



South Carolina Enterprise Information System

AGENCY SUPPORT TEAM LEADS CONFERENCE CALL

October 15, 2009

STATE INFORMATION
TECHNOLOGY



SC BUDGET AND CONTROL BOARD

Call Instructions

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- 📧 Email SCEIS-ast@sceis.sc.gov to indicate you are on the call (subject = type your name and “has joined the AST Call”)
 - 📧 Set your phone to mute
 - 📧 Throughout the call, submit any questions to sceis-ast@sceis.sc.gov

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- 🌀 Phase 3 Cutover activities
 - 🌀 Role mapping pre- and post-go-live
 - 🌀 End-user readiness
 - Training
 - Communicating user IDs and passwords
 - 🌀 SCEIS post production support after November 2 go-live

Purpose: To provide a review of upcoming cutover, role mapping and activities; to provide an overview of SCEIS post production support after November 2, 2009

Objectives:

1. Awareness of detailed cutover activities
2. Familiar with pre and post go-live role mapping
3. Awareness of preparation for end-user readiness (training and communicating user ids and passwords)
4. Understanding of SCEIS post production support



Agency Support Team Leads Meeting
PHASE 3 CUTOVER ACTIVITIES
Ed Strube, SCEIS Integration Team Lead



It is critical that the SCEIS Team and all Phase 3 agencies meet deadlines for each item on the timeline we are about to review.

Thursday , October 15

- 🕒 Final Master Data submitted to SCEIS by the agencies
- 🕒 Appropriation transfers need to be completed by noon

Friday, October 16

- 🕒 Production system freeze for daily processing October 16 – 19 (COB October 16)
- 🕒 Stop posting deposits by noon
- 🕒 Freeze role mapping for SCEIS

Friday, October 16, Cont.

- 🕒 Freeze Master Data changes
- 🕒 Finalize Grants Master Data entry
- 🕒 Inventory Management agencies return the Material Master Extension Spreadsheet

Saturday, October 17

- 🕒 Agencies can begin building the cash, revenue and expenditure files

Monday, October 19

- 🌀 Agencies begin manual tracking of legacy transactions to process post Go-Live
- 🌀 Agencies can reconcile their legacy system to STARS
- 🌀 Agencies extract final data files from legacy system for Procurement / MM

Wednesday, October 21

- 🌀 MultiPurpose Code Spreadsheet is due back to SCEIS by COB

Friday, October 23

- ☉ SCEIS provides YTD reports for budget balances
- ☉ Agencies return final extraction of Conversion Data Spreadsheet for Inventory Management loads

Cutover Calendar

Phase 3 Cutover Calendar of Events Wednesday, October 15 – Monday, November 2, 2009			
Thursday, October 15 – Saturday, October 24		Sunday, October 25 – Monday, November 2	
Date	Activity	Date	Activity
Thurs., Oct. 15	<ul style="list-style-type: none"> •Agencies submit final master data to SCEIS •Appropriation transfers completed by noon 	Sun., Oct. 25	<ul style="list-style-type: none"> •If required by go-live, prepare revenue and expenditure transfer file
