



# **Executive Oversight Committee**

## **Monday, April 12, 2010**

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# Production Support

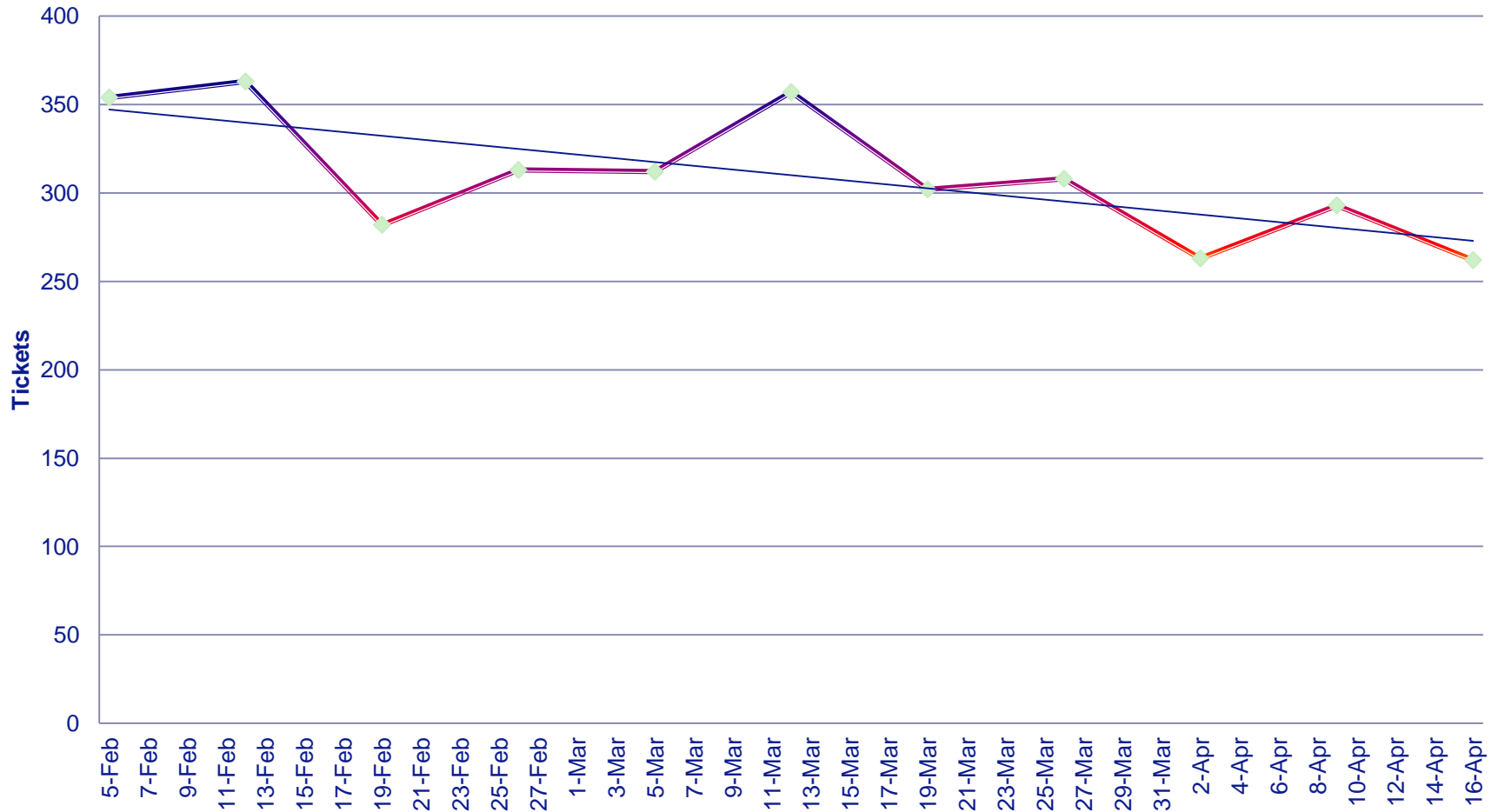
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# Production Support Service Desk Ticket Trends

