

Liquor Modernization Project Hot List Challenges & Attack Plan– August 31, 2015

Issue	Description	Next Steps/Remediation	Status	Actions/Deadlines	Final Outcome
System Integrity & Service	Server failures occurring 5/27 – 5/30/15 alerted the team to sync error. Additionally, monitoring and alerts for system errors were inefficient.	<ul style="list-style-type: none"> • Consulted with Microsoft and SQL experts to make critical changes to ensure system stability. • State IT assumed duties and responsibilities necessary to maintain the system. • Microsoft support team in-house 6/8 for health check and assistance 	Critical improvements advanced weekend of 5/30 	<ul style="list-style-type: none"> • Emergency repairs to insure system stability & functionality: 5/31 • State accountability and monitoring implemented: 5/31 • System health check: 6/19 • Test initial server sync solution: 6/3 7/10 • Review server sync status and identify additional solutions: 7/24 • Responded to initial Microsoft system health check; some recommended improvements made. • Continue to review system to ensure system stability: 7/31 8/31 on-going. 	System hardware and infrastructure improvements will ensure the LMP system works well and is appropriately supported and maintained.
Inventory Inconsistencies & Process Improvements (Technical Issues)	Numerous process and integration issues, lead to inaccurate inventory data, the inability to complete master planning and other downstream processes.	<ul style="list-style-type: none"> • Established daily traceability across all workstreams to identify interface issues. • Complete process mapping of liquor enterprise system from beginning to end. • Reviewing data flow to determine QA points. 	Strategies implemented; review will continue. 	<ul style="list-style-type: none"> • Daily warehouse reconciliation: 4/27 • Initiate bailment daily cleanup/execute: 6/2 / 6/19 7/31 • Update inventory records returned from warehouse: 6/5 • Investigate code and system structure for order problems: 6/12 • Reduce INFO2 report run time: 6/17 • Reduce bailment run time: 7/31 • Additional code review & identification of ordering/bailment process improvements will continue Aug – Oct. Daily bailment cleanup and reducing bailment run time will be delayed until addressed. 	With an up-to-date inventory counts and ordering functioning effectively, agencies will receive the products they need.

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System Support & Customer Service	Ensure state staff can run and manage the LMP system.	<ul style="list-style-type: none"> Identify and accelerate work flow improvements and knowledge transfer. Review and improve customer service policies and practices 	Initial review; improvements identified 	<ul style="list-style-type: none"> Identified initial improvements to help desk to ensure calls are answered and tracked : 7/1 Help desk changes implemented: 7/15 Continue to review and advance improvements to agency operations work flow: 6/30 ongoing 	Ensuring quality customer service and timely responses to questions will allow us to better meet the needs of our customers.
Inventory Inconsistencies & Process Improvements (Monthly Financials)	Business process inefficiencies and delays contribute to inventory inaccuracies	<ul style="list-style-type: none"> Map business processes to identify areas for reform. 	Evaluate to identify reform strategies. 	<ul style="list-style-type: none"> Process mapping: 5/22 Est. deadlines and schedule for monthly close: 5/30 Monthly close target: 15th of the month ID process improvements from mapping sessions: 6/12 7/24 Implement process improvements according to established deadlines: ongoing 	With daily reconciliation and timely cleanup, a prompt monthly closing will ensure accurate financials for the system and stakeholders.
Ordering Challenges – Short-term Solutions	Until plans to improve inventory inaccuracies can be executed, short-term solutions need to be identified to support agencies' needs	<ul style="list-style-type: none"> Develop a plan to support agencies while inventory solutions are executed Enhance agency portal to show additional information on orders 	Short-term strategies identified 	<ul style="list-style-type: none"> Review orders and call agencies about discrepancies: 6/5 Assess agency inventory (survey): 6/30 Email anticipated order to agencies: 7/24 Rolled-out initial toolkit on Rush Orders after review by stakeholders. Finalized training program for Auditors to assist agencies on Rush Orders. Implement change to agency portal to show agency order detail: TBD 	Until ordering and processing in the system are improved, these solutions will help agencies with ordering to meet their needs.