



PAS Update for LAUs October 8th, 2024



Agenda

Topics for discussion today.

1. Pension Administration System (PAS) Project at a 30,000 foot view.
2. ERB and LAUs involved in this Project.
3. High level view of each Stakeholder, what we will be asking them to do.
4. LAUs will help in several areas.
5. Discuss next steps.

30,000 foot view of Stakeholders for PAS Project



Whiteboard Discussions



What is the Pension Administration System (PAS) Project?

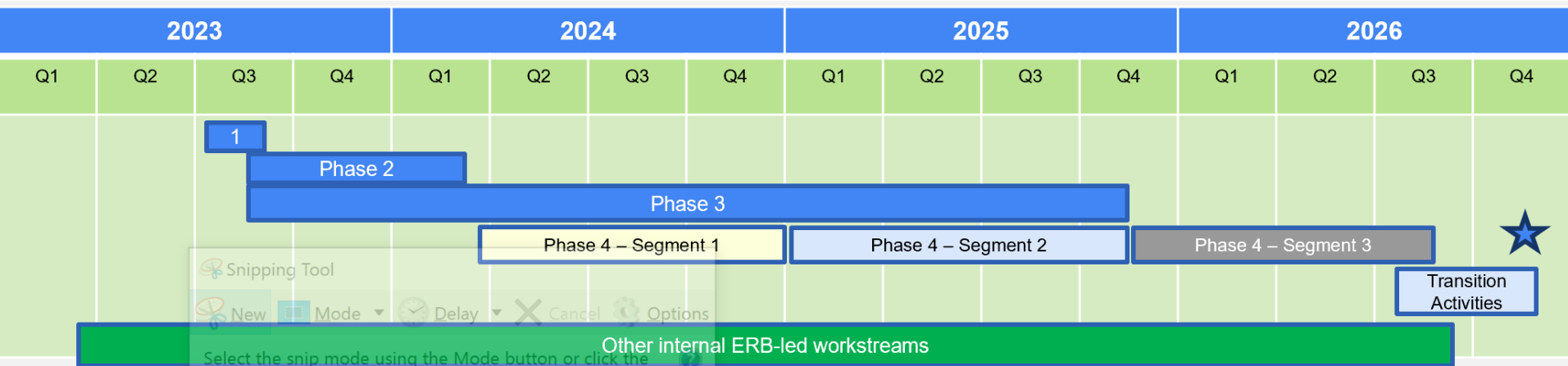
As part of the larger Business Process Improvement (BPI), ERB looked for a new PAS to improve its existing business process and modernize its Pension Administration system. Some of the high-level requirements of this new system:

- Commercial Off The Shelf (COTS) solution.
- Automated processing which will lessen manual work.
- Automate correspondence with employers and employees that require manual work.
- Single system that can be accessed by employers and employees and allows for self-enrollment of members.





Implementation Timeline



Critical Milestones (Including Start Dates)

Phase 1	Project Initiation and Planning	August 2023	Phase 1 Key Deliverables: Discovery Sessions and Fit Gap Planning
Phase 2	Fit Gap Activities	September 2023	Phase 2 Key Deliverables: Fit Gap Activities and Identification of Gaps
Phase 3	Environment Provisioning	August 2023	Environment Builds for LW Development, Configuration and QA and ERB UAT
Phase 4	PAS Solution Delivery	March 2024 January 2025 October 2026	Implementation of project commitments and ERB UAT are divided into three segments over the next three years.
Phase 5	Production implementation	November 2026	PAS Go-Live

ERB exists to serve our Members and LAUs

Our Members are why we are here!

They are our #1 Reason for what we do!

They are a Stakeholder on this project. We are doing this project for them.

LAUs assist our Members. LAUs are also our Members.



ERB exists to serve our Members

ERB reports to our Board of Trustees.

PAS Project reports to the Change Management Committee.

Telus Health, Managed Business Solutions (MBS), Segal, NTT Data, and the New Mexico Department of Information Technology (DoIT) etc.



LAUs are a Stakeholder for the PAS Project

ERB interacts with over 200 LAUs.



Educators and School Staff are Stakeholders



ERB, and our new PAS, interact with all Stakeholders



What is User Acceptance Testing?

User acceptance testing is the final testing stage in software development before production. It's used to get feedback from users who test the software and its user interface (UI). UAT is usually done manually, with users creating real-world situations and testing how the software reacts and performs. Test-case scenarios can also be automated, simulating a user experience.

