SCEIS
Executive Oversight
Committee

Annual Report
Calendar Year 2024
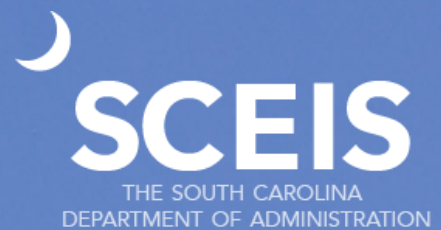
SCEIS
THE SOUTH CAROLINA
DEPARTMENT OF ADMINISTRATION

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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 2024 (CY 2024). 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 currently led by chairman Brian Gaines. The committee comprises 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 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 South Carolina Department of Administration's (Admin) Division of Enterprise Applications (DEA) releases system upgrades and new features to ensure that the state of South Carolina utilizes modern enterprise technology in a secure environment, allowing agencies to quickly respond to customer needs. Throughout CY 2024, the DEA 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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Strategic Projects

South Carolina is moving toward a more flexible and modern system to ensure efficient, effective and economical management of SCEIS and its accounting, budget, human resources, treasury, procurement and payroll processes. To assist in this effort, the DEA has engaged in a variety of strategic projects throughout CY 2024. Such projects include the following.

- **Organizational Change Management (OCM):** Admin's DEA established an Organizational Change Management Center of Excellence (OCM CoE) charged with upholding and advancing the commitment to people, processes and managing change. The OCM CoE developed a guiding framework to ensure a consistent approach to change initiatives within the organization and eight supplemental templates. The organizational change management (OCM) function will support a more successful transition to change initiatives and ensure ownership and acceptance by super users, SCEIS support staff and other end users.

- **Quality Control Test Automation:** The Quality Control Test Automation project included the successful development and implementation of an automated testing framework for the DEA quality assurance (QA) process, integration of the framework within continuous integration and continuous delivery (CI/CD) pipelines to ensure seamless and continuous testing, and the creation of a comprehensive suite of automated test cases covering critical functionalities. The implementation of the QA test automation framework has revolutionized the testing process, delivering substantial benefits in terms of efficiency, accuracy and cost-effectiveness. The data clearly demonstrates the positive impact of automation on the overall quality assurance process, making it a critical component of the software development lifecycle.

- **SCDOT Finance Conversion:** The South Carolina Department of Transportation (SCDOT) Finance Conversion project will transition the federal billing and general accounting functions from SCDOT's ENTIRE system to SCEIS, thereby allowing the agency to decommission its legacy system. Upon conclusion of the project, SCEIS will become the system of record for federal billing and will perform all SCDOT general accounting functions currently being performed by ENTIRE. These functions will also include labor distribution, tracking equipment usage on capital projects, equipment costing to projects, CIP accounting, infrastructure accounting and year-end processing, including the preparation of SCDOT's agency financial statements. The project is currently in year two of three. The SCDOT Finance Conversion project completed the design phase and year two focused on development and testing.

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- **SCEIS Modernization Procurement Phase:** The procurement phase of the SCEIS Modernization project identified and awarded competent vendors to update and expand the current enterprise resource planning (ERP) platform (Applications and Infrastructure) with SAP S/4 HANA as the core that is secure, comprehensive, user-friendly, reliable, integrated and maintainable. As part of this effort, awards were made for System Integrator, SAP Rise Licenses and Independent Verification and Validation (IV&V) vendors.

- **SCPro Implementation:** Admin, in conjunction with the State Fiscal Accountability Authority (SFAA), announced that a new iValua eProcurement solution known as SCPro will replace the current supplier relationship management tool across state procurement functions and is expected to launch July 1, 2025. As part of this effort, DEA collaborated with SFAA to analyze and complete technical needs requirements and identify paths to eliminate process gaps. This project will provide an efficient, cost effective, standard online procurement solution that reduces manual purchasing efforts, improves compliance and creates a business-friendly environment for suppliers. SCPro will also offer enhanced transparency of state procurements, improve tracking and evaluation of procurement performance and offer users improved access to business opportunities by suppliers and small businesses. During this CY 2024, DEA delivered on Supplier and Purchase Order data migrations and integrations.

