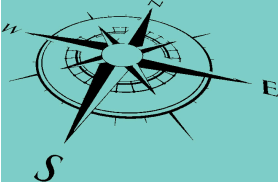


Accountability Report: Fiscal Year 2017-2018

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DEMONSTRATION ONLY



**South Carolina Department of
Administration (SCDOA)**

DEMONSTRATION ONLY

1. Leadership & Partnership

Lead as a model of excellence and as a trusted partner in the administration of government services.

1.1. Savings, Efficiencies & Benchmarking

Lead the effort in identifying and implementing cost savings, efficiencies and benchmarking costs to make better spending decisions.

Performance Indicators

Description	Type	Start Date	End Date
Implement phase 2 of the OEPP reorganization report recommendations regarding appropriate placement of OEPP programs by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Develop a comprehensive records management program for all divisions of Admin by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
By January 31, 2018, collaborate with SFAA Procurement Services to identify feasible fleet options for continued statewide compliance with the alternative fuel vehicle mandates for state government fleets as set forth in the Federal Energy Policy Act (EPA Act 92).	Target	2017-07-01	2017-12-31
	Actual	2017-07-01	2017-12-31
Description	Type	Start Date	End Date
By June 30, 2018, accomplish phase 1 of the Commercial Vendor Repair Program (CVRP) to include financial analysis of program performance and rate evaluation.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Oversee the sale of the Port of Port Royal based on the timelines and process defined in statute and bids received.	Target	2017-07-01	2017-09-20
	Actual	2017-07-01	2017-09-20
Description	Type	Start Date	End Date
Issue solicitation and award contract for consolidated janitorial services (service brokered) by December 30, 2017.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Identify, solicit, and award one consolidated M&O contract by June 1, 2018.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30

Description	Type	Start Date	End Date
Implement Qualified Energy Conservation Bonds plan (20% energy use reduction) through an Energy Performance Contract by December 30, 2017.	Target	2017-07-01	2018-05-01
	Actual	2017-07-01	2018-05-01
Description	Type	Start Date	End Date
By June 30, 2018, develop email, desktop, and hyperconverge standards to gain efficiencies.	Target	2017-08-01	2018-06-30
	Actual	2017-08-01	2018-06-30
Description	Type	Start Date	End Date
Procure mainframe hosting solution to lower the state's investment in legacy technology while maintaining high levels of customer service by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

1.2. Trust & Collaboration

Foster trust with other agencies and stakeholders to collaborate on statewide services to achieve efficiencies.

Stakeholder(s):

South Carolina Agencies

Performance Indicators

Description	Type	Start Date	End Date
Deliver a newsletter to state agency directors semiannually.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Utilize feedback from prior Admin Agency Head Leadership Meetings (AHLM) to enhance 2018 biannual AHLMs.	Target	2017-08-15	2018-06-30
	Actual	2017-08-15	2018-06-30
Description	Type	Start Date	End Date
Educate legislators and their staff on at least three pertinent Admin initiatives by June 1, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Conduct governance meetings at least quarterly with agencies and partners across the state focused on IT Shared Services.	Target	2017-08-01	2018-06-29
	Actual	2017-08-01	2018-06-29
Description	Type	Start Date	End Date
Develop a shared services model for providing a consolidated accounts payable function to all state agencies by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

Description	Type	Start Date	End Date
Support the State Treasurer's Office in the transition and retirement of legacy treasury functionalities into the SCEIS/SAP environments. SCEIS will meet quarterly with STO and Admin management to review project status, discuss timelines and address any resource needs.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Implement new Interagency Mail Services rate structure by October 1, 2017, followed by the finalized implementation of route restructuring and compensatory time reduction plan.	Target	2017-07-01	2018-09-30
	Actual	2017-07-01	2018-09-30
Description	Type	Start Date	End Date
Disaster Recovery Project-Statewide Initiative will provide disaster recovery hosting and disaster recovery planning processes, tools, and facilities by June 30, 2018.	Target	2016-08-22	2018-06-30
	Actual	2016-08-22	2018-06-30
Description	Type	Start Date	End Date
Develop IT service level agreements to include market competitive service level metrics that define the level of service an agency can expect from Admin by December 2017.	Target	2017-09-11	2017-12-31
	Actual	2017-09-11	2017-12-31
Description	Type	Start Date	End Date
Propose statutory changes or proviso to implement real estate executive order statewide by September 15, 2017.	Target	2017-07-01	2017-09-15
	Actual	2017-07-01	2017-09-15
Description	Type	Start Date	End Date
Continue development and implementation of a transparency hub through June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