As its name suggests, UAT is used to determine if end-users accept software before it's made public. Client or business requirements determine whether it fulfills the expectations originally set in its development.



What does User Acceptance Testing for LAUs look like?

- ERB is asking for LAUs to assist us in User Acceptance Testing. We need your help!
- We have five LAUs on deck to assist with LAU UAT Testing.
- We have 19 other LAUs on stand-by to assist with LAU UAT Testing.
- We are requesting LAUs to also assist with Member UAT Testing. LAUs are Members too.
- We need your help!



Why should I participate in UAT Testing with ERB?

- ERB wants your feedback, help us make a better, more efficient Pension Administration System.
- ERB wants to include you in the process. We value your opinion and feedback.
- ERB will host meetings for the LAU UAT Testing Team.
- Full Transparency will be given at this point: On-Track, On-Time, On-Budget.
- ERB will work with LAU UAT Testing Team to confirm more efficient workflows and processes. LAUs should also experience more efficient onboarding of staff.



Current PAS vs. Future PAS

Current PAS



E-Bill



Monthly HR File



Monthly Payroll File



Actively Working



Retired



LAUs

Future PAS



E-Bill



Monthly HR File



Monthly Payroll File



Actively Working



Retired



LAUs



LAU Portal



Invoice

Discussion on Feedback Loops


- Currently the LAUs interaction with Vitech is primarily a manual process.
- Once we are on the new Telus Ariel PAS, we will benefit from reduced Feedback loops.
- Feedback loops are designed to minimize the time to resolve errors in a workflow that would result in delays down the line.
- Results - documents and various tasks within the workflow are reviewed and approved so that everything is in working order before the workflow reaches its conclusion.
- Feedback loops become less effective if they can't provide the needed input in a timely manner. We are excited to see these efficiencies at work.


Discussion on Feedback Loops continued


- If a review of the process can be done in real time, hidden problems can be identified sooner and the overall process can be improved.
- A feedback loop will require input from people to some degree.
- A successful feedback loop will require input from specific people in a specific way. In other words, the right people will be involved in the process and everything else will be automated.
- The feedback loop is designed to input suggestions, solve problems, and identify any issues that might prevent productivity.


Demo of basic features of the LAU Portal – 1 of 6


Demo


 Search your tools


 My Work


 Data Collection


 Data Collection


 User Management

 Partner Information

 Report Generator


 Member Profile

 Account Summary

 Document Viewer

Members

Search an existing member

 Begin search using SIN, First name, Last name, Full name, Identifier code

[Advanced search](#) ▼

Demo of basic features of the LAU Portal – 2 of 6

Demo

Search your tools

My Work

Data Collection

Data Collection

User Management

Partner Information

Report Generator

Member Profile

Account Summary

Document Viewer

Request for Information

Secure Message

Learning Center

NMERBTestemployert

Data Collections

My Data Collections

			Target Type	Configuration	Target Code	Name
+			Employer	Wage Report	9616 - External pension plan 09616	Wage Report - 9616 - 2024-09-19 - 2024-09-19 - 20240920-003019.312-IST
+			Employer	Wage Report	9851 - External pension plan 09851	Wage Report - 9851 - 2024-09-19 - 2024-09-19 - 20240919-204335.611-IST
+			Employer	MemberDetail	10151 - Insurance Plan Provider 10151	MemberDetail - 10151 - 2024-09-19 - 20240919-185522.550-IST
+			Employer	Wage Report	10216 - Other 10216	Wage Report - 10216 - 2024-09-18 - 2024-09-18 - 20240918-105646.573-EDT

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Demo of basic features of the LAU Portal - 3 of 6

Demo

Search your tools

My Work

Data Collection

Data Collection

User Management

Partner Information

Report Generator

Member Profile

Account Summary

Document Viewer

Request for Information

Secure Message

Data Collections

MemberDetail - 9616 - 2024-09-19 - 20240920-010129.731-IST

1 Definition

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3 Validation

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Demo of basic features of the LAU Portal – 4 of 6

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Add-ins

Analyze Data

Comments

Share

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2	1.21E+08	Stark	Frank		Mr.	12062024	M	1.13E+09	abx@gmail	19616	12062024	RU	TE	test1	test2	test3	Mexico	NM	12456
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Add-ins

