



Executive Oversight Committee

February 09, 2009

The SC Enterprise Information System is a project of the SC Chief Information Office division of the SC Budget and Control Board.



SCEIS Mission & Purpose



The South Carolina Enterprise Information System will ***standardize and streamline business processes*** within the government of South Carolina, using best business practices to ***achieve cost-effective and efficient delivery of services.***

Timely, accurate and complete information provided through SCEIS will empower decision makers, ***insuring transparency and improving the way government works*** for the citizens of South Carolina.



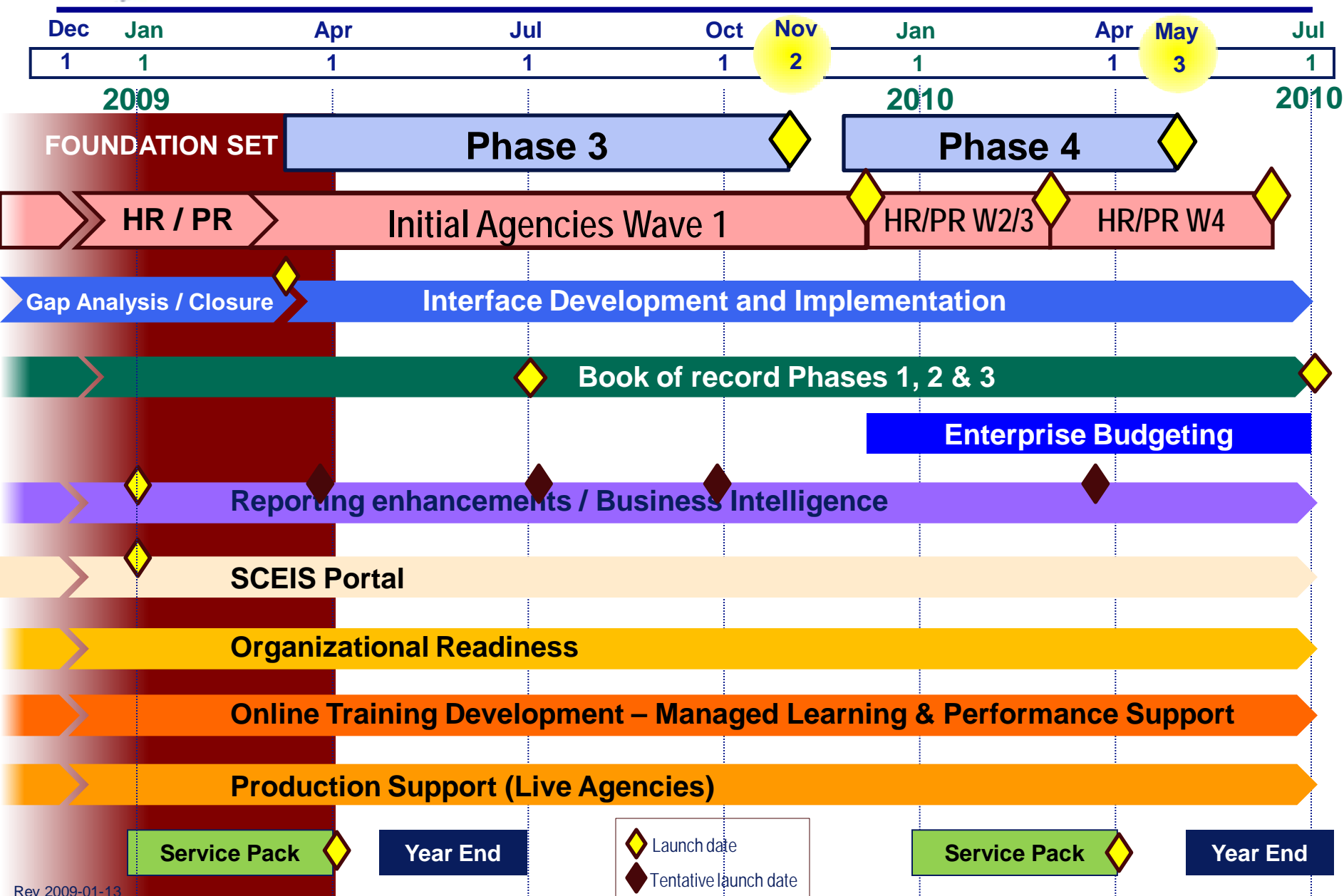
Executive Oversight Committee Project Status