## Total Tickets by Week



# Production Support Service Desk Aging report

	<= 3 Days	4 to 5 Days	6 to 10 Days	11 to 15 Days	> 15 Days	Total
FI Team	<u>25</u>	<u>9</u>	<u>4</u>	<u>10</u>	<u>43</u>	<u>91</u>
MM Team	<u>16</u>	<u>3</u>	<u>0</u>	<u>5</u>	<u>21</u>	<u>45</u>
HR ESS	<u>2</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>2</u>	<u>5</u>
HR MSS	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>2</u>
HR PA/OM	<u>2</u>	<u>0</u>	<u>2</u>	<u>1</u>	<u>2</u>	<u>7</u>
HR Payroll	<u>2</u>	<u>1</u>	<u>2</u>	<u>0</u>	<u>7</u>	<u>12</u>
HR Time	<u>2</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>3</u>	<u>6</u>
HR Travel	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>2</u>
IM Team	<u>4</u>	<u>0</u>	<u>1</u>	<u>0</u>	<u>3</u>	<u>8</u>
EC&C Group	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>1</u>
Blackboard Tier II	<u>4</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>4</u>
Training Team	<u>3</u>	<u>0</u>	<u>1</u>	<u>1</u>	<u>1</u>	<u>6</u>
Security Team	<u>11</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>5</u>	<u>16</u>
Integration Team	<u>3</u>	<u>1</u>	<u>0</u>	<u>1</u>	<u>7</u>	<u>12</u>
BW Team	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>6</u>	<u>8</u>
Development Team	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>4</u>	<u>4</u>
Workflow	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>5</u>	<u>6</u>
Deployment Team	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>1</u>
CG Vendor	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>3</u>	<u>3</u>
CG Payroll	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>
Enhancements Team	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>21</u>	<u>22</u>
	<u>80</u>	<u>15</u>	<u>10</u>	<u>21</u>	<u>136</u>	<u>262</u>



# **FI/MM Phase 4 Status**

## **Monday, April 12, 2010**

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# Phase 4 and Phase 4a Schedule

## 🌀 Phase 4 (FI/MM)

May 2<sup>nd</sup>

- Department of Corrections
- Department of Social Services

## 🌀 Phase 4a (FI/MM)

August 2<sup>nd</sup>

- Department of Health and Environmental Control

## Department of Corrections – Data Migration

Data	Status	Data	Status
Business Area	Completed	Sponsored Programs	working w/ Felicia
GL Accounts	Completed	Grant	working w/ Felicia
Cost Elements	Completed	Customer Master	received revision
Commitment Items	Completed	Asset Master	Received test file
Cost Center hierarchy	Completed	Agency Contracts	received and staged for Prod
Functional Areas	Loaded in ECQ 20	Open AR Invoices	
Cost Center	Loaded in ECQ 20	Grant Budget	After Go-Live
Funded Program	Loaded in ECQ 20	Funds Reservation	Manually
Fund Center	Completed	Open Purchase Orders	Manually
Fund	Completed	Material Master	In Process
Internal Order	N/A	MM Extensions	In Process
Project Systems (WBS)	received	Inventory Balances	Received test file

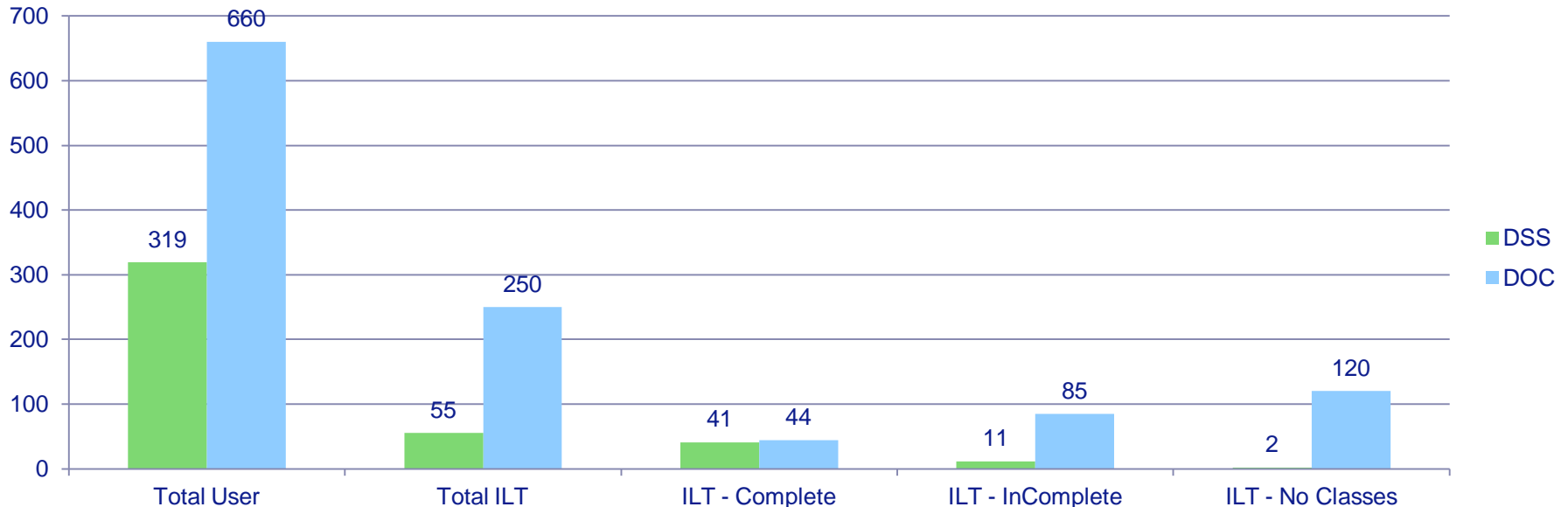
## Department of Social Services – Data Migration