Analyze Data

Comments

Share

P1

Address Line 3

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Heena Ahuja HA

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Analyze Data

Comments

Share

AutoSave On Copy of Work Report... Search Heena Ahuja HA

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Add-ins

Analyze Data

Comments Share

A1

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4																			

Demo of basic features of the LAU Portal - 5 of 6

Demo

Search your items

My Work

Data Collection

Data Collection

User Management

Partner Information

Report Generator

Member Profile

Account Summary

Document Viewer

Request for Information

Secure Message

Learning Center

Education Workshop

Access Management

<<

Data Collections

MemberDetail - 9662 - 2024-09-19 - 20240920-010906.613-IST

1 Definition

2 Data Entry

3 Validation

4 Review and Submit

+ Add Record

Upload File

Fill From Previous

Show File Summary

VIEW

	SSN	First Nam	Last Nam	Suffix	Birth Dat	Gender	Employee	Hire Date	Job Catey	Job Class	Address I	City	State	ZipCode	Country	Terminat	Terminat
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1 - 1 of 1 items

← Back to listing

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Demo of basic features of the LAU Portal - 6 of 6

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7									EmployerCode		Required length of 5
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Report



Whiteboard Discussions – UAT Steps

UAT Test Initiation

- UAT test approach is defined
- Business users who would be performing this testing are identified
- Environments are sorted out
- Test Data requirements are identified
- Required support from all other teams are discussed and support team identified

UAT Test Design

- Business Scenarios to be validated are identified and documented
- Relevant test Data is identified
- Scenarios are uploaded in the corresponding Management Tools
- Appropriate user accesses are requested and sorted out

UAT Test Execution

- Test Execution of the business scenarios are performed
- Appropriate defects are raised in the test management tool
- Defect Re-testing and Regression testing is performed

UAT Test Closure

- UAT closure report is produced
- Go/ No- Go decision is discussed and recommended

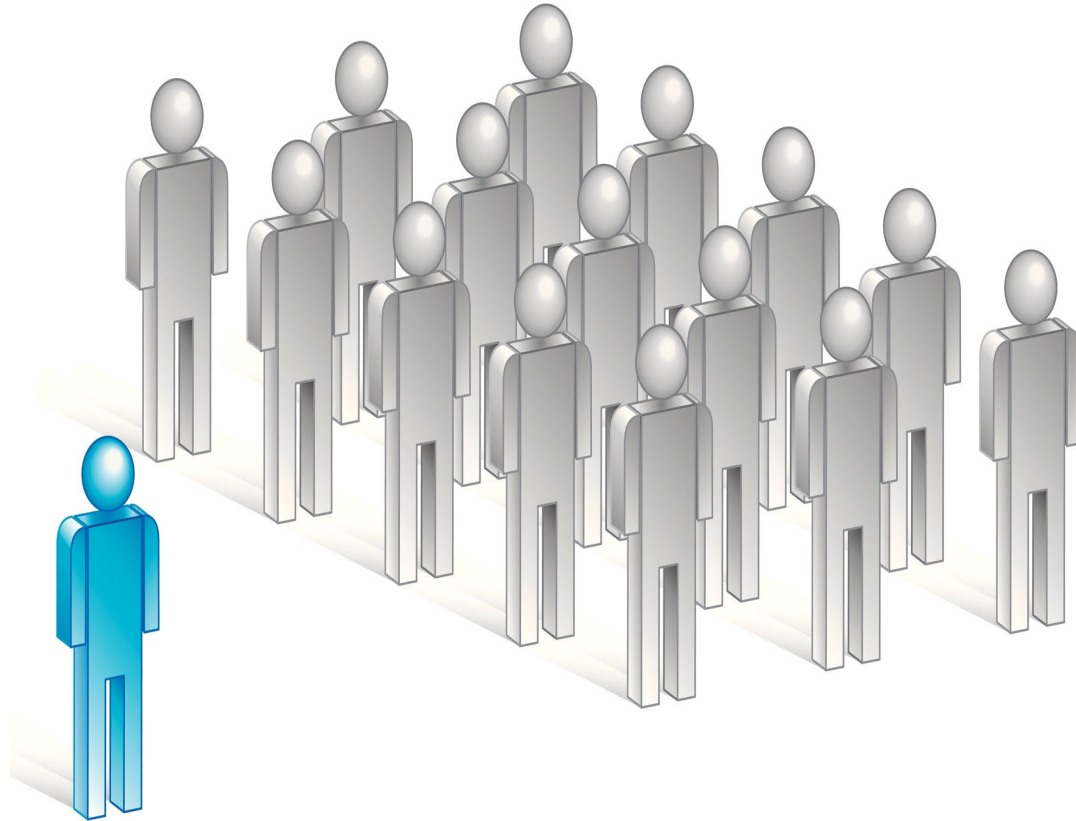
Whiteboard Discussions - Hats and Clones – 1 of 2



These are some of the hats that you will wear:
Administrative, Call Center Staff, Finance &
Accounting, LAU, Member, and Member Services.