Fri., Oct. 16	<ul style="list-style-type: none"> •Freeze legacy systems/STARS for daily processing •Stop posting deposits by noon •Finalize manual grants master data entry •Freeze role mapping for SCEIS •Inventory Management agencies return Material Master Extension spreadsheet to SCEIS •Freeze master data changes for SCEIS 	Mon., Oct. 26	<ul style="list-style-type: none"> •Begin live agency training
Sat., Oct. 17 Cutover Start Date	<ul style="list-style-type: none"> •CG's Office continues processing agency data •Agencies Can begin Cash/Revenue/Expenditure files •Freeze production support 	Tues., Oct. 27	<ul style="list-style-type: none"> •Agencies complete and submit budget/cash transfer file •SCEIS begins review and balance of budget transfer files
Sun., Oct. 18	<ul style="list-style-type: none"> •CG's Office continues to process agency data 	Wed., Oct. 28	<ul style="list-style-type: none"> •Freeze all SCEIS production processing for live and non-live agencies
Mon., Oct. 19	<ul style="list-style-type: none"> •Agencies begin manual tracking of legacy transactions to process post-go-live •Agencies can reconcile their legacy systems to STARS •Agencies extract final data files from legacy systems for procurement (Oct. 19-23) •CG's Office continues to process agency data 	Thurs., Oct. 29	<ul style="list-style-type: none"> •Submit revenue and expenditure transfer files, if required by go-live
Tues., Oct. 20	<ul style="list-style-type: none"> •CG's Office continues to process agency data 	Fri., Oct. 30	<ul style="list-style-type: none"> •SCEIS transfers budget to fund level •SCEIS reconcile and agency sign-off of open purchase order data loads •DOE returns manual tracking spreadsheet for uploading
Wed., Oct. 21	<ul style="list-style-type: none"> •CG's Office concludes processing agency data by COB •Multipurpose code spreadsheet due back to SCEIS by COB 	Sat., Oct. 31	<ul style="list-style-type: none"> •SCEIS system validation •Begin data loads
Thurs., Oct. 22	<ul style="list-style-type: none"> •CG reports are run and distributed to agencies 	Sun., Nov. 1	<ul style="list-style-type: none"> •SCEIS system validation •October payroll is posted •Finalize data loads
Fri., Oct. 23	<ul style="list-style-type: none"> •SCEIS provides YTD reports of budget balances •Agencies return Purchasing/Inventory/Sales/Contracts Transaction Spreadsheet •Agencies return final extraction of conversion data spreadsheet for Inventory Management auto loads 	Mon., Nov. 2 Phase 3 Go-Live Date	<ul style="list-style-type: none"> •Process data and make changes needed from freeze period •Post transactions held during freeze period •Post go-live support
Sat., Oct. 24	<ul style="list-style-type: none"> •SAP/STARS reconciliation for appropriations and cash (SCEIS Team) •Agencies can begin building budget/cash transfer file 		



