



Executive Oversight Committee

Monday, February 8, 2010





South Carolina Enterprise Information System

FI/MM Live Agency Status

Monday, February 8, 2009

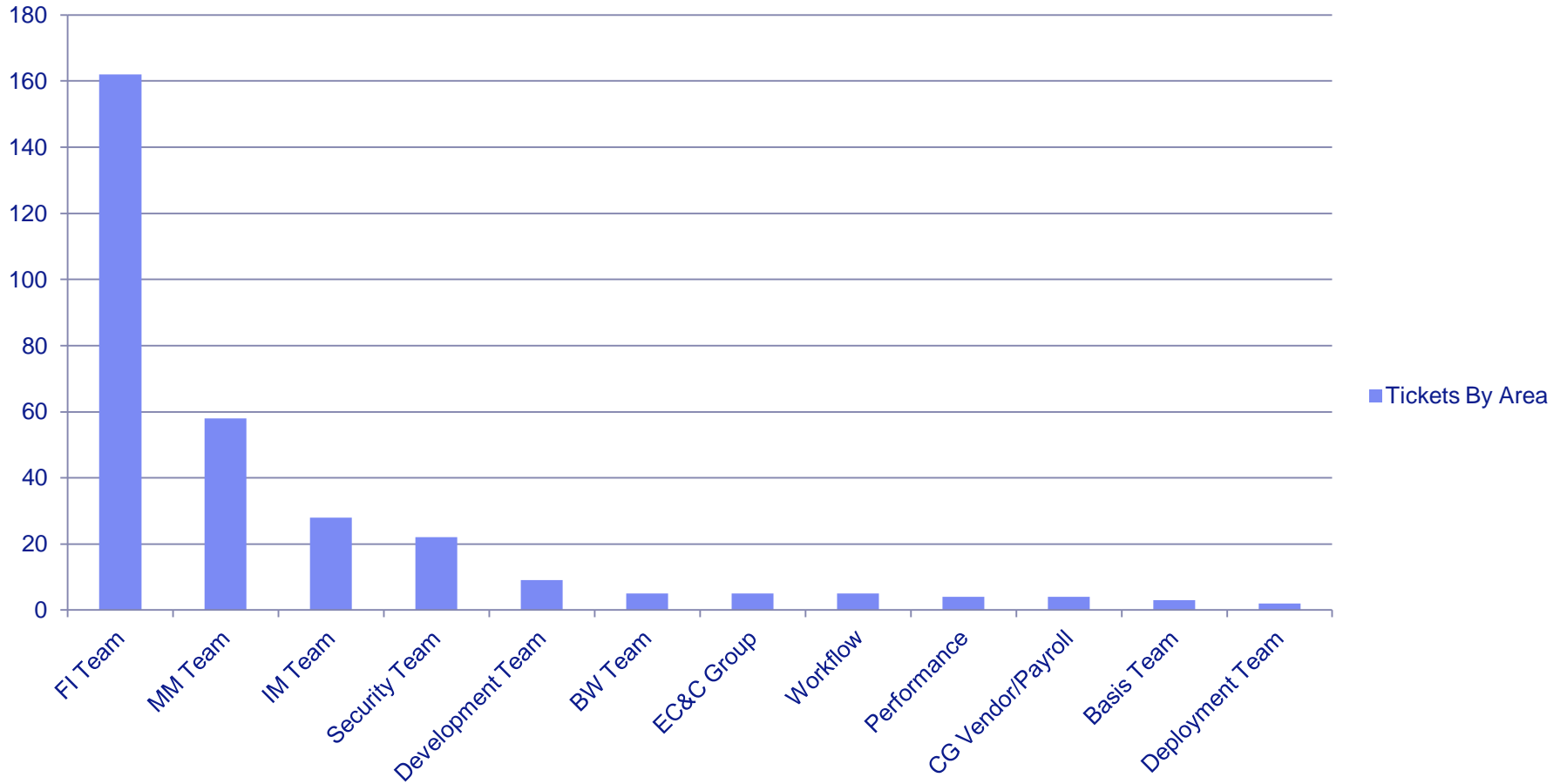