Whiteboard Discussions - Hats and Clones – 2 of 2



Workflow Discussions - Forms & Documents

Application for Retirement Benefits – Pages 1 and 2

Application for Retirement Benefits
Member to mail completed form to address below

COMPLETED BY MEMBER ☐ Active Member ☐ Inactive Member

Name (First, Middle, Last) _____ Last 4 digits of SSN XXX-XX-XXXX Gender ☐ M ☐ F

Date of birth (mm/dd/yyyy) _____ Home phone _____ Cell phone _____ Personal Email _____

Mailing address _____

Please check if applicable: ☐ International/APO/FPO/DPO

City _____ State/Province _____ Zip/Postal code _____ Foreign country _____

Marital status (Registered – check one)
☐ Never married ☐ Married _____ (mm/dd/yyyy) ☐ Married, previously divorced** ☐ Divorced** ☐ Widowed**
 * Failure to submit a court ordered copy of your divorce decree(s) may cause a delay in the processing of your retirement.
 ** If widowed, a death certificate is required.

Retirement Information
 I hereby apply for retirement as provided by the New Mexico Educational Retirement Act to become effective on the retirement date below. I understand my retirement date must be the first of a month and must be a future date. I understand that if I am currently employed by more than one NMERB employer I must submit a separate application from each employer.

Retirement date (mm/dd/yyyy) _____ Most recent Employer covered by the NMERB _____

Do you have previous employment with any city, county, or state government agencies under New Mexico Public Employees Retirement Association (PERA) and did not withdraw your PERA contributions? ☐ Yes ☐ No

If yes, provide PERA agency name: _____

Retirement Beneficiary Designation
 Name (First, Middle, Last) _____ SSN/IN/TIN _____ Gender ☐ M ☐ F

Mailing address _____ City _____ State _____ Zip _____

Date of birth (mm/dd/yyyy) _____ Phone _____ Relationship to you _____

I hereby authorize the NMERB to change my address as indicated above and hereby declare that all of the information provided on this page is true and complete to the best of my knowledge.

☒ Member's signature _____ Date (mm/dd/yyyy) _____

New Mexico Educational Retirement Board (NMERB)
 P.O. Box 26129, Santa Fe, New Mexico 87502-0129 Phone: (505) 585-3510 or toll-free 1 (800) 663-1919

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Application for Retirement Benefits
Member to mail completed form to address below

EMPLOYER CERTIFICATION (to be completed only if member is in an active status)

Employee Name (First, Middle, Last) _____ Last 4 digits of SSN XXX-XX-XXXX Date application received (mm/dd/yyyy) _____

Member's last day of employment (mm/dd/yyyy) _____ Position held _____

Was this employment for 218 days or more per academic year? ☐ Yes ☐ No

Provide the member's estimated salaries paid in the last two quarters of the member's employment, including summer pay (estimated wages must be reported in the quarter they were earned). Payments made for unused sick leave, unused annual leave, or early retirement incentives are not reported for retirement purposes.

July/Aug/Sep _____ Jan/Feb/Mar _____
 Oct/Nov/Dec _____ Apr/May/Jun _____

Employer contact name (please print) _____ Phone number _____

Certified by Employer
 I hereby certify to the New Mexico Educational Retirement Board that the information above is accurate.

Type of Authorized Officer (please print) _____ Name of Employer _____

☒ Authorized Officer signature _____ Date (mm/dd/yyyy) _____

The Board rules and regulations require that the NMERB receive the member's application before the retirement date specified by the member. If the application is not received before the specified date, the effective retirement date will be changed to the first of the following month, unless the delay in filing was solely attributable to the employer. A written statement from the employer to the NMERB director is required.

Authorized Data Overrides
 Please provide overrides to information completed by the contact person above, if required. Your signature above authorizes the NMERB to make the necessary changes on your behalf.

