Executive Oversight Committee
Monday, May 17, 2010
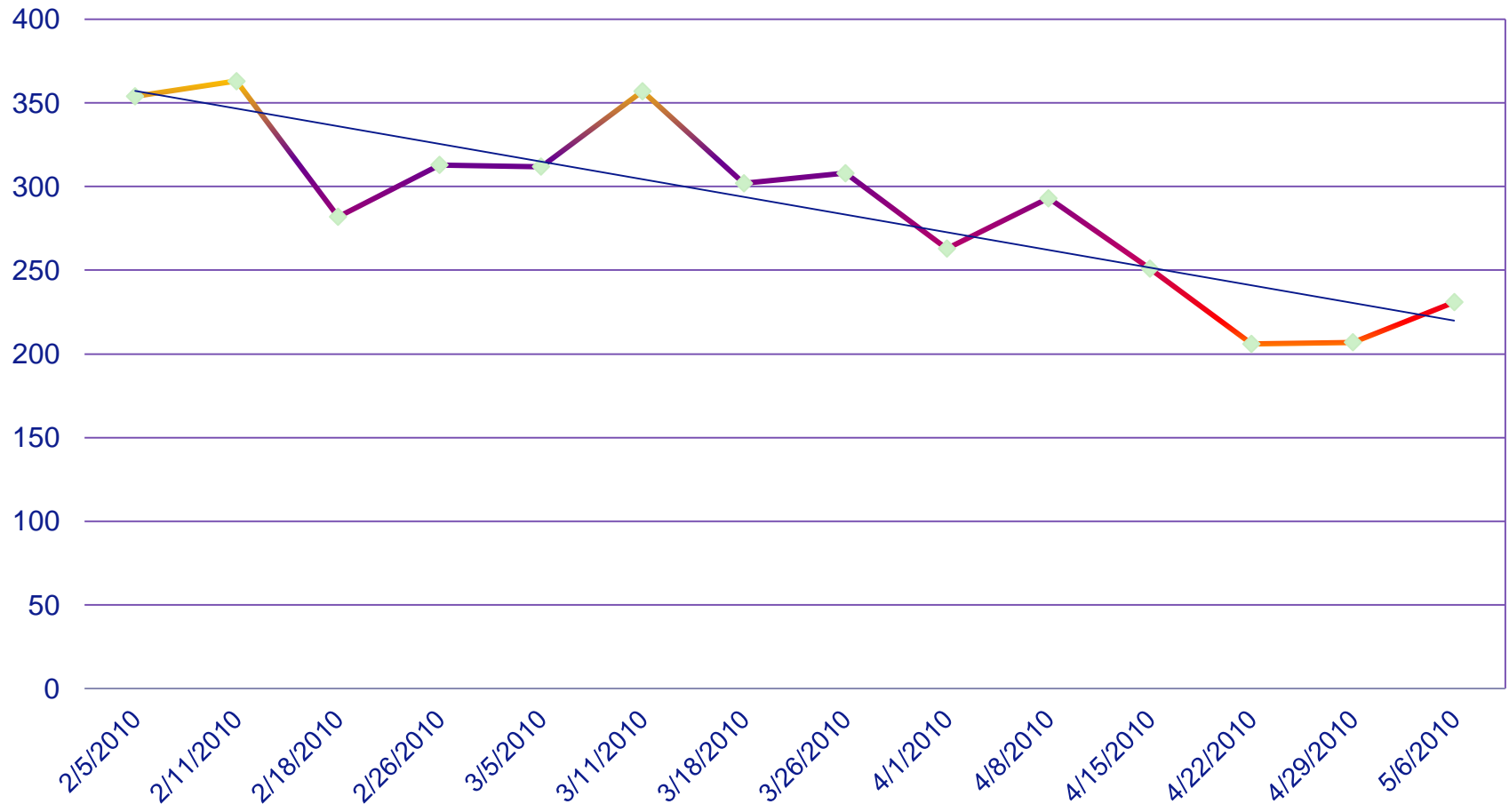