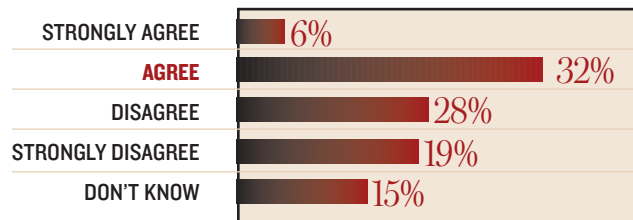
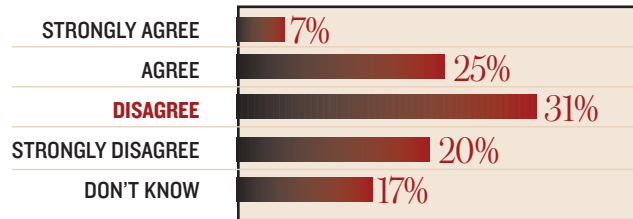


MIXED SIGNALS: FEDS FAVOR LOBS FOR FINANCIALS

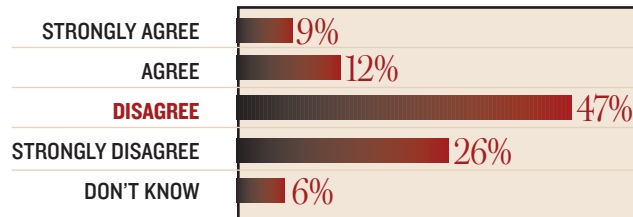
“Migrating to a proven **FINANCIAL** management system run by another agency will help our agency operate more effectively in the long run.”



“Migrating to a proven **HUMAN RESOURCES** management system run by another agency will help our agency operate more effectively in the long run.”



“The government should get out of the human resources management business entirely.”



SOURCE: GCN reader survey of 107 (net) government IT managers

10 THINGS TO ASK WHEN CONSIDERING AN HR COE

According to Treasury associate CIO for HR Connect **LYNN EDDY**, agencies should ask themselves 10 things:

- 1 Are you getting HR system functionality that you can use now, and do you know how your future needs will be supported?
- 2 What's the provider's experience in successfully deploying new customers, understanding your technical architecture, and delivering new technology within cost and schedule?
- 3 Will change management and business process re-engineering be key components of the services provided to assure a smooth transition?
- 4 Are full project management services included?
- 5 How is training provided before, during and after you've implemented?
- 6 What type of implementation support will you receive, especially after you've migrated?
- 7 How is your voice as a customer heard? Do you have a substantive role in determining the functionality and direction of the system you're now a part of?
- 8 What's the provider's strategy for planning and funding technology upgrades, both software and hardware?
- 9 How does the provider measure their performance to manage their operations and your satisfaction?
- 10 Do you understand what services you're buying, both during implementation and in operations and maintenance?