Chris Shuman, Program Director

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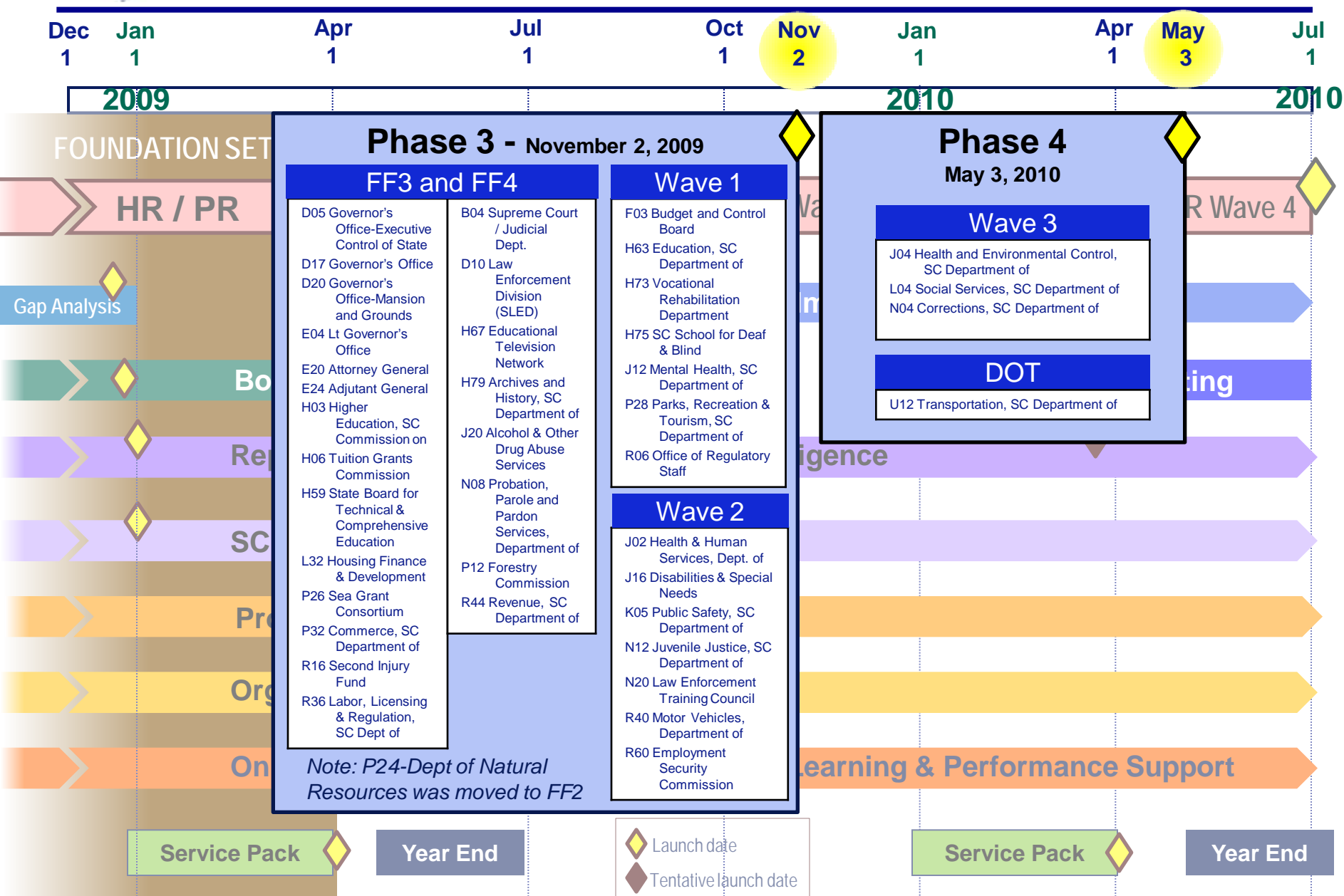