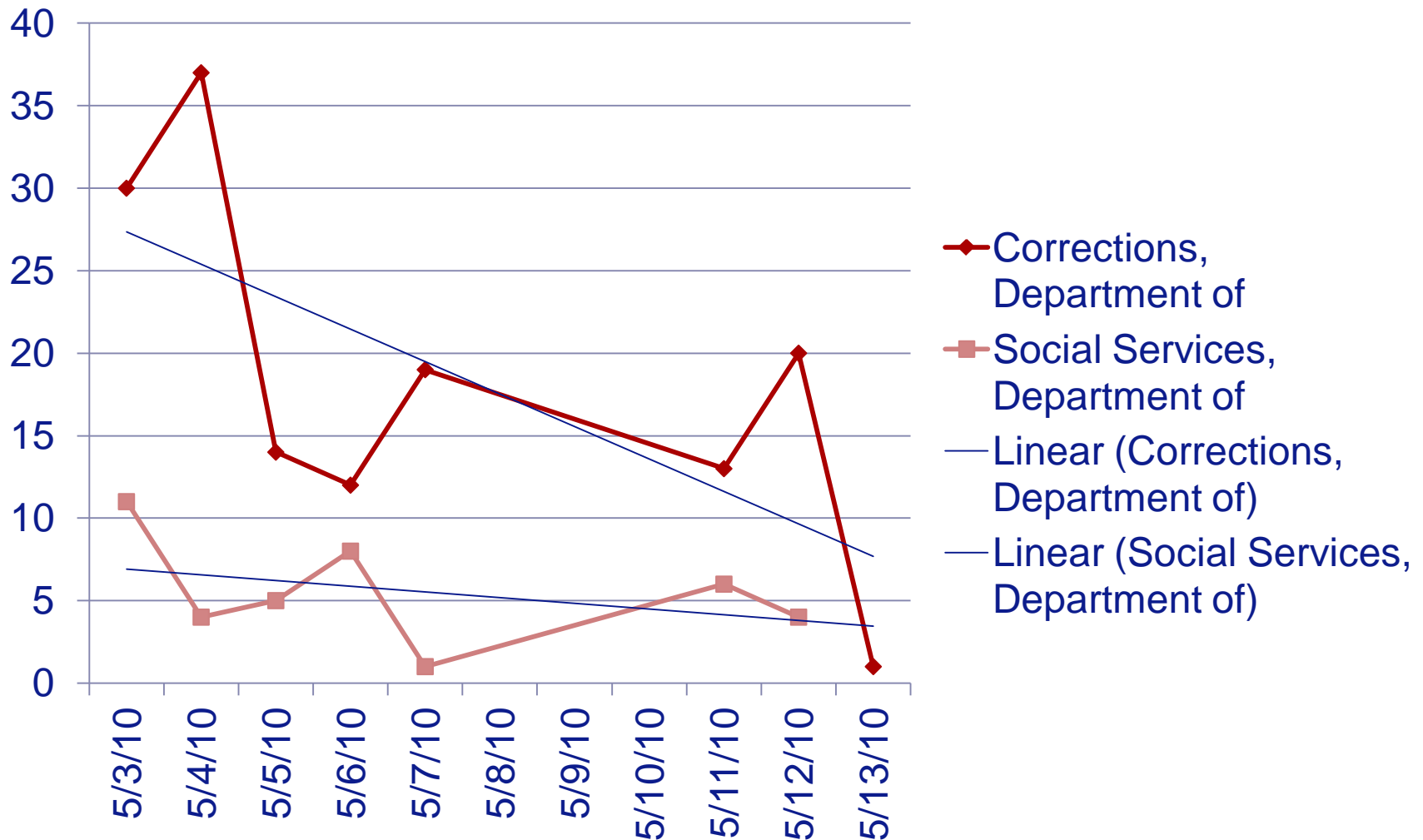
Production Support
Monday, May 17, 2010

