the best of its architects, business analysts, developers and testers to create a robust, effective and flexible product that would meet all the necessary requirements. BMS team worked thoroughly to come up with a system that integrated business processes across all programs and created a common portal for all programs staff at DWR, public organizations and reviewers.

The project started with rigorous requirement gathering and analysis by the business analysis team. The team worked hard to successfully build meticulous use cases that satisfied the end users. This was followed by careful industry standard documentation of the use cases to obtain the sign-offs. Architects worked towards database and business logic design after this to tailor the product according to the use cases.

The development team on the other hand utilized this time in honing their technical skills to hit the ground running once the design was complete. The testing team also worked on its strategy and plan to thoroughly test the application and provide valuable feedback to the development team to assure quality control.

After the design was complete the development process continued with iterative design improvement. The development and design effort followed strict industry standards to guarantee high maintainability.

COGNOS team worked with the DWR's SAP team to understand the exact requirements of the users and prepared highly complex reports that were required for BMS.

Once all the modules were coded and integrated; scrupulous system testing followed before performing UAT. As in every software development effort, bugs were found in the UAT which were later carefully divided between three major releases. Every release was designed and timed to make sure that there was no loss on the business side Everything that would be encountered later was put in later releases. This ensured smooth transition into production and left the development and testing team with enough bandwidth to make BMS more robust and efficient.

Benefits and Results

BMS achieved its goal of integrating business processes of different programs within DWR. Since there were multiple systems before BMS, it required multiple teams to maintain and enhance them. With BMS, a small team of support personnel will be able to manage all technical aspects of the system thus expediting response time for any technical issues arising during production.

From the business point of view, BMS will provide a way to transparently manage the funds coming through Propositions 1E and 84. The program managers will be able to view and analyze critical information for making business decisions. The reporting modules provide timely business data to program staff members that they usually need to respond to external and internal requests. It provides a common platform for all programs to share information thus increasing transparency. It also allows public organizations to use a common resource to manage projects, contracts, and proposals for all programs in DWR.

Technology Platforms, Environment

ASP.NET 3.5 – Front-end development
WCF 3.5 – For implementing SOA
ORACLE 10g – Back-end database
COGNOS 8.4 – Report Generation
Windows 2003 Server – For front-end development
LINUX – For ORACLE database
Windows XP – For COGNOS 8.4

CLIENT QUOTES :

I would like to thank you for all of the hard work your team has done in the past weeks to get Release 1.2 out ahead of schedule. You not only fixed everything that we asked of you, but continued to find and fix bugs that we hadn't noticed in time for this release. Your hard work should make this first PSP release go much smoother for IRWM, our BMS team, and the public. Your efforts are greatly appreciated.