Date: July 22, 2011

To: Human Resources Officers
Benefits Officers

From: Evelyn Nazario
Assistant Vice Chancellor
Human Resources Management

Subject: CalPERS Pension System Resumption (PSR) Implementation Update regarding Data Clean-up and Campus Acceptance Testing for the September 19, 2011, Go-Live

Overview

Audience: Human Resources Officers, Benefits Officers, and/or campus designee(s) responsible for benefits administration.

Action Item: Required data clean-up and Campus Acceptance Testing (CAT) for the September 19, 2011, implementation of the CalPERS Pension System Resumption (PSR), formerly CalPERS Automated Communication Exchange System (ACES).

Affected Employees: N/A

Summary

This technical letter provides updated information regarding data clean-up requirements and Campus Acceptance Testing (CAT) activities for the CalPERS Pension System Resumption (PSR) implementation, which will replace the Automated Communications Exchange System (ACES) on September 19, 2011. Campus designees responsible for health benefits administration and/or the testing of Oracle/PeopleSoft CSU PSR Interface processes should read the rest of this technical letter.

Update of CalPERS Implementation Date and Campus Acceptance Testing (CAT) Activities

In HR/Benefits 2009-10 and HR/Benefits 2011-05, it was communicated that the CalPERS Pension System Resumption (PSR) system (also referred to as “myCalPERS”) will replace over 49 systems currently in use by CalPERS including the Automated Communications Exchange System (ACES), and provide a more streamlined self-service environment for managing member enrollments, benefits and contributions in CalPERS’ new business environment.

To ensure a successful transition for CalPERS and the CSU, the PSR Project Team (comprised of Common Management Systems (CMS) and Human Resources Management (HRM)) has worked closely with the CalPERS Public Employees Readiness Team (PERT) to identify data element requirements, testing protocols and pertinent information to prepare campuses for the September 19, 2011, go-live. Critical information regarding components of the PSR implementation was shared in previous HUG Benefits Subcommittee teleconferences and communications. Consequently, the CSU PSR Interface processes have been designed to transmit CalPERS health benefits transactions for employees paid through the State Controller’s Office (SCO).

To date, the following implementation objectives have been successfully completed:

- Development of the CSU PSR Interfaces for V8.9 and V9.0 by the PSR Project Team;
- Identification of mandatory data elements required in Oracle/PeopleSoft;

Distribution:
CSU Presidents
Payroll Managers
Vice Chancellor, Human Resources
HUG Benefits Subcommittee
- Testing between CMS and CalPERS of the PSR bi-directional process; and
- Initial pilot campus testing by CSU Fresno, CSU Fullerton, CSU Sacramento and Cal Poly San Luis Obispo to validate connectivity and CSU business processes.

The CSU PSR Project Team has initiated the CAT phase which is currently in progress through July 29, 2011. It is mandatory that all campuses (with the exception of the pilot campuses listed above), including the Chancellor’s Office, participate in the testing activities during this timeframe.

Campus Benefits Officers and Human Resources Officers received preliminary information regarding CAT activities in an electronic communication released by the CSU PSR Project Team on July 14, 2011. Additional information regarding CAT activities is discussed in a later section of this technical letter.

**Data Clean-Up Activities – Complete by August 30, 2011**

A list of required fields for PSR was supplied to campuses during the HUG Benefits Subcommittee teleconferences. Campuses are reminded that Oracle/PeopleSoft must be updated with the following data elements, as applicable to the employee(s):
- Dependent Social Security Number
- Dependent Address, if different from employee
- Marital Status Date(s)
- Domestic Partnership Date(s)

To assist campuses with data clean-up, each campus, including the Chancellor’s Office, was forwarded a CalPERS health enrollment file which contained data that should be compared to information in Oracle/PeopleSoft for the purposes of updating the required fields in Oracle/PeopleSoft.

Required employee data not contained in the CalPERS file or Oracle/PeopleSoft must be solicited from the employee(s). Employees that are unwilling to provide this information are subject to have their dependents’ benefits cancelled. Campuses that experience issues with the collection of these required data elements should contact HRM.

