

Welcome To the INPRS Systems Context Diagrams:

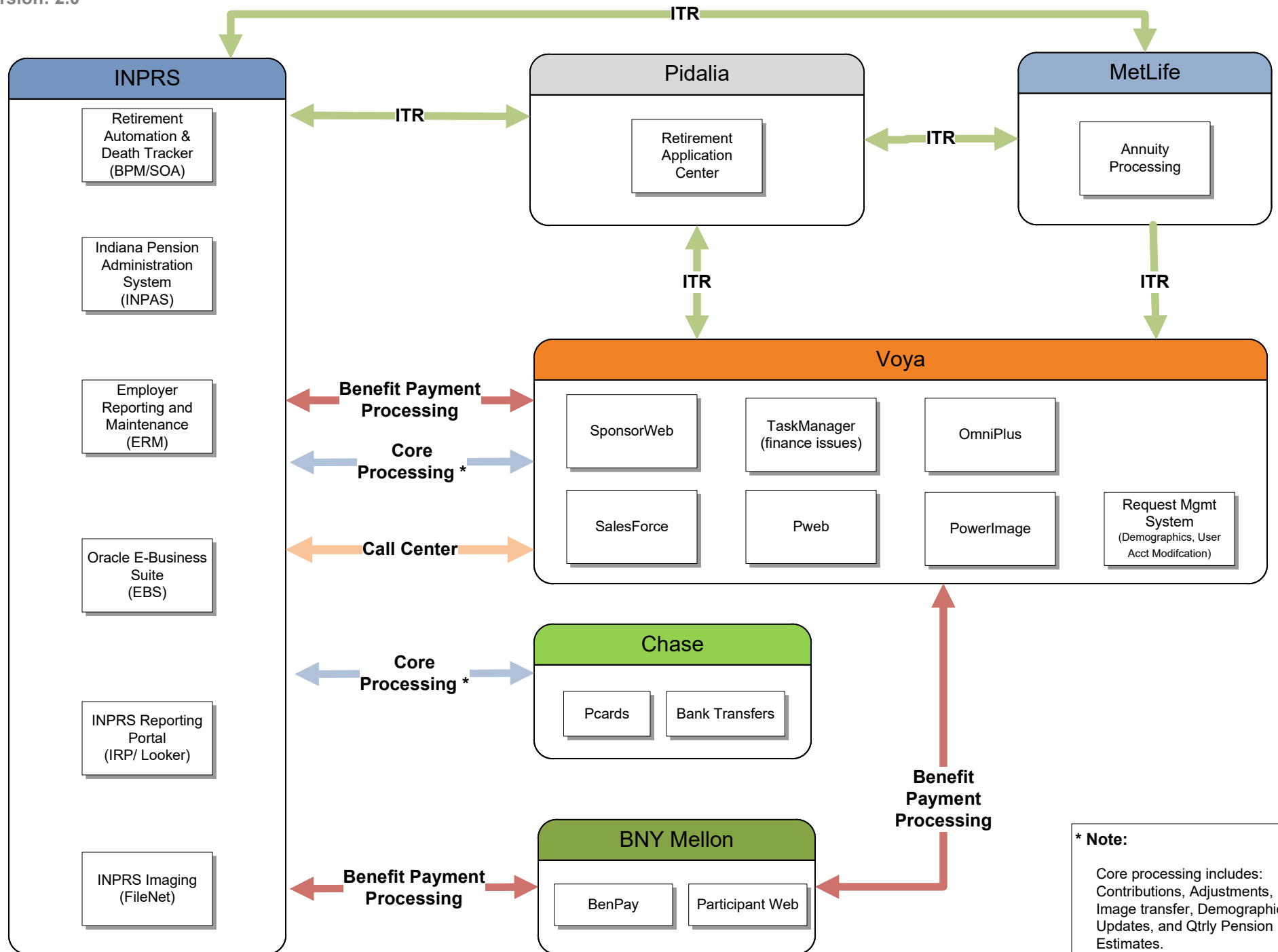
- These diagrams are high level to help with a general understanding of how our systems – and our vendor's systems interact with each other.
- These are not detailed to the point of all data, so it does not include all systems and files. They are a general reference and learning tool
- All pages after Overview have more detail available in the corresponding “Systems Context Narrative” document that should be in the same folder where you found this flow.
- This is a living document, if you identify where changes may be needed, please email enterprise architecture at INPRS-EA@office365groups.in.gov