1.3. Communications

Improve communications concerning Admin's services and processes.

Performance Indicators

Description	Type	Start Date	End Date
Establish and populate Admin's static intranet site by Dec. 12, 2017.	Target	2017-08-01	2017-12-12
	Actual	2017-08-01	2017-12-12
Description	Type	Start Date	End Date
Establish electronic policy attestation by June 30, 2018.	Target	2018-02-01	2018-06-30
	Actual	2018-02-01	2018-06-30
Description	Type	Start Date	End Date
Conduct communications strategy sessions with at least three Admin divisions to identify and develop key messaging for major initiatives.	Target	2018-01-26	2018-06-30
	Actual	2018-01-26	2018-06-30

Description	Type	Start Date	End Date
Develop a process for contact list hosting and updates for the agency by June 30, 2018.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Increase employee readership of agency newsletter by 75 readers by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Convert and publish all Admin forms to established format by Dec. 12, 2017.	Target	2017-07-01	2017-12-01
	Actual	2017-07-01	2017-12-01
Description	Type	Start Date	End Date
The ARM and Communications team will work with DTO to develop a communications plan to publish and promote the service catalog by the end of Q1.	Target	2017-09-01	2017-09-27
	Actual	2017-09-01	2017-09-27
Description	Type	Start Date	End Date
ARM to establish quarterly meetings with DTO, DIS, and EPO to understand communication objectives and include those objectives in agency meetings.	Target	2017-09-25	2018-06-30
	Actual	2017-09-25	2018-06-30
Description	Type	Start Date	End Date
Continue to publish and improve the quarterly IT Shared Services Newsletter. (i.e. "Service Spotlight").	Target	2017-09-04	2018-06-30
	Actual	2017-09-04	2018-06-30
Description	Type	Start Date	End Date
Develop an IT Shared Services Program Management website with updates on pertinent initiatives by June 30, 2018.	Target	2017-09-26	2018-06-30
	Actual	2017-09-26	2018-06-30
Description	Type	Start Date	End Date
Assist in collecting information on a monthly basis to better prepare for national, digital surveys, and recognition programs involving IT, Security, and Privacy.	Target	2017-10-03	2018-06-25
	Actual	2017-10-03	2018-06-25
Description	Type	Start Date	End Date
DSASS will continue program education and outreach to at least 15 state agencies, higher education institutions, counties, municipalities, school districts, or special purpose districts concerning communications materials and ongoing website updates for state fleet management, surplus property, and interagency mail services.	Target	2017-07-01	2018-03-31
	Actual	2017-07-01	2018-03-31
Description	Type	Start Date	End Date
Utilize results from survey of state surplus agencies to develop the use of social media and marketing options for surplus property programs by December 31, 2017.	Target	2017-09-01	2017-12-31
	Actual	2017-09-01	2017-12-31

Description	Type	Start Date	End Date
Develop and implement formal InfoSec meeting cycle (Individual agency and group), by February 1, 2018.	Target	2017-07-01	2018-02-01
	Actual	2017-07-01	2018-02-01

DEMONSTRATION ONLY

2. Products, Services & Delivery

Continuously improve products, services, and delivery methods to meet stakeholders' and citizens' needs.

2.1. Needs, Feedback & Improvement

Partner with agencies to continuously identify their needs, solicit feedback, and make improvements to products or services.