- **SuccessFactors Performance and Goals Statewide Rollout:** Admin implemented the SuccessFactors Performance Management Module within the SCEIS MyTalent portal. This effort improves the efficiency of the performance management process by transitioning the previous paper-based method to an electronic workflow while also enhancing the collaboration between employee and manager. The new functionality offers an opportunity to standardize processes across the state while offering a streamlined evaluation process and better statewide retention of employee evaluation records. Agencies currently utilizing this module include the South Carolina Attorney General's Office, South Carolina Commission for the Blind, South Carolina Department of Administration, South Carolina Department of Employment and Workforce, South Carolina Department of Environmental Services, South Carolina Educational Television and the South Carolina Workers' Compensation Commission.

Legislative Projects

Action taken by the South Carolina Legislature can result in changes to the SCEIS system. Such was the case in CY 2024 when legislative mandates led to payroll projects and assistance in state agency restructuring efforts. Legislative mandates impacting SCEIS in CY 2024 include the following.

- **Application of the FY 2024 General Increase to Full-Time Employees:** In collaboration with the South Carolina Comptroller General's Office and Admin's Division of State Human Resources (DSHR), the DEA team successfully prepared and applied the general increase effective July 1, 2024. This increase raised the base pay for employees in full-time equivalent (FTE) positions making $50,000 and under by $1,125 and by 2.25% for employees making over $50,000. Part-time employees in FTE positions who earn an annualized salary of more than $50,000 received a 2.25% increase. Part-time employees whose annualized salary was less than $50,000 received a prorated amount of the increase. The complexities associated with the general increase, along with the required collaboration with external parties such as other state agencies and vendors, were carefully planned and executed to ensure accurate and timely work.

- **DHEC Reorganization (S.399):** In accordance with Act 60 (S.399), Admin was tasked with overseeing the restructuring of the South Carolina Department of Health and Environmental Control (DHEC) into two separate agencies, the Department of Environmental Services (DES) and the Department of Public Health (DPH). Also included in the restructuring was the transition of programs from DHEC to the South Carolina Department of Agriculture; from the South Carolina Department of Natural Resources (DNR) to DES; and from the South Carolina Department of Mental Health to the South Carolina Department of Veterans' Affairs (DVA). Admin worked with each agency to identify and establish the appropriate infrastructure needed to effectuate the transfer, including personnel, split budget and finance, procurement, information technology and SCEIS requirements for DPH, DES, Agriculture and DVA. The agencies and their appropriate transfers were successfully split, established in SCEIS in the appropriate organizational units and operating July 1, 2024.

- **First Steps Reorganization (Proviso 1.109):** Proviso 1.109 of the FY 2024-25 General Appropriations Bill authorized the Office of First Steps to operate independently from the South Carolina Department of Education (SCDE) and directs First Steps to work with Admin to separate funding, employees, assets, etc. Admin successfully managed the project plan and assisted SCDE and First Steps with all administrative efforts required to separate the Office of First Steps.

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- **State Occupational Code (SOC) Updates:** DEA successfully developed and added two new data elements — federal standard occupational classification code and the planned hours worked each quarter for all employees (FTE, temp, temp grant, time-limited, etc.) — to all positions. This effort was made to satisfy a new legislative requirement that all state agencies include the new data elements in the Quarterly Wage report that is provided to the South Carolina Department of Employment and Workforce (DEW). This report is automatically generated by the South Carolina Comptroller General's Office when the first payroll after the quarter end is run. When a census code is selected, the SOC code will automatically display in the designated field.

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Functionality and Productivity Projects

Continuously identifying and deploying SCEIS systems, functionality and processes are designed to improve productivity and efficiency for state agencies, allowing them to better serve their customers. Functionality and productivity enhancements to SCEIS systems occurring in CY 2024 include the following.

- **Charge Nurse Differential Pay:** The South Carolina Department of Disabilities and Special Needs (DDSN) was approved for charge nurse differential pay to be paid to authorized positions that are assigned to a Charge Nurse Shift in the absence of a Nurse Supervisor. As a result, SCEIS developed the EA22 (RN) and EA12 (LPN) wage types to accommodate the two employee groups.

- **Grants Management/Funds Management Enhancements:** DEA formed a workgroup to collaborate with agencies that engage in grants management-related activities to demonstrate and test potential impacts to system functionality due to grants management and funds management enhancements and identify reporting gaps and reporting needs. The feedback received informed the enhancements for the July 1, 2025, implementation.

- **Military Leave for Temporary Employees:** DEA and Admin's Division of State Human Resources (DSHR) worked closely together to develop new absence codes and wage types to pay temporary employees military leave while on military orders. Such paid leave may apply to employees in full-time equivalent (FTE), temporary grant (TGE), time-limited project (TLP) and state temporary positions. Newly developed absence types include:
  - 071 – TEMP: Milt leave (30D)-PD
  - 2072 – TEMP: Milt leave (15D)-PD
  - 2073 – TEMP: Milt-Combat (30D)-PD.

