Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

Fiscal Year FY 2025-2026
Agency Budget Plan

FORM A - BUDGET PLAN SUMMARY

OPERATING REQUESTS

(FORM B1)

For FY 2025-2026, my agency is (mark "X"):	
X	Requesting General Fund Appropriations.
	Requesting Federal/Other Authorization.
	Not requesting any changes.

NON-RECURRING REQUESTS

(FORM B2)

For FY 2025-2026, my agency is (mark "X"):	
X	Requesting Non-Recurring Appropriations.
	Requesting Non-Recurring Federal/Other Authorization.
	Not requesting any changes.

CAPITAL REQUESTS

(FORM C)

For FY 2025-2026, my agency is (mark "X"):	
	Requesting funding for Capital Projects.
X	Not requesting any changes.

PROVISOS

(FORM D)

For FY 2025-2026, my agency is (mark "X"):	
X	Requesting a new proviso and/or substantive changes to existing provisos.
	Only requesting technical proviso changes (such as date references).
	Not requesting any proviso changes.

Please identify your agency's preferred contacts for this year's budget process.

	Name	Phone	Email
PRIMARY CONTACT:	Jason Epting	(803) 737-3061	jason.epting@admin.sc.gov
SECONDARY CONTACT:	Thomas Kaminer	(803) 737-0526	thomas.kaminer@admin.sc.gov

I have reviewed and approved the enclosed FY 2025-2026 Agency Budget Plan, which is complete and accurate to the extent of my knowledge.

	Agency Director	Board or Commission Chair
SIGN/DATE:	*Marcia S. Adams* 10/1/24	
TYPE/PRINT NAME:	Marcia S. Adams	

This form must be signed by the agency head – not a delegate.

Agency Name:	Department of Administration
Agency Code:	D500
Section:	93

BUDGET REQUESTS			FUNDING					FTES				
Priority	Request Type	Request Title	State	Federal	Earmarked	Restricted	Total	State	Federal	Earmarked	Restricted	Total
1	B1 - Recurring	Enhance Information Security Monitoring and Protection Tools	6,300,000	0	0	0	6,300,000	0.00	0.00	0.00	0.00	0.00
2	B1 - Recurring	Executive Budget Office	1,350,000	0	0	0	1,350,000	7.00	0.00	0.00	0.00	7.00
3	B2 - Non-Recurring	Enterprise Technology Strategy and Modernized IT Service Management Platform	9,000,000	0	0	0	9,000,000	0.00	0.00	0.00	0.00	0.00
4	B1 - Recurring	Statewide Information Technology Coordination	2,000,000	0	0	0	2,000,000	0.00	0.00	0.00	0.00	0.00
5	B1 - Recurring	Human Resources System Modernization	500,000	0	0	0	500,000	0.00	0.00	0.00	0.00	0.00
6	B1 - Recurring	FTE Realignment	0	0	0	0	0	7.00	3.00	-11.00	1.00	0.00
TOTALS			19,150,000	0	0	0	19,150,000	14.00	3.00	-11.00	1.00	7.00

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	1

Provide the Agency Priority Ranking from the Executive Summary.

TITLE	**Enhance Information Security Monitoring and Protection Tools**

Provide a brief, descriptive title for this request.

AMOUNT	**General: $6,300,000** **Federal: $0** **Other: $0** **Total: $6,300,000**

What is the net change in requested appropriations for FY 2025-2026? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	0.00

Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	**Mark "X" for all that apply:**	
	X	Change in cost of providing current services to existing program audience
		Change in case load/enrollment under existing program guidelines
		Non-mandated change in eligibility/enrollment for existing program
		Non-mandated program change in service levels or areas
		Proposed establishment of a new program or initiative
		Loss of federal or other external financial support for existing program
		Exhaustion of fund balances previously used to support program
	X	IT Technology/Security related
		HR/Personnel Related
	X	Consulted DTO during development
		Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	**Mark "X" for primary applicable Statewide Enterprise Strategic Objective:**	
		Education, Training, and Human Development
		Healthy and Safe Families
	X	Maintaining Safety, Integrity, and Security
		Public Infrastructure and Economic Development
		Government and Citizens

ACCOUNTABILITY OF FUNDS	3.3 Provide leadership and support to enhance and mature information security and privacy and advance the protection of citizens' data.