Performance Indicators

Description	Type	Start Date	End Date
Standardize and conduct an executive survey for distribution to agency directors by June 30, 2018, as well as standardize and conduct two division specific surveys for agency customers.	Target	2017-08-01	2018-06-30
	Actual	2017-08-01	2018-06-30
Description	Type	Start Date	End Date
By March 2018, establish an ARM Board, whereby the ARM along with DTO and its customers meet regularly to discuss services – enhancements, evolving technologies, and improvement initiatives.	Target	2017-09-25	2018-03-30
	Actual	2017-09-25	2018-03-30
Description	Type	Start Date	End Date
Formalize ARM feedback in a monthly customer feedback document to DTO.	Target	2017-09-25	2018-06-29
	Actual	2017-09-25	2018-06-29
Description	Type	Start Date	End Date
Work with DOR, DHHS, and DSS to complete phase 1 requirements gathering on all projects to move vendor/customer payments into SCEIS and retire legacy payment systems by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Create a statewide recruitment toolkit by June 30, 2018.	Target	2017-09-01	2018-06-30
	Actual	2017-09-01	2018-06-30
Description	Type	Start Date	End Date
Provide a model internship program to agencies by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Conduct HR Advisory meetings with agency HR community quarterly.	Target	2017-10-25	2018-04-30
	Actual	2017-10-25	2018-04-30

Description	Type	Start Date	End Date
Conduct regular meetings of an interagency recruitment workgroup on a monthly basis.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Chair the HEEAPA council to meet every other month.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Achieve a target property acquisition value of \$10 million for agencies participating in the 1033 Program.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Create and publish a list of available conference rooms in state buildings to allow for space sharing, greater utilization, and cost savings by January 30, 2018.	Target	2017-09-14	2017-12-15
	Actual	2017-09-14	2017-12-15
Description	Type	Start Date	End Date
By December 29, 2017, contact smaller agencies and explore the feasibility of smaller agencies pooling resources to use the ISPS for privacy services.	Target	2017-09-15	2017-12-29
	Actual	2017-09-15	2017-12-29

2.2. Service Delivery

Develop and promote customer-focused service delivery models and applications.

Performance Indicators

Description	Type	Start Date	End Date
Improve utilization of the IQ application within Admin by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Replace DTO's existing billing system (CWOFF) with SAP modules capable of supporting core functions such as rate setting, revenue projections, expenditure tracking and customer billing by June 30, 2018.	Target	2016-03-08	2018-06-30
	Actual	2016-03-08	2018-06-30
Description	Type	Start Date	End Date
Develop a service delivery model for providing administrative services to other state agencies by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Implement performance management module by June 30, 2018.	Target	2017-10-30	2017-11-30
	Actual	2017-10-30	2017-11-30

Description	Type	Start Date	End Date
DSASS will conduct a requirements study of surplus property's in-house system by May 2018 and replace surplus property's in-house system by May 2019.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Study and implement handheld device solution for Interagency Mail (including upload daily route data, record collected mail weight data, and download route data for billings) by June 30, 2018.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
By June 30, 2018, implement FleetWave Upgrade.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Implement the SAP Real Estate Module by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Implement real property disaster recovery plan by October 1, 2017.	Target	2017-08-01	2018-06-30
	Actual	2017-08-01	2018-06-30
Description	Type	Start Date	End Date
Develop a transparent rate model for statewide building services by June 30, 2018.	Target	2017-11-01	2018-06-01
	Actual	2017-11-01	2018-06-01
Description	Type	Start Date	End Date
Complete phase 2 of standardizing rental rates paid by state agencies in Admin controlled facilities by June 1, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Identify and establish rate structures, develop a process to amend and validate rates, and publish rates by June 30, 2018.	Target	2016-01-01	2017-06-30
	Actual	2016-01-01	2017-06-30
Description	Type	Start Date	End Date
Migrate the Commission on Indigent Defense (compute and storage, network, and desktop support services) by August 2017.	Target	2015-11-12	2017-07-11
	Actual	2015-11-12	2017-07-11
Description	Type	Start Date	End Date
Migrate Commission for the Blind to Shared Services (compute and storage, network, and desktop support services) by October of 2017.	Target	2016-02-04	2017-10-20
	Actual	2016-02-04	2017-10-20
Description	Type	Start Date	End Date
Migrate Commission for Higher Education to Shared Services (compute and storage, network, and desktop support services) by January 2018.	Target	2017-07-27	2018-01-31
	Actual	2017-07-27	2018-01-31

