



# Executive Oversight Committee

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**April 13, 2009**

# SCEIS Mission & Purpose



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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.



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# SCEIS

## Organizational Changes

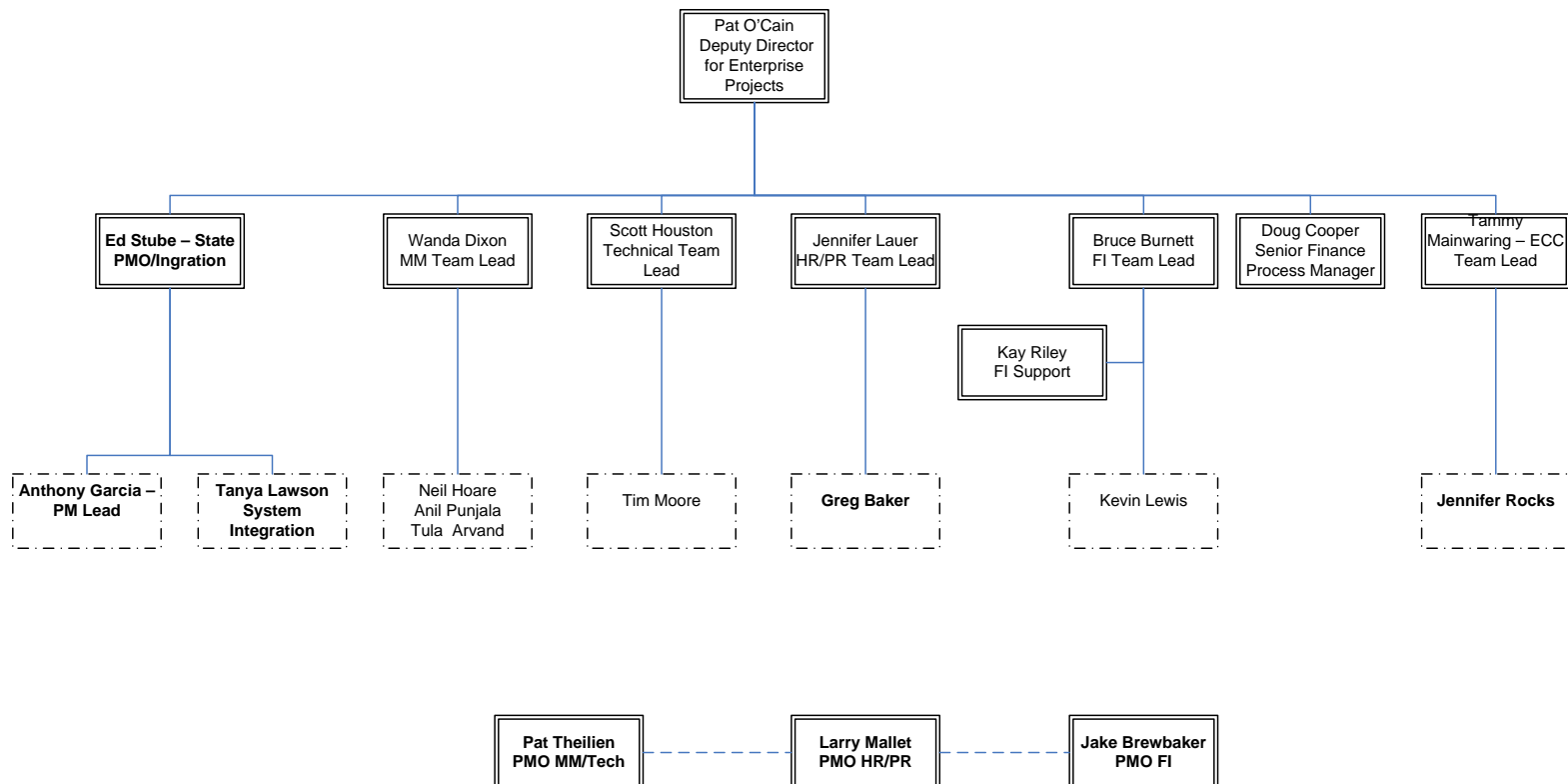
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- ☛ Chris Shuman has resigned as SCEIS Project Director for personal reasons.
- ☛ Pat O'Cain, Deputy Director for Enterprise Projects, assumes full time management of the SCEIS team.
- ☛ Focus on the Project Plan has been continuous and steadfast
- ☛ Team has once again demonstrated immense resilience and the ability to:

***“Change, Adapt and Overcome”***

- **SCEIS Leadership Team is fully staffed by highly qualified and experienced individuals both State Employees and Contractors.**
  - **300+ Years State Government/Public Sector Experience**
  - **140+ Years SAP Experience**

# Leadership Team



- ☉ Restructured Enterprise Change and Communications to include Training
- ☉ All existing Training personnel remain
- ☉ Maximize resources for planning and training strategy implementation
- ☉ Streamline and integrate meetings and communications
- ☉ Achieve goal of efficiently collaborating with Agency Support Team members and other agency personnel



# Work Stream Status

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# Work Stream Status

	Finance	Materials Management	Human Resources /Payroll	Technical	Deployment	Enterprise Change & Communications	Training
Phase 3	G	G	G	G	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



# Work Stream Status



- FI-MM Phase 3 – Green
  - Realization Phase began as of April 1<sup>st</sup>. (Actual configuration starts for functional teams).
  - BPML and process flows have not been completed but they are to a point that it will not effect the start of realization.
    - FI – BPML 85%, Process Flows 85%    MM- BPML 100%, Process Flows 97%
  - FRICE Development – FRICE is a large area of development that will require a lot of resources. All teams are very close to finalizing the FRICE requirements list. We now need to consolidate all the FRICE items into a single tracking spreadsheet. This has already been completed for the HR FRICE list, so format is complete. Need to add FI and MM.
    - FRICE – Forms, Reports, Interfaces, Conversions and Enhancements (Workflow is also part of this)
    - Tasks that need to be tracked: Functional Specs, Technical Specs, resources, development and testing
- HR/Payroll – Green
  - SCEIS had originally planned on using Adobe Interactive Forms but we are reevaluating this based on time and resources that are required to develop an Adobe Interactive Form. We are going to try to prototype one form to assess the resource and time requirements.
  - Functional Development Specs (FDS) Requirements in progress: Conversions 100%, Enhancements 91%, Interfaces 100%, Forms 50%, Reports 21%. Total FDS: 63%
  - Baseline Configuration continues and is 30% completed.
- Gap/Interface/Enhancement Analysis - Yellow
  - Continue to evaluate options for how to address PCA Gap, including some prototyping of a customized solution.
  - We still need to address policy decisions with the appropriate agencies.
  - Start developing the function specs as needed for Gap that have been identified.
  - Current Status of Gaps
    - Review in process: 25 Policy Decisions: 15 GAPS being address: 103 Future Phase /Nice to have: 20



# Work Stream Status



- 🌀 **Book of Record – Green**
  - Continue to bring production data into the Development System to test BOR process and resolve errors.
  - Have refreshed the QA system from production and getting it prepared for parallel testing starting next week. This will give a true test against a copy of Production data.
- 🌀 **Reporting - Green**
  - Developed Reporting Approach/Position Paper to address Business Critical reports needed for the upcoming go-live. We need to revisit with the agencies. There is a disconnect with the agencies on what we are asking for.
  - Continue to Install HR Business Content (BW is building the HR structure to support HR reporting).
- 🌀 **SAP Portal – Green/Yellow**
  - Defining the HR scope for Portal.
  - Installing Extentrix in SAP Portal development environment.
  - Researching and testing connectivity options for JAWS users.
- 🌀 **Organizational Readiness - Green**
  - Distributed March Readiness Report to Agency Sponsors on April 3<sup>rd</sup>.
  - Presented Knowledge Transfer model to project team for feedback.
  - Finalized changes to the Agency Implementation Guide and the tracking spreadsheet.
  - Analyzing 34 of 40 FI Current State worksheets and 36 of 40 MM Current State Worksheets.
  - Continue to support agencies with data requests .



# Work Stream Status



## 🌀 Training - Yellow

- Updating roles and responsibilities of training content development team and instructional technologies team.
- Updating the Master Curriculum based on information received from the Functional Teams.
- Created Course Tracking Information (Course Development Tracker, BPP Tracker).
- Began pre-populating Course Outlines with content information for pre-existing SCEIS courses.
- Finalizing activities for Train-the-Trainer program based on the overall SCEIS Knowledge Transfer Program.
- Developing on-line navigation course.