Production Support Service Desk Ticket Trends

Production Support
Service Desk Tickets DSS/SCDC

Production Support Service Desk Aging Report

	<= 5 Days	6 to 10 Days	11 to 15 Days	> 15 Days	Totals
FI Team	32	15	2	30	79
MM Team	12	14	0	17	43
HR ESS	1	0	0	0	1
HR MSS	0	0	0	0	0
HR PA/OM	1	0	1	0	2
HR Payroll	0	1	0	11	12
HR Time	1	1	1	0	3
HR Travel	0	0	0	0	0
HR Team	1	0	0	0	1
IM Team	5	4	1	4	14
EC&C Group	0	1	0	1	2
Blackboard Tier II	2	0	1	0	3
Training Team	0	1	0	0	1
Security Team	7	2	1	3	13
Integration Team	0	1	0	4	5
BW Team	0	0	1	5	6
Development Team	1	3	0	2	6
Workflow	0	1	0	5	6
Deployment Team	0	1	0	0	1
CG Vendor	1	1	1	0	3
CG Payroll	2	0	0	2	4
CG Accounts Payable	0	0	0	0	0
Enhancements Team	0	1	0	26	27
Performance	2	0	0	0	2
	68	47	9	110	234

FI/MM Phase 4 Status
Monday, May 17, 2010

Phase 4 and Phase 4a Schedule

- Phase 4 (FI/MM)   May 3
  - Department of Corrections
  - Department of Social Services

- Phase 4a (FI/MM)   August 2
  - Department of Health and Environmental Control

Phase 4 – DSS/SCDC FI/MM

- Phase 4 (FI/MM)   Live
  - Had SCEIS members onsite to support during first two week periods (Service Desk reflects this support)

  - Both agencies had the normal challenges with Budget and Security issues

  - All Interfaces are flowing with special attention to DSS

Phase 4 (FI/MM)

- Shopping Cart Line Items
  - SCDC – 463
  - DSS   – 10
- Standard Purchase Orders
  - SCDC – 3 (3 line items with a value $803.47)
  - DSS has not started creating new Purchase Orders
- Inventory Purchase Orders
  - SCDC   – 111 (639 line items with a value of $9,695.19)
- Stock Transfer Orders
  - SCDC – 85 (6883 line items)

Phase 4 (FI/MM)

- **AP Invoices Entered**
  - DSS – 2034 for value of $14,690,136.41
  - SCDC – 516 for value of $2,530,246.16

- **Checks Written Out**
  - DSS – 1374 for a value of $13,853,214.93
  - SCDC – 263 for a value of $2,488,055.83

- Sales Orders
  - SCDC – 39 Sales orders

- Sales Invoices:
  - SCDC – 37 for a value of $1,849,716.00

Phase 4 - Interfaces

- **DSS Interfaces:**
  - Child Support – IF383 Direct Pay Interface – 14 files received – Total $ Value = $2,516,396.69
  - Others – IF383 Direct Pays made up of CAPSS Foster Care & Adoption Subsidy, FIFN (Family Independence Financial), CAPSS (Intensive Foster Care), CHIP, CACFP (Child and Adult Care Food Program), and ABC (Child Care Voucher) – 56 files – Total $ Value = $11,320,708.35.
  - Total of all DSS files processed through Interfaces = **$13,837,105.04**

- **SCDC Interfaces:**
  - Medical Invoicing and Inmate Pay – IF383 (Direct Pay) – 15 files received – Total $ Value = $ 3,419,091.85
  - Cooper Inmate Banking, Special Funds, Work Center Accounting – IF387 (Journal Entries) – 16 Files Received – Total $ Value = $ 2,849,355.97
  - Work Center – IM389 (Shopping Carts) – 14 Shopping Carts created.
  - Total of all SCDC files processed through Interfaces = **$6,268,447.82**

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Phase 4a (FI/MM)   August 2

– Department of Health and Environmental Control

- Meet weekly with DHEC to discuss open issues

- Have reset the dates and deliverables for the August 2 go-live

- DHEC will start next week working hands-on in SCEIS to finish the Finance Master Data structure

Wave 2 and Wave 3 HR/Payroll

Wave 2 (HR/Payroll)   June 2/July 1
- 37 Agency

Wave 3 (HR/Payroll)   Sept 1/Oct 1
- Department of Corrections
- Department of Social Services
- Department of Health and Environmental Control

Wave 2 Status

- Wave 2 Instructor Led User Training is 75% complete

- Wave 2 Agency Data Loads to Production begin May 16 (after 6 PM)

- Wave 3 Role Mapping for DSS, DHEC, and SCDC begins May 19

- Wave 2 Go Live/Ready Room Activities (Onsite Browning Road support) begin June 2

Other Activities

- 2010 CAFR
  - Closing Packages required for 2010
- BOR II Project   1 Qtr 2011
  - Print contingent checks out of SCEIS

Department Of Transportation

- Started initial meetings with SCDOT – Next meeting Tuesday, May 18
- DOT Scope   September 1
- Currently working on Project Staffing requirements
- Phase 2 (FI/MM/HR/Payroll)   July 2011