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

	Security monitoring vendors

RECIPIENTS OF FUNDS	

JUSTIFICATION OF REQUEST	As threats in the cybersecurity landscape continue to increase exponentially, the Department of Administration's Division of Information Security (DIS) is requesting additional funding to enhance its statewide security monitoring capabilities which provide the ability to further protect the state and its data resources. The enhancements will not only improve DIS' ability to detect and respond to security incidents in real-time but will also provide better visibility, improved threat detection, and faster response times. The following budget requests help to strengthen the statewide information security posture: <u>Monitoring and Protection Tools ($6,300,000)</u> Enhanced Statewide Monitoring Solution ($2.3M):Enhancements to the state's auditing, logging and monitoring solution would further assist in identifying and responding to cyber threats. Improvements would allow for additional data collection to occur and improve the archiving and retention of security log data. Implementing these enhancements would expedite DIS's detection and response time for the state. During the 2024 budget cycle, Admin requested $4M from the General Assembly as a recurring appropriation to fund these enhancements of which the General Assembly provided $1.75M. Admin is requesting the remaining $2.3M as a recurring appropriation to allow these enhancements to move forward. Standardized Statewide Endpoint Protection Solution ($1M): The implementation of a standardized statewide endpoint protection solution is a strategic move that will fortify the security posture for all state agencies and a necessary step to protect sensitive data, streamline security operations, and safeguard public trust. By unifying the state's endpoint security strategy, we can ensure a consistent, cost-effective, and scalable defense against the every-growing landscape of cyber threats. Statewide Email Security Platform ($1.5M): In an era of increasing cybersecurity threats, email continues to be a primary vector for attacks on government infrastructure. State government agencies handle sensitive information that, if compromised, can have far reaching consequences, including service disruption, legal liability, and loss of public trust. To mitigate these risks, it is essential to implement a statewide email security platform that protect all agencies, enhances communication security, and provides a unified defense against email-related threats. Statewide Asset Discovery and Inventory Management ($1.5M): Statewide asset discovery and inventory management would allow DIS to proactively identify new assets and validate security control coverage to meet executive and legislative mandates and baseline security requirements. An asset management and discovery solution would better allow for the identification of unauthorized or misconfigured devices, thus helping to reduce risk and safeguard the state's networks and facilitate faster incident response.

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	**2**

Provide the Agency Priority Ranking from the Executive Summary.

TITLE	**Executive Budget Office**

Provide a brief, descriptive title for this request.

AMOUNT	**General: $1,350,000** **Federal: $0** **Other: $0** **Total: $1,350,000**

What is the net change in requested appropriations for FY 2025-2026? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	**7.00**

Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	**Mark "X" for all that apply:**	
		Change in cost of providing current services to existing program audience
		Change in case load/enrollment under existing program guidelines
	X	Non-mandated change in eligibility/enrollment for existing program
		Non-mandated program change in service levels or areas
		Proposed establishment of a new program or initiative
		Loss of federal or other external financial support for existing program
		Exhaustion of fund balances previously used to support program
		IT Technology/Security related
	X	HR/Personnel Related
		Consulted DTO during development
		Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	**Mark "X" for primary applicable Statewide Enterprise Strategic Objective:**	
		Education, Training, and Human Development
		Healthy and Safe Families
		Maintaining Safety, Integrity, and Security
		Public Infrastructure and Economic Development
	X	Government and Citizens

ACCOUNTABILITY OF FUNDS	This request furthers the Department of Administration's strategy 3.2 to "Identify and advance services provided through Admin." By allocating further resources to the Executive Budget Office, the Governor's Office, Legislature, and state agencies will benefit with expanded services.

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF	Funds will be used in the Executive Budget Office to deliver quality services.

FUNDS	

What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon predetermined eligibility criteria?