INPRS Systems Context Diagram

Overview

Last Update: 1/18/2024

Version: 2.0



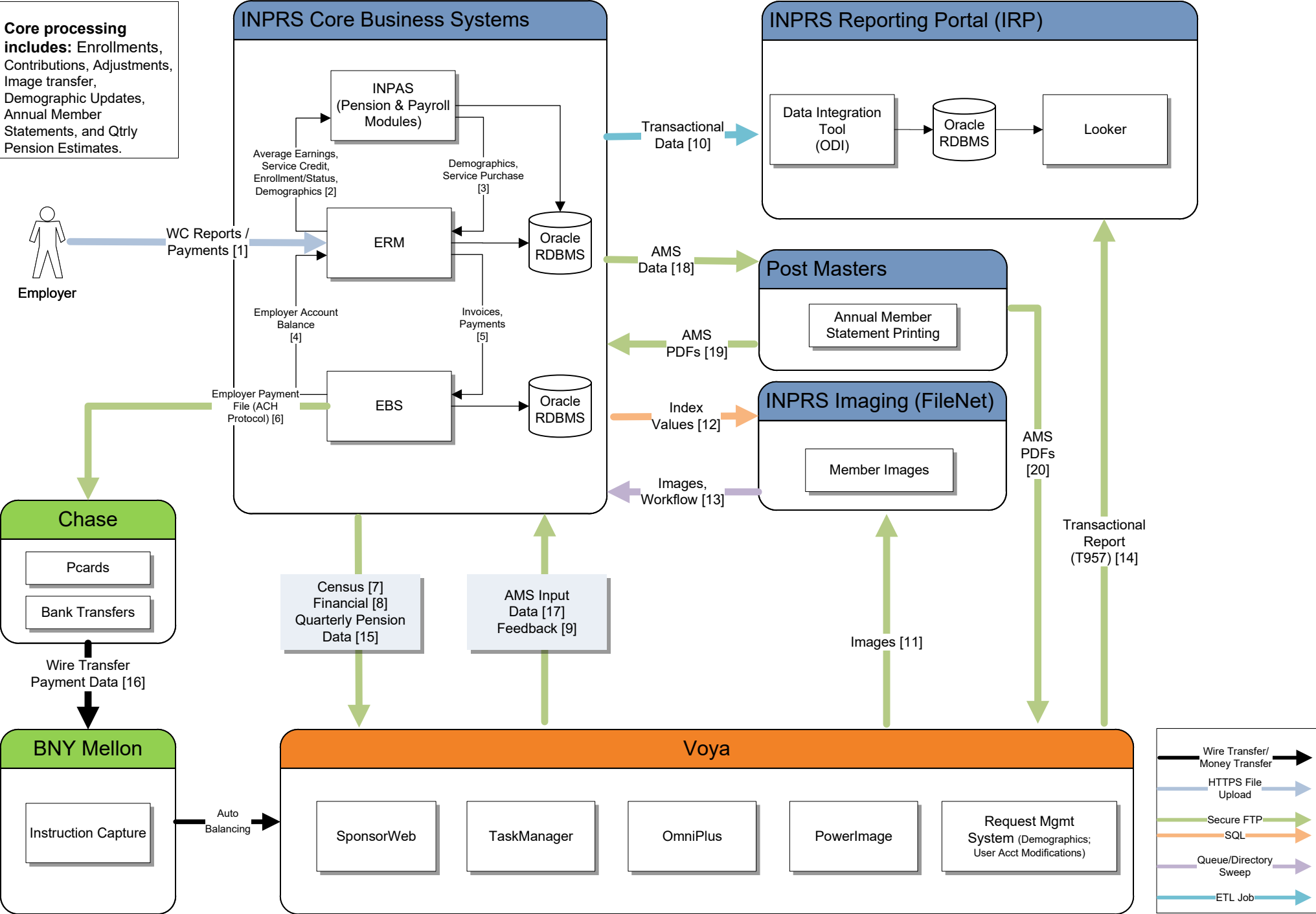
Organization (Contract Owner)	System	Business Owner (responsible for data entered)	System Custodian (Care & Feeding)	Data Custodian (SME - inputs & Notifications)	Data SME	Description
8x8	Knoahsoft	Chief Benefits Officer	INPRS			Call Center Quality Management
8x8	VCC (Virtual Contact Center)	Chief Benefits Officer	INPRS		Member Advocates; Employer Advocates	Call Center Software
BNY Mellon	Nexen		BNY Mellon	Finance	Finance	BNYM Generic portal with access to other BNY apps to initiate DB benefit payments and DC contribution funding transfers (Custodian)
BNY Mellon	Nexen Instruction Capture	Robert Corne	BNY Mellon	Finance	Finance	BNY Mellon Custodian Portal within Nexen used by Finance and Investments to manage maney transfers
Chase	Admin Account		Chase			Holding account for employer contributions
IDOA	Way2Go (INPRS Portal)	Chief Financial Officer/ IDOA	Conduent		Benefits Processing - new member setup; Finance AR - payment processing submission via ACH.	Online portal for INPRS to access member level information for payment cards for members. Also allows setup of member accounts manually - triggering card issuance. Allows for reporting.
IDOA	Way2Go (Member Portal)	Chief Financial Officer/ IDOA	Conduent		Member Advocates	An application to provide a payment card for members that do not provide ACH banking information for DB payments. A debit card is issued to participants from Bank of America.
INPRS	Employer Reporting and Maintenance (ERM)	Chief Benefits Officer	INPRS			PeopleSoft HCM module with customizations. Book of record for employer and member data with regard to employment history. Employer Contribution submission application. Also includes Service Credit and FAE calculation module.
INPRS	FileNet		INPRS			Imaging subsystem, that contains all images associated with members and employers. Also Vendor files. DataCap indexes documents to file net. Workplace XT is the user application to access FileNet. - Will need to add beneficiaries/survivors to this list.
INPRS	Hubble	Chief Finance Officer	INPRS			User designed and maintained reporting and reconciliation solution for Oracle EBS
INPRS	Indiana Pension Administration System (INPAS)	Chief Benefits Officer	INPRS			PeopleSoft Pension Administration module with customizations. Pension benefit and Service Purchase Cost engine. Payment processing application.
INPRS	INPRS Reporting Portal (Looker/IRP)		INPRS			Data warehouse based reporting system.
INPRS	North America Payroll Module	Chief Finance Officer	INPRS			A limited use PeopleSoft module utilized to store deductions (dues, health premiums), address/tax elections at retirement and payment type records
INPRS	Oracle E-Business Suite (EBS)	Chief Finance Officer	Chief Finance Officer			Accounting and financial reporting application for all funds (General Ledger System)
INPRS	Proval	Chief Finance Officer	Chief Finance Officer	Finance - Actuary	Finance - Actuary	Actuarial reporting system
KBA/RMBA	Filevault		Key Benefits (KBA)	Key Benefits	Benefits Processing; Finance	sFTP file transfer site for RMBA reports and filing
State Street	Business Objects		State Street			SSC reporting tool used by INPRS for adhoc and monthly reporting for data housed in PlusWeb
State Street	Tax Ledger		State Street			SSC application used to produce annual 1099's and 1042's for DC.
Voya	Annuity Processing		MetLife			Manage Annuities
Voya	Benefit Estimate		Pidalia			Online module for member's to request retirement benefit estaimtes

Organization (Contract Owner)	System	Business Owner (responsible for data entered)	System Custodian (Care & Feeding)	Data Custodian (SME - inputs & Notifications)	Data SME	Description
Voya	MyPenPay		Voya			Online portal to State Street DB member recordkeeping, hosted as an integrated portion of the Voya Microsite. Members can access payment information and update address, banking information, tax elections and request reissuance of checks.
Voya	Nexen Participant Web	Chief Benefits Officer	BNY Mellon	Finance	Finance	Online portal to BNY Mellon DB member recordkeeping, hosted as an integrated portion of the Voya pWeb microsite. Members can access payment information and update address, banking information, tax elections and request reissuance of checks.
Voya	Nexen BenPay		BNY Mellon	Finance	Finance	BNY Mellon financial application within Nexen used to maintain DB member records to generate DB payments. Allows access for multiple authorized users to update demographic information. Utilized by Finance to approve payments and funding in addition to processing post payment activity.
Voya	OmniPlus	Chief Benefits Officer	Voya	Voya		Voya financial core recordkeeping system from SunGard with ongoing Voya customization
Voya	Pen Pay Web		StateStreet			Portal to State Street DB system, hosted as an integrated portion of the Voya Microsite. DB plan information; members can see payment information, change address, ACH information. INPRS staff can use for member DB inquiry, running reports
Voya	Plus Web		StateStreet			SSC financial application used to maintain DB member records to generate DB payments. Allows access for multiple authorized users to update demographic information. Utilized by Finance to approve payments and funding in addition to processing post payment activity. Also used by Voya for DC distributions.
Voya	PowerImage	Chief Benefits Officer	Voya	Voya		Integrated system that handles document management, including full imaging
Voya	Pweb	Chief Benefits Officer	Voya			Online portal for members to access Voya DC recordkeeping in addition to providing access to MyPenPay which is a Voya portal for retired DB member recordkeeping via a web service call (Same as Sponsor Web?)
Voya	Retirement Application Center		Pidalia			Online module for starting, completing, submitting a retirement application
Voya	Retirement Tracker		Pidalia			Online module to display to a member the processing status of their retirement application
Voya	SalesForce	Chief Benefits Officer	Voya		Member Advocates	Customer Service Customer Relationship Management (CRM) for logging/tracking Tier 1 member interactions
Voya	Sponsor Web	Chief Benefits Officer	Voya			Online portal for DC plan administrators/INPRS to access member level data and reporting. Includes DC participant demographics, balances, transactional history, disbursement detail information, etc....
Voya	TaskManager	Chief Benefits Officer	Voya			Workflow system for tracking tasks between INPRS and Voya; DC research requests
Voya	Workspace		Voya			Voya hosted site embedded into Sponsor Web for file transfers to and from