STATE INFORMATION
TECHNOLOGY



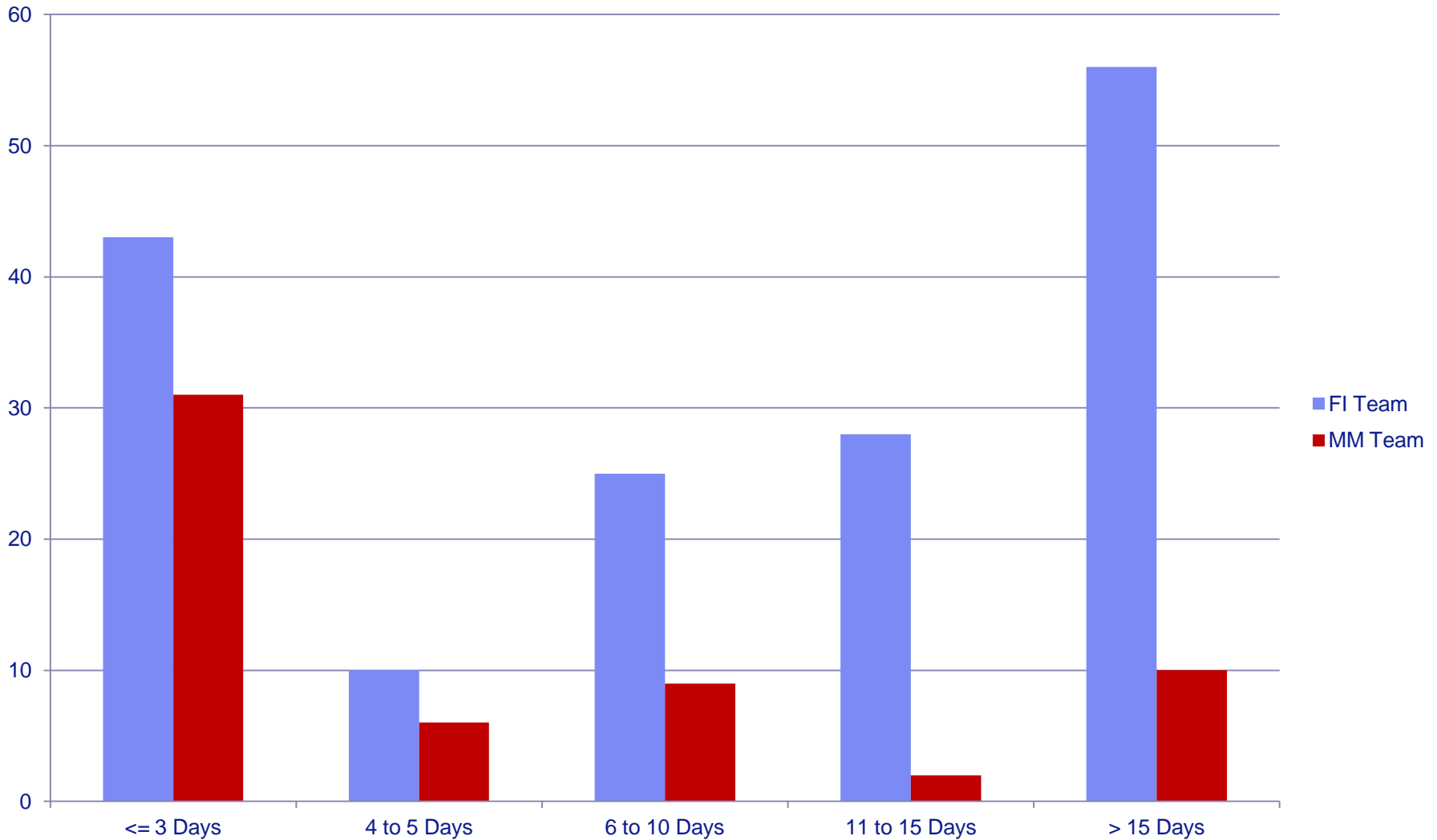
SC BUDGET AND CONTROL BOARD

Production Support All Functional Areas

SCEIS Service Desk Tickets

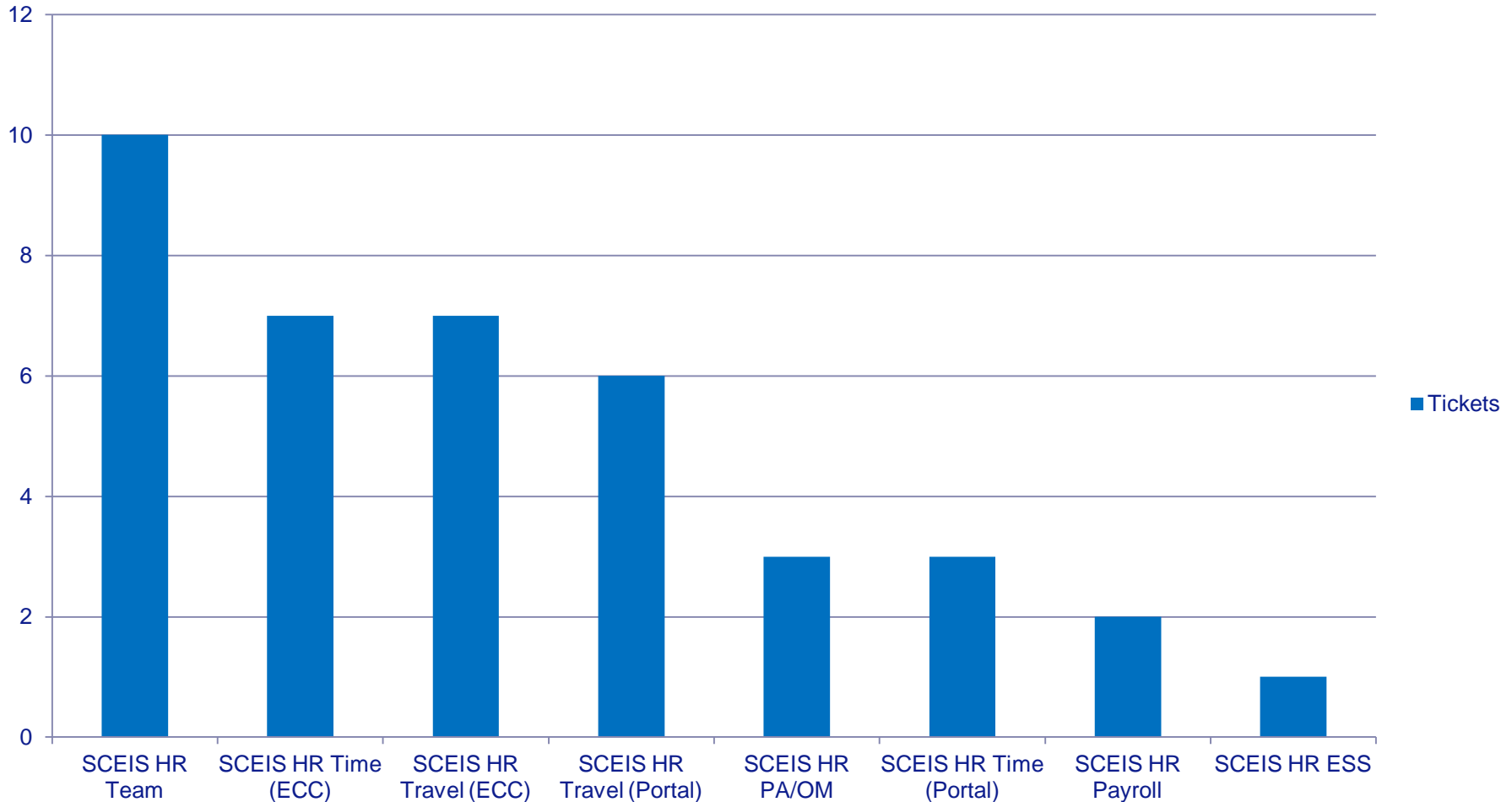