Description	Type	Start Date	End Date
Migrate Department of Probation, Parole, and Pardon Services to Shared Services (compute and storage and network services) by December 2017.	Target	2017-07-20	2017-11-17
	Actual	2017-07-20	2017-11-17
Description	Type	Start Date	End Date
Complete phase 4 (migration preparation) of the SC DHEC to Shared Services migration by December 2017. Begin implementation of phase 5 (migration planning, data replication, and cut-over) by June 2018.	Target	2017-08-01	2018-06-30
	Actual	2017-08-01	2018-06-30
Description	Type	Start Date	End Date
Begin migrating plan for the Department of Social Services to Shared Services (compute and storage services) by June 2018.	Target	2018-01-26	2018-06-30
	Actual	2018-01-26	2018-06-30

2.3. Security & Privacy

Improve the security and privacy of state systems.

Performance Indicators

Description	Type	Start Date	End Date
Develop a standard agency approach to website development for all divisions by April 1, 2018.	Target	2017-07-01	2018-04-01
	Actual	2017-07-01	2018-04-01
Description	Type	Start Date	End Date
Enhance the security and operations of SCEIS by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Ensure Payment Card Industry (PCI) compliance for Admin by September 1, 2017. Assist partner agencies with requirement to ensure statewide PCI compliance by June 30, 2018.	Target	2018-04-16	2018-06-30
	Actual	2018-04-16	2018-06-30
Description	Type	Start Date	End Date
100% of human resources delegation audits will incorporate both security and privacy consultations.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Partner with the Bureau of Protective Services to complete upgrade the security and camera systems at the Capitol Complex and Governor's Mansion Complex to enhance public and employee safety by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Develop and Implement Vulnerability Management Program to cover 25% of agencies.	Target	2017-08-01	2018-02-15
	Actual	2017-08-01	2018-02-15

Description	Type	Start Date	End Date
Expand InfoSec Monitoring Program to cover Level-2 for 25% of agencies.	Target	2017-08-01	2018-06-15
	Actual	2017-08-01	2018-06-15
Description	Type	Start Date	End Date
Identify the solution to pilot FireEye mail and network protections, by June 1, 2018.	Target	2017-06-01	2018-06-01
	Actual	2017-06-01	2018-06-01
Description	Type	Start Date	End Date
Develop and Pilot Statewide Privileged Access Management solution, by June 1, 2018.	Target	2017-11-01	2018-06-30
	Actual	2017-11-01	2018-06-30
Description	Type	Start Date	End Date
Procure Cyberliability Insurance for Admin by March 31, 2018.	Target	2017-07-01	2018-03-23
	Actual	2017-07-01	2018-03-23
Description	Type	Start Date	End Date
Support SLED with phase 1 of the Critical Infrastructure Program, by January 1, 2018.	Target	2017-09-01	2018-01-01
	Actual	2017-09-01	2018-01-01
Description	Type	Start Date	End Date
Develop statewide assessment program and pilot to two agencies using ISPS.	Target	2017-09-01	2018-06-30
	Actual	2017-09-01	2018-06-30
Description	Type	Start Date	End Date
Study, analyze, and implement specific core ITIL Service Support processes (change management, service asset management, and configuration management) by June 30, 2018.	Target	2017-11-01	2018-06-30
	Actual	2017-11-01	2018-06-30
Description	Type	Start Date	End Date
By September 29, 2017, deploy automated Privacy Impact Assessment tool to Admin Divisions.	Target	2017-07-01	2017-09-29
	Actual	2017-07-01	2017-09-29
Description	Type	Start Date	End Date
By February 28, 2018, complete privacy assist visits and create mitigation plans for all Admin Divisions.	Target	2017-07-01	2018-02-28
	Actual	2017-07-01	2018-02-28
Description	Type	Start Date	End Date
By June 30, 2018, identify five agencies to onboard into the automated Privacy Impact Assessment tool.	Target	2017-09-20	2018-06-30
	Actual	2017-09-20	2018-06-30

3. Excellence

Create an environment that encourages commitment to excellence by Admin employees.