INPRS Systems Context Diagram

Core Processes

Last Update: 1/30/2024



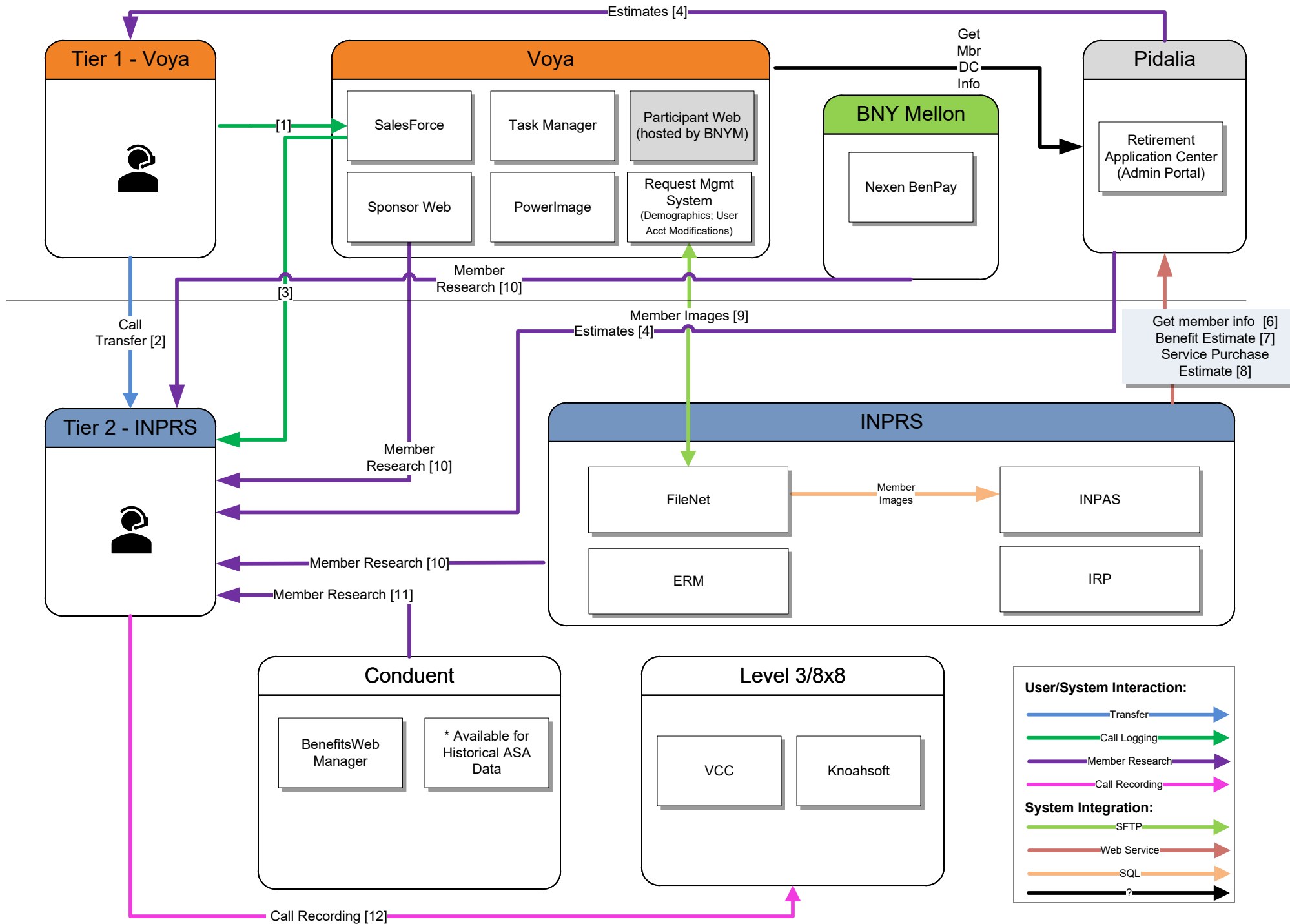
#	Source	Destination	Components	Notes
1	Employer	ERM	Wage and Contribution Reports Payments Member Enrollments	Employers utilize the ERM User Interface to submit all information regarding new employee enrollments, employment status updates, wage and contribution reports and requisite payments. Wage and contribution reports contain Member ASA and ER Share
2	ERM	INPAS	Average Earnings Service Credit Enrollment/Status Member Demographics	The member demographics feed is utilized to synchronize the two systems. The Enrollment/Status feed is utilized to enroll an new employee or to modify employment status. ERM is the system of record for Average Earnings and Service Credit and therefore this interface is required to provide these values to other systems.
3	INPAS	ERM	Member Demographics Service Purchases	The member demographics feed is utilized to synchronize the two systems. The Service Purchase feed is utilized to log a credit in the ERM system for the purchased service.
4	EBS	ERM	Employer Account Balances	Returns outstanding Employer balance (debit or credit) to be used in W&C payment process.
5	ERM	EBS	Employer Bank Setup/Changes Invoices Payments	Employers set up and maintain their bank account information within ERM. The information is then sent to EBS. Employers submit payment(s) for the wage and contribution report for all accepted records, therefore multiple payments can be applied to the same report as exceptions are resolved. Once Employers have submitted payment, corresponding Invoices and Receipts are created within EBS.
6	EBS	Chase	Employer Payment File (Bank File)	Authorizes the withdrawal of monies from the Employers' accounts. The bank sends feedback directly to Finance, it is not loaded into the system. Any adjustments are made manually by Finance.
7	INPAS ERM	Voya	Census File	Census file contains Member Demographic changes and SSN Merges, vesting, eligibility