Production Support FI/MM Tickets Aging Report



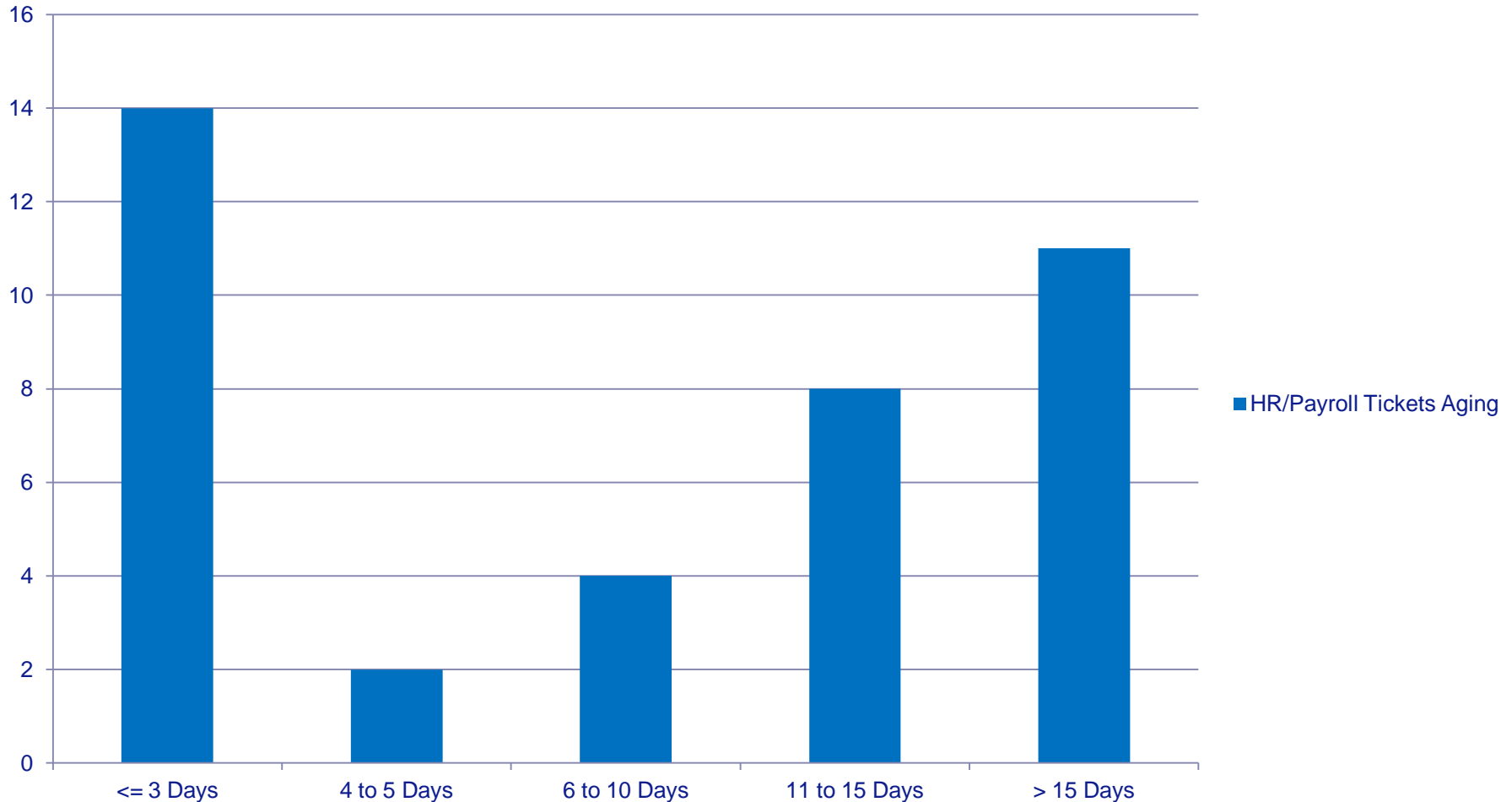
Production Support HR/Payroll Tickets

SCEIS HR/Payroll SERVICE DESK TICKETS



Production Support HR/Payroll Tickets Aging Report

HR/Payroll Tickets Aging



🌀 Production Support Process Changes

– Ticket Priority

- Prioritize tickets to give tickets that need immediate attentions higher priority