Stakeholder(s)

SCDOA Employees

3.1. Recruitment & Retention

Recruit and retain quality employees.

Performance Indicators

Description	Type	Start Date	End Date
Partner with the USC Marketing Department to develop a recruitment marketing plan for new employees by December 1, 2017.	Target	2017-08-01	2017-12-01
	Actual	2017-08-01	2017-12-01

Description	Type	Start Date	End Date
Admin HR will participate in at least five career/job fairs during FY 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Admin HR will partner with Training Concepts to provide a Career Skills Program for transitioning service members who have a background and/or have earned certifications in IT by June 30, 2018.	Target	2017-08-31	2018-06-30
	Actual	2017-08-31	2018-06-30
Description	Type	Start Date	End Date
Retain employees by offering training/certification opportunities to enhance their knowledge, skills and abilities. Partner with state technical schools, colleges, universities and Training Concepts to build a recruiting campaign by June 30, 2018.	Target	2017-09-01	2018-06-30
	Actual	2017-09-01	2018-06-30
Description	Type	Start Date	End Date
Create a performance based pay plan to retain employees by June 30, 2018.	Target	2018-01-01	2018-06-30
	Actual	2018-01-01	2018-06-30
Description	Type	Start Date	End Date
Work with SC Cyber to develop an InfoSec intern program for Admin by October 1, 2017.	Target	2017-08-25	2018-01-01
	Actual	2017-08-25	2018-01-01

3.2. Professional Development

Commit to the development of Admin's employees.

Stakeholder(s):

Employees

Performance Indicators

Description	Type	Start Date	End Date
Develop and deliver a writing workshop for Admin employees to enhance effectiveness of communications to internal and external audiences/stakeholders by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Develop and deliver two training sessions on the new FOIA law by Feb. 28, 2018.	Target	2017-09-01	2018-02-28
	Actual	2017-09-01	2018-02-28
Description	Type	Start Date	End Date
Recruit and hire a training coordinator by June 30, 2018, to monitor and develop agency-wide training initiatives.	Target	2018-01-08	2018-06-30
	Actual	2018-01-08	2018-06-30

Description	Type	Start Date	End Date
Develop a comprehensive New Employee Orientation program by February 1, 2018.	Target	2017-07-01	2018-02-01
	Actual	2017-07-01	2018-02-01

Description	Type	Start Date	End Date
OEPP will enhance entry level, mid level, and staff management skills by providing a series of three management trainings.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

3.3. Well-Being

Focus on employee well-being.

Stakeholder(s):

Employees

Performance Indicators

Description	Type	Start Date	End Date
Admin HR will coordinate and host an annual employee Health and Wellness Fair.	Target	2018-01-01	2018-05-31
	Actual	2018-01-01	2018-05-31

Description	Type	Start Date	End Date
Admin HR will coordinate and sponsor annual flu shots, mammograms, and overall health assessments for employees.	Target	2017-09-01	2018-03-31
	Actual	2017-09-01	2018-03-31

3.4. Expectations & Accountability

Communicate expectations and hold ourselves accountable for results.

Performance Indicators

Description	Type	Start Date	End Date
Develop a method of electronically capturing employee's suggestions and incorporating improvements from these suggestions as appropriate by April 1, 2018.	Target	2018-01-01	2018-03-31
	Actual	2018-01-01	2018-03-31

Description	Type	Start Date	End Date
Develop a comprehensive exit interview process to obtain information from employees leaving the agency that may lead to improvement opportunities and enhanced retention of employees by March 1, 2018.	Target	2017-07-01	2018-03-01
	Actual	2017-07-01	2018-03-01

4. Resources

Provide statewide resource management, analysis, and training.

