Integration Update, Systems Evaluation Framework and Integration Assessment Criteria

June 30, 2011

Systems Integration Status

➢ **Finance and HR (ERP)**

- Decision was made to migrate PeopleSoft to SAP
- Conversion of financial and human resources system on target for completion by year-end 2011
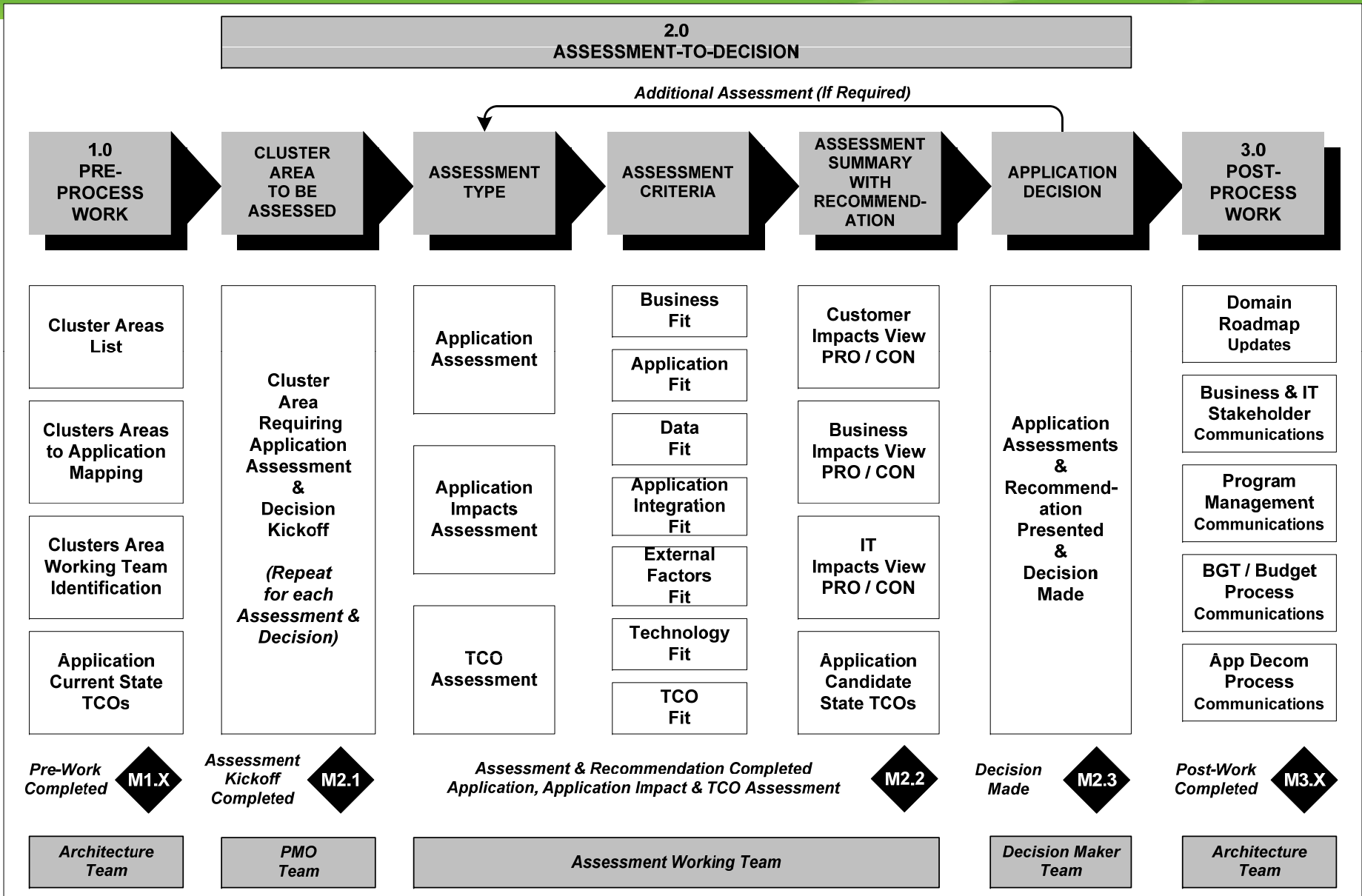
➢ **Consumer/Small Business (RMG)**

- No end-state system decisions have been made to date
- Continuing to evaluate system options

➢ **Business Markets Group (BMG)**

- No plans to convert systems at this time

➢ **Overall:** Systems architecture, integration decisions and timelines are under development

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Systems Evaluation Process Framework

**2.0
ASSESSMENT-TO-DECISION**

Additional Assessment (If Required)

1.0 PRE-PROCESS WORK	CLUSTER AREA TO BE ASSESSED	ASSESSMENT TYPE	ASSESSMENT CRITERIA	ASSESSMENT SUMMARY WITH RECOMMEND-ATION	APPLICATION DECISION	3.0 POST-PROCESS WORK

			Business Fit			**Domain Roadmap Updates**
Cluster Areas List		**Application Assessment**	**Application Fit**	**Customer Impacts View PRO / CON**		**Business & IT Stakeholder Communications**
Clusters Areas to Application Mapping	**Cluster Area Requiring Application Assessment & Decision Kickoff**		**Data Fit**	**Business Impacts View PRO / CON**	**Application Assessments & Recommend-ation Presented & Decision Made**	**Program Management Communications**
Clusters Area Working Team Identification	**(Repeat for each Assessment & Decision)**	**Application Impacts Assessment**	**Application Integration Fit**	**IT Impacts View PRO / CON**		**BGT / Budget Process Communications**
Application Current State TCOs		**TCO Assessment**	**External Factors Fit**	**Application Candidate State TCOs**		**App Decom Process Communications**
			Technology Fit			
			TCO Fit			

Pre-Work Completed ◆ **M1.X**	*Assessment Kickoff Completed* ◆ **M2.1**	*Assessment & Recommendation Completed Application, Application Impact & TCO Assessment* ◆ **M2.2**			*Decision Made* ◆ **M2.3**	*Post-Work Completed* ◆ **M3.X**
Architecture Team	**PMO Team**	**Assessment Working Team**			**Decision Maker Team**	**Architecture Team**

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Assessment Criteria

Application Assessment Criteria		
C1 Business Fit - Business Drivers - Solution Functionality - Solution Functionality Gaps - Business Synergy Savings - Business Risk		
C2 Application Fit - Performance - Scalability - Adaptability – Ease of Change - Skilled Labor Availability - IT App Dev Risk		**C3 Data Fit** - Internal Data Feeds (In-Bound; Out-Bound) - External Data Feeds (In-Bound; Out-Bound) - Data Quality - Data Redundancy - IT Data Management Risk
C4 Application Integration Fit - Integration - Existing - Integration - New - Integration – Ease of Integration - Integration Risk	**C5 Technology Fit** - Technology Standards Alignment - Reliability - Disaster Recovery - Skilled Labor Availability - IT IS Risk	**C6 External Factors Fit** - Customer Experience / Satisfaction - Vendor Contracts - Regularity Reporting - Other (List) - External Factors Risk
C7 TCO Fit (Use TCO Matrix to record) - One-Time, Conversion Costs - Annual, Recurring Costs		

Methodology Used: CenturyLink assess key criteria including regulatory and business requirements, total cost of ownership and adherence to technical standards as the primary components of its application selection process

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