



Liquor Modernization Progress

Monday, August 17, 2015

LMP Progress Report

- Developed a strategy for rolling out and training Agencies on new Rush Order procedure. The benefits will include the following:
 - Tighter inventory controls on products leaving bailment warehouses;
 - Automated processing of rush order requests versus the manual vendor pickup process;
 - Fewer disruptions for warehouse employees;
 - The ability to identify Agencies that have chronic inventory issues;
 - Broker sales teams can focus more on selling their products.
- Established timeline for distributing training and informational materials as follows:
 - **8/17** - Training call with External Auditors;
Send overview of new procedure to all stakeholders;
 - **8/18** – Provide External Auditors with training toolkit (instructions, frequently asked questions, talking points, etc.);
 - **8/19** – Provide training toolkit to Agencies;
 - **Week of 8/24** – Conduct conference call training session for Agencies. Invite to follow.
 - **8/31** – Launch of Rush Orders.

This Week's Focus

The following activities have been identified as the top priorities for the week.

The System:

- Identify and resolve issue resulting in the inability of some Agencies to post weekend sales.
- September price files will be sent to Agencies this week.
- Microsoft system code review is on-going.

Communications & Training:

- Develop a toolkit of resources that support agencies ordering product.
- Create training document to enhance the vendor portal that will be available to vendors soon.

Know additional people who would like this weekly report? Send their email addresses to:

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Liquor Modernization Project Hot List Challenges & Attack Plan– August 17, 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 improvement s 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 • System health check resolutions to ensure system stability: 7/31 8/31 	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 <i>ongoing</i> 	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: <i>ongoing</i> 	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 Implement change to agency portal to show agency order detail: TBD Create a toolkit and plan to better train agencies on ordering: 8/7 8/21 	Until ordering and processing in the system are improved, these solutions will help agencies with ordering to meet their needs.