4.1. Data Collection

Standardize and optimize data collection processes.

Performance Indicators

Description	Type	Start Date	End Date
Deploy new method for IT data collection (IT plans, procurements over \$50k, project oversight) by June 1, 2018.	Target	2017-08-01	2018-06-01
	Actual	2017-08-01	2018-06-01
Description	Type	Start Date	End Date
Develop reports and analysis from IT data collection submissions by December 31, 2017. Identify and recommend at least three cost-saving/agency partnership opportunities.	Target	2017-08-01	2018-03-30
	Actual	2017-08-01	2018-03-30
Description	Type	Start Date	End Date
Participate in quarterly monitoring, analysis, and enhancement of GLA codes for real estate and IT benchmarking by June 30, 2018. Develop auditing, exception, and remediation procedures by December 2017.	Target	2017-09-28	2018-06-30
	Actual	2017-09-28	2018-06-30
Description	Type	Start Date	End Date
Partner with institutions of higher education to retire the HRIS system and to transition HR data into SCEIS. Successfully move three additional institutions to SCEIS by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Complete the project plan for the performance management module June 30, 2018.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Procure and implement the e-recruiting and onboarding system by April 1, 2018.	Target	2017-12-01	2018-06-30
	Actual	2017-12-01	2018-06-30
Description	Type	Start Date	End Date
Create standards for what human resources data should be entered into SCEIS by June 30, 2018.	Target	2017-09-01	2018-06-30
	Actual	2017-09-01	2018-06-30
Description	Type	Start Date	End Date
Identify and develop metrics to demonstrate the effectiveness of the InfoSec investments and opportunity to improve decision making by June 1, 2018.	Target	2017-09-15	2018-06-01
	Actual	2017-09-15	2018-06-01

Description	Type	Start Date	End Date
Utilize Archer to create dashboards to analyze data collection and continue to support the pilot deployment of Archer compliance to eight agencies by June 30, 2018.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Implement new budget system by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

4.2. Policy, Standards & Procedures

Lead the effort to establish statewide policy, standards, and procedures.

Performance Indicators

Description	Type	Start Date	End Date
SCEIS and Capital Budgeting will develop and implement phase 1 of the comprehensive standards for the use of the SCEIS fixed assets module for all state agencies by June 30, 2018.	Target	2018-01-01	2018-06-30
	Actual	2018-01-01	2018-06-30
Description	Type	Start Date	End Date
Create statewide HR standards of best practice beginning with performance management by June 30, 2018.	Target	2017-11-01	2018-06-30
	Actual	2017-11-01	2018-06-30
Description	Type	Start Date	End Date
Review, revise, and adopt new State Fleet directives and policies by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Revise and publish Real Property Procedures Manual by December 30, 2017.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Create a new system for flags and events by June 30, 2018.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Align and plan adoption of the State's security program to utilize an industry framework (similar to Federal Cybersecurity Framework; Cobit; etc.) by May 1, 2018.	Target	2017-09-01	2018-05-01
	Actual	2017-09-01	2018-05-01
Description	Type	Start Date	End Date
Develop and publish ten InfoSec template procedures for agencies by June 1, 2018.	Target	2017-11-01	2018-06-01
	Actual	2017-11-01	2018-06-01

Description	Type	Start Date	End Date
Deploy statewide configuration standards by June 1, 2018.	Target	2017-09-01	2018-06-01
	Actual	2017-09-01	2018-06-01
Description	Type	Start Date	End Date
Security and Architecture Review Board will at least meet quarterly to develop standards.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Revise and publish the Permanent Improvement Project Manual by September 15, 2017.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Study SCEIS workflows to promote data integrity, transaction authorization, and improve current business processes by March 31, 2018.	Target	2017-07-01	2018-03-31
	Actual	2017-07-01	2018-03-31
Description	Type	Start Date	End Date
Integrate statewide accountability goals and performance measurement into budget development processes by August 31, 2017.	Target	2017-07-01	2017-07-15
	Actual	2017-07-01	2017-07-15

4.3. Analyses & Guidance

Provide comprehensive analyses and guidance to assist decision-makers.