- **MySCLearning Training:** The DEA team assisted several agencies adopt, launch and refine utilization of MySCLearning, the online learning management system for statewide training. This integration further equips agencies and users to gain efficiencies in training endeavors. To assist in this effort, the following MySCLearning Training Coordinator curriculum courses were offered during CY 2024:
  - LMS145V – MySCLearning System Administration: Managing Classes
  - LMS150V – MySCLearning System Administration: Users
  - LMS160V – MySCLearning System Administration: Reporting.

- **SCEIS Service Desk:** The SCEIS Service Desk continues to provide tremendous value and support to agencies throughout the state by promptly addressing and resolving a wide

variety of SCEIS-related questions and issues. Over the course of CY 2024, this assistance included the following (as of Dec. 18, 2024):

- o   Service Tickets Received: 22,586
- o   Change Requests Received: 202
- o   Agencies Served: 118

Of the service tickets received by the SCEIS Service Desk during this time, the following entities accounted for the highest number submitted.

- o   Vendor (various): 3,749
- o   Department of Social Services: 1,622
- o   Department of Administration: 1,439
- o   Department of Mental Health: 1,275
- o   Department of Corrections: 1,090
- o   Department of Public Health: 960
- o   Department of Transportation: 896
- o   Department of Juvenile Justice: 802
- o   Department of Health and Environmental Control: 750
- o   Vocational Rehabilitation Department: 629

- **SCEIS Training Efforts:** Training provided by Admin continues to enhance and integrate proven instructional methodologies for existing and developing course offerings for an ever-changing system. This allows for a greater, more memorable user experience resulting in increased SCEIS user competencies to better serve state agencies and ultimately the citizens of South Carolina. During CY 2024, Admin successfully offered 45 instructor-led courses that included system demos and hands-on interaction with a total of 913 enrolled participants. Approximately 3,116 online course completions were logged by SCEIS users encompassing 22 online course offerings. The SCEIS training team augmented access to training by creating the following new online courses:

  - o   VEN100V – Vendor Portal Resources
  - o   VEN120V – Vendor Portal Incident Response Plan.

- **SCPro Certification Program:** Admin, in conjunction with the State Fiscal Accountability Authority, developed and completed a training certification program to provide DEA Logistics and Help Desk teams with system expertise on the new iValua eProcurement system, SCPro. SCPro is set to replace the current supplier relationship management tool across state procurement functions in 2025.

- **STAR Certification Program:** Admin continued the SCEIS Training Accreditation and Recognition (STAR) certification program to identify users who have met required human

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resources and payroll training curriculum objectives and demonstrated their knowledge by passing a comprehensive exam. SCEIS received nine qualifying applications and awarded five user accreditations during CY 2024.

- **Tuition Expense Reimbursement:** DEA worked closely with the South Carolina Comptroller General's Office to create two new wage types for tuition reimbursement. One wage type is used for reimbursing taxable amounts through payroll. The second wage type is used for adding the taxable value to the employee when taxable payments have already been issued. Tuition assistance paid to the employee is taxable over $5,250.

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Technical Developments

Deploying new software and installing upgrades ensures that SCEIS systems operate using newly released updates that include industry best practices and features. These deployments result in efficiencies and solutions to identified technical issues. Such technical developments in CY 2024 include the following.

- **Business Objects Upgrade to Version 4.3:** Admin upgraded the SAP Business Objects (BOBJ) Business Intelligence (BI) module in SCEIS from version 4.2.9 to version 4.3. Focus areas of the upgrade included the introduction of web intelligence (WEBI) enhancements and data models as well as a Fiorified BI launchpad and analytics hub integration. The release of the updated version included enhanced capabilities to the BI platform and a new look and greater report presentation abilities for the SAP Business Objects Web Intelligence 4.3 tool. In addition, the new BI Admin Studio allows administrators to quickly see the overall health of the environment and provides the ability to drill into the cockpit to troubleshoot issues. The upgrade also allowed customers to benefit from innovation in both SAP Business Objects and WEBI.

