



SCEIS Executive Oversight Committee

Annual Report Calendar Year 2022

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Report Overview

The South Carolina Enterprise Information System (SCEIS) Executive Oversight Committee Annual Report captures the status of SCEIS operations in calendar year 2022 (CY2022). As required by S.C. Code Section 11-53-20, the report is submitted to the Governor, the Chairman of the Senate Finance Committee and the Chairman of the House Ways and Means Committee by Jan. 31 of each fiscal year.

The SCEIS Executive Oversight Committee, appointed by the South Carolina Comptroller General, is led by chairman Eddie Gunn. The committee is comprised of representatives from a cross-section of state agencies varying in size and business function and representing a range of SCEIS functional areas used by state employees.

SCEIS is the state's integrated software application system used by over 75 South Carolina state agencies, except colleges and universities, to efficiently manage finance, human resources, payroll and purchasing business functions. SCEIS uses the System Applications and Products in Data Processing (SAP) solution and related technologies.

Each year the SCEIS team releases system upgrades and new features to ensure that the state of South Carolina utilizes modern enterprise technology in a secure environment that allows agencies to quickly respond to customer needs. Throughout FY2022 the SCEIS team enhanced system functionality, deployed technical developments, completed projects related to legislative mandates and delivered tools that led to improved productivity and efficiency.

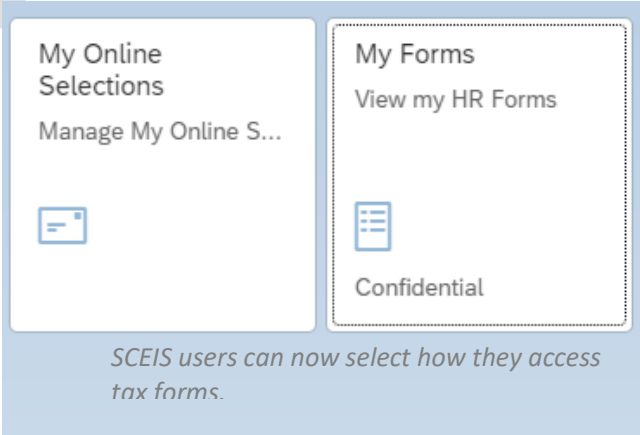
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Functionality Enhancements

Functionality enhancements that were released in CY2022 now allow agencies to leverage the system to enter, track and analyze data used for agency, state and federal reporting. Additional enhancements resulted in more convenient ways for SCEIS agency users to conduct business and improved options for tax form delivery.

Functionality enhancements include:

- To help state agencies accurately capture remote work hours, the SCEIS team added fields for employees to enter time when they telecommute. A related report was developed for agencies to track and analyze telecommuting data.
- Expanding on a strategic effort to regulate statewide human resources (HR) data, new Census codes were developed and activated for the Division of State Human Resources (DSHR) to meet HR data standards.
- New wage types were created and made available to agencies, improving their ability to complete payroll and reporting requirements. As a result, the Department of Employment and Workforce (DEW) enhanced their ability to meet federal reporting requirements and the Department of Health and Environmental Control (DHEC) increased pay for Emergency Response Team members who are asked to report back to work in emergency situations.
- The SCEIS Team configured and implemented two new applications that provide over 60,000 state employees with improved options for accessing W-2 forms. This new functionality allows SCEIS users to opt to receive their W-2 forms exclusively online. It also consolidated paystubs, leave statements and W-2 forms into one central location in the system for user convenience.



The screenshot shows two side-by-side menu items. The left item is titled 'My Online Selections' with a sub-link 'Manage My Online S...' and a document icon. The right item is titled 'My Forms' with a sub-link 'View my HR Forms' and a document icon. Below these items, a blue banner contains the text: 'SCEIS users can now select how they access tax forms.'

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- To address new accounts payable needs, the SCEIS team implemented phase one of Store Business Objects, Support Documentation. This phase allows accounts payable users to attach .tiff and .pdf files directly from their workstations for certain SCEIS Accounts Payable transactions instead of requiring them to print and scan documents.

Benefits from the CY2022 SCEIS functionality enhancements include consistent data collection and reporting from a single source. Simplified user processes and access to information are additional advantages of these enhancements.