South Carolina Enterprise Information System

Agency Support Team Leads Meeting

ROLE MAPPING

PRE AND POST GO-LIVE

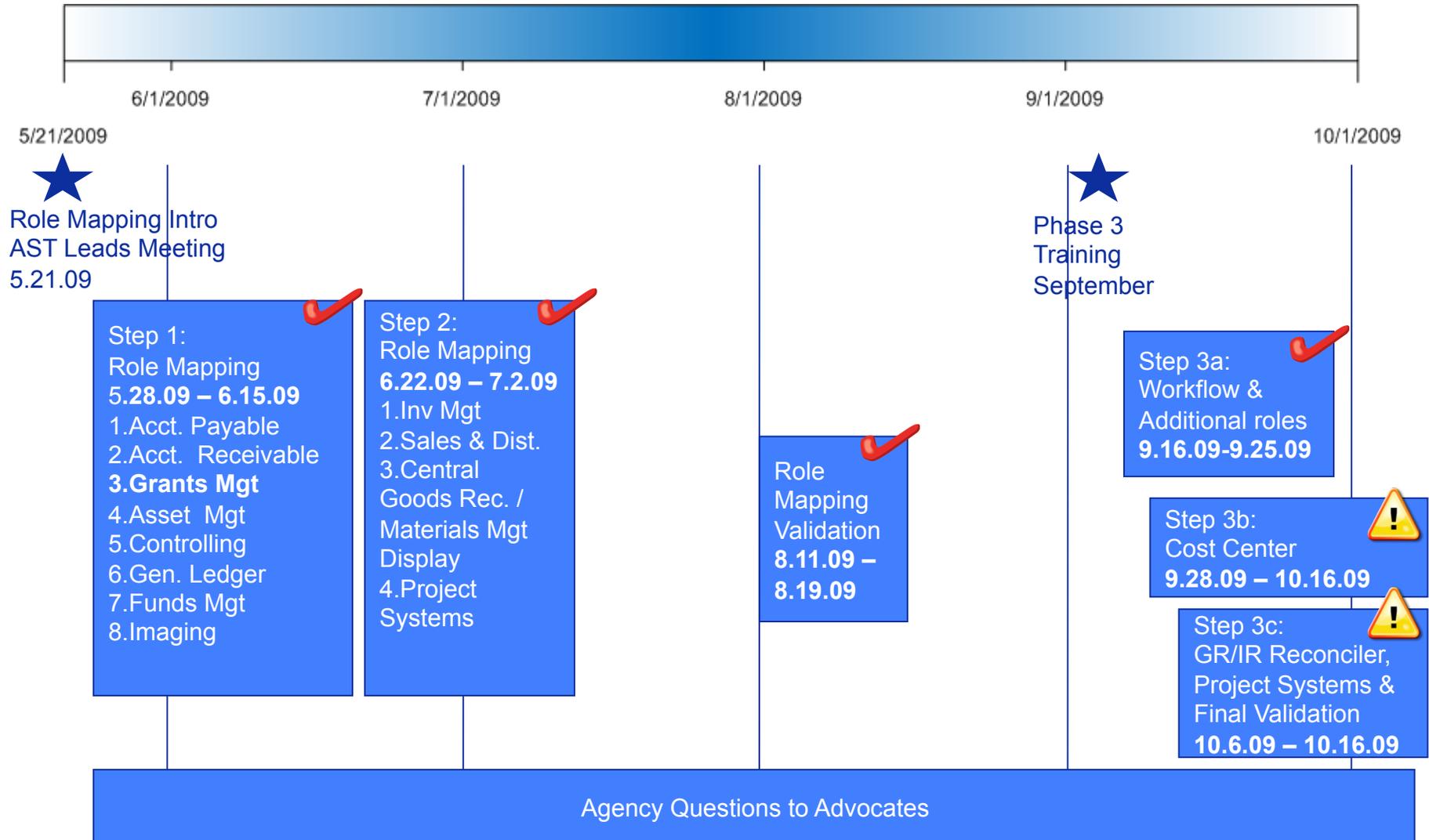
Jennifer Rocks, EC&C Team Advisor

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Role Mapping – Phase 3 Timeline



Role Mapping Updates Pre & Post Go-Live Summary

- ① ***As part of the cutover process, role mapping will be frozen on October 16***
- ① Agencies should use the Final FI MM role mapping validation worksheet until October 16 and indicate whether the employee is to be added or removed, or a role is to be added or removed
- ① Agencies will also use the Final FI MM role mapping validation worksheet after October 16th until October 30th. Role mapping changes may be accepted on an **exception** basis
- ① Agencies will then use the SCEIS Access Request form (located on the SCEIS website) after November 2nd

Role Mapping Process: Freeze Period

Role Update Process	Responsibility
1. Agency submits the Agency designee names (data owners for FI, MM, and SRM) to Agency Advocate for role mapping updates for post go-live process by October 16 th	AST Lead
2. Agency completes GR/IR role mapping (Inventory Management agencies) and cost center security mapping, as appropriate by October 16 th	AST Lead
3. Between October 17 th and October 30 th , agencies use the Final FI MM role mapping validation worksheet if changes need to be submitted for go-live readiness. Role mapping changes may be accepted on an exception basis	AST Lead
4. Beginning November 2 nd , Agency Data Owner(s) will use the SCEIS website to obtain the current list of role descriptions and SCEIS Access Request form, if role mapping updates are required	Agency Data Owner

Role Mapping Guide: Post Go-live



Data Owner Submission

- Due October 16th
- Email names to Advocate & SCEIS AST Mailbox

Role Mapping Freeze

- Starts October 16th
- Changes on exception basis
- Use Final FI MM Validation worksheet until October 30th

SCEIS Website

- Begin using SCEIS Access Request Form on November 2nd for role changes
- Obtain form from the website

