



# Liquor Modernization Progress

## Monday, July 20, 2015 LMP Progress Report

- Changes to the help desk have been made to ensure that calls are answered by staff, not roll to voicemail with calls returned.
- The agency user group met on July 15 for staff to update agency representatives on the Liquor Modernization Project remediation efforts and to seek feedback on issues of concern to agencies. The dialogue and feedback was helpful; we look forward to continuing the agency user group.
- An internal change has been made to how vendor pick-ups will be processed to include a “v-code” designation so that suppliers can identify these products on invoices.
- Division of Liquor Control (DLC) staff created and shared a user guide for agencies including a calendar and key steps to follow-up to help them in ordering.
- DLC advanced an immediate internal process improvement recommended by stakeholders to force vendor pick-up invoices twice a week, not just once a month.

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

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

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

- Prioritize transitioning functions and activities performed by the vendor who has built the system to state IT, fiscal and agency operations staff to ensure the state can run all elements of the system in the near future.

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

- Finalize the plan to implement process improvements identified in sessions with staff and stakeholders. The plan will **prioritize** the improvements, assign **points of contact** and establish **deadlines**. A summary document will be shared with stakeholders.
- Prepare to adjust alert (min/max) levels in the system in the next two weeks. We will assess the impact of adjusting the levels and communicate the impact with our agencies and warehouses.
- Continue efforts to ensure that the vendor portal works, providing suppliers and brokers with important data reports. We are working with the stakeholders to make sure the portal and the reports are of value.

**State Issues:**

- Begin initial interviews for Chief Operating Officer for Agency Operations.
- Finalize a plan to monitor scheduling for in-bound receipts to the warehouse to ensure timely delivery schedules of product.

**Communications & Training:**

- Create a toolkit with creative and useful documents to help agencies order product.
- Develop a plan to train agencies on ordering and to provide worthwhile quality assurance checks for ordering for internal staff.

**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– July 20, 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>	Critical improvements advanced weekend of 5/30 	<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>	Strategies implemented; review will continue. 	<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 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"> <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 for detail on agency orders: 7/10</li> <li>Implement change to agency portal to show agency order detail: TBD</li> <li>Create a toolkit and plan to better train agencies on ordering: 8/7</li> </ul>	Until ordering and processing in the system are improved, these solutions will help agencies with ordering to meet their needs.