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Technical Developments

Deploying new software and installing upgrades ensures that SCEIS systems operate using newly released updates that include industry practices and features. These deployments result in efficiencies and solutions to identified technical issues.

- Tricentis Tosca test automation software (Tricentis) was configured and installed to reduce manual intervention required by individual SCEIS team member testing. Tricentis will also accelerate future testing for SCEIS system changes. This initial project phase included integrating Tricentis Tosca with Lightweight Directory Access Protocol (LDAP) and SAP Solution Manager to synchronize sign-on, enhance planning and documentation activities associated with testing. Further implementation of automated regression testing will continue in CY2023.
- Technical upgrades were completed for two reporting systems, Business Objects 4.2.9 and Business Warehouse 7.5. These major system upgrades led to enhanced security risk prevention and data protection, improved compatibility with other systems and browsers and strengthened performance that offer users more robust reporting tools.
- In November, the fall 2022 support packs were deployed in record time through a high level of productivity, teamwork and prompt communication. Support pack installation is a complex process that involves weeks of preparation, including reviewing SAP release notes, developing use case information, completing integration testing, consulting with SAP and validating functionality before releasing system updates to users.

Installing new systems and applying software updates often requires resources across multiple teams and frequently across the entire SCEIS team. Studying the impacts of these upgrades, conducting research to understand how they will specifically apply to SCEIS systems, completing technical requirements, as well as extensive testing before and after changes are applied to systems, add to the complexities of technical developments.

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Legislative Mandates

Most years legislative action results in SCEIS changes that allow agencies to conduct business. In 2022, multiple mandates led to payroll projects, a new leave benefit option and new asset functionality. Two agencies were also established in SCEIS due to legislation.

- In collaboration with the Department of Revenue (SCDOR) and the State Treasurer's Office (STO), the SCEIS Team was able to successfully distribute legislatively approved 2021 Tax Rebates to an estimated 1,368,000 taxpayers throughout November 2022. Rebates were disbursed both by check and direct deposit. Approximately 510,000 checks and 858,000 electronic deposits were distributed.



- Working with the Comptroller General's (CG's) Office, the SCEIS team updated payroll records and generated a special disbursement to apply general pay increases and allocate bonuses in compliance with the 2022-2023 State Appropriations Act.
- Supporting S. 11, a new law providing state employees with paid family leave, extensive SCEIS functionality was developed, tested and deployed that allowed agencies to record and track Paid Parental Leave data. New leave types were also created allowing employees to submit requests for Paid Parental Leave for manager approval and documentation.
- Working with the CG's Office, the SCEIS team established asset functionality for finance users that ensured state compliance with GASB96 requirements which reduce inconsistencies and improve accounting and financial reports of subscription-based information technology arrangements (SBITAs). This functionality includes measurement

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of subscription liability, subscription asset, capitalization of other outlays, amortizations and payment schedules.

- The Governor’s School for the Arts and Humanities and the Governor’s School for Science and Mathematics were removed from the South Carolina Department of Education (DOE) budget and became their own separate entities. Thus, business areas were created for the Governor’s School for the Arts and Humanities (H640) and the Governor’s School for Science and Mathematics (H650), and all finance and human resources master data elements and processes were established to support business operations for these two agencies.

Meeting timeline requirements associated with mandates is often requires collaboration from external parties such as other state agencies and vendors. Careful coordination and tracking by the SCEIS team ensured that work was completed by target dates.

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Data Privacy and Security Projects

Ensuring that SCEIS systems and state data are protected using robust and leading-edge tools is a continuous priority. In addition to installing software to meet our high standards, the SCEIS team developed new processes and documents for agencies to improve their privacy and security practices.

- The SCEIS team validated settings, completed final rules, tested and installed EPI-USE Data Secure to scramble data in test and development environments, improving safeguards for sensitive and private data in SCEIS. EPI-USE Data Secure is the leading tool for SAP data privacy and protection standards.
- A simplified tool was implemented for providing user role access. This was accomplished by leveraging Governance, Risk and Compliance (GRC), SAP software which determines if risks might exist in agencies, based on agency role assignments, and notifies agencies of potential risk mitigation needs. This new user role access tool also automates related functions that save agency users' time and allows them to focus on core business functions.
- Extensive roles and responsibilities documentation was written for the three main SCEIS functional areas, Finance, Human Capital Management and Logistics. These documents were an instrumental part of a GRC vulnerability remediation program to reduce fraud and risk. Each document describes roles available in SCEIS and outlines technical names, tasks and responsibilities, role conflicts, role dependencies, expected training courses and key transactions and infotypes for each role. The documents were distributed to agencies to assist with role assignment awareness.

