



Executive Oversight Committee

Monday, June 14, 2010





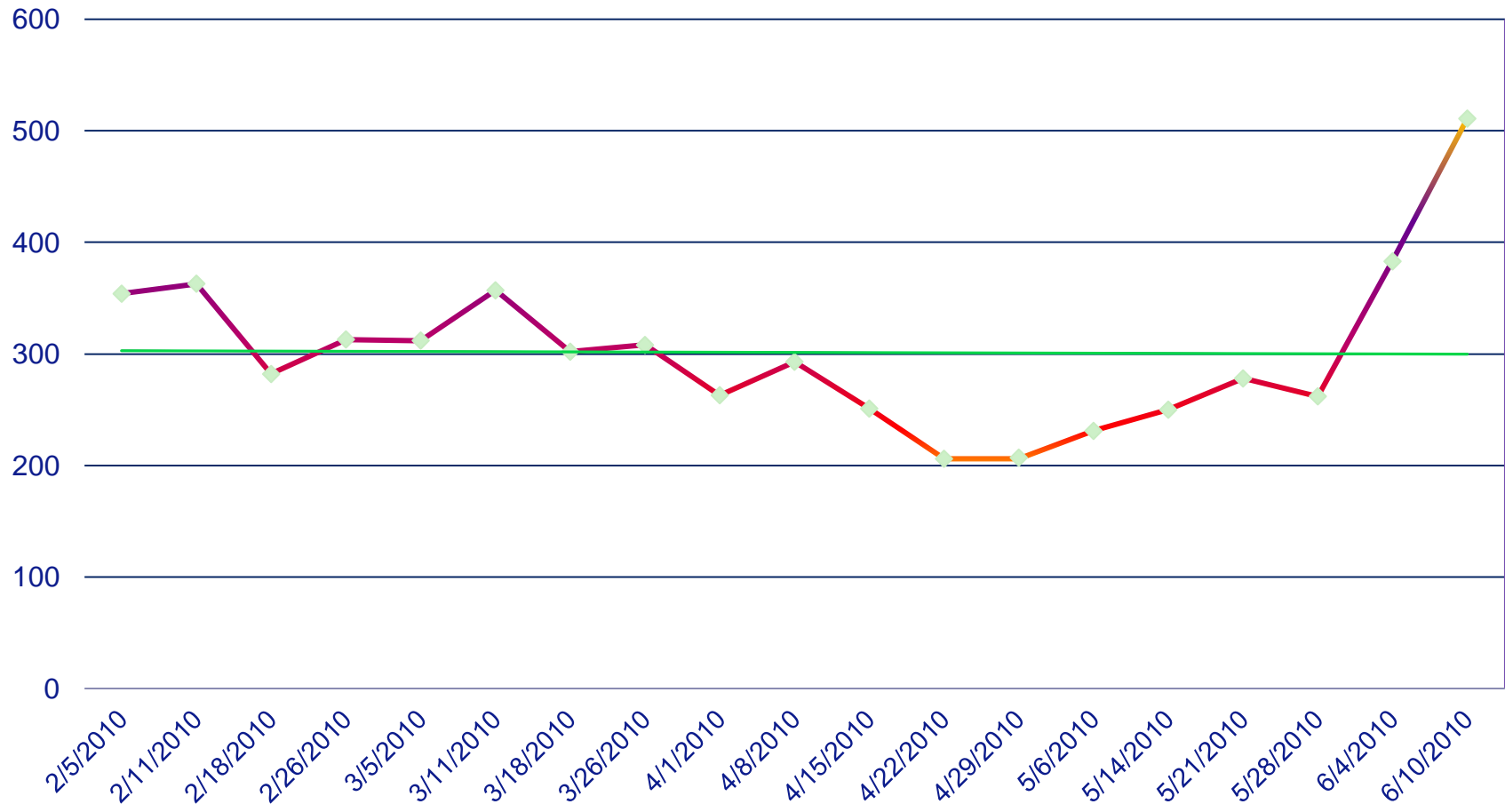
Production Support

Monday, June 14, 2010



Production Support Service Desk Ticket Trends

Total Tickets by Week



Production Support Service Desk Aging Report

	<= 5 Days	6 to 10 Days	11 to 15 Days	> 15 Days	Total	5/14/2010
FI Team	<u>40</u>	<u>10</u>	<u>13</u>	<u>50</u>	113	79
MM Team	<u>22</u>	<u>2</u>	<u>1</u>	<u>9</u>	34	43
HRESS	<u>36</u>	<u>9</u>	<u>0</u>	<u>1</u>	46	1
HR MSS	<u>22</u>	<u>5</u>	<u>1</u>	<u>0</u>	28	0
HR PA/QM	<u>13</u>	<u>6</u>	<u>1</u>	<u>1</u>	21	2
HR Payroll	<u>7</u>	<u>3</u>	<u>3</u>	<u>2</u>	15	12
HR Time	<u>47</u>	<u>6</u>	<u>0</u>	<u>0</u>	53	3
HR Travel	<u>2</u>	<u>1</u>	<u>0</u>	<u>1</u>	4	0
IM Team	<u>3</u>	<u>0</u>	<u>0</u>	<u>7</u>	10	14
Blackboard Tier II	<u>3</u>	<u>1</u>	<u>0</u>	<u>1</u>	5	3
Training Team	<u>0</u>	<u>0</u>	<u>1</u>	<u>4</u>	5	1
Security Team	<u>18</u>	<u>1</u>	<u>0</u>	<u>2</u>	21	13
Integration Team	<u>12</u>	<u>2</u>	<u>0</u>	<u>6</u>	20	5
BWV Team	<u>1</u>	<u>0</u>	<u>0</u>	<u>5</u>	6	6
Development Team	<u>1</u>	<u>0</u>	<u>0</u>	<u>5</u>	6	6
Workflow	<u>2</u>	<u>2</u>	<u>0</u>	<u>4</u>	8	6
Deployment Team	<u>7</u>	<u>1</u>	<u>0</u>	<u>0</u>	8	1
CG Vendor	<u>1</u>	<u>0</u>	<u>0</u>	<u>1</u>	2	3
CG Payroll	<u>3</u>	<u>0</u>	<u>0</u>	<u>0</u>	3	4
CG Accounts Payable	<u>1</u>	<u>0</u>	<u>1</u>	<u>0</u>	2	0
CG Accounting	<u>0</u>	<u>0</u>	<u>0</u>	<u>1</u>	1	0
Enhancements Team	<u>0</u>	<u>0</u>	<u>0</u>	<u>29</u>	29	27
Performance	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>	1	2
	<u>242</u>	<u>49</u>	<u>21</u>	<u>129</u>	441	231

🌀 Sample of HR/Payroll Ticket Status (Week One):

Module	Closed	Currently Open	Total	% of Total HR/PY Tickets
ESS/MSS	188	72	260	52%
PA/OM	36	30	66	13%
Payroll	18	9	27	5%
Time	100	39	139	28%
Travel	6	3	9	2%
	348	153	501	100%



Wave 2 Status

Monday, May 17, 2010



🌀 Wave 2 Ready Room Activities (37 agencies)

- Started on June 2nd all Wave 2 agencies are participating
- Ready Room Activities:
 - Confirmation of all data loads from legacy systems
 - Making necessary position adjustments
 - Ensuring positions are funded
 - Reviewing Employee data
- Two agencies are expected to sign-off as “Data Complete” by Monday; June 14th (Second Injury Fund & Sea Grant Consortium)
- Extended Ready Room Activities through July 1 go live

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- 🌀 Operation Center for the July 1st Paycheck
 - SCEIS will host an Operations Center at Browning Road
 - The Operation Center will be staffed by representatives from STO, CG, each Wave 2 Agency, and SCEIS Team to rapidly respond to any issues with employee paychecks