## 🌀 Shared Services - Yellow

- Developing Shared Service model for the State of South Carolina.
- Started workshops with the Service Desk to help them better understand the SCEIS system. Next workshop is April 10th to cover Imaging.

## 🌀 Production Support – Green

- We have been working with the Service Desk to develop reporting on ticket volume. One of the more interesting numbers to come out of this effort was we have had 4725 tickets since our first go-live (11/03/07). Since 11/03/08 (Phase 2 go-live) we have had 1893. 40% of all tickets have come since our last go-live. I think this is important number and we can expect a similar jump in Production Support after our next go-live.



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# Integrating Training with Enterprise Change & Communication

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## Workforce Transition, Communications, Agency Support & Coordination

Training  
Coordination

Content  
Development

Instructional  
Technology

# Training Coordination Overview

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- ☉ Integrating Workforce Transition and Communication efforts with Training
- ☉ Working with functional teams to implement SCEIS knowledge transfer program
- ☉ Identifying Trainers and supporting Train-the-Trainer Program
- ☉ Facilitating Agency Training Coordinator meetings and activities as part of overall Agency Support Team
- ☉ Supporting Training logistics including identifying training facilities and regions for end-user training

# SCEIS Knowledge Transfer Program Overview

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*The purpose of the SCEIS Knowledge Transfer Program is to help agency subject matter experts (SMEs) build their understanding of SCEIS functionality to better support their agencies throughout implementation efforts.*

- ☉ AST Leads will help to assign SMEs to “tracks:” On-call support, Training Facilitator, Trainer, Production Support.
- ☉ SCEIS Functional teams will conduct routine knowledge transfer sessions with SMEs and attendance is mandatory.
- ☉ The number of sessions will be based on the agency responses and the facilities available to conduct sessions.
- ☉ As a participant of the program, SMEs will be expected to conduct self-study activities throughout the program.
- ☉ The program does not replace end-user training; rather these are supplemental activities to help support the implementation of SCEIS.
- ☉ Additional information will be provided in upcoming overview sessions.



# SCEIS Knowledge Transfer Program

## Benefits

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- Empowers agency to support implementation efforts and take ownership for employee readiness.
- Increases SCEIS knowledge among multiple agency subject matter experts.
- Builds capacity within the agency to support business functions after the initial SCEIS implementation.
- Quickens the on-boarding time of new hires who need to use SCEIS as part of their job.
- Increases ability to provide on-the-job support to agency personnel in order to increase productivity after go-live.
- Offers participation in SCEIS workshops with team experts for early exposure to system and review of functionality.