– Ticket Aging

- Integration Team will start reviewing daily all tickets > 15 days old

– Ticket Follow Up

- Have the Agency Advocates more involved with following up with tickets

– Ticket Category

- Initiated a project to set up categories to start breaking tickets down to a lower level then just the functional teams

– Ticket Reporting

- New Open Ticket Aging report using BW/Business Objects

Production Support New Service Desk Aging report

SCEIS Areas	<= 3 Days	4 to 5 Days	6 to 10 Days	11 to 15 Days	> 15 Days
SCEIS	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>
SCEIS Authorization Team	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
SCEIS Basis Team	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>
SCEIS Blackboard Tier II	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
SCEIS BW Team	<u>2</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>2</u>
SCEIS CG Payroll	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>
SCEIS CG Vendor	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
SCEIS Deployment Team	<u>0</u>	<u>0</u>	<u>1</u>	<u>1</u>	<u>0</u>
SCEIS Development Team	<u>1</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>4</u>
SCEIS EC&C Group	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>2</u>
SCEIS Enhancements Team	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>
SCEIS FI Team	<u>43</u>	<u>10</u>	<u>25</u>	<u>28</u>	<u>56</u>
SCEIS HR ESS	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>
SCEIS HR PA/OM	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>1</u>
SCEIS HR Payroll	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>0</u>
SCEIS HR Team	<u>6</u>	<u>0</u>	<u>0</u>	<u>2</u>	<u>2</u>
SCEIS HR Time (ECC)	<u>5</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>1</u>
SCEIS HR Time (Portal)	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>1</u>
SCEIS HR Travel (ECC)	<u>0</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>4</u>
SCEIS HR Travel (Portal)	<u>0</u>	<u>1</u>	<u>1</u>	<u>2</u>	<u>2</u>
SCEIS IM Team	<u>6</u>	<u>3</u>	<u>0</u>	<u>0</u>	<u>19</u>
SCEIS Integration Team	<u>4</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>1</u>
SCEIS MM Team	<u>31</u>	<u>6</u>	<u>9</u>	<u>2</u>	<u>10</u>
SCEIS Performance	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>3</u>
SCEIS Security Team	<u>13</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>
SCEIS Training Team	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
SCEIS Workflow	<u>0</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>2</u>
	<u>124</u>	<u>23</u>	<u>46</u>	<u>42</u>	<u>112</u>



Support Pack Update

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Required Task – SAP Support Packs

🌀 SAP Support Packs are the method of periodically updating the SAP software with corrections for known issues

- Keeps HR/Payroll updated with the latest tax information and other HR/Payroll requirements
- Normally Support Packs are applied every quarter, but because we are still in a go-live mode we apply them after each go-live

– Timeline January 11 – February 20

- Final stage of testing in Test System 02/08/2010 – 02/19/2010
- Move to Production System weekend 02/20/2010 – 02/21/2010
- Production updated 02/22/2010



Plans Going Forward

Monday, February 8, 2010



Plans Going Forward

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- 🌀 Currently 67 agencies live on SCEIS FI/MM
 - **Phase 4:** Last four agencies FI/MM May 1

 - 🌀 Currently 30 agencies Live on SCEIS HR/Payroll
 - **Wave 2:** 37 agencies HR/Payroll June 2
 - Note: First check is July 1
 - **Wave 3:** Last Four Agencies Sept 2
 - Note: First check is October 1