**Data clean-up of required data elements must be completed by August 30, 2011.**

**Campus Acceptance Testing (CAT) Activities and Daily CAT Teleconference Dates**

Campuses were provided with the PSR Project information on July 14, 2011, which contained: 1) Frequently Asked Questions (FAQ) Document on Loading Seed Data; 2) Release Notes; 3) Business Process Guide; and 4) Required Test Scenarios. The PSR Project information can be downloaded from the HUG Benefits Subcommittee Team Postings Web Page at: [http://cms.calstate.edu/09_Teams/300_CMS_09Ds_02_BE04_Postings.asp](http://cms.calstate.edu/09_Teams/300_CMS_09Ds_02_BE04_Postings.asp).

Campuses should use a current cloned copy of production for testing, as they will test with a May 18, 2011, CalPERS conversion data set. The testing will consist of both the PSR Outbound/Inbound Interface processes, along with error evaluation and resolution.

To assist campuses in this testing phase of the implementation, the CSU PSR Project Team began a daily teleconference on July 18, 2011, which will continue through July 29, 2011; from 9:30 a.m. to 10:00 a.m. The dial-in information is as follows:

**Teleconference Number: 866-285-7780 Access Code: 6948903**

If campuses experience issues or delays associated with testing or any aspect of the CSU PSR Interface processes, they must contact Tammy Hines at tammy.hines@calstate.edu.

At the conclusion of the CAT activities, campuses must submit completed test scenario spreadsheet with results for the online testing, Outbound/Inbound file testing to: Michelle Hamilton (HRM) at mhamilton@calstate.edu. This information must be received no later than July 29, 2011, by close of business.
Detailed CAT timeline information can be referenced below:

### Updated PSR Implementation Timeline

Please note the following implementation activities as of July 14, 2011, through the September 19, 2011, implementation (information and timelines are tentative and are subject to change):

<table>
<thead>
<tr>
<th>Dates</th>
<th>Assigned To</th>
<th>Activities</th>
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<tbody>
<tr>
<td><strong>July 2011</strong></td>
<td><strong>PSR Project Team</strong></td>
<td>➢ 07/13/11: Project Released</td>
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<td></td>
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<td>➢ 07/13/11 – 07/15/11: Apply PSR Project to campus test instance and complete required configuration.</td>
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<td>➢ 07/18/11-07/28/11: Complete all test scenarios and submit files to CalPERS/PERT4U.</td>
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<tr>
<td></td>
<td>Campus</td>
<td>➢ 07/18/11 – 07/28/11: Daily CAT Teleconference, 9:30 a.m. to 10:00 a.m.</td>
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<tr>
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<td>➢ 07/29/11: Campus runs Outbound/Inbound/Interface process (includes error evaluation and resolution).</td>
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<td>➢ 07/29/11: Campus submits completed test scenario spreadsheet with results to HRM.</td>
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<tr>
<td></td>
<td>Campus</td>
<td>➢ Data Clean-up activities continue</td>
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<tr>
<td><strong>August 2011</strong></td>
<td>Campus</td>
<td>➢ Mid-August: Final PSR Project posted for campuses to apply to production.</td>
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<td>➢ TBD: Final Seed Data files received from CalPERS to be loaded into campus databases</td>
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<tr>
<td></td>
<td>Information Only</td>
<td>➢ 08/30/11: ACES decommissioned</td>
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<td></td>
<td>Campus</td>
<td>➢ 08/30/11 – 08/31/11: Benefits enrollment updates are made in Oracle/PeopleSoft.</td>
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<td>➢ Final data clean-up activities completed for PSR go-live.</td>
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<tr>
<td><strong>September 2011</strong></td>
<td>Campus</td>
<td>➢ 09/01/11 – 09/19/11: Benefits enrollment updates are made in Oracle/PeopleSoft. Transactions from 08/30/11 through 09/19/11 will be sent to CalPERS during the initial CSU PSR Interface transmitted on 09/19/11.</td>
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<tr>
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<td>➢ PSR Go-Live</td>
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<tr>
<td><strong>October 2011</strong></td>
<td>Campus</td>
<td>➢ 10/10/11: Open Enrollment Period begins.</td>
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### HUG Benefits Subcommittee Teleconferences

In addition to the daily teleconference during CAT activities, the HUG Benefits Subcommittee Teleconferences scheduled on the first and third Wednesday of each month are ongoing through December 2011. These calls are typically held from 2 p.m. to 3 p.m., unless otherwise announced on the HUG Benefits Subcommittee listserv.