# Proposed Key Knowledge Transfer Activities for Trainers

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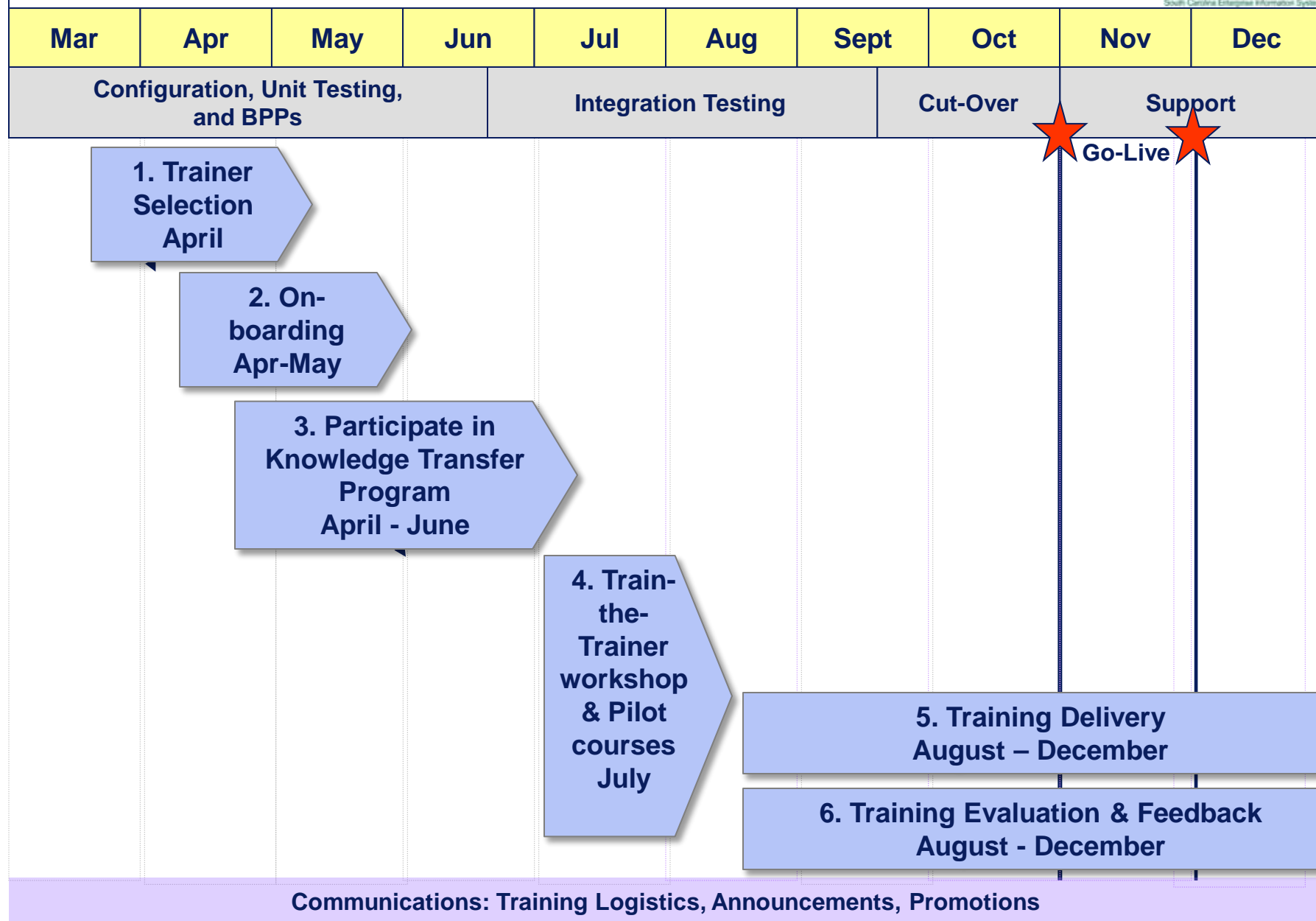
## Knowledge Transfer

- ☛ Attend monthly sessions facilitated by SCEIS functional teams
- ☛ Participate in facilitated training practice system sessions
- ☛ Attend appropriate project workshops/meetings including User Group, AST meetings, etc
- ☛ Support content development activities, as needed
- ☛ Participate in Train-the-Trainer workshop
- ☛ Pilot new training courses

## Self-study

- ☛ Review project documentation including process flows, FAQs, glossary, presentations, etc.
- ☛ Review Uperform/BPP documents
- ☛ Review existing and future training materials

## Proposed Train-the-Trainer Learning Timeline



# Content Development Overview

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- ☛ Update and maintain SCEIS Curriculum and content development project plan.
- ☛ Work with functional teams to develop content for On-line and Instructor-led training courses including:
  - ☛ Course Outline
  - ☛ Student Participant Guide
  - ☛ Instructor Guide
  - ☛ Additional course materials included quick reference guides
- ☛ Become embedded in functional team and understand SAP modules(s) functionality at a high level.
- ☛ Support Knowledge Transfer Program activities for assigned Functional Teams.
- ☛ Support development of Learning Plans for SME tracks, including trainers, and end-users.
- ☛ Support Agency Training Coordinator activities.
- ☛ Support trainers and end-users during training delivery.

# Instructional Technologies Overview

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- SCEIS – SCellC LMS - includes learning plans, registration, course scheduling, course uploading and completion tracking, surveys, and technical support.
- uPerform functions, except editing and instructional design of BPP's. Works with the content developers to track, upload, and maintain the BPPs.
- Training database(s) maintenance, refresh, loads, etc. Responsibilities would also include all training ID's, creation, testing, etc.
- Responsible for designated method of web conferencing/broadcast training. This would also include ensuring the remote locations are properly equipped, tested, etc, for hosting and implementing this mode of delivery.



# Questions?

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