#	Source	Destination	Components	Notes
8	ERM	Voya	Financial File	Financial file contains member contributions and adjustments , service purchase payments
9	Voya	ERM	Feedback File	Feedback file contains Member Demographic changes and ASA payments
10	ERM/INPAS	IRP	Transactional Data	Transactional data sent to IRP sub-system for reporting.
11	Voya	FileNet	Images	All INPRS related Images stored at Voya will be sent to FileNet Daily
12	INPAS	FileNet	Valid Index Values	Utilized to validate entered index values against the INPAS/ERM database.
13	FileNet	INPAS	Images Workflow	Returns images for a member and initiates workflow within INPAS when new images are committed to the imaging system.
14	Voya	IRP	Payment Report	Contribution data sent to IRP for Contribution Timeliness Report
15	INPAS	Voya	Quarterly Pension Data	Quarterly Pension Data file contains Benefit Estimate data for all PERF/TRF members for use in My Orange Money.
16	Chase	BNY Mellon	Money Transfer via ACH	Get money from the employer processed through Chase, then money is transferred to BNY Mellon as the Custodian
17	Voya	INPRS	AMS Extract	Voya sends AMS extract to INPRS monthly for PERF and TRF annual member statements
18	INPRS	Post Masters	AMS Data	INPRS sends AMS data monthly to print vendor to generate and mail annual member statements
19	Post Masters	INPRS	AMS PDF's	Sent to INPRS for imaging
20	Post Masters	Voya	AMS PDF's	Sent to Voya to post for member access

INPRS Systems Context Diagram

Call Center

Last Update: 1/30/2024

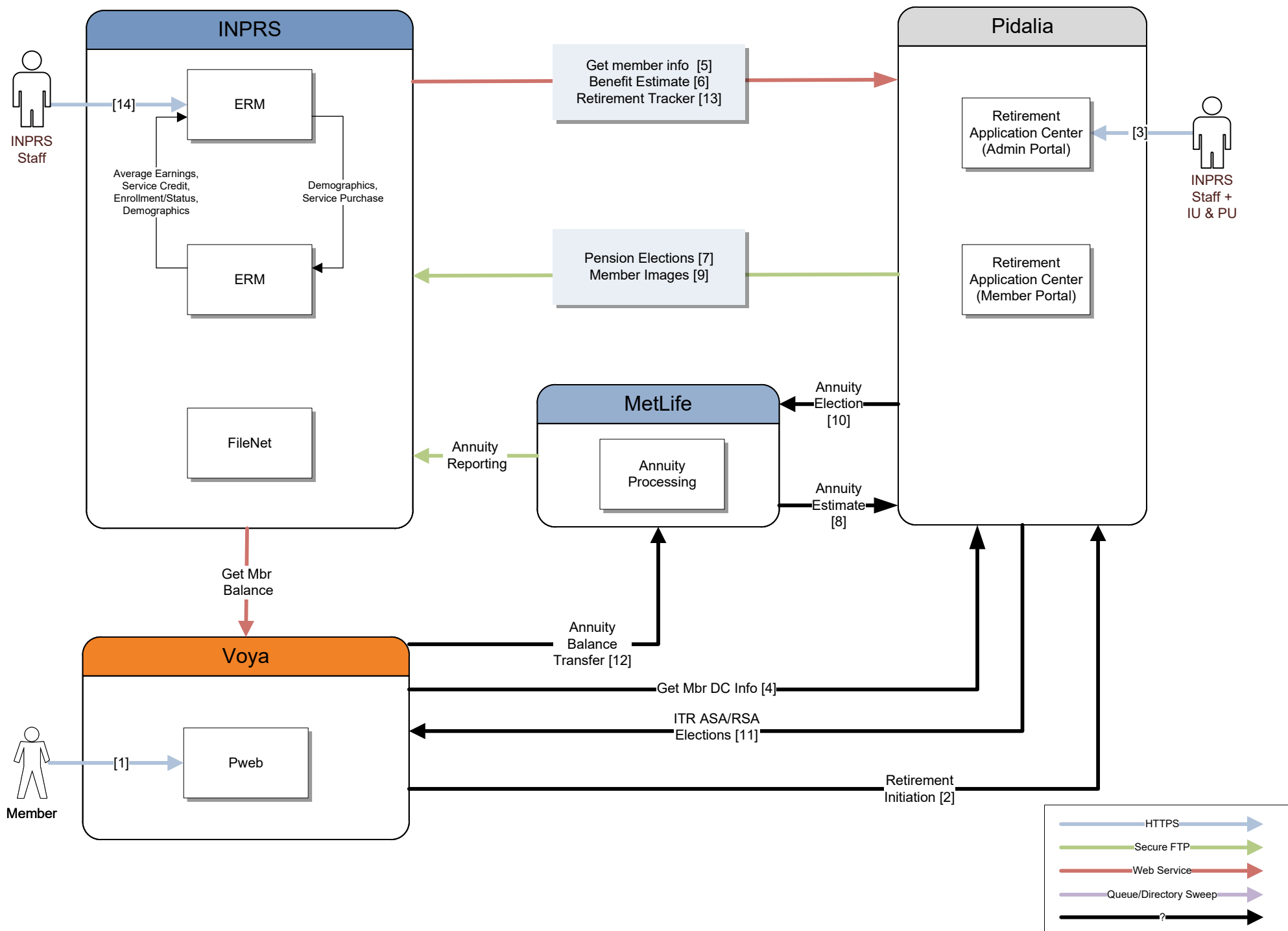


#	Source	Destination	Components	Notes
1	Tier 1	Voya	SalesForce	Used for tracking member interactions for Tier1 and Tier2
2	Tier 1	Tier 2	Call Transfer	Call escalation
3	Tier 2	Voya	SalesForce	Tier 2 users logging into SalesForce through Voya interface
4	Tier 1 Tier 2	Pidalia	Benefit Estimate Service Purchase Estimate	Tier 1 and Tier 2 running benefit estimates and service purchase estimates via Micro Site.
5	Voya	Pidalia	Get Member DC Info	Web Service used to get member information used for Micro Site actions Benefit Estimate, Service Purchase and Retirement Application. additional detail: Will Send PID, auth_key and we will send back: PID, , funds,eligibility, benefits, average salary, Service Credit, Eligibility Service Credit, Vested Override, elected Official
6	INPRS	Pidalia	Get Member DB Info	
7	INPRS	Pidalia	Benefit Estimate	Web Service used to get a member benefit estimate used for benefit estimate and Retirement application
8	INPRS	Pidalia	Service Purchase Estimate	Web Service used to get service purchase cost
9	Voya	INPRS	FileNet	All Images stored by Voya related to INPRS will be sent daily to FileNet.
10	INPRS Voya	Tier 2	Member Research INPRS Core Systems Voya Systems BNYM Systems	Call Center all INPRS core systems to research member issues.
11	Conduent	Tier 2	BenefitsWeb Manager	Historical ASA data will be available via Conduent BenefitsWeb Manager access. Will include past 4 quarters of QMS, past 3 years of 1099Rs, select historical member transactions, ASA valuation detail, etc. Historic cancelled checks will be accessible for Finance user via BNYM.
12	Tier 2	Level 3/8x8	Call Recording	Tier 2 call are recorded for quality and legal purposes.