Work streams through 2010



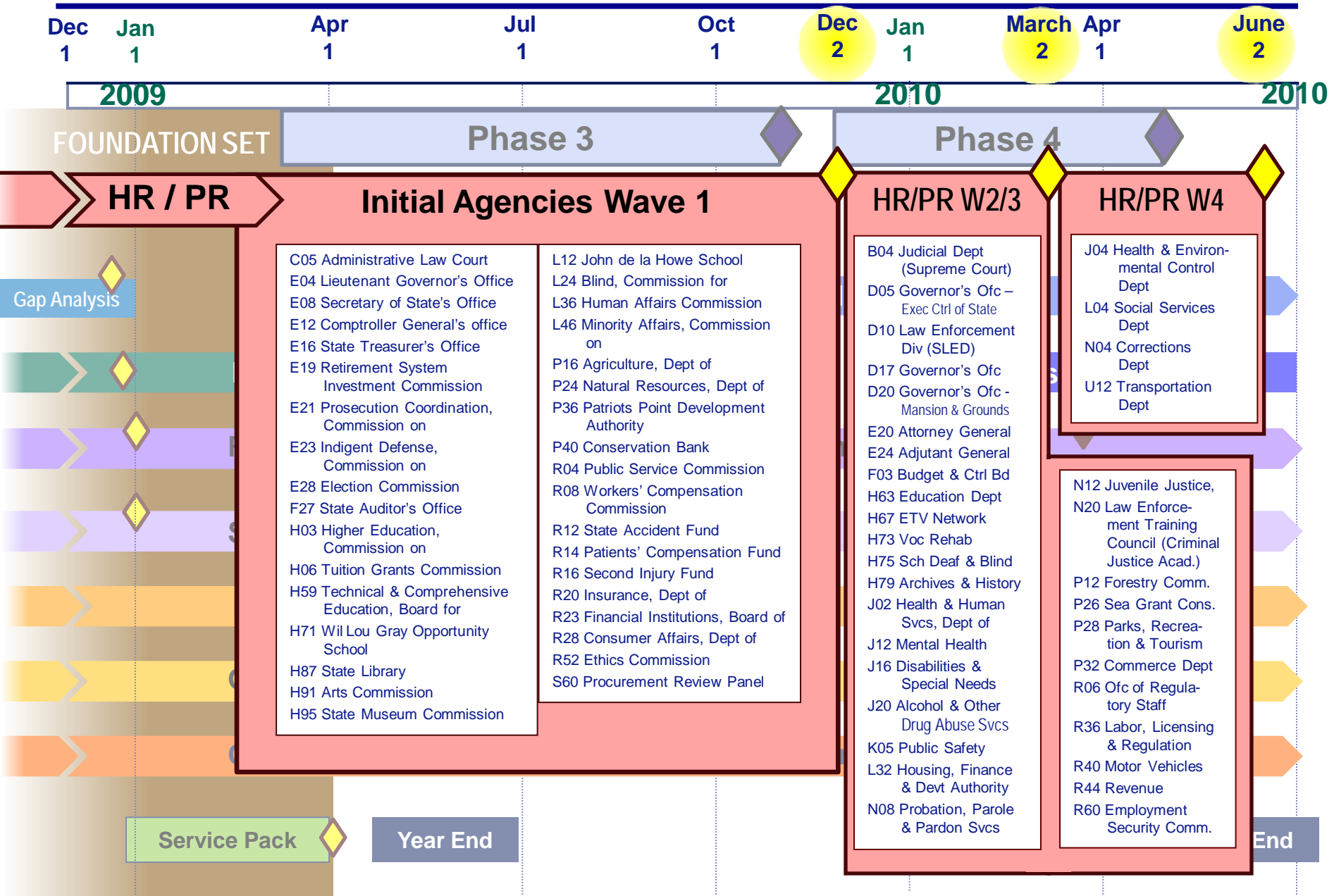


FI/MM Schedule through 2010





HR/Payroll Schedule through 2010





Gap Analysis



	Finance	Materials Management	Human Resources /Payroll	Technical	Deployment	Enterprise Change & Communications	Learning & Performance Management
Phase 3	G	G	G	Y	G	G	G
HR/PY Wave 1	G	G	G	G	G	G	G
Gap / Interface / Enhancement	Y	Y	Y	Y	Y	Y	Y
Book of Record	G	G	G	G	G	G	G
Reporting	G	G	G	G	G	G	G
SAP Portal	G	G	G	Y	Y	G	Y
Organizational Readiness	G	G	G	G	G	G	G
Training	G	G	G	G	G	G	Y
Shared Service Center	G	G	G	G	G	Y	Y
Production Support	G	G	G	G	G	G	G



🌀 FI-MM Phase 3 – Green/Yellow

- AST meetings have been conducted and critical SAP user data has been obtained
- Development of Functional Design Specifications is behind based on resources versus hours available

🌀 HR/Payroll – Green

- Blueprint design has been completed and a summary has been posted on the website
- Realization phase has commenced and development objects have been identified
- Functional Design Specification requirements are in progress

🌀 Gap/Interface/Enhancement Analysis - Yellow

- Initial gaps have been identified for Broader Scope and FF3/FF4 agencies
- Meetings to gather requirements of identified gaps in progress
- Gaps will be reviewed and prioritized by SCEIS Executive Management

🌀 Book of Record - Green

- Book of Record is critical for the proposed “Big Bang” approach
- All non-live agencies financial data to be posted in SAP at STARS level of summarization
- The Appropriation Object (AO MAST) and Cash Control (CC MAST) files will be produced out of SAP – Reducing reconciliation



Work Stream Status



🌀 Reporting - Green

- A draft Report Guide will be issued to agencies on February 22nd
- Business Objects has been installed in the Development landscape
- The reporting strategy will be redefined incorporating Business Objects

🌀 SAP Portal – Green/Yellow

- Procurement of a Technical solution linking portal with CITRIX is being procured
- Initial roll out of Supplier Relationship Management users allowing single sign on capabilities
- Training will be required for the 30 Live agencies

🌀 Organizational Readiness - Green

- Agency Support Teams (AST) have been established for the next 36 agencies
- ASTs for the 30 live agencies are being established for HR/PY
- Effective change, communications and work force transition are the formula for a successful rollout of SCEIS



🌀 Training - Yellow

- Revising the End-user training strategy
- Developing a course curriculum design document and course catalog
- Developing a detailed Training Plan and Training Project Plan describing how training will be developed and delivered, when, where, and by whom
- Determining training instructor approach (including use of Agency Trainers)
- Outlining Requirements for Ongoing Learning Approach