Data	Status	Data	Status
Business Area	Completed	Sponsored Programs	Loaded in ECQ 20
GL Accounts	Completed	Grant	Loaded in ECQ 20
Cost Elements	Completed	Customer Master	Loaded in Prod
Commitment Items	Completed	Asset Master	received test file
Cost Center hierarchy	Completed	Agency Contracts	Not received
Functional Areas	Loaded in ECQ 20	Open AR Invoices	Not received
Cost Center	Loaded in ECQ 20	Grant Budget	working w/ Felicia
Funded Program	Loaded in ECQ 20	Funds Reservation	After Go-Live
Fund Center	Completed	Open Purchase Orders	
Fund	Completed	Material Master	N/A
Internal Order	N/A	MM Extensions	N/A
Project Systems (WBS)	N/A	Inventory Balances	N/A



## Phase 4 Training

- Total Users
- Total ILT Classes (Instructor Lead Training)
- ILT Completed
- ILT Incomplete (Has multiple ILT classes but has not completed all of them)
- ILT Zero attended (Has ILT classes but has not attended)



### 🌀 Preparations for Go-Live May 3<sup>rd</sup>

#### – Add a resource to both DSS and SCDC from the SCEIS team

- John Lawson has been assigned to both agencies to help them through the golive process.

#### – Ready Room Activities/Workshops

- With data for both agencies loaded into the test system we can bring in both agencies to let them see how their processes will work
- During Cutover we can host agencies at Browning Road to assist with final data migration and final preparations before Monday, May 3<sup>rd</sup>.

#### – Cutover Activity Meeting

- Thursday, April 15<sup>th</sup> we will have a Cutover meeting with DSS and SCDC to discuss Cutover process and dates of activities

### Phase 4a (FI/MM)

August 2<sup>nd</sup>

#### – Department of Health and Environmental Control

- Meet weekly with DHEC to discuss open issues
- John Lawson is also working with DHEC
- DHEC has also supplied a lot of their Master Data so testing has been on-going for them

# Wave 2 and Wave 3 HR/Payroll

## 🌀 Wave 2 (HR/Payroll)

June 2<sup>nd</sup>/July 2<sup>nd</sup>

- 37 Agency

## 🌀 Wave 3 (HR/Payroll)

Sept 1<sup>st</sup>/Oct 1<sup>st</sup>

- Department of Corrections
- Department of Social Services
- Department of Health and Environmental Control

## 🌀 Data Migration HR/PY

- Performing Data Migration Test Loads

## 🌀 Role Mapping

- Wave 2 role mapping has been completed

## 🌀 Training in Process

## 🌀 HR/Payroll Organization Structure

- Verifying Work Schedule Rules
- As part of the Ready Room process this will be finalized

## 2010 CAFR

- Closing Packages required for 2010

## BOR II Project

1<sup>st</sup> Qtr 2011

- Print contingent checks out of SCEIS

## 🌀 Department Of Transportation

- DOT Scope
- Phase 2 (FI/MM/HR/Payroll)

September 1<sup>st</sup>  
July 2011