



2010

HR Initiative

Project Overview

TOGETHER.STRONGER.

Project Background

AMSC currently provides key HR service offerings through:

- Benefits
- Employee assistance program
- Human resources helpline
- Pension and retirement services

AMSC is well positioned to assist municipalities:

- Address capacity challenges
- Improve service delivery enabling municipalities to focus on their core competencies.
- Develop new initiatives to support human resource needs of local governments.



2010

Project Background

In order to achieve future growth goals, AMSC's focus on this engagement is twofold:

1. Undertake an internal and external review of the current suite of HR Offerings (focusing on benefits & pensions) to determine if the current state of AMSC's operations meets customer needs.
2. Evaluate opportunities to develop and implement new Human Resources service lines to benefit current and future AMSC customers in a manner that is economically sustainable.



2010

Project Background

The initiative involves a significant assessment of the external market and current business processes, services, program elements, structures and financial models within the benefits and pensions department.

AMSC, through a comprehensive due diligence process, selected Meyers Norris Penny for this initiative – approved by the Board



2010

Project Overview

Year	Date	Activity
2009	March 12	RFQ Released
2009	July 6	Successful Vendor Notified
2009	August 19	Project Kick Off Meeting
2009	October 14	Phase # 1: Initiation & Planning
2009	October 14	Project Charter Finalized & Approved
2009	December 22	Phase #2: Assess & Confirm Current State (Interim Report Due)
2010	June 30	Current State Solutions- Implementation of Key Recommendations
2010	August 31	Phase #3: Future State



2010

Project Overview

PHASE 1: Initiation & Planning- COMPLETE

Project Kick Off Meeting, Develop Project Plan & Charter

PHASE 2: Assess Current State- IN PROGRESS

Background data collection, interview stakeholders (executive leadership, steering committee, PCAG, BCAG, partners), benchmarking review (Benefits & Pensions), customer needs assessment, refine existing service model, assess AMSC change readiness. Determine and implement current state solutions.

PHASE 3: Future State- SUMMER 2010

Shortlist potential service offering, develop service line & description, assess client interest, develop & test expanded service line, develop implementation plan



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2010

Thank you!

Questions?