



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES

OFFICE OF THE COMMISSIONER

25 Capitol Street – Room 120
Concord, New Hampshire 03301

Handwritten initials/signature

LINDA M. HODGDON
Commissioner
(603) 271-3201

JOSEPH B. BOUCHARD
Assistant Commissioner
(603) 271-3204

November 12, 2012

His Excellency, Governor John H. Lynch
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services, pursuant to the provisions of RSA 21-I:54, to extend the temporary full-time position of Administrator IV, (#9T154), previously approved for one year by the Governor and Council on November 4, 2009, Item #9B, and for two additional years on December 8, 2010, Item # 33. This request is to extend this position for one more year, to December 31, 2013 to complete the second phase of the NH First effort for Human Resources and Asset Management, as well as to continue the back office consolidation effort. **100% Capital (General) Funds.**

Funding is available from the Department of Administrative Services budget for SFY 13 and is anticipated to be available upon continued appropriation of funds in SFY 14:

	<u>SFY 13</u>	<u>SFY 14</u>
030-14-1420030-09420000 ERP Phase II HR Project		
034-501575/501574 Capital Project Salary/Benefits	\$63,125	\$69,182

EXPLANATION

This position was approved by the Division of Personnel on December 5, 2008, extended one year by Governor and Council on November 4, 2009, and extended for an additional two years on December 8, 2010 by Governor and Council. The position is funded from the ERP project by the capital budget. The NH First Financial System went live on July 1, 2009. We are very pleased with this deployment and continue to find efficiencies afforded by this technology, the most recent being a paperless accounts payable processing effort that saved the state significantly. The state is challenged with having strong project management skills. This individual, because of his knowledge of Lawson, his familiarity with the state processes,

and his strong project management abilities was the perfect fit as the state headed into the second phase effort, the replacement of the entire state Human Resources System.

This second phase includes both the human resource and asset management components. This implementation will complete the transition from the current NH Financial System (IFS) and Government Human Resource System (GHRS) to one upgraded, integrated and unified ERP System (Lawson). The extension of this position will allow for the ongoing leadership needed to complete this project.

The incumbent has provided an extremely high level of competency, understanding and troubleshooting skills that has contributed greatly to the myriad of issues in a compressed timeframe. He has over 20 years of experience working with system implementations and has worked with the State's system for over 7 years. He is uniquely positioned in his understanding of agency's business processes from his prior work with the State and has achieved a high level of support and trust from many of the agency's financial managers who have come to depend on his assistance to research and resolve problem areas.

I would not be able to procure anywhere near the same level of talent from the private sector without paying exponentially more and would be lacking the familiarity with our state system this individual has. We continue to find new opportunities to streamline processes and to leverage our state talent toward the more difficult tasks, automating where we can. This individual also has a great deal of LEAN experience which has proven very helpful. We have tapped into that skill set at times as well.

The continuation of this position is critical to the success of the State's ERP system for timely resolution of outstanding issues and the ongoing streamlining of the processes. In addition to the incumbent's oversight and leadership on the NH First HR System, he also serves as the project manager of the Shared Services Back Office Consolidation and the HR Consolidation. Loss of this position would be devastating to New Hampshire and these ongoing efforts. The loss of savings would be in the millions of dollars.

Your approval of this extension would be greatly appreciated.

Sincerely,



Linda M. Hodgdon
Commissioner

12/8/10

#33



State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
OFFICE OF THE COMMISSIONER
25 Capitol Street – Room 120
Concord, New Hampshire 03301

LINDA M. HODGDON
Commissioner
(603) 271-3201

JOSEPH B. BOUCHARD
Assistant Commissioner
(603) 271-3204

November 17, 2010

His Excellency, Governor John H. Lynch
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Administrative Services, pursuant to the provisions of RSA 21-1:54, to extend the temporary full-time position of Administrator IV, (#9T154), previously approved for one year by the Governor and Executive Council on November 4, 2009, Item #9B. This position ends on December 31, 2010 and we are seeking to extend until December 31, 2012. **100% Capital Funds.**

Funding is available from the Department of Administrative Services and is anticipated to be budgeted and available in SFY12 and SFY13. Authority to adjust the encumbrance in each of the State's fiscal years will be through the Budget Office, if needed and justified, contingent on continued budget authorization for SFY12 and 13:

030-14-14-142030-0467	Capital Funds ERP Project	<u>SFY11</u>	<u>SFY12</u>	<u>SFY13</u>
034-500099		\$57,670	\$79,775	\$39,887

EXPLANATION

This position was approved by the Division of Personnel on December 5, 2008 and extended one year by Governor and Council on November 4, 2009. This position is funded from the ERP project by the capital budget. The NH First System went live on July 1, 2009. Significant progress has been achieved and we continue to work through outstanding issues that are a normal part of the deployment of such a large system, additional training needs, business process improvements, reporting, and further streamlining needs. Additionally this is the project manager for the 2nd phase, the HR implementation. Significant work is underway on this 2nd phase already.

This phase includes the human resource and asset management components. This implementation will complete the transition from the current NH Financial System (IFS) and Government Human Resource System (GHRS) to one upgraded, integrated and unified ERP system (Lowson). The extension of this position will allow for the ongoing leadership of this operation.

The incumbent has provided an extremely high level of competency, understanding and troubleshooting skills that has contributed greatly to the resolution of many issues in a compressed timeframe. He has over 20 years of experience working with system implementations and has worked with the State's system for over five (5) years. He is uniquely positioned in his understanding of agencies' business processes from his prior work with the State and has achieved a high level of support and trust from many of the agencies' financial managers who have come to depend on his assistance to research and resolve problem areas.

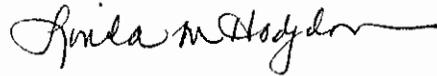
In the area of reporting challenges, he has provided significant assistance to both the Department of Revenue and the State Treasury. I would not be able to procure this same level of talent from the private sector without paying much more money for the services and the learning curve would be years. Only the down turn in the economy has allowed me to procure these services at such a reasonable cost compared to what a consultant would charge.

The continuation of this position is also critical to the success of the State's ERP system for timely resolution of outstanding issues and the ongoing streamlining of the process. Currently, the incumbent has been working with agencies in implementing and evaluating the new paperless AP process. This process has reduced the amount of time that an agency power of attorney (POA) spends in approving invoices for payment. With two agencies successfully operating under the paperless process, Departments of Safety and Administrative Services, other agencies are excited to sign on to this time saving process.

In addition to ERP skills, the incumbent also possesses meaningful LEAN skills. LEAN is a method whereby a complex process is distilled down to a condensed number of steps which eliminates wasteful lost time and energy. In recent training sessions, he lead a group to streamline the consultant selection process at Public Works from six to nine (6-9) month process to three (3) months. He produced flow charts, presented the case, and set the project on a trajectory for success. This is a skill area that is now in high demand for our State government.

Your approval of this extension would be greatly appreciated.

Respectfully Submitted,



Linda M. Hodgdon
Commissioner

LMH/rjk

11/4/09 JB

State of New Hampshire

DEPARTMENT OF ADMINISTRATIVE SERVICES
OFFICE OF THE COMMISSIONER
25 Capitol Street – Room 120
Concord, New Hampshire 03301

LINDA M. HODGDON
Commissioner
(603) 271-3201

JOSEPH B. BOUCHARD
Assistant Commissioner
(603) 271-3204

October 26, 2009

His Excellency, Governor John Lynch
And the Honorable Council
State House
Concord, NH 03301

Requested Action

Pursuant to the provisions of RSA 21-I: 54, authorize the Department of Administrative Services to extend the temporary full-time position Administrator IV, Position #9T154, previously approved by the Division of Personnel for one year in the Commissioner's Office from December 18, 2009 through December 31, 2010.