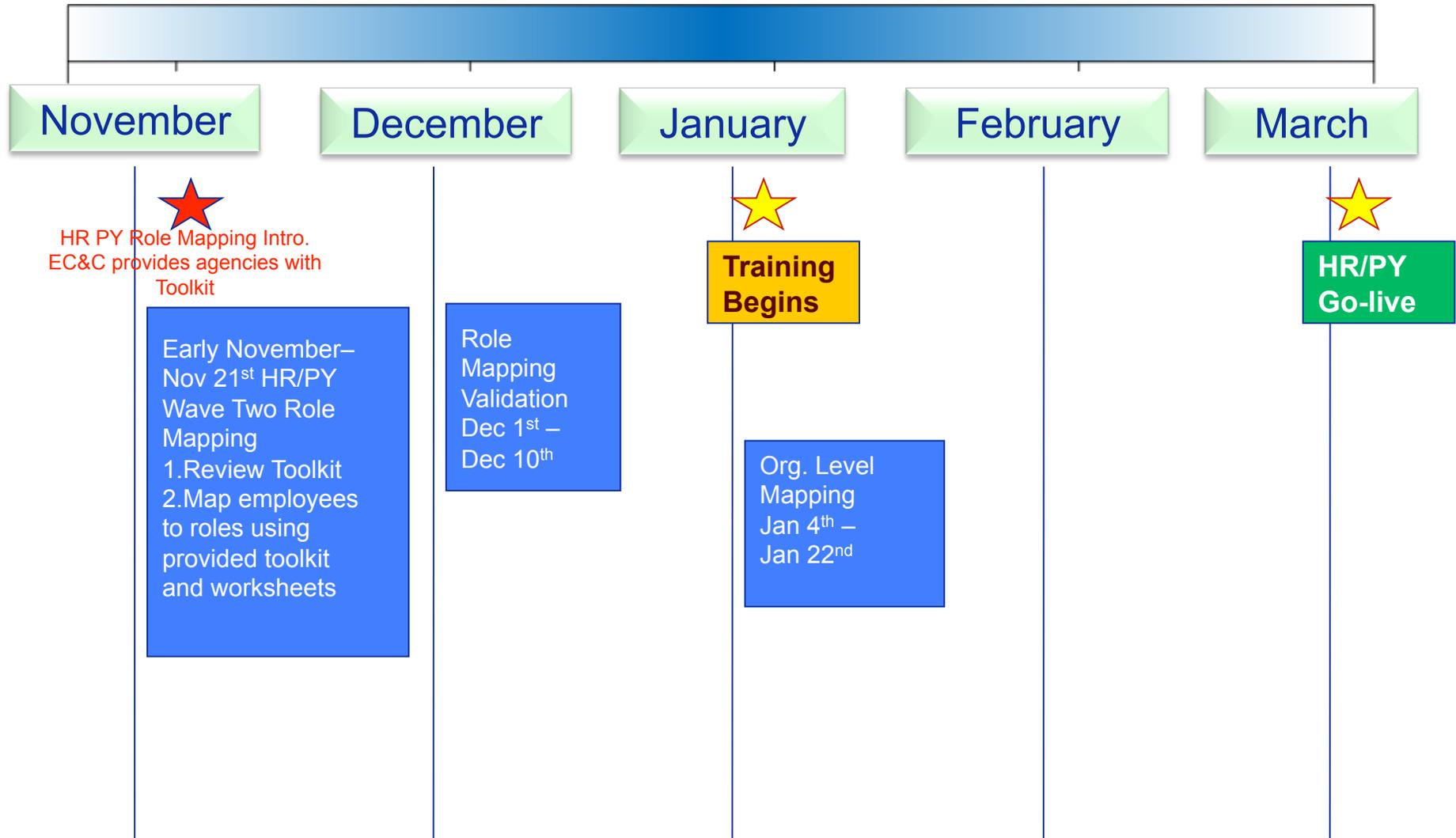
Service Desk

- November 2nd
- Agency Data Owner only, emails SCEIS Access Request form to the Service Desk

SCEIS Security

- Updates employee role changes
- Coordinates with SCEIS Training to address training needs, as appropriate

Wave 2 HR/PY Proposed Role Mapping Timeline





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Agency Support Team Leads Meeting

END-USER READINESS

Tammy Mainwaring, EC&C Team Lead

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- ④ AR300 SCEIS Accounts Receivable Basics
 - Thursday, October 22, 2009, 9:00 a.m. – 5:00 p.m.
 - ④ AR310 SCEIS Interdepartmental Transfer of Funds (IDT) Processing
 - Tuesday, October 20, 2009, 10:30 a.m. – 12:00 p.m.
 - Tuesday, October 20, 2009, 3:00 p.m. – 4:30 p.m.
 - ④ CO310 SCEIS Month-end Controlling Module Allocations
 - Tuesday, October 27, 2009, 9:00 a.m – 5:00 p.m.
 - ④ SCMM0120 Building Terms and Conditions in SCEIS
 - Tuesday, October 27, 2009, 9:00 a.m – 12:00 p.m.

🌀 FI001 Finance Display

- On-line course available for enrollment

🌀 IM220 SCEIS Goods Receiver/Issuer - IM

- Friday, October 16, 2009, 1:00 p.m – 4:30 p.m.
- Thursday, October 22, 2009, 8:30 a.m – 12:00 p.m.
- Friday, October 23, 2009, 8:30 a.m – 12:00 p.m.
- Wednesday, October 28, 2009, 8:30 a.m – 12:00 p.m.