JUSTIFICATION OF REQUEST	The Executive Budget Office (EBO) serves many vital roles in the development and administration of the state's budget. EBO's responsibilities include supporting state agencies, collecting and reviewing all budget requests, assisting the Governor's Office in the Executive Budget process, creating the Appropriations Bill at each phase of the Legislative process, monitoring budgetary spending, managing the capital budgeting process, overseeing the Annual Accountability reports, and various other fiscal processes such as administering Federal COVID-19 grant programs. Solid budgeting practices are at the core of any successful government. EBO continues to deliver quality services, but we are confident that an investment of additional resources can yield further benefits to state government. First, we are requesting salary and fringe for 7.00 General Funded FTEs: • Grants Analyst (1.00) $136,800 ($95,000 salary + $41,800 fringe) • Budget Analyst (1.00) $136,800 ($95,000 salary + $41,800 fringe) • Senior Budget Analyst (5.00) $158,400 each ($110,000 salary + $48,400 fringe) A Grants Analyst will be a statewide resource to coordinate efforts, increase transparency, track spending, and assist in compliance issues. Additional Budget Analysts will allow increased levels of assistance with agency budget issues and will improve the service level for decision-makers in the budget process. All these positions will enable EBO to ensure that budgetary resources are being utilized in the most effective and efficient means possible. Second, we are requesting retention funding for existing staff in the amount of $150,000 to include salary and fringe. These funds will be used to reward our top performers and incentivize retention. Third, we are requesting $134,400 in operating support for supplies, rent, training, and an internship program. Additional FTEs will require related fixed costs, while $14,000 will be used to establish an internship program to serve as a recruiting pipeline and foster interest in public service careers.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	4

Provide the Agency Priority Ranking from the Executive Summary.

TITLE	**Statewide Information Technology Coordination**

Provide a brief, descriptive title for this request.

AMOUNT	**General: $2,000,000** **Federal: $0** **Other: $0** **Total: $2,000,000**

What is the net change in requested appropriations for FY 2025-2026? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	0.00

Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	**Mark "X" for all that apply:**	
		Change in cost of providing current services to existing program audience
		Change in case load/enrollment under existing program guidelines
		Non-mandated change in eligibility/enrollment for existing program
		Non-mandated program change in service levels or areas
		Proposed establishment of a new program or initiative
		Loss of federal or other external financial support for existing program
		Exhaustion of fund balances previously used to support program
	X	IT Technology/Security related
		HR/Personnel Related
	X	Consulted DTO during development
		Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	**Mark "X" for primary applicable Statewide Enterprise Strategic Objective:**	
		Education, Training, and Human Development
		Healthy and Safe Families
		Maintaining Safety, Integrity, and Security
		Public Infrastructure and Economic Development
	X	Government and Citizens

ACCOUNTABILITY OF FUNDS	If Admin receives these funds, the objectives will be evaluated as part of the accountability report and the Statewide IT Strategic Plan.

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF	Funds will be utilized to support all state agencies.

FUNDS	

JUSTIFICATION OF REQUEST	The Department of Administration's Office of Technology and Information Services (OTIS) often provides statewide coordination and oversight for large information technology (IT) and security related projects. Examples of these types of projects include agency consolidations, the physical relocation of an agency, large agency application replacements and technology system investments. In addition, the need for specialized expertise and governance, statewide coordination and policy creation requires extensive project management to keep large initiatives on time, in scope and within budget. Project management is critical to continued statewide success and expedient results. In fact, one of the reasons Admin has been able to produce unprecedented growth in shared services, and will continue to do so, is through effective project management. Investing in the strategic and program side of technology not only allows for the advancement in services provided to citizens but can also lead to significant savings and operational efficiencies when considered for the entire enterprise. Instead of agencies operating in IT silos with reduced oversight, standardization and security posture, funding will allow Admin to continue to provide strategic oversight, managing statewide and consultative work for the benefit of state agencies. Admin is requesting $2M in recurring funds to have the ability to scale project management operations for statewide coordinated efforts, hire leading technology vendors to advise on project strategy and industry best practices and provide program management for the portfolio of projects.

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	5

Provide the Agency Priority Ranking from the Executive Summary.

TITLE	**Human Resources System Modernization**

Provide a brief, descriptive title for this request.