🌀 Shared Services - Yellow

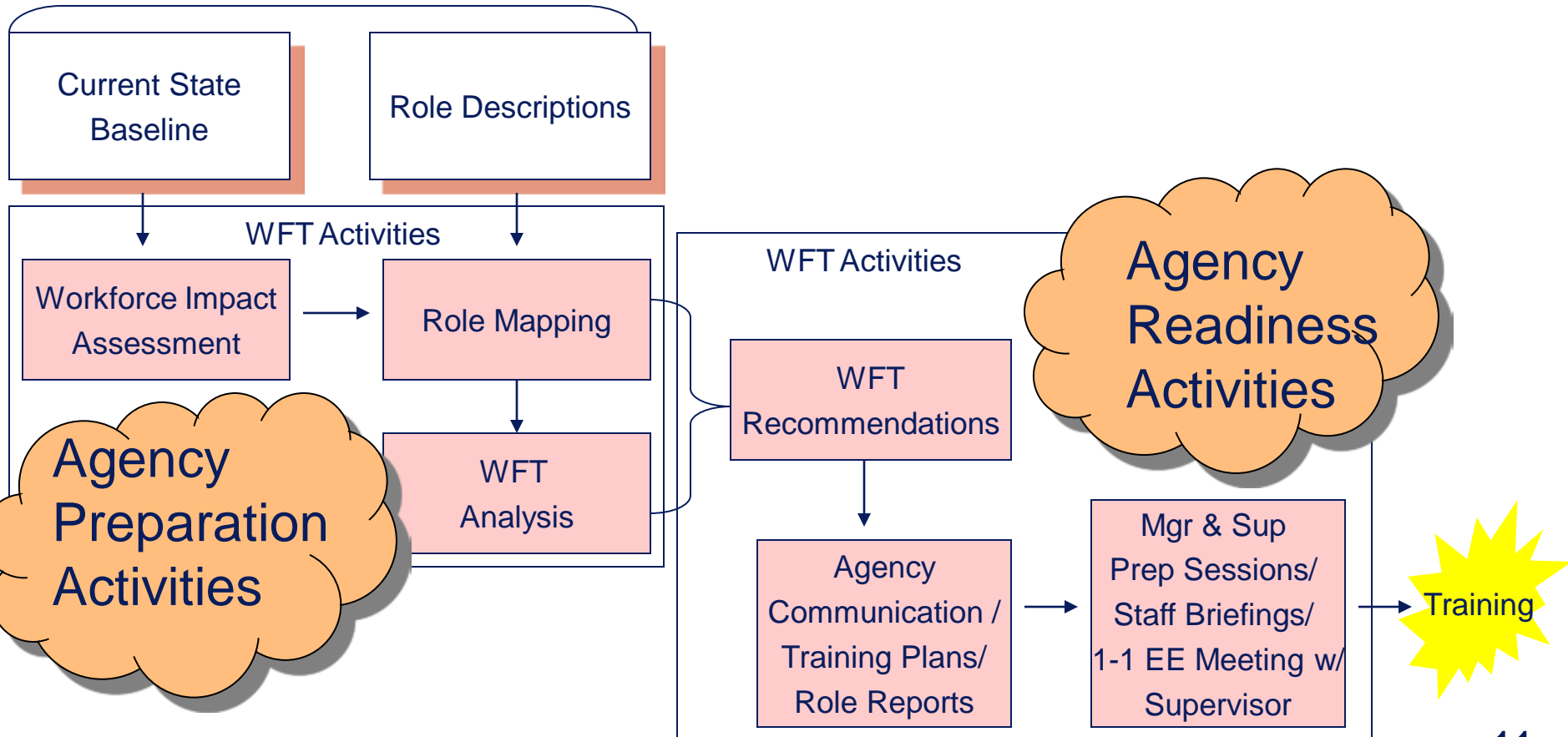
- Developing Shared Service model for the State of South Carolina
- All Shared Service employees will be required to attend training **twice** for their specific business function
- Training Strategy and roles and responsibilities of the team are being redesigned

