![MIPRO — Singular Focus. Limitless Passion.]

Challenge

Oklahoma Human Services (OKDHS) is the state's largest agency with nearly 6,500 employees across all 77 counties. OKDHS administers more than 40 state and federal human services programs that impact about a million Oklahomans each year.

The State of Oklahoma has been using PeopleSoft Human Resources for state agencies to pay all state employees. OKDHS had been utilizing a separate, aging HR system for their specific needs in conjunction with PeopleSoft. OKDHS decided it would be more efficient and cost effective to be solely on the same system as the rest of the state. OKDHS decided to implement PeopleSoft HR as the sole system for the department and decommission their old system.

Solution

MIPRO worked with the OKDHS team to define the scope for this implementation. Using proven methodologies from previous implementations, OKDHS and MIPRO conducted requirements gathering sessions and built a plan and timeline to implement PeopleSoft HR for OKDHS. Because PeopleSoft was already in use, business processes, job codes and other requirements already existed, as did employee payroll records, which helped streamline the input and migration of additional employee HR information.

The state's use of PeopleSoft was an advantage, but it also required OKDHS to determine if their business needs could be addressed with the existing environment or if they could change some processes to fit. Working closely with the Office of Management and Enterprise Services (OMES), OKDHS and MIPRO were able to successfully determine where the existing PeopleSoft system addressed OKDHS needs and where changes or additional capabilities needed to be added to address OKDHS requirements.

The successful implementation can be attributed to several things, but it really came down to great teamwork. OKDHS leadership, proactive project management and commitment to the project plan from OKDHS, OMES and MIPRO, combined with regularly scheduled meetings and ongoing open communication among the team is what drove the success of this project.

OKLAHOMA Human Services

Organization
Oklahoma Department of Human Services

Business
Government Agency

Location
Oklahoma City, OK

Services
40 Human Services Programs

Employees
6,500

Counties Covered
77

Engagement Focus
Implementaion of PeopleSoft HCM

Length of Engagement
9 months

Outcome

The PeopleSoft Human Resource system was delivered on time and under budget. OKDHS is now utilizing PeopleSoft to manage their human resource requirements across the department.

Throughout the project, significant PeopleSoft knowledge transfer took place between MIPRO, OKDHS and OMES team members. As a result, OKDHS has a solid understanding of their HR system and OMES understands where OKDHS's needs differ from the rest of the state and can provide support accordingly. With dedication from all parties, the key project deliverables were met, and OKDHS is continuing to successfully run PeopleSoft HR.

In Their Own Words

Cathy Menefee, Chief Financial Officer, Oklahoma Department of Human Services

"Here's what I know about the project, I started and approved the project and I know it went live on time. We had several things pop up that were unanticipated, but the teams were able to work through all of these things and keep us on time and budget, delivering a system we were able to use fully utilize."

Tommi Ledoux, Deputy Director Human Resources, Oklahoma Department of Human Services

"This is one of the most organized and smoothest running projects I have ever worked on."