In March 2011, campuses identified one System Access Administrator (SAA) with the understanding that additional System Access Administrator(s) could be assigned by the campus at a later date. In addition, campuses also were
advised in March that the designated Business Contact(s) and Technical Contact(s) of each campus, including the Chancellor’s Office, would be addressed at a later point of the implementation. Prior to go-live, each campus-designated SAA will be forwarded his/her CalPERS-assigned User ID and password for the purposes of logging on and registering Business Contacts on the myCalPERS website. The assigned User ID and password must not be shared under any circumstances.

The definitions of the SAA, Business Contact and Technical Contact roles are as follows:

- **SAA:**
  The SAA is the individual accountable for granting and maintaining user access for all individuals who will be performing business functions as a Business Contact with CalPERS via the new system. The SAA will have the responsibility to reset a user’s system generated password (which can later be changed by the user), lock a user’s access rights to the system, as well as assign and/or change a user’s system access role(s). For the purposes of accessing myCalPERS online, HRM has made the determination that the campus SAA and Business Contacts be limited to “view only” access.

  The SAA is authorized to grant the following accesses only:
  - Health Enrollment (View Only)
  - Retirement Enrollment (View Only)

- **Business contact:**
  Individual at the campus responsible for benefits processing and ensuring PSR interface process is implemented and maintained. This contact will receive functional information from members of the CSU PSR Project Team and CalPERS as appropriate.

- **Technical contact:**
  Individual at the campus responsible for ensuring the technical aspects of the PSR interface process are in place and maintained. This contact will receive technical information and or updates from the CSU PSR Project Team and CalPERS as appropriate.

A list of each campus’ (including the Chancellor’s Office) designated SAA, Business and Technical contacts for the PSR Implementation will be maintained and monitored by HRM. For audit purposes, HRM will perform an annual review of access granted via myCalPERS to validate whether continuing access is necessary and appropriate.

**Campuses must contact HRM in the event of any of the following circumstances:**

- Issuance of new User ID and password in myCalPERS;
- Update or a new assignment of designated individual;
- Revoke current access in myCalPERS due to employee separation or new designated assignment;
- Lost/forgotten User ID and password; and/or
- Compromised User ID and/or password.

**Sensitive Data Transmission, Storage and Disposition**

To ensure the data security of the health enrollment process, the Outbound/Inbound PSR Interface(s) will be processed via automated server-based encryption/decryption and Secure File Transmission Protocol (SFTP). This automated solution is highly secure, does not require the end user to manually encrypt/decrypt health enrollment files, and has been approved by the Chancellor’s Office (CO) Systemwide Information Security Office.

Due to the nature of the sensitive data extracted from Oracle/PeopleSoft to populate the CSU PSR Interface files, campuses must follow stringent protocols for securing the data while at rest and in transmission in accordance with the CSU Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Policies, issued in HR Letter 2011-07, the CSU Systemwide Information Security Policies located at: [http://www.calstate.edu/icsuam/sections/8000/8050.0.shtml](http://www.calstate.edu/icsuam/sections/8000/8050.0.shtml), and comply with applicable regulations regarding the use, access, and management of sensitive data. Campuses can obtain the CSU Data Classification Standard from their campus Information Security Officer (ISO).
Security Incident Response
In accordance with CSU policy, campuses must follow the Breach notification rules and obligations as outlined in the CSU HIPAA Privacy Policy, if any one of the following events occurs:

- A User ID and/or password are compromised;
- An unauthorized access to sensitive data; and/or
- Any suspicious activity of a breach or disclosure of sensitive data.

CalPERS Employee Communication on PSR Implementation
ACES will be decommissioned on August 30, 2011. In Circular Letter 200-050-11, CalPERS has released a two-page flyer (see attached) to assist employees with understanding the transition period of ACES to my|CalPERS from September 2, 2011 through the September 19, 2011 go-live. Campuses can forward this attachment to employees or post it on campus-specific websites. This information will also be added to the Benefits Portal under the “CalPERS Medical” section.

Common Management Systems (CMS) Processing Instructions
This technical letter has impact to CMS Baseline. A new modification is included to support CSU PSR Interface processing for: CalPERS health benefits enrollment(s) and transactions, initial COBRA enrollment(s) and initial Retiree Dental enrollment(s) on behalf of employees and dependents.

General Information
Questions regarding this Technical Letter may be directed to Human Resources Management at (562) 951-4411. This document is also available on the Human Resources Management Web site at: http://www.calstate.edu/HRAdm/memos.shtml.

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