INPRS Systems Context Diagram

ITR/Retirement Process

Last Update: 7/27/22



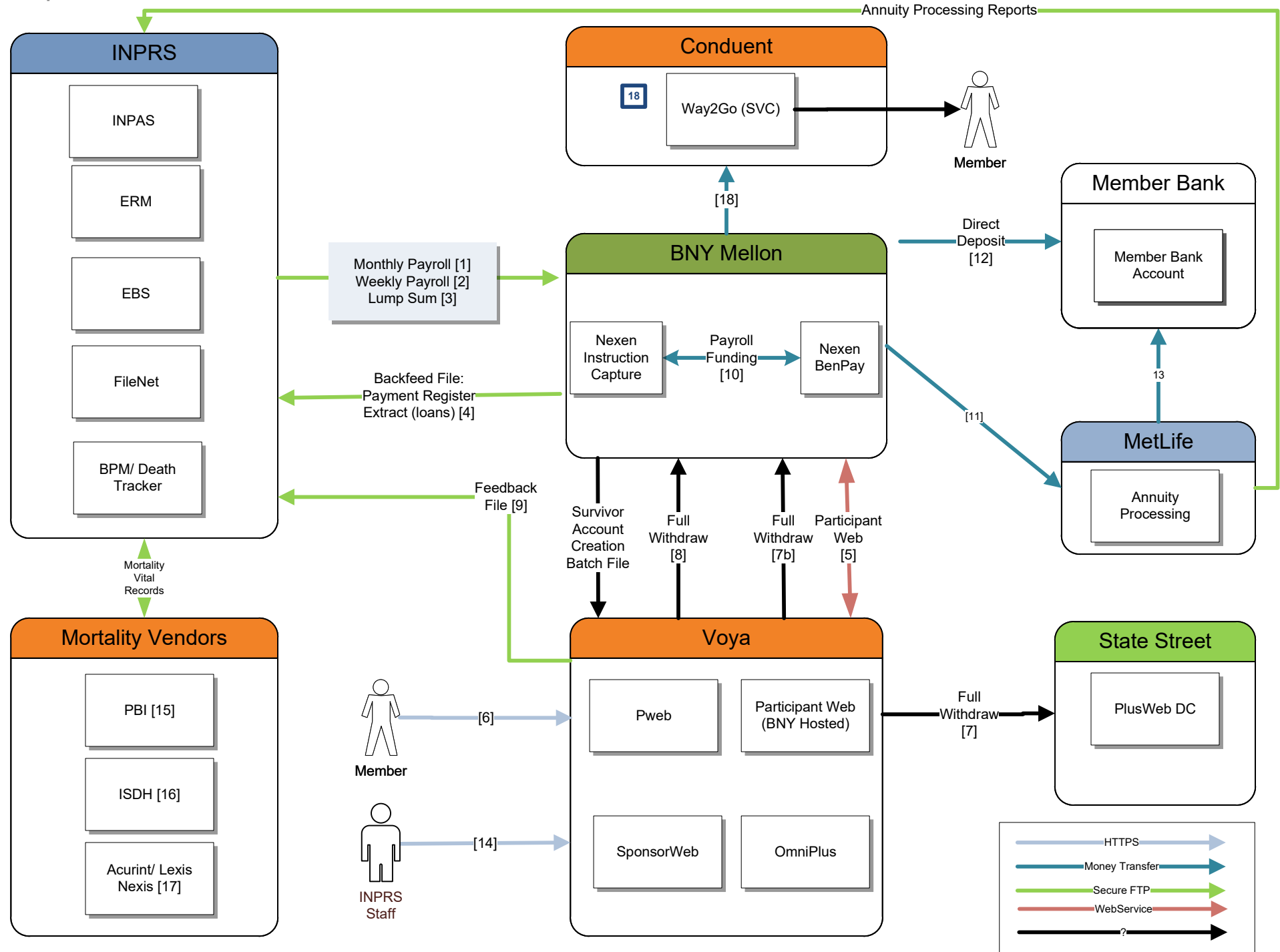
#	Source	Destination	Components	Notes
1	Member	Voya	Pweb	Member access to self service actions starts by logging into PWEB
2	Voya	Pidalia	Retirement Application Retirement Tracker Benefit Estimate	Clicking a link on PWEB will navigate them to Microsite without requiring logging in again. The microsite will host the necessary components for ITR process.
3	INPRS Staff	Pidalia	Retirement Application Retirement Tracker Benefit Estimate	Staff access to the Retirement Application Center. IU and PU also have access to the Retirement Application Center Portal.
4	Voya	Pidalia	Get Member DC Information	After user authentication, Micro Site will web service Voya for DC data. This will include balances, beneficiary information, and ACH info.
5	INPRS	Pidalia	Get Member DB Information	After user authentication, Micro Site will web service INPRS for DB data. All data will be from ERM. It will include PID, funds, eligibility, benefits, average salary, Service Credit, Eligibility Service Credit, Vested Override, elected Official
6	INPRS	Pidalia	Benefit Estimate	Web Service used to get a member benefit estimate used for benefit estimate and Retirement application
7	Pidalia	INPRS	Pension Elections	At a certain point in the retirement process the information needed to process pension benefit is sent to INPRS.
8	MetLife	Pidalia	Annuity Estimate	Integration to get annuity benefit estimate for PERF TRF and ASA Only
9	Pidalia	INPRS	Member Images	All images for retirement application will be loaded into FileNet.
10	Pidalia	MetLife	Annuity Election	Finalized quote sent to MetLife. Will occur no earlier than the later of 30 days after retirement date or LDIP received.
11	Pidalia	Voya	ITR ASA/RSA Election	Final ASA/RSA elections sent to Voya. Will occur no earlier than the later of 30 days after retirement date or LDIP received.

#	Source	Destination	Components	Notes
12	Voya	MetLife	Annuity Balance Transfer	Voya will be doing the balance transfer for those members that select an annuity.
13	Pidalia	INPRS	Retirement Tracker Retirement Tracker Service Call	Web service used to get pension processing status information from INPRS. Information will come from INPAS. Unlike today, no ASA/RSA or annuity information will be provided by INPRS.
14	INPRS Staff	INPRS	INPAS	INPRS Staff retirement processing.
15	MetLife	INPRS	Annuity reporting	MetLife provide annuity reports to INPRS