- **Microsoft PowerBI Expansion for Data Analytics**: Admin expanded the use of Microsoft PowerBI to assist with the analysis of large amounts of data and information stored in SCEIS. While data can be imported and stored in multiple formats (e.g., CSV, Excel, Apache Parquet), the use of tools such as PowerBI provide users with enhanced analytical capabilities and can load large amounts of data directly from the SCEIS data lakehouse or data warehouse. To simplify the study of such data, the team can now provide prepackaged Power BI semantic models. These models are prefiltered data warehouse datasets with all the Power BI data relationships preconfigured per the consumer's requirements. Power BI semantic models can be used by Power BI desktop or in a Power BI workspace.

- **SAP Support Packs**: The DEA team successfully deployed the SAP Support Packs during its annual window of July to early December each year. The Support Packs are developed by SAP as a service to help maintain the functionality, security and performance of the SCEIS system. Support Pack upgrades address outstanding security vulnerabilities, provide functional and technical updates that introduce or enhance new functionality, and can help improve the performance of the SCEIS system. Support Pack upgrades also include new IRS tax rates for the upcoming year, which must be applied to non-production and production environments before the first payroll run is made for the upcoming year.

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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 transitioning agencies to a simplified security feature, the team deployed a new technical design and processes to further secure vendor data. Such data privacy and security projects in CY 2024 include the following.

- **SCEIS Single Sign-On Process Implementation:** Admin implemented a single sign-on process to log in to SCEIS systems through the state's multifactor authentication solution, Duo Security. This implementation, which included upgrading Duo Security to the latest supported version, resulted in enhanced security, improved efficiency and a better overall user experience. As a result of this change, SCEIS users now follow a modified single sign-on process to log in to SCEIS Central, Supplier Relationship Management (SRM), Business Objects (BOBJ), Business Warehouse (BW), ERP Core Component (ECC) and Citrix. Because the transition to Duo single sign-on impacted all SCEIS users, a comprehensive communication plan was deployed, engaging multiple tactics to assist agencies with informing their employees.

- **Vendor Portal Security Remediation:** Admin engaged a national vendor, Soteria, to perform a security assessment of the SCEIS vendor portal. During this assessment, Soteria worked with Admin to identify security vulnerabilities and opportunities to improve security controls and processes related to SCEIS. The activities conducted included a security assessment and web application penetration test. Based on the information gained during this engagement, Soteria developed observations and recommendations to assist Admin in further developing its security program in a way that meets the agency's security goals. Major deliverables for this effort in CY 2024 included the cloud implementation of Vendor Registration, Credential Account Recovery workflow enhancements and Program Payee Type and Transaction Types Indicators implementation.

Calendar Year 2025 Priorities

Priorities for CY 2025 will continue to focus on the SCEIS Modernization Program implementation. While some projects will be fully implemented in the upcoming year, others will require readiness and pre-implementation work. The scope of these projects demands extensive coordination with partner agencies, communications with stakeholders, program management and tracking and flexibility to adjust to findings throughout the Modernization Program. Meeting schedule requirements and milestones outlined in the SCEIS Modernization Program projects will be at the core of SCEIS work in the upcoming year and will include such strategic projects as the following.

- **Service Management Optimization:** Optimize service delivery and improve customer satisfaction by establishing efficient processes with improved governance, tracking and reporting. This will be achieved by establishing clear and efficient service management processes founded on the ITIL V4 framework, an agile project management framework, throughout the division to enhance collaboration, adaptability and efficiency. The framework divides projects into smaller, manageable units called sprints, which typically last two weeks.

- **Establish SCEIS Modernization Program Governance**: Re-establish and implement a comprehensive governance model for the SCEIS Modernization Program that defines clear roles, responsibilities and processes for decision-making, ensuring alignment with organizational goals and fostering stakeholder engagement

- **S/4 HANA Migration**: Award the contract for S/4 HANA migration, evaluate and plan all necessary pre-migration activities. CY 2025 will be year two of four for this effort.

- **Establish SCEIS Super User Group**: To ensure the success of SCEIS Modernization Program projects and applications and to support agencies' successful transition, Admin will re-establish the SCEIS Super User Group. This advisory group will help identify different user needs, seek opportunities for process improvement, participate in testing and foster user engagement and adoption of new processes and technologies.

In addition to the work on the SCEIS Modernization Program, SCEIS staff will work on a variety of other strategic projects, including the following.

- **SCPro Ivalua Implementation**: Work with SFAA to replace current vendor portal with Ivalua software. CY 2025 will be year two of two for this effort.

- **Grants Management Enhancements Implementation:** Implement enhancements to Grants Management functionality to improve efficiency in an agency's ability to manage grants funding and the budget. CY 2025 will be year two of two for this effort.