



# Liquor Modernization Progress

## Monday, July 13, 2015 LMP Progress Report

- Completed third process mapping session and identified process improvement recommendations in key areas of liquor enterprise:
  - **Ordering/Vendor Pick-ups**
  - **Inventory**
  - **Close of monthly financials**
  - **Pricing**

Staff and stakeholders identified recommendations to improve problems in the current system.

- Based on feedback from stakeholders, and as suggested in the mapping session, DLC is hiring a temporary staffer to start this Wednesday to send anticipated orders to agencies. This information will help agencies order the appropriate products.

### **This Week's Focus**

*The following activities have been identified as the top priorities for the week. The majority of activities will focus on improving the system and key business processes.*

#### ***The System:***

- DLC will continue work to finalize a plan for supporting agencies during non-business hours. Staff will identify the issues that need resolution during non-business hours and ensure a method to notify those impacted promptly. Communicating this plan to our stakeholders is important.
- Staff (both internal and contract staff) continue to make improvements to the computer coding for the bailment report, the report used to create invoices. A faster run time of this report is critical to improving how products are ordered in the system.

#### ***Business Processes:***

- With the third process mapping session complete, staff will create an implementation plan that includes staff leads, priority level and deadlines. This implementation plan will be shared with stakeholders.

## **Communications & Training:**

- Improvements will be made to the agency help desk to ensure calls are answered personally. The new system will allow DLC to track and monitor the calls and responses.
- The agency user group is scheduled to meet on Wednesday, July 15, for an update on the Liquor Modernization Project remediation efforts and to seek feedback on communications/training, price updates and other issues of interest.

***Know additional people who would like this weekly report? Send their email addresses to:***  
[matt.mullins@com.state.oh.us](mailto:matt.mullins@com.state.oh.us)

# Liquor Modernization Project Hot List Challenges & Attack Plan— July 13, 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"> <li>Consulted with Microsoft and SQL experts to make critical changes to ensure system stability.</li> <li>State IT assumed duties and responsibilities necessary to maintain the system.</li> <li>Microsoft support team in-house 6/8 for health check and assistance</li> </ul>	<p>Critical improvements advanced weekend of 5/30</p> 	<ul style="list-style-type: none"> <li>Emergency repairs to insure system stability &amp; functionality: 5/31</li> <li>State accountability and monitoring implemented: 5/31</li> <li>System health check: 6/19</li> <li>Test initial server sync solution: <del>6/3</del> 7/10</li> <li>Review server sync status and identify additional solutions: 7/24</li> <li>System health check resolutions: 7/31</li> </ul>	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"> <li>Established daily traceability across all workstreams to identify interface issues.</li> <li>Complete process mapping of liquor enterprise system from beginning to end.</li> <li>Reviewing data flow to determine QA points.</li> </ul>	<p>Strategies implemented; review will continue.</p> 	<ul style="list-style-type: none"> <li>Daily warehouse reconciliation: 4/27</li> <li>Initiate bailment daily cleanup/execute: 6/2 / <del>6/19</del> 7/31</li> <li>Update inventory records returned from warehouse: 6/5</li> <li>Investigate code and system structure for order problems: 6/12</li> <li>Reduce INFO2 report run time: 6/17</li> <li>Reduce bailment report run time: 7/31</li> <li>ID code &amp; process improvements impacting ordering (bailment processing; E&amp;H codes; bags): <del>6/12</del> 7/31</li> </ul>	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"> <li>Identify and accelerate work flow improvements and knowledge transfer.</li> <li>Review and improve customer service policies and practices</li> </ul>	Initial review; improvements identified 	<ul style="list-style-type: none"> <li>Identified initial improvements to help desk to ensure calls are answered and tracked : 7/1</li> <li>Help desk changes implemented: 7/15</li> <li>Continue to review and advance improvements to agency operations work flow: <del>6/30</del> ongoing</li> </ul>	Ensuring quality customer service and timely, responsiveness 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"> <li>Map business processes to identify areas for reform.</li> </ul>	Evaluate to identify reform strategies. 	<ul style="list-style-type: none"> <li>Process mapping: 5/22</li> <li>Est. deadlines and schedule for monthly close: 5/30</li> <li>Monthly close target: 15<sup>th</sup> of the month</li> <li>ID process improvements from mapping sessions; prioritize and implement: <del>6/12</del> 7/30</li> </ul>	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"> <li>Develop a plan to support agencies while inventory solutions are executed</li> <li>Enhance agency portal to show additional information on orders</li> </ul>	Short-term strategies identified 	<ul style="list-style-type: none"> <li>Designate staff to review orders and call agencies about discrepancies: 6/5</li> <li>Assess agency inventory (auditor survey): <del>6/19</del> 6/30</li> <li>Evaluate timeline for changes to agency portal to show more detailed information on agency orders: 7/10</li> <li>Implement change to agency portal to show agency order detail: TBD</li> </ul>	Until ordering and processing in the system are improved, these solutions will help agencies with ordering to meet their needs.