INPRS Systems Context Diagram

Benefit Payment Process

Last Update: 1/30/2024



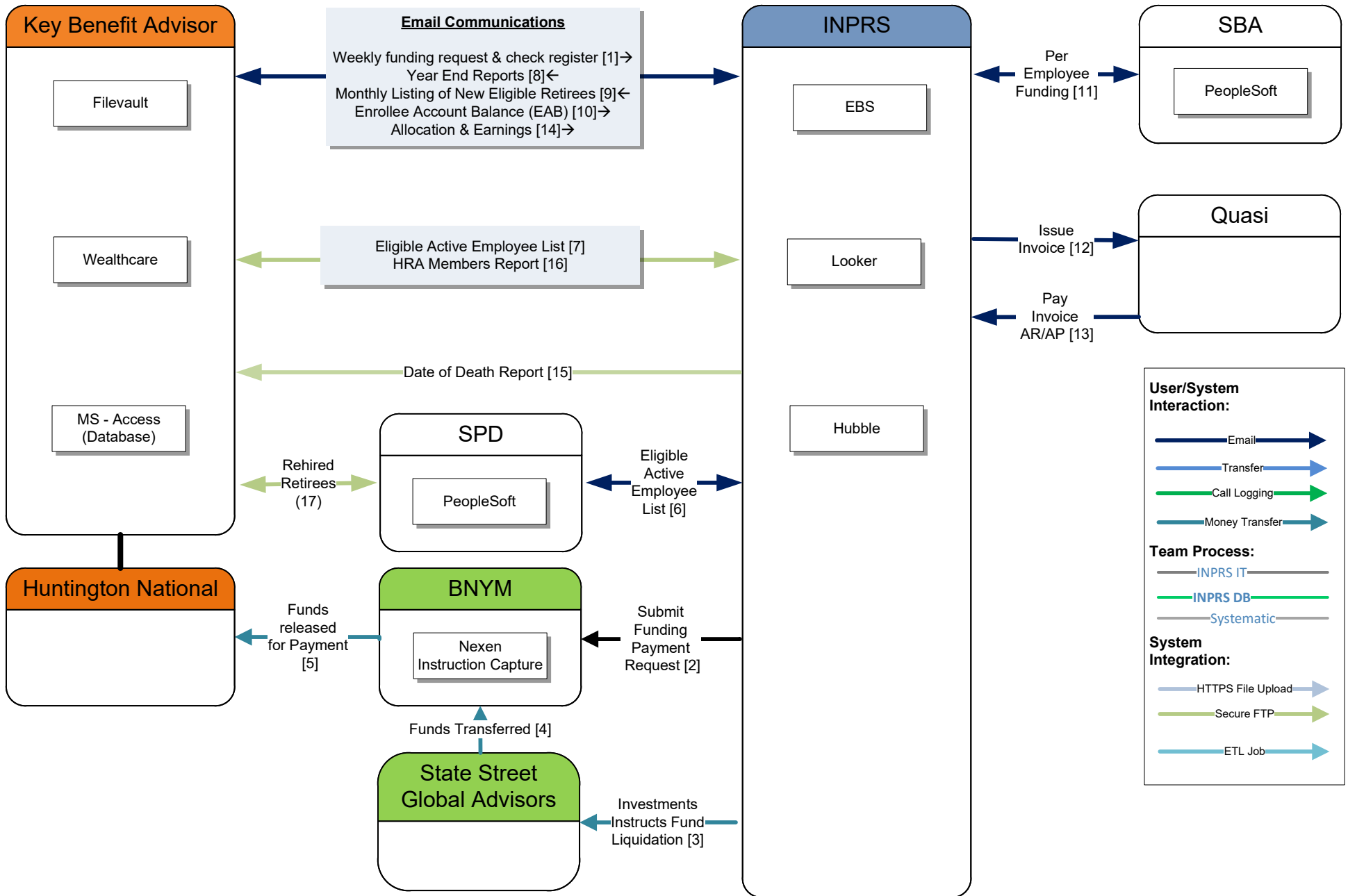
#	Source	Destination	Components	Notes
1	INPRS	BNY Mellon	Monthly Payroll File	Changes Only file. The same job will be ran two times a month once for PERF (includes small plans) and once for TRF
2	INPRS	BNY Mellon	Weekly Payroll File	Weekly payroll file will also contain the montly set up for anyone that is getting their first payment as well as retros for payees that are continuing to receive ongoing payments.
3	INPRS	BNY Mellon	Lump Sum Payment File	This file is used only for payments that occur only once.
4	BNY Mellon	INPRS	Payment Info/BK4110 replacement	This will be a file feed back used as a check registry and to update payment information on loans.
5	BNY Mellon	Voya	Participant Web Integration	BNY Mellon will be integrating with Voya so that Voya's Participant Web will be hosting payment information for member's to access.
6	Member	Voya	Full Withdraw Request	Member can request ASA/RSA withdrawals directly from Voya prior to Retirement by logging into PWEB.
7	Voya	State Street	Full Withdraw Request	Voya notifies State street what DC distributions are ready to be paid.
7b	Voya	BNY Mellon	Full Withdraw Request	Voya notifies BNY Mellon what DB distributions are ready to be paid.
8	Voya	BNY Mellon	Full Withdraw Request	Voya sends request to BNY Nexen Instruction Capture to send money to BNY Nexen BenPay for disbursement.
9	Voya	INPRS	Feedback File	Distribution information will be sent back to INPRS
10	BNY Mellon	BNY Mellon	Payroll Funding	Movement of Cash internally in BNY Mellon for disbursement
11	BNY Mellon	MetLife	Annuity Funding	Movement of cash to Metlife for Annuity purchases.
12	BNY Mellon	Member Bank	Direct Deposit	BNY Mellon will disburse money to Member bank account for those that have ACH information.
13	MetLife	Member Bank	Direct Deposit	Metlife will disburse money to member bank account for those that have ACH information.

#	Source	Destination	Components	Notes
14	INPRS Staff	Voya	SponsorWeb	INPRS Staff login to SponsorWeb to view payment information. This payment information is fed from State Street.
15	PBI		Mortality Vital Records (Death File)	INPRS sends member file to PBI and PBI returns results
16	ISDH		Mortality Vital Records (Death File)	ISDH sends file to INPRS via IOT Mulesoft ESB
17	Accurant/ Lexis Nexis		Mortality Vital Records (Death File)	INPRS subscribes to data from Accurant/L-N.
18	BNY Mellon	Conduent	EFT?	BNY Mellon will disburse money to Member Stored Value Card managed by Conduent (via State of Indiana)