🌀 IM230 SCEIS Physical Inventory

- Thursday, October 22, 2009, 1:00 p.m – 4:00 p.m.
- Friday, October 23, 2009, 1:00 p.m – 4:00 p.m.
- Wednesday, October 28, 2009, 1:00 p.m – 4:00 p.m.

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- ☉ PR210 SCEIS Managing and Submitting Bids –
Complex Bidding
 - Tuesday, October 20, 2009, 9:00 a.m – 5:00 p.m.
 - ☉ PR220 SCEIS Managing Contracts
 - Wednesday, October 21, 2009, 9:00 a.m – 5:00 p.m.
 - ☉ **Please note:**
 - When the ATC enrolls a student for a class, they will be placed on a wait list and receive an email. SCEIS team members will go through the wait list and approve students for enrollment. Students will receive a confirmation email
 - Students must complete PR210 before taking PR220

Tracking Course Completion

1. Transcript report by agency will be available to ATCs in GSMU
2. SCEIS EC&C will provide an agency report of students who have completed courses and attended instructor-led training
3. SCEIS EC&C will send a course request to agencies by Friday, October 16
 - AST Leads and ATCs will list employees who need training in specific courses and send to SCEIS AST by **Monday, October 19**
 - SCEIS will review course needs and determine next steps
 - Some training may need to be conducted in November

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- ☉ Upon completion of training, users will be authorized to access SCEIS production (ECC) on November 2nd via Citrix through a unique User ID and password
 - ☉ User ID provided for practice environment will be the same for production
 - ☉ Each employee's password will be the last 4 digits of their social security number, twice
 - For example, 12341234
 - ☉ SCEIS EC&C will email all User IDs to Phase 3 employees, along with instructions for entering passwords and logging into SCEIS

- ④ Upon completion of training, users will be authorized to access SCEIS production (SRM) on November 2nd via Citrix through a unique User ID and password
- ④ User ID provided for practice environment will be the same for production
- ④ Each employee's password for **entry through Citrix** will be the last 4 digits of their social security number twice
 - For example, 12341234
- ④ *Upon initial log-in to SRM, users will be requested to change their password. This password is unique to SRM and does change your Active Directory password for Citrix or ECC*
- ④ SCEIS EC&C will email all User IDs to Phase 3 employees, along with instructions for entering passwords and logging into SRM



Agency Support Team Leads Meeting

SCEIS POST PRODUCTION SUPPORT

Jim Mills, ITSS Service Center Manager for SCEIS Project



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- ☉ A tiered approach is available for SCEIS users to access resources when issues need to be resolved

Tier Structure

- ☉ Tier 0 – uPerform and SCEIS FAQs and Agency Subject Matter Experts
- ☉ Tier 1 – SCEIS Service Desk
- ☉ Tier 2 – Central Agencies (OHR, CG & MMO)
- ☉ Tier 3 – SCEIS Team

Step 1

- ① User checks knowledge-base via u-Perform <https://uperform.sc.gov/gm/workplace> for information that may resolve the issue. If issue isn't, user proceeds to Step 2.

Step 2

- ① User contacts agency Subject Matter Expert (SME) to resolve issue. If issue can't be resolved at that point, user proceeds to Step 3.

Step 3

- ☉ User contacts SCEIS Service Desk via email or phone for help. Service desk resolves issue if possible. If not, the issue is captured in a ticket by the SCEIS Service Desk and routed to appropriate Tier 2 (central agency – OHR, CG, MMO) or Tier 3 (SCEIS) contact for resolution.

Step 4

- ☉ Tier 2 or Tier 3 resolves customer issue as needed; once the issue is resolved to the customer's satisfaction, the ticket is closed. This information is then captured for future reference and use for FAQs and through MySCEmployee.

SCEIS Service Desk Direct

- Email: SCEISHelp@sceis.sc.gov
- Telephone: 803-896-0001, select option 1(SCEIS)



Agency Support Team Leads Meeting
UPCOMING ACTIVITIES
Tammy Mainwaring, EC&C Team Lead



Upcoming Activities

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- 🌀 Email SCEIS-AST@sceis.sc.gov if your agency wishes to receiving SAP Employee Numbers for all employees
 - 🌀 List of Agency Data Owners to request role mapping changes after go-live – October 16
 - 🌀 If needed, Role Mapping validation worksheet with GR/IR role mapping – October 16
 - 🌀 Course request spreadsheet – October 19
 - 🌀 Book of Record Journal Entry template – October 30