AMOUNT	**General: $500,000** **Federal: $0** **Other: $0** **Total: $500,000**

What is the net change in requested appropriations for FY 2025-2026? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	0.00

Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	**Mark "X" for all that apply:**

X	Change in cost of providing current services to existing program audience
	Change in case load/enrollment under existing program guidelines
	Non-mandated change in eligibility/enrollment for existing program
	Non-mandated program change in service levels or areas
	Proposed establishment of a new program or initiative
	Loss of federal or other external financial support for existing program
	Exhaustion of fund balances previously used to support program
X	IT Technology/Security related
	HR/Personnel Related
X	Consulted DTO during development
	Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	**Mark "X" for primary applicable Statewide Enterprise Strategic Objective:**

	Education, Training, and Human Development
	Healthy and Safe Families
	Maintaining Safety, Integrity, and Security
	Public Infrastructure and Economic Development
X	Government and Citizens

ACCOUNTABILITY OF FUNDS	3.2.2 - Identify and advance services provided through Admin.

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

	The additional funding is needed to pay SAP America Inc. for licenses associated with

RECIPIENTS OF FUNDS	the Onboarding and Recruiting module, as well as purchase compensation data tools and software to maintain the state's new compensation structure and system.

JUSTIFICATION OF REQUEST	**Part 1: E-Recruitment and Onboarding System:** Government is challenged to compete with both the private sector and other public sector employers for the recruitment and retention of talent to drive and accomplish its organizational goals. Accessing a robust applicant pool and selecting the right candidate are highly important with the limited resources available. Systems and tools that enable hiring managers to track and reduce the time to hire and interface with the state's enterprise resource planning system (SCEIS) are critical to improving the efficiency of human resources' processes in the state.
	The state's contract for its current e-recruitment and onboarding service provider ends in December 2024 and Admin is in the process of implementing a new system with SAP SuccessFactors that is scheduled to go live in December. The new platform will provide applicants with modern methods to apply for positions and will provide more rapid and robust information to state agencies. This is strategically important because slower response times result in agencies losing opportunities to hire top-rated candidates.
	Importantly, the new system will seamlessly integrate data obtained in the recruitment process to hire selected candidates and process their employment in SCEIS. Currently, agencies are required to maintain the data in two different systems which is inefficient and undermines data integrity.
	Additionally, the new system will allow the State:
	• Ability to accept and review job applications securely via the Internet on any device (including mobile and tablets) at any time.
	• Ability to have a filter option to pass/fail candidates based on job-specific questions based on the necessary knowledge, skills, and abilities.
	• Reduced collection of redundant information by streamlining application and onboarding processes
	• Achieve value by optimizing, perfecting, and controlling specific work tasks in the process of onboarding an employee. Tasks meeting these objectives fall into three categories: automating paperwork and forms, automating the flow of data, and ensuring compliance.
	In FY23-24, Admin received $300,000 toward the modernization of the state's system. This request will cover the increase in licensing cost for both the E-Recruitment and Onboarding Modules purchased.
	Part 2: Compensation Management Software: The state's compensation structure and system has not been updated in more two decades. The current broad pay bands are not tied to market in any way. In FY21-22, Admin received $500,000 to engage a partner to develop recommendations for establishing a draft compensation philosophy for the state, a new recommended compensation structure and benchmarking current state positions that the proposed revised compensation structure. The state has worked with Mercer to develop a new compensation system that will be tied to market and increase the competitiveness of the state.
	In order to maintain the new structure and continue to align it to the constantly evolving labor market, a compensation management system and salary surveys are necessary to maintain the new proposed compensation structure.
	Admin is requesting funds to purchase a compensation and market data analysis software. Included in this request is the cost of purchasing public and private salary surveys needed in adequately determining the market for the states' jobs. A compensation management system and software are necessary for the State's successful management of an effective compensation program for several reasons:
	Data-Driven Decision Making: The software and tools provide access to extensive salary data, allowing state government and its agencies to make informed decisions about compensation packages and not have to continue to rely on ad hoc research and anecdotes to evaluate competitiveness. By comparing our own compensation practices to industry benchmarks, we can better identity areas for improvement/adjustment there by becoming more proactive rather than reactive.
	Transparent Compensation: The software and tools can help the State evaluate jobs

using a more consistent framework and assist managers with understanding how salaries are determined, fostering a sense of trust and transparency in the workplace.