INPRS Systems Context Diagram

Retirement Medical Benefits Account

Last Update: 01/30/2024



#	Source	Destination	Components	Notes
1	KBA	INPRS/ EBS	Weekly Funding Request & Check Register	<p>Submit Funding Request and check register of claims to be paid to INPRS Finance DC mailbox. The cash balance for the INPRS RMBA EXTRA at BNYM is reviewed by AR team to ensure sufficient funds are available to cover the funding request</p> <p>Attach these documents in EBS for backup: Manager acknowledgement from BNYM Nexen Instruction Capture Transaction Detail Funding Request Account Balance prior to Transfer Verification of Transfer</p> <p>Oracle EBS GL is updated</p>
2	INPRS	BNY Mellon /Nexen	Submit Funding Payment Request	Submit funding payment request in BNYM Nexen Instruction Capture
3	INPRS	State Street Global Advisors	Investments Instructs Fund Liquidation	Senior DC Finance Manager sends an email notification to Investments & Investments goes on to the State Street Global Advisors interface to request liquidation of assets in the requested amount.
4	State Street Global Advisors	BNY Mellon / Nexen Instruction Capture	Funds Transferred	State Street Global Advisors sends the directed liquid assets to BNYM Account "INPRS Retirement Med Benefits Acct". Investments then completes the transfer from the "INPRS Retirement Med Benefits Acct" to the "RMBA EXTRA" account in Nexen
5	BNY Mellon/ Nexen	Huntington National	Funds released for Payment	Funds are automatically released for payment on the value date once approved. Huntington National is the bank for KBA
6	INPRS	SPD	Eligible Active Employee List	<p>Finance sends email to request an Active Employee list.</p> <p>SPD Benefits Manager generates an Active employee list in Excel and sends to INPRS; includes Quasi and Legislators, Excludes State Police, Conservation and Excise Officers and Senior Judges</p>

#	Source	Destination	Components	Notes
7	INPRS	KBA/ MS Access Database	Eligible Active Employee List	<p>Finance Manager confirms inclusions and exclusions on the list, save the file in Finance folder and sends to KBA</p> <p>KBA compares the list to their MS Access database and returns a listing of items for further discussions.</p>
8	KBA	KBA/ Access Database	Year End Reports	<p>2 reports are sent to INPRS: A pending file of employees who are being removed (retirees etc.) and a summary report of annual contributions (annual contribution stratified by age)</p> <p>Pending file is reviewed to ensure the ones that are dropped off and communicate adjustments needed to KBA.</p> <p>KBA updates database with adjustments</p> <p>INPRS Finance uses summary report of annual contributions to calculate cost per member</p>
9	INPRS	KBA	Monthly Listing of New Eligible Retirees	INPRS - Monthly Operations sends emails to groups requesting retirees for the month. Compiles the Retiree Report, and sends (EAB YTD roll forward) listing retiree population
10	KBA	INPRS	Enrollee Account Balance (EAB)	<p>Finance manager updates Retiree Report (EAB YTD roll forward) to calculate total bonus contribution</p> <p>Cost per employee calculated using annual contribution (active member) and bonus contribution (current year retired employees) – calculation is sent to mgmt. for approval</p>

#	Source	Destination	Components	Notes
11	INPRS	SBA	Per Employee Funding	<p>Email is sent to assistant director of finance (SBA) to communicate cost per employee</p> <p>Memo is created and signed off on by INPRS CFO. SBA Communicates memo to controllers on behalf of INPRS. Controllers receive cost per employee memo.</p> <p>SBA writes the Journal entries.</p> <p>Assistant director of finance generates employee listing and sends quasi headcount to INPRS</p>
12	INPRS	Quasi	Issue Invoice	Invoice issued to quasies for cost per employees
13	Quasi	INPRS	Pay Invoice AR/AP	Invoices are paid through standard AR/AP processes
14	KBA	INPRS	Allocation & Earnings	<p>INPRS Finalize FY Financial Close for RMBA. Calculate earnings to allocate to Active and Retiree accounts. Send email to KBA informing them of the dollar amount to allocate to the accounts.</p> <p>KBA Determines Individuals to Allocate and Applies earnings: Removes additions after the 1st of the year, Retirees – 980, and Active - 880. Send a summary of the earnings allocation to INPRS (Details of interest for SOI.xlsx)</p> <p>INPRS Review dollar amounts and earnings to ensure totals are correct</p> <p>KBA Apply earnings to retirees: Wealthcare System. Active members: Update</p>
15	INPRS	KBA	Date of Death Report	<p>INPRS Operations pulls All Member Report filtered for retired and DOD on or after 4 months from Looker. Saves as a csv and uploads to the KBA sFTP site (Filevault). Then sends an email to let KBA know it is uploaded.</p> <p>KBA Updates their systems and begins their death processing.</p>

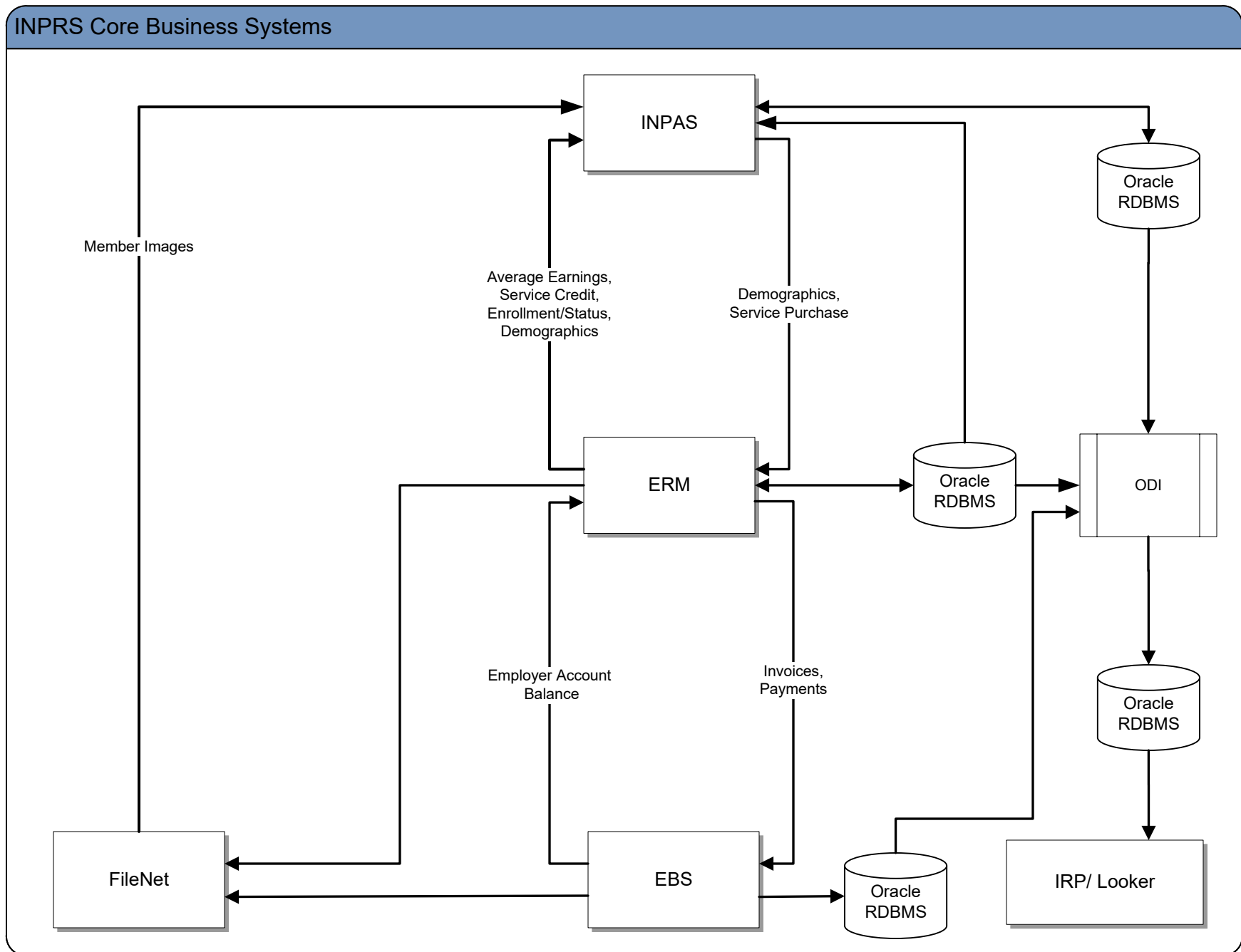
#	Source	Destination	Components	Notes
16	INPRS	KBA	HRA Members Report	<p>INPRS Operations runs the HRA member report with appropriate filters from Looker. Saves as csv. and uploads to the KBA sFTP site (Filevault). Sends KBA an email that the file is uploaded.</p> <p>Key Benefits returns the report via Filevault marked Yes for those that have retired and are eligible for the bonus contribution (YES Report). A separate report is returned via Filevault from KBA marked "no" for those who are retired but not eligible for the bonus. (NO Report).</p> <p>INPRS checks both reports for breaks in service and age eligibility to confirm the eligibility and notifies Key Benefits when errors are found via email.</p> <p>KBA Removes active employees from the MS Access database and loaded into Wealthcare system</p>