New Mexico Educational Retirement Board (NMERB)
 P.O. Box 26129, Santa Fe, New Mexico 87502-0129 Page 2 of 5 Rev/0/21

Request for Refund and/or Rollover (Active Member)
Member to mail completed form to address below

MEMBER INFORMATION
 Name (First, Middle, Last) _____ Last 4 digits of SSN XXX-XX-XXXX Gender ☐ M ☐ F

Mailing address _____

City _____ State _____ Zip _____ Phone _____

Date of birth (mm/dd/yyyy) _____ Marital status: ☐ Never Married ☐ Married ☐ Married, previously divorced** ☐ Divorced** ☐ Widowed**
 * If you select Divorced, you are required to submit proof (i.e. a copy of your divorce decree) to confirm when you divorce was final. Failure to submit a court ordered copy of your divorce decree(s) may cause a delay in the processing of your refund. See instructions on page 3.
 ** If widowed, a death certificate is required.

☐ I waive the Federal 10-day waiting period and request payment as soon as administratively possible. Your refund will be processed as soon as administratively possible and could be 90 days after initial request. See instructions on page 3.

Distribution instruction (must be completed if member was employed within the last 90 days of this request)
☐ I elect check cash.
☐ 100% of my contributions mailed directly to me at the address listed above. I understand that 20% federal tax will be withheld from the taxable portion of this distribution. I may also be subject to an additional 10% penalty tax if my age is under 59½ at the time of refund. Do not fill in the Qualified Plan information on page 2.
☐ 100% rollover of all my pre-tax contributions plus interest will be rolled over to the qualified plan listed on page 2. Any monies not designated for rollover will be mailed to me.
☐ I elect a partial rollover of my pre-tax contributions and _____ % of my non-taxable contributions plus interest to the qualified plan or IRA listed on page 2. Any monies not designated for rollover will be mailed to me. Federal income tax will be withheld from the portion of the distribution that is rolled over and the amount made payable to me is subject to 20% federal withholding. Request to rollover into accounts outside the United States cannot be honored.

EMPLOYER CERTIFICATION (must be completed if member was employed within the last 90 days of this request)
 This is to certify that the above employee terminated employment with _____ Name of Employer _____ on _____ and that final earnings will be reported on the monthly reporting ending _____ Date (mm/dd/yyyy) _____ (no more than 1 month from termination)

Authorized by (please print name) _____ Signature _____ Date (mm/dd/yyyy) _____

New Mexico Educational Retirement Board (NMERB)
 P.O. Box 26129, Santa Fe, New Mexico 87502-0129 Page 1 of 4 Rev/0/21

Request for Refund and/or Rollover (Active Member)
Member to mail completed form to address below

QUALIFIED PLAN ☐ IRA ☐ Eligible Qualified Plan ☐ Both plans are not permitted.

Name of financial institution (max 50 characters) _____

Mailing address _____

City _____ State _____ Zip _____ Phone _____

Account number (checking or savings account not permitted) _____

MEMBER AUTHORIZATION:
☐ I am an active member, with five or more years of service credit, and understand that I am entitled to a lifetime benefit from the ERB. I elect to withdraw my benefits in the form of a refund and/or rollover as stated on pg. 1.
☐ I do not have five or more years of service credit with ERB and I elect to receive my member contributions plus interest in the form of a refund and/or rollover as stated on pg. 1.

☒ Member's signature _____ Date (mm/dd/yyyy) _____

SPOUSAL CONSENT
 Required if you have 1 or more years of service credit and are married. Please have your spouse sign in the presence of a Notary Public or Notarized Officer.

Spouse _____
 I hereby certify that I am the spouse of the above-named Member, and that I freely consent to the request for refund and/or rollover made herein.

☒ Spouse's signature _____ Date (mm/dd/yyyy) _____

State of _____ County of _____

Signed or attested before me on _____ by _____ (Name of Spouse)
 (stamp)

☒ Signature of Notarized Officer _____
 Title of Officer: _____
 My commission expires: _____

New Mexico Educational Retirement Board (NMERB)
 P.O. Box 26129, Santa Fe, New Mexico 87502-0129 Page 2 of 4 Rev/0/21



Next Steps

- ERB LAU-Support Team will be working with LAU-UAT Teams.
- Primary and Backup LAU-UAT Teams are welcome to participate.
- Any Backup LAU-UAT Teams willing to assist with Member UAT Testing would be greatly appreciated by ERB.
- ERB LAUs will follow our LAU Communications Plan.



Questions/Answers



Thank you for your time!

