South Carolina Enterprise Information System

SCEIS Change Advisory Board Meeting

Thursday, September 20, 2012

South Carolina Enterprise Information System

The SCEIS Change Request Process

STATE INFORMATION
TECHNOLOGY

B&CB

SC BUDGET AND CONTROL BOARD

SCEIS Change Request Process: Overview

Agency Managers		SCEIS Team		Change Advisory Board		Executive Oversight Committee
	→		→		→	

- Agencies submit enhancement /change requests via SCEIS Service Desk

- Enhancement requests must be approved by agency management before they are considered

- The SCEIS Team evaluates and sizes all enhancement requests

- The SCEIS Team prepares a "Project Evaluation Form" for each request

- The Change Advisory Board reviews all enhancement requests

- The SCEIS Team presents enhancement requests to the CAB and provides a detailed Project Evaluation Form

- The SCEIS Team informs the Executive Oversight Committee of all "small" projects approved by the CAB

- The SCEIS Team presents all "large" projects approved by the SCEIS CAB for final approval by the EOC

The SCEIS Change Request Process: Details

Agencies submit requests for changes and enhancements to the SCEIS Team:

- Requests are currently submitted via the SCEIS Service Desk. They are captured, tagged as change requests and stored for later evaluation and sizing.

- New web-based form is being finalized for launch in the coming weeks.

The SCEIS Change Request Process: Details

New form features:

– Validations in form fields ensure all pertinent information is included in every request for improved consistency.

– Automatic email notification to the change requestor and his or her manager that the request has been received, and provides them with complete text of the request.

– Automatic email notification to the SCEIS Change Manager to initiate the process of evaluation, sizing and follow-up with the requesting agency.

The SCEIS Change Request Process: Details

The SCEIS Team receives change requests and carefully reviews each one:

– The appropriate SCEIS Functional Team Lead evaluates and sizes each request in terms of feasibility, benefit to the State, technical risk, resource, cost and technical requirements, etc.

  • SCEIS Functional Teams: Finance, Materials Management, HR/Payroll and Technical

The SCEIS Change Request Process: Details

- – The internal SCEIS Change Committee meets to discuss the implications of each change request from a system-wide perspective, finalizing evaluation and sizing details.

- – Evaluation and sizing information is documented in a Project Evaluation form, for presentation to the SCEIS CAB.
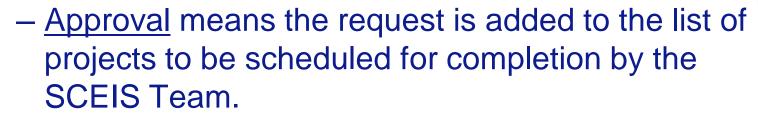
The SCEIS Change Request Process: Details

The SCEIS CAB meets regularly to review, approve or deny, and prioritize new change requests, and review SCEIS Project Schedule:

- Approve or deny requests.
  - Projects mandated by the General Assembly—either expressly, or through funding—will not require CAB approval. The SCEIS Team will keep you informed of all mandated projects.

- Prioritize requests.

- Review the SCEIS Project schedule and approve it as-is or make recommendations for adjustments.

The SCEIS Change Request Process: Details

Approve or deny requests:

– <u>Approval</u> means the request is added to the list of projects to be scheduled for completion by the SCEIS Team.

– <u>Denial</u> means the request is off the table, and will not be reconsidered in its current form.

- If a similar request is submitted at a later date, it will receive full consideration through the SCEIS Change Request Process.

The SCEIS Change Request Process: Details

Prioritize requests:

– Each request is given a priority of low, medium or high.

– Projects given high priority are ranked among the inventory of high-priority projects not yet underway at each meeting, so highest priority projects are revisited regularly to ensure flexibility while maintaining consistency.

The SCEIS Change Request Process: Details

Some recommended prioritization criteria:

1. Projects that contribute to the retirement of STARS are vital to the continued success of SCEIS.

2. Projects should be prioritized with the State Business Cycle in mind (year-end activities, payroll deadlines, etc.).

3. Projects in progress should not be interrupted to begin new projects—see all projects through to completion.

The SCEIS Change Request Process: Details

Review the SCEIS Project schedule:

– After each CAB meeting, the internal SCEIS Change Committee meets to work CAB priorities and recommendations into the project schedule.

- Top CAB priorities will be given top scheduling priority.

- Low and medium priority projects will be scheduled individually between larger projects or grouped in with high priority projects, as appropriate. For example, smaller, lower priority projects can often be "piggy-backed" onto higher priority projects in the same functional area or completed after a functional team completes a high-priority project, but before work ramps up on the next high-priority project.

The SCEIS Change Request Process: Details

- – The CAB will review the project schedule at each meeting, and approve it or make recommendations for adjustments.

- – This process will ensure that the schedule is continuously revisited and tweaked to meet priorities optimally.

The SCEIS Change Request Process: Details

The SCEIS Executive Oversight Committee will also have a role in the SCEIS Change Request Process:

– The SCEIS Team will keep the Executive Oversight Committee (EOC) fully informed of all small projects approved by the CAB. Small projects are those that are estimated to take 450 or fewer man-hours.

– The SCEIS Team will present large CAB-approved projects, meaning those estimated to require more than 450 hours to complete, to the EOC for final approval and prioritization, based on the CAB's recommendation.

SCEIS Project Capacity and Availability of Resources

Capacity and Resources

- **State Capacity**—The amount of work in FTEs SCEIS resources can supply.