Stakeholder(s):

Decision-Makers

Performance Indicators

Description	Type	Start Date	End Date
Define and develop a method for IT project oversight for initiatives identified by the legislature by December 31, 2017.	Target	2017-09-11	2018-12-01
	Actual	2017-09-11	2018-12-01
Description	Type	Start Date	End Date
Continue to identify and make recommendations for additional program functions for PMO by September 30, 2017.	Target	2017-08-14	2017-09-29
	Actual	2017-08-14	2017-09-29
Description	Type	Start Date	End Date
Develop and publish three financial dashboards for agencies' use by November 1, 2017.	Target	2017-09-15	2017-11-02
	Actual	2017-09-15	2017-11-02
Description	Type	Start Date	End Date
Enhance three existing HR dashboards for agencies' use by March 1, 2018.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30

Description	Type	Start Date	End Date
Enhance financial information security and budgetary analytical and monitoring capabilities through the development of enterprise reports and dashboards by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

4.4. Training

Provide statewide training.

Performance Indicators

Description	Type	Start Date	End Date
Establish statewide PIO group for media and communications training with cabinet agencies and meet biannually.	Target	2017-09-20	2018-06-30
	Actual	2017-09-20	2018-06-30

Description	Type	Start Date	End Date
Provide biannual LMS200 training to help agencies better utilize the LMS system to deliver training opportunities to their employees.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

Description	Type	Start Date	End Date
Expand Admin's leadership programs to include executive level leadership by June 30, 2018.	Target	2017-07-01	2017-12-31
	Actual	2017-07-01	2017-12-31

Description	Type	Start Date	End Date
Create an orientation for new agency heads by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

Description	Type	Start Date	End Date
Create and roll out three additional statewide human resources online trainings by June 30, 2018.	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30

Description	Type	Start Date	End Date
Increase statewide fleet safety training initiative by 20 percent by providing and tracking training on statewide basis for all state vehicle drivers.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

Description	Type	Start Date	End Date
Create and implement an internal training program for agencies utilizing the State Surplus Property Program by June 30, 2018, and introduce, review and train at least one agency per month on the State Agency Use Manual.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

Description	Type	Start Date	End Date
In conjunction with SC Cyber, conduct security conference by December 1, 2017.	Target	2017-08-01	2017-11-01
	Actual	2017-08-01	2017-11-01

Description	Type	Start Date	End Date
In alignment with the information security professional development program, identify and distribute 50 vouchers to agencies' InfoSec staff by June 30, 2018.	Target	2017-07-01	2018-01-01
	Actual	2017-07-01	2018-01-01
Description	Type	Start Date	End Date
By February 5, 2018, develop a data classification training video available to all agencies via MySCLearning.	Target	2017-07-01	2018-09-14
	Actual	2017-07-01	2018-09-14
Description	Type	Start Date	End Date
By June 30, 2018, in collaboration with DIS, identify strategy to improve effectiveness of data protection awareness employee training model.	Target	2018-09-15	2018-06-30
	Actual	2018-09-15	2018-06-30
Description	Type	Start Date	End Date
Identify agency best practices for budgeting development by June 30, 2018.	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

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5. Services

Through OEPP, provide services that focus on client well-being.

5.1. Constituent Relationships

Improve constituent service relationships.

Performance Indicators

Description	Type	Start Date	End Date
Develop and deliver four regional and one annual topical training(s) for review board volunteers and staff to improve the quality of case reviews. [FCRB]	Target	2017-07-01	2018-05-30
	Actual	2017-07-01	2018-05-30
Description	Type	Start Date	End Date
Meet with all cabinet agency liaisons for constituent services by April 30, 2018, to develop and foster better relationships. [State Ombudsman]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Ensure 87% of COC parents interviewed will feel satisfied with the services they receive overall. [COC]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Ensure 97% of COC parents will feel respected by COC staff. [COC]	Target	2017-07-01	2017-04-30
	Actual	2017-07-01	2017-04-30
Description	Type	Start Date	End Date
Work with the Department of Social Services to ensure contracts for funding are finalized in a timely manner and optimize funding opportunities by June 30, 2018. [FCRB, GAL]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Work with the Department of Social Services to explore and coordinate electronic record sharing to develop common processes, improve communication, and increase the timeliness of receipt of information by June 30, 2018. [FCRB]	Target	2017-10-03	2018-06-30
	Actual	2017-10-03	2018-06-30

