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## SUMMARY

Dec. 2010

### **REPORT ON @REALBC POST-IMPLEMENTATION REVIEW**

The Ministry of Citizens' Services requested a post-implementation review of the @RealBC system. @RealBC is a portfolio management system that assists with client, lease and project (construction and tenant improvements) management.

The purpose of the review is to assess whether specific aspects of the @RealBC system implementation were successful.

The objectives of the review were to:

1. To assess whether the @RealBC system provides the intended level of functionality and performance.
2. To assess whether the @RealBC system:
  - a. Provides reliable, accurate, and timely reports, invoices, and on-line information.
  - b. Interfaces accurately and efficiently with the Workplace Solutions Inc. service provider system and with the Corporate Accounting System/Oracle financial system.

The review found that:

- The implementation of @RealBC was successful overall.
- The system provides the intended level of functionality.
- The system can produce accurate and reliable information, although data migration problems resulted in ministries not receiving reliable information on one time only projects for the first nine months of fiscal 2009/10.
- System performance was unsatisfactory initially but improvements have brought performance to an acceptable level.
- The interfaces with the Corporate Accounting System and the Workplace Solutions Inc. System were working accurately and efficiently.

There were no formal recommendations from this post implementation review.

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