South Carolina Enterprise Information System

SCEIS Training Progress Report

Wave 2

for week ending 06/11/2010



Wave 2 ILT Progress Summary

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- ☞ All scheduled Wave 2 training has been completed.
 - ☞ The Wave 2 class schedule was created based on the number of agency end-users that were mapped to the specific courses.
 - ☞ Due to low enrollments:
 - Several instructor-led courses were merged or cancelled
 - Each group of instructor-led courses had un-used seats either due to low enrollment or no-shows

➤ Additional class sessions:

- Looking to add additional Wave 2 class sessions at the end of June and July for the following
 - TM200 (287 end-users still needs class)
 - TM300 (119 end-users still needs class)
 - OM200 (36 end-users still needs class)
 - PY200 (11 end-users still needs class)
 - PA200 (29 end-users still needs class)
 - PA300 (95 end-users still needs class)
- Wave 2 classes will be held separately from the Wave 3 classes

MySCEmployee and OLT Summary

- MySCEmployee courses continue to be available on the SCEIS website for the Wave 2 end-users to complete or take again as necessary
- Core OLT courses are still available on Blackboard for the Wave 2 end-users to complete or take again as necessary. These courses will also be migrated to the SCEIS uPerform site in July 2010



Phase 4a (DHEC)

Monday, May 17, 2010



Phase 4a

August 2

- Department of Health and Environmental Control
 - Meet weekly with DHEC to discuss open issues
 - Will have onsite support during first 2 weeks of go-live
 - Freeze period in preparation of go-live will begin July 19th

🌀 Phase 4a – top open issues

- Cost Allocation: Met with DHEC Wednesday and they presented their proposal to solve this issue. We are reviewing and believe their proposal will work
 - Although this is a HR/Payroll issue it was important to have the decision made before the August go-live.
- Finalized Finance Master Data
 - Have started loading into the system
- Analytical Code
 - Analytical Code is a special code used by DHEC to help breakdown activity within a program. We have agreed on a process to replace this code in SCEIS
- Demo's for resolved issues

🌀 Department Of Transportation

- SCDOT kickoff meeting scheduled for June 15
- Kickoff Agenda
 - Team Introduction
 - Directive for September 1st
 - Project Scope
 - Implantation Schedule
 - Cost
 - Team Roles and Task
 - Team Logistics

🌀 2010 CAFR

- Closing Packages required for 2010

🌀 BOR II Project 1 Qtr 2011

- Print contingent checks out of SCEIS

🌀 Preparing for Year End

🌀 Wave 3 HR/Payroll

- Training Registration begins June 28
- ILT courses begin July 12