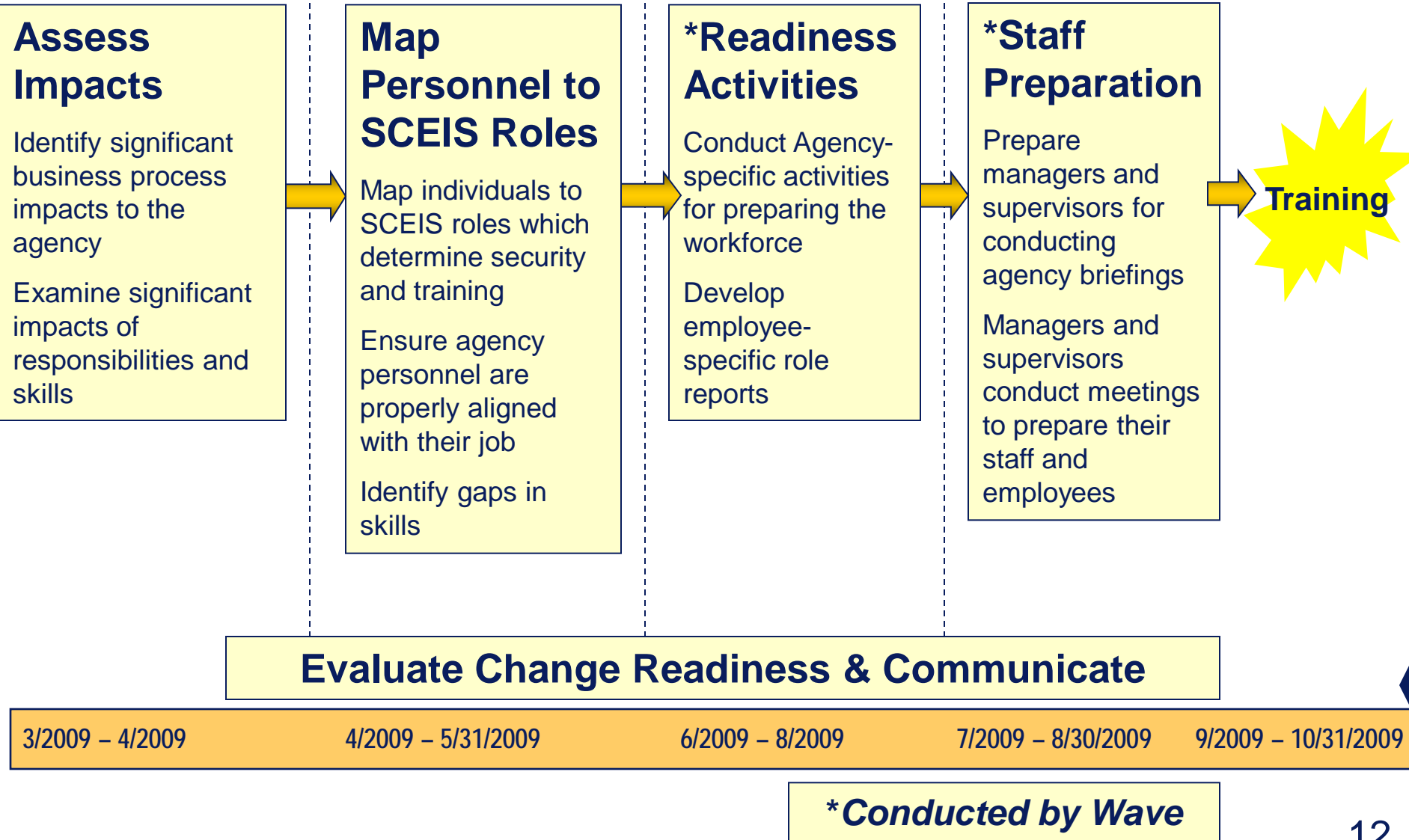
🌀 Production Support - Green

- The current Production Support model is effective for the 30 live agencies
- The addition of central functions (Human Resources and Payroll) will require a Shared Service approach
- The SCEIS team is in continuous learning mode enabling for more efficient and informed customer service

The purpose of WFT is to assess impacts to the agencies and users (Workforce Impact Assessment), map existing personnel to SCEIS roles (Role Mapping), and prepare users for their new role (WFT Recommendations, Agency Communications and Training Plans, Manager & Supervisor Prep Sessions, Staff Briefings and 1-1s).

