









The South Carolina Enterprise Information System (SCEIS) provides technical solutions for agencies' accounting and finance, procurement, human resources and payroll business processes.

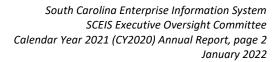
Despite ongoing and new challenges presented by COVID-19, the SCEIS team achieved numerous accomplishments in calendar year 2021 (CY2021). Improvements to existing technology and strategic planning for future enhancements remained core focus areas in CY2021, including:

- Continued enhancements with security and privacy for our systems, applications and system data.
- Working with agencies to retire legacy accounting and business systems.
- Supporting all agencies' needs through upgrading system functionality to meet growing demands across the state.

Functionality

Plant Maintenance and Work Manager Mobile were implemented to meet the needs of processing and management of work-order maintenance for the South Carolina Department of Administration (Admin). This new functionality will be rolled out to additional agencies over the coming years to take advantage of the efficiencies and controls these solutions bring to our enterprise system.







Online W-2 and W-4 configuration was established, giving users virtual access to these tax documents via SCEIS Central and eliminating the need to request forms through human resources (HR) departments or the Office of the Comptroller General (CG).

Telecommuting functionality was developed and released for employees and agencies to track telecommuting attendance as required by Admin's Division of State Human Resources (DSHR).

Working in collaboration with DSHR, the SCEIS HR team developed an extensive guide to transition all higher education agencies to an interface process for HR reporting processes. Francis Marion University and the University of South Carolina transitioned to SCEIS interfaces in CY2021.

My Timesheet was upgraded to Version 3 which offers a more contemporary and intuitive experience for end users and streamlines working time data entry.

In CY2021, a new analytics feature was added to My Timesheet in SCEIS Central. This tool provides insight into hours worked by type of work such as administrative and customer service, reflecting an employee's attendance, as well as any approved and posted leave requests.

The News application was added to SCEIS Central and used throughout the year to highlight key system changes to expand communication outreach to users.

Technical Enhancements

Enhancements to Solution Manager and the implementation of the Change and Release Management solution (ChaRM) improved change and transport release processes for SCEIS. These solutions provide a more scheduled release strategy for system changes and include multiple approval gates to ensure the quality of system changes to the production environment.



The SCEIS technical team completed operating systems and database migrations for all core advanced business application programming (ABAP) systems, maximizing smooth data transfers across all platforms.

Phase two of Governance, Risk and Compliance (GRC) was executed with two agencies, SLED and DNR, offering the new user request application for role provisioning.

To improve data load performance, query runtime and data modeling options, Business Warehouse (BW) was upgraded to Version 7.5.





Extensive programming and configuration were completed to the Work Manager Mobile server and mobile technology to pave the way for future functionality.

Legislative Mandates

Working with state stakeholders, the SCEIS team finalized the establishment of the D300 business area for the South Carolina Office of Resiliency. All master data elements and processes were put in place to ensure successful business operations of the new agency.

Major Projects

As part of the planning and discovery for a potential SAP S4 Hana upgrade, we continue to determine conversion approaches, migration paths and best practices for a potential S4 Hana 2027 upgrade deadline.

Procurement enhancements in the organizational structure for Supplier Relationship Management (SRM) were completed for the South Carolina Department of Employment and Workforce (DEW).

To assist DEW with retiring legacy account systems, Financial and Reporting System (FARS) and AccountMate, collaborative work was completed for a smooth transition to SCEIS systems. The implementation and configuration of the SAP Cost Accounting functionality to ensure the business operational needs of DEW were met along with allowing DEW to optimize their financial procedures.

In conjunction with the Comptroller General's (CG) Office, the SCEIS team created both Finance and SRM processes for fiscal year 2022 that ensured the state could meet all GASB87 requirements, the new lease accounting standard set by the Governmental Accounting Standards Board. This included system configuration and report development to meet the needs of both the CG's Office and all state agencies.

As part of the preparation for the transition to statewide use of the SCEIS SAP Real Estate, Plant Maintenance and Work Manager Mobile functionality, the TRIRIGA server was decommissioned. This was a critical step in retiring TRIRIGA, the legacy system used by South Carolina state government for managing real estate and work orders.

Key BW reports were developed, including:

- Two capital projects reports that provide budget by fund and expenditures by general ledger data.
- An aging accounts payable report to better monitor and streamline invoice processing times.
- The certification and licensing report to determine expiration and current dates for employee certifications and licenses.





A SPIRS report to work toward the retirement of STARS/SPIRS.

Joint efforts continued with the South Carolina Department of Transportation (DOT) on a feasibility study to determine the extent to which DOT legacy systems can be retired and transitioned to SCEIS systems and applications.

The SCEIS Human Capital Management (HCM) team assisted the South Carolina Department of Corrections (SCDC) with the transition to Kronos, a time management system that replaces the SCDC legacy system for capturing employee time entry records for reporting and payroll.

At the State Treasurer's Office (STO) direction, projects were completed to improve payment efficiencies. The state recognized a reduction in check printing of an estimated 11% in 2021 and a 24% increase in Automated Clearing House (ACH) enrollments, also known as direct deposits, during CY2021.

Working with the South Carolina Department of Revenue (SCDOR) and the CG's office, tax levy processes were automated in SCEIS for federal payments and reporting.

Vendor master data updates were made on accounts with no activity based on criteria set by the CG, STO, and the State Fiscal Accountability Authority (SFAA), resulting in restrictions on 38% of existing inactive vendors.

User Support

The SCEIS help desk, functional teams and technical teams supported more than 19,180 user tickets in 2021. User tickets accounted for more than 26,700 hours in technical and functional support to agencies statewide in CY2021. This compares to 18,500 tickets and 23,800 hours respectively in CY2020.



Providing tools and information to users is the foundation of SCEIS customer service.

GRC user request functionality was extended to the State Law Enforcement Division (SLED) and the South Carolina Department of Natural Resources to create efficiencies in role assignment for new employees or other employee changes. This eliminated the need for SLED and DNR to submit help desk tickets for their employees' system access unless it's a nontraditional security role. This feature will be available to other agencies in the coming months.

A total of 809 users attended 50 instructor-led courses delivered via Webex. Additionally, 5,692 users participated in 23 online self-paced courses.







Partnerships with a variety of agencies will be the key to successful system developments and legacy system retirements in CY2022. As collaborative work continues with DOT, their legacy accounting system will migrate to SCEIS to meet all of their business and accounting needs. SFAA and SCEIS will partner throughout the implementation of a new eProcurement solution and enhancements to vendor registration, contract administration and other procurement processes across the state. As the South Carolina Department of Health and Human Services (SCDHHS) replaces its Medicaid Management Information System (MMIS) for Medicaid payments, SCEIS and HHS will identify the best solutions for meeting business requirements for familiar stakeholders.

Launching security and privacy initiatives to meet changing system needs and industry standards will also remain a focus in the coming year. Remaining aware of new developments in enterprise information management and governmental technology will also set the course for advancing our systems .

Maintaining strong working relationships with state agencies and following business and industry standards will guide the SCEIS team through projects and planning in CY2022. Staying aware of potential needs and developments at the agency, state and national level is essential for planning. Communicating those needs with leaders and identifying agreed-upon solutions with partner agencies will ensure that SCEIS systems provide viable tools that streamline processes and improve efficiencies for the state of South Carolina.