- **AMS Vendor Capacity**—The AMS Contract provides three FTEs per month for system enhancement projects.

SCEIS Capacity by FTE										
	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
State Capacity	15	17	17	18	18	19	20	21	18	21
AMS Vendor Capacity	3	3	3	3	3	3	3	3	3	3
Total:	18	20	20	21	21	22	23	24	21	24

Availability and Resources

- **State Availability**—The SCEIS FTEs available for new system enhancement projects.

- **AMS Vendor Availability**—The contractor FTEs available for new system enhancement projects.

SCEIS Availability by FTE										
	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13
State Availability	0	0	0	8	10	10	8	8	5	5
AMS Vendor Availability	3	3	3	3	3	3	3	3	3	3
Total:	3	3	3	11	13	13	11	11	8	8

Schedule of Current and Upcoming Mandated Projects

Current Project Schedule

ID	Task Name	Duration	Start	Finish
0	**SCEIS Projects**	**555 days?**	**Fri 7/1/11**	**Thu 8/15/13**
1	**Projects**	**555 days?**	**Fri 7/1/11**	**Thu 8/15/13**
2	Retire STARS - Contingent Checks Deliverable III	341 days?	Fri 7/1/11	Fri 10/19/12
3	PBF- Public Budget Formulation	229 days?	Mon 10/1/12	Thu 8/15/13
4	Retire STARS - CAFR- Comprehensive Annual Financial Report	230 days?	Mon 1/16/12	Fri 11/30/12
5				
6	**Legislative Mandates**	**90 days?**	**Mon 7/2/12**	**Fri 11/2/12**
7	First Steps	90 days?	Mon 7/2/12	Fri 11/2/12
8	PEBA - Public Employee Benefits Authority	90 days?	Mon 7/2/12	Fri 11/2/12
9	Inspector General	67 days?	Mon 7/2/12	Tue 10/2/12
10	Rural Infrastructure Authority	44 days?	Tue 9/4/12	Fri 11/2/12
11				
12	**Hardware & Software Compliance**	**385 days?**	**Mon 1/9/12**	**Fri 6/28/13**
13	SRM- Supplier Relationship Manager 7.0 Upgrade	214 days?	Tue 9/4/12	Fri 6/28/13
14	SCEIS Hardware Upgrade	190 days?	Mon 1/9/12	Fri 9/28/12
15	Business Warehouse 7.3 Upgrade	180 days	Mon 10/1/12	Fri 6/7/13

Project: SCEIS Projects Date: Wed 9/19/12	Task	Milestone ◇	External Tasks	
	Split	Summary	External Milestone ◇	
	Progress	Project Summary	Deadline ⬇	

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Current Projects and Descriptions

Project	Project Description
SRM 7.0 Upgrade – Supplier Resource Management Upgrade	Implement SRM 7.0 to replace SRM 5.0-classic, which is no longer supported by SAP
2012 SAP Support Pack Updates	SAP Support Packs are a collection of fixes prescribed by SAP – will include the HR support packs
PEBA – Public Employee Benefits Authority	Establish PEBA as an agency
Investment Commission	Implement SCEIS payroll for Investment Commission Board Members
First Steps	Reestablish First Steps under Dept of Education
Inspector General (D250)	Establish as an agency
Rural Infrastructure Authority (P450)	Establish as an agency
Retire STARS – Contingent Checks	Print/Issue vendor payments out SCEIS
SCEIS Hardware Upgrade	Update the operating system and database from 2003 to 2008
CAFR	Produce a FY2011 CAFR out of SCEIS
AMS Transistion	Bring IBM AMS team on board to partner with the SCEIS team in providing maintenance and support
Retire STARS – Deposits Interface	Develop new deposit interface for agencies currently using the STARS file process for bank deposits.
Retire STARS – DOR JE interface file	

Preview of Project Requests on the Horizon

Upcoming Projects

Project	Project Description
PBF – Public Budget Formulation	Implement PBF to replace current mainframe system at the State of South Carolina Budget and Control Board (BC&B) – State Budget Office (SBO)
Year-End Business Process	CGO, SCEIS and Internal Operations will meet to discuss & define specific business processes for financial transactions in an accrual basis system.
SIB – State Infrastructure Bank (U150)	Establish SIB in SCEIS as fully operational agency with HR/PY,MM and additional FI functionality.
Cost Allocation (DEW)	Replace FARS with SCEIS functionality
BW 7.3 Upgrade	Upgrade Business Warehouse to 7.3 from 7.0
Retire STARS – "A" Agencies Legislative Audit Council Education Oversight Legislative Council	Implement SCEIS for Legislative Audit Council, Education Oversight & Legislative Council
Retire STARS – House, Senate & Legislative Printing & IT	Implement SCEIS Payroll for House & Senate
DMH – Medicare Rate Adjustment	Develop interface & reports for DMH reporting

Upcoming Projects

Project
Retire STARS – 1099 Processing
Retire STARS – Higher Ed FI Interface
Retire STARS – F29 – Retirement Systems
Retire STARS – DOR-Income Tax Refunds
Retire STARS – DOR X44
Retire STARS – Distributions (aid to subdivisions)
Retire STARS – TPP Tuition Pre-Payment Program
Retire STARS – Court Fines
Retire STARS – Payroll
Retire STARS – IMS/QED
Retire STARS – FMS
Retire STARS – DMS
Retire STARS – STO Bank Accounts

Wrap-up and Next Meeting

Meeting Adjourned