The new user role access process and roles and responsibilities guides have been instrumental in reducing the time agencies spend on giving SCEIS access to their employees. SCEIS users who receive new role assignments can now begin working in the system more quickly.

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Productivity and Efficiency Improvements

Continuously identifying and deploying SCEIS systems, functionality and processes that improve productivity and efficiency enables agencies to better serve state customers. These improvements also result in time-saving measures for state employees.

- Continuously serving new state employees and state employees new to their roles, SCEIS training successfully returned to in-person classes offering 62 instructor-led courses with system exercises and simulations with a total of 803 enrolled participants. A new instructor-led Shopping Cart Workshop was also added to the list of offerings.
- Logged more than 10,700 online course completions by SCEIS users and enhanced just-in-time access to training, the following new online courses were created:
 - A Shopping Cart curriculum to improve purchasing processes for over 3,000 users throughout more than 72 agencies.
 - SPC100V SCEIS Shopping Cart Process Overview
 - SPC110V SCEIS Shopping Cart Creation
 - SPC120V SCEIS Shopping Cart Approval
 - SPC130V Shopping Cart Goods Receiver
 - LMS120V Exploring the Screens
 - TM200V SCEIS Time Administration
 - GRC101V An Overview of Governance, Risk and Compliance
- In CY2022, the SCEIS team launched the SCEIS Training Accreditation and Recognition (STAR) certification program, created to identify users who have met required human resources and payroll training and demonstrated their knowledge by passing an exam. Following a spring pilot program, SCEIS began receiving applications for the first cohort in September.
- Three universities and all 16 technical colleges were established in SCEIS to use interfaces that transmit human resources data to SCEIS. This work is a major milestone toward retiring the state's legacy system, Human Resource Information System (HRIS), and consolidates data for easy access and reporting. This transition also improves processes for moving



Retiring legacy systems is a key initiative that leads to efficiencies across agencies and business functions.

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electronic records when state employees apply for and are hired to work in other state agencies.

- In conjunction with the HRIS retirement project, Info Group Modifiers (IGMOD) were created to combine required fields in SCEIS, reducing the number of records that colleges and universities must submit. IGMOD enhances accuracy and efficiency in the data conversion process.
- Enhancements were made to a report that generates a listing of shopping cart documentation, providing report results more quickly and allowing purchasing users to complete other transactions while the report is processing. This report was also redesigned to a more user-friendly layout.

Vendors that conduct business with the state of South Carolina and state employees can more efficiently access systems and information needed to successfully complete their work and better serve our customers. Human resources data collection and reporting from colleges and universities is also now more readily available.

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Upcoming Calendar Year Priorities

Calendar year 2023 SCEIS projects include an emphasis on releasing new functionality and features, retiring legacy systems and establishing additional security measures. New SCEIS technology will streamline outdated manual practices in how the state manages a key human resources function. Significant staff resources will be allocated to implementing a new eprocurement system in SCEIS and improvements will be made to data access.

- The SCEIS team will work in conjunction with the Division of State Human Resources (DSHR) to prepare for the launch of SuccessFactors Performance Management, a tool designed for agencies to strategically administer employee goal setting and evaluation. The go-live for this project is targeted for FY2023-24.
- The Medical University of South Carolina (MUSC) will transition to using interfaces for human resources data, representing the last phase of the higher education conversion project. This work paves the way for the final retirement of HRIS.
- Functionality will be deployed to differentiate between job classification codes and pay bands used by state agencies versus those used by higher education. This will eliminate possible errors when salaries are applied to positions not associated with college and university employees.
- Eleven remaining agencies will transition to the current user role access tool as the SCEIS team finalizes this multi-phase project. All agencies will then be able to provide user access to the SCEIS system more quickly using more consistent and integrated methods for identifying potential risk.
- Incremental work will begin with the State Fiscal Accountability Authority (SFAA) to implement new eprocurement functionality. Extensive research, documentation, planning and coordination will be required from multiple areas of the SCEIS team.

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