Attracting and Retaining Top Talent: Data from the software and tools can help state government offer competitive salaries to attract top talent. By understanding market rates, agencies can make offers based on a better understanding of competitive rates.

Improved Budget Planning and Forecasting: Compensation software and tools will provide agencies with more accurate salary data that can help them develop their personnel budgets more effectively by providing accurate salary data.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM B1 – RECURRING OPERATING REQUEST

AGENCY PRIORITY	6

Provide the Agency Priority Ranking from the Executive Summary.

TITLE	**FTE Realignment**

Provide a brief, descriptive title for this request.

AMOUNT	**General: $0** **Federal: $0** **Other: $0** **Total: $0**

What is the net change in requested appropriations for FY 2025-2026? This amount should correspond to the total for all funding sources on the Executive Summary.

NEW POSITIONS	0.00

Please provide the total number of new positions needed for this request.

FACTORS ASSOCIATED WITH THE REQUEST	**Mark "X" for all that apply:**	
	X	Change in cost of providing current services to existing program audience
		Change in case load/enrollment under existing program guidelines
		Non-mandated change in eligibility/enrollment for existing program
		Non-mandated program change in service levels or areas
		Proposed establishment of a new program or initiative
		Loss of federal or other external financial support for existing program
		Exhaustion of fund balances previously used to support program
		IT Technology/Security related
		HR/Personnel Related
		Consulted DTO during development
		Related to a Non-Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	**Mark "X" for primary applicable Statewide Enterprise Strategic Objective:**	
		Education, Training, and Human Development
		Healthy and Safe Families
		Maintaining Safety, Integrity, and Security
		Public Infrastructure and Economic Development
	X	Government and Citizens

ACCOUNTABILITY OF FUNDS	N/A. This FTE realignment is needed to properly balance position funding with revenue, state appropriations and federal revenue.

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF	N/A

FUNDS	

JUSTIFICATION OF REQUEST	Annually, Admin evaluates position funding to ensure positions are properly aligned with the associated funding sources. This position realignment shifts ten positions previously funded with revenue funding to other funding sources. These revenue positions are being shifted from Facilities Management due to a reduction in revenue created by the overall reduction of state-owned buildings managed by the Facilities Management staff. Three of the ten positions are being moved to federal funding to enable the Office of Economic Opportunity to utilize existing federal funding to fill budgeted vacancies. Seven of the positions are needed in various programs that are state funded to use existing state funding to fund vacancies (Ombudsman, Program Management Office, SCEIS, Division of State HR).

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM B2 – NON-RECURRING OPERATING REQUEST

AGENCY PRIORITY	3

Provide the Agency Priority Ranking from the Executive Summary.

TITLE	Enterprise Technology Strategy and Modernized IT Service Management Platform

Provide a brief, descriptive title for this request.

AMOUNT	$9,000,000

What is the net change in requested appropriations for FY 2025-2026? This amount should correspond to the total for all funding sources on the Executive Summary.

FACTORS ASSOCIATED WITH THE REQUEST	**Mark "X" for all that apply:**

	Change in cost of providing current services to existing program audience
	Change in case load/enrollment under existing program guidelines
	Non-mandated change in eligibility/enrollment for existing program
	Non-mandated program change in service levels or areas
	Proposed establishment of a new program or initiative
	Loss of federal or other external financial support for existing program
	Exhaustion of fund balances previously used to support program
X	IT Technology/Security related
X	Consulted DTO during development
	HR/Personnel Related
	Request for Non-Recurring Appropriations
	Request for Federal/Other Authorization to spend existing funding
	Related to a Recurring request – If so, Priority #

STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES	**Mark "X" for primary applicable Statewide Enterprise Strategic Objective:**

	Education, Training, and Human Development
	Healthy and Safe Families
	Maintaining Safety, Integrity, and Security
	Public Infrastructure and Economic Development
X	Government and Citizens

ACCOUNTABILITY OF FUNDS	If Admin receives these funds, the objectives will be evaluated as part of the accountability report and the Statewide IT Strategic Plan.

