



Liquor Modernization Progress

Monday, August 3, 2015 LMP Progress Report

- Completed a ten day roll-out of adjustments to alert (minimum/maximum) levels in the system. Alert levels will continue to be updated on a regular basis going forward. **Agencies need to continue monitoring planned orders and to reach out to order clerks to discuss orders that are of concern.**

This Week's Focus

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

The System:

- Work with Microsoft to initiate a review of the code that drives the liquor modernization computer system to ensure the system is processing orders and inventory properly.

Business Processes:

- Finalize a plan to improve vendor pick-ups that includes reinforcing standards to ensure these orders are for emergencies and that the state can transport the orders when they are needed.
- Work with warehouse to review and monitor inventory accuracy.
- Auditors will conduct final count of "E" code items at warehouses.
- Begin holiday inventory planning for Labor Day.
- Test the vendor portal that provides suppliers and brokers with important data reports.
- Provide results of May warehouse audit to brokers this week.
- Schedule fall warehouse audits beginning September 18th.

State Issues:

- Continue interviews for Chief Operating Officer for Agency Operations.

Communications & Training:

- Work to develop a plan and toolkit of resources to train and support agencies ordering product.

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 3, 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 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 	Until ordering and processing in the system are improved, these solutions will help agencies with ordering to meet their needs.