Funding for this position is available in:

<u>Class</u>	<u>FY 2010</u>	<u>FY 2011</u>
030-014-0467-034	\$72,471	\$57,670

Explanation

This position was approved by the Division of Personnel on December 5, 2008 and is funded from the ERP project by the capital budget. The NH First System went live July 1, 2009. While significant progress has been achieved, we continue to work through outstanding issues that are a normal part of the deployment of such a large system, additional training needs, business process improvements, reporting, and further streamlining needs. Following completion of Phase I, we will begin to address Phase II, the human resource and asset management components. The current individual occupying this position has provided an extremely high level of competency, understanding and troubleshooting skill that has contributed greatly to the resolution of many issues in a compressed timeframe. He has over 20 years of background working with system implementations and has worked with New Hampshire's system for over 3 years. He is uniquely positioned in his understanding of New Hampshire agency's business processes from his prior work with New Hampshire government and has achieved a high level of support and trust from many of the agency's financial managers who have come to depend on his assistance to research and resolve problem areas. In the area of revenue reporting challenges, he has provided significant assistance to both the Department of Revenue and the State Treasury. I would not be able to procure this same level of talent from the private sector without paying many times more for the services

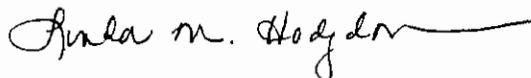
and the learning curve would be years. Only because of this economic downturn, is the assistance of this individual in State Government possible. The continuation of this position is critical to the success of ERP, timely resolution of the outstanding issues and the ongoing streamlining of the process. By approving this position, NH First can continue to move forward with our efforts to further integrate business processing technology that streamlines work and reduces the burden of paper-bound processing for financial transactions.

Phase II of the NH First project which includes the implementation of a human resources and payroll system will complete the transition from the current NH Financial System (IFS) and Government Human Resource System (GHRS) to one upgraded, integrated and unified Enterprise Resource Planning (ERP) system. The extension of the funding for this position will aid in that success.

In addition to ERP skills, this individual also possesses meaningful LEAN skills, which is a method whereby a complex process is distilled down to a condensed number of steps, eliminating wasteful lost time and energy. In a recent training session, this individual lead the group with streamlining the consultant selection process at Public Works from a 6-9 month process to 3 months. He produced the flow charts, presented the case, and set the project on a trajectory for success. This is a skill area that is now in high demand in NH State government.

Your approval of this position would be greatly appreciated.

Sincerely,

A handwritten signature in cursive script that reads "Linda M. Hodgdon". The signature is written in black ink and includes a long, sweeping horizontal line at the end.

Linda M. Hodgdon
Commissioner

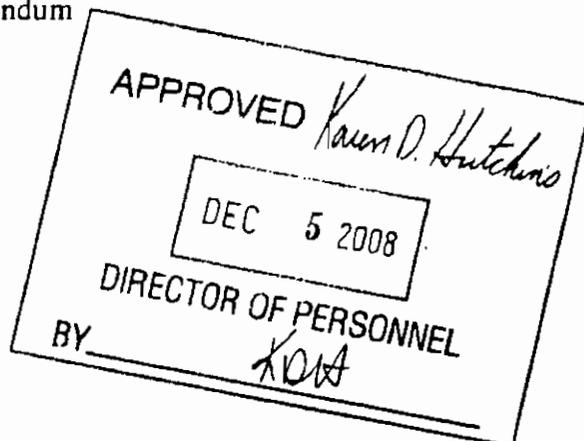
Department of Administrative Services
Interoffice Memorandum

Memo To: Karen Hutchins
Personnel Director

Memo From: Linda M. Hodgdon *lmh*
Commissioner

Date: December 4, 2008

RE: Administrative IV position



I would like to request a temporary position be created for twelve months for an Administrator IV to function as a Process Improvement and ERP Change Management individual. This position will be funded from the capital dollars allocated for the NH First Project in 030-014-0467-034. I have included a Supplemental Job Description and an Organization Chart with this memo.

We have a need for someone to take the reins on the training program, improve the communication effort and work with agencies to maximize readiness in the short term. In the long term, I need a change management individual who will work to improve processes on the ERP project as well as other efforts in the Department. I do believe early decisions did not maximize use of the technology we have available and once we have achieved Go Live Status, efforts need to be made to visit some of these areas and maximize improvements where possible. In addition, if the Human Resource portion of the ERP project is funded in the capital budget, this position will be a wonderful resource to assist with that effort.

You will see from the organizational chart this position will report to me. There may be some interim reporting to Kevin Connor for project specific tasks, but the overriding report will be to the Commissioner.

If you have any questions as you review this, please let me know. I am anxious to fill this position quickly and appreciate your efforts.