5.2. Services & Outcomes

Provide timely, responsive services and improved outcomes.

Performance Indicators

Description	Type	Start Date	End Date
Ensure that 90% of completed Free Tuition applications for veterans are processed within ten business days. [VA]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Ensure that 90% of all completed pre-certification applications for interment at the cemetery are processed within ten business days. [VA]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Ensure that 90% of all completed immediate need requests for interment at the cemetery are processed within three days of date of notification to date of burial. [VA]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Monitor and report progress quarterly and annually in achieving permanent plans for children in foster care through an external system of accountability and advocacy by June 30, 2018. [FCRB]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
SC Heart Gallery will hold a minimum of eight photo shoots and a minimum of 75 public venues for specialized child-specific adoption recruitment.[FCRB]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
The average CAFAS score of total youth will show a decrease from baseline to recent score by 35%. [COC]	Target	2017-07-01	2017-08-31
	Actual	2017-07-01	2017-08-31
Description	Type	Start Date	End Date
Enter and assign board and commission nominations within 24 hours of receipt. [State Ombudsman]	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30
Description	Type	Start Date	End Date
Improve the quality of child advocacy by increasing the number of new volunteers recruited to 382 for FY 17-18. [GAL]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Improve child advocacy by increasing the number of continuing education hours completed by volunteers to 11,406 hours during FY 17-18. [GAL]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30
Description	Type	Start Date	End Date
Develop process for the receipt and follow-up of constituents contacts to ensure appropriate response is delivered. [State Ombudsman]	Target	2018-02-01	2018-06-30
	Actual	2018-02-01	2018-06-30

Description	Type	Start Date	End Date
By June 30, 2018, develop plan to document the implementation of the electronic South Carolina "War Roster" for the Division of Veterans' Affairs. [VA]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

Description	Type	Start Date	End Date
Enhance functionality of current certification database by performing a system review to determine pertinence and accuracy of current stored information, identify redundant data and records for deletion, establish standardized formatting and intake procedures for accurate queries and formatting by June 30, 2018. [SMBBC]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

Description	Type	Start Date	End Date
Redesign and have quarterly maintenance of the SMBBC website to provide easier navigation and "impact" reporting for M/WBE vendors and procurement officials of state agencies by June 30, 2018. [SMBBC]	Target	2017-09-01	2018-04-30
	Actual	2017-09-01	2018-04-30

5.3. Advocacy, Engagement & Leadership

Enhance advocacy, engagement, and leadership.

Performance Indicators

Description	Type	Start Date	End Date
Provide support, leadership, and funding to IMPACT SC, a statewide self-advocacy organization, to complete an 8-week leadership training within the state. [DDC]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

Description	Type	Start Date	End Date
Participate in stakeholders' quarterly meetings for statewide youth self-advocacy organization. [DDC]	Target	2017-07-01	2018-06-30
	Actual	2017-07-01	2018-06-30

Description	Type	Start Date	End Date
The Office of Economic Opportunity will provide support, training, and technical assistance to subgrantees through at least three conferences. [OEO]	Target	2017-10-01	2018-04-06
	Actual	2017-10-01	2018-04-06

Description	Type	Start Date	End Date
The Office of Economic Opportunity will provide training and technical assistance to deficient subgrantees as required within 90 days of the completion of their annual monitoring reports. [OEO]	Target	2017-10-01	2018-06-30
	Actual	2017-10-01	2018-06-30

Administrative Information

Start Date: 2017-07-01

End Date: 2018-06-30

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