TOOLS







WFT Activity Description



Activity	Description	Outcome
Current State Baseline	Conduct high level assessment of how agencies conduct FI & MM processes today, with focus on the end-to-end process and people that function in those processes	<ul style="list-style-type: none"> • Profile created for each agency that establishes a baseline for how work is conducted • Agency Advocates familiar with assigned agencies • Input into Org impact assessment and role mapping
Role Requirements (Descriptions)	A document that describes each SCEIS role, including responsibilities needed for accessing the SAP transactions assigned to that role	Detailed description of roles to help both live agencies and non-live agencies to more effectively assign (map) SAP roles to employees
Workforce Impact Assessment	Agencies assess how employees may be impacted in terms of process changes, new/ changed roles/responsibilities, or organizational changes.	<ul style="list-style-type: none"> • Updated agency profile that describes the impact of SCEIS to users • Helps agency to identify areas with high impact, potential org impacts, and gaps
Role Mapping	The process of “mapping” or assigning SCEIS roles to Agency personnel	Detailed description of roles to help both live agencies and non-live agencies better role map users
WFT Recommendations	List of suggestions to help users prepare for SCEIS based on level of impact; including policy/procedure changes, agency training, communications, etc.	Direction provided to the managers and supervisors about how to address the impacts to agency employees identified in the Workforce Impact Assessment and Role Mapping activities
Agency Training Plan	The process of identifying Agency specific training solutions by identifying skill gaps not addressed through enterprise SCEIS training	To identify, plan and train all users the skills and knowledge that will not be addressed in enterprise SCEIS training
Role Reports	A tool for Agency managers/supervisors to use in the Employee one-on-one sessions to explain roles mapped to the employee	Employees understand their SCEIS roles; understand how their job duties will change as a result of SCEIS; identify the employee training to successfully perform in the new role
Manager/Supervisor Preparation Sessions	A SCEIS event to prepare and equip managers with tools so that they can educate and orient employees for SCEIS	Managers and supervisors are prepared to have conversations with employees about SCEIS and provide tips and techniques in engaging their workforce at a department and at an individual level
Staff Briefings	An Agency preparation meeting between Agency Leaders and Agency Staff about upcoming SCEIS activities including Agency training, employee sessions, and training	SCEIS implementation activities are communicated and steps for the agency in preparation for SCEIS training is shared
Employee Sessions	A meeting between a manger and a SCEIS user outlining the action steps necessary to prepare for SCEIS, including registering for and completing training	Changes to individual jobs and roles and the specific tasks to prepare for SCEIS (like training) are shared with the individual



WFT is an input into Training



Workforce Transition Activities help to prepare employees prior to the start of training and provide valuable inputs into Training development and delivery.

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|--|---|---|
| Role descriptions & Role mapping | ➡ | With role-based training, determines specific courses that users need |
| Workforce Impact Assessment | ➡ | Identifies major changes/impacts to emphasize during training |
| Agency Training Plan & Communications | ➡ | Helps users have the core skills needed to function within SCEIS |
| Agency Readiness (Mgr/Sup Prep sessions, staff mtg's, employee 1 on 1 mtg's) | ➡ | Helps users understand changes to job/roles prior to attending SCEIS training |



WFT will help to reduce production support issues



- ④ Help agencies understand the impact and relationship of their processes to those in other functional areas
- ④ Help agencies to determine internal processes prior to go-live (decentralize or keep centralized)
- ④ Assist Shopping Cart users in understanding the end to end requisition process and how that process touches different functional areas
- ④ Assist in identifying employee readiness and skill levels to ensure appropriate employees are involved in data gathering activities (Finance Master Data, MM org structure, and security role mapping)
- ④ Ensure understanding of SAP functionality as it relates to a specific business process (i.e. AP clerks who produce invoices)



Risks/Issues



- ⌚ Top Down support within the agencies and overall agency buy-in
- ⌚ Workforce Transition/Agency Assessment
- ⌚ Change Management – Communications and Agency Support Teams
- ⌚ Gap Analysis results
- ⌚ State Resource Knowledge
- ⌚ Potential turnover within the team
- ⌚ Financials



Questions?

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