#	Source	Destination	Components	Notes
17	KBA	SPD	Rehired Retirees	<p>KBA generates the initial reporting during the Retiree Enrollment process. KBA queries Retiree population and splits it into Active (501 accts) and Inactive (not 501 accts) under RMBA. The file is uploaded to FileVault and an email is sent to State Personnel notifying the file is available.</p> <p>SPD downloads the list from FileVault and saves it. The list from KBA is reviewed (both tabs – 501 accts and not 501 accts). SPD pulls active employees (includes intermittent, part-time, JWF recipients) from PeopleSoft HR. (Indiana Supreme court Senior Judge Transfer is entered into PeopleSoft). Vlookup is used to compare the list from KBA and the report from Peoplesoft HR. The members are labelled appropriately: As a Sr. Judge/Active OR A term date is added as members change status. Upload the file to FileVault.</p> <p>Termination entered into Wealthcare System to suspend benefit eligibility. New Welcome Packet with updated balance goes out</p>

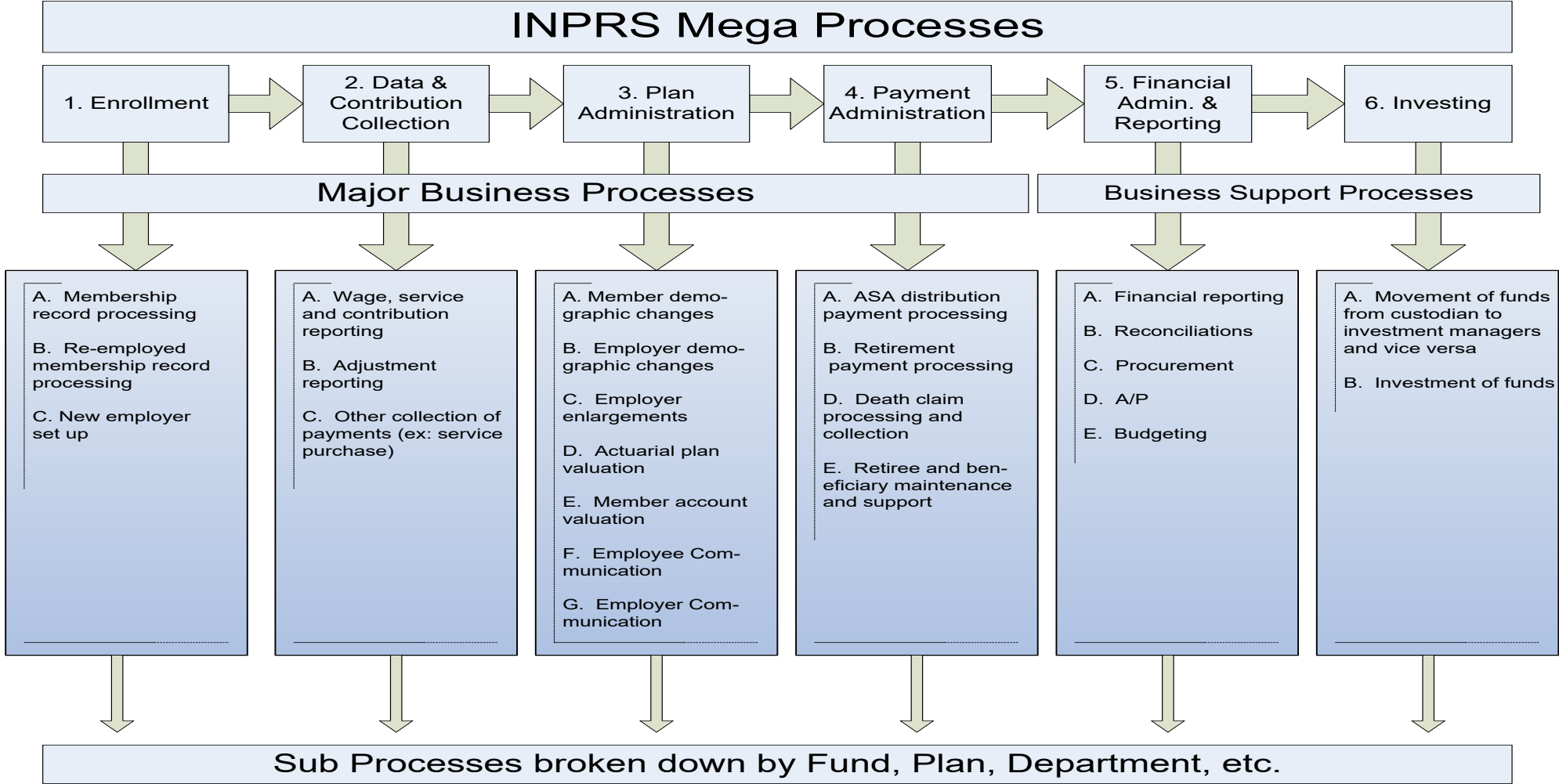
INPRS Systems Context Diagram

IT Core Systems (Big 5)

Last Update: 7/27/22



INPRS Mega Processes
(SI-COE)



INPRS Member Distribution Process

Last Update: 4/27/22 (SI-COE)

Member distribution process

Phase