What specific strategy, as outlined in the most recent Strategic Planning and Performance Measurement template of agency's accountability report, does this funding request support? How would this request advance that strategy? How would the use of these funds be evaluated?

RECIPIENTS OF FUNDS	Funds will be utilized to support all state agencies as the South Carolina Department of Administration implements the goals and strategic direction of the Statewide IT Strategic Plan.

What individuals or entities would receive these funds (contractors, vendors, grantees, individual beneficiaries, etc.)? How would these funds be allocated – using an existing formula, through a competitive process, based upon

JUSTIFICATION OF REQUEST	As technology evolves and changes rapidly, it is imperative for the Department of Administration (Admin) to lead the evaluation and assess the impact of these types of technologies across state government. In order to manage technology changes and the demands from state agencies, Admin must lead agencies from a strategic perspective to determine if technology investments are reliable, secure and provide efficient and cost-effective services for agencies, ultimately impacting a better service delivery for citizens. To effectively govern evolving and emerging technologies like artificial intelligence (AI), service management, cloud and disaster recovery services, Admin spends considerable time and resources collaborating with agencies to promote and execute standardization of technology, which allows the state to leverage greater buying power and reduce costs. This critical collaborative approach is distinctly different from the business of running a data center and shared services, and results in costs Admin does not recover as part of its information technology (IT) shared services offering. Admin is requesting $4M in non-recurring funds to prepare, plan and develop strategies for new and evolving technologies. Whether Admin, or an outside vendor, provides new and evolving standard technologies, agency demand will increase for both current and future customers which, results in the need for an investment in an information technology service management (ITSM) platform. An ITSM platform, similar to a central work management system, operates like a state enterprise help desk for state government technology needs. It helps manage and improve the way IT services are delivered to state agencies and ultimately the citizens of South Carolina. Some of the ITSM features include tracking issues, requests and changes related to technology, ensuring that problems are resolved quickly, and services run smoothly. It helps streamline tasks like setting up new computers and servers, fixing software issues, managing vendor services, tracking service level agreements and ensuring that state agencies have the tech support they need to do their jobs effectively. Admin currently operates an ITSM platform for state agencies that utilize IT shared services. While the platform is adequate for shared services today, there are new capabilities that require a specialized skill set to support, manage and evolve the platform, its customers and the business processes it supports. A modernized ITSM helps ensure Admin delivers the state's IT services consistently, efficiently and effectively. An investment in a modernized ITSM platform requires additional resources, vendor engagement, project management and software to implement. Admin has conducted market research with leading vendors to determine the initial investment needed to modernize its ITSM operation and platform. Admin is requesting $5M in one-time funding to establish a managed ITSM environment. This environment would be constructed, customized and maintained by a vendor, allowing Admin to manage the vendor and govern development of the system.

Please thoroughly explain the request to include the justification for funds, potential offsets, matching funds, and method of calculation. Please include any explanation of impact if funds are not received. If new positions have been requested, explain why existing vacancies are not sufficient.

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM D – PROVISO REVISION REQUEST

NUMBER	93.14
	Cite the proviso according to the renumbered list (or mark "NEW").

TITLE	SCEIS Carry Forward
	Provide the title from the renumbered list or suggest a short title for any new request.

BUDGET PROGRAM	II.D. SC Enterprise Information System
	Identify the associated budget program(s) by name and budget section.

RELATED BUDGET REQUEST	No
	Is this request associated with a budget request you have submitted for FY 2025-2026? If so, cite it here.

REQUESTED ACTION	Amend
	Choose from: Add, Delete, Amend, or Codify.

OTHER AGENCIES AFFECTED	None
	Which other agencies would be affected by the recommended action? How?

SUMMARY & EXPLANATION	For fiscal year 2023-2024, the SC Department of Administration (Admin) received a recurring appropriation totaling $13m and a non-recurring appropriation totaling $40m for migration of the current SAP ERP system - the South Carolina Enterprise Information System (SCEIS) - from an on-premise system to the next generation cloud-based SAP platform (S/4 HANA). Carryforward authorization for these funds is needed because the timing of expenditures will be subject to the implementation schedule of the third-party vendor managing the project, and many of the initial project expenditures are contingent upon the timing of the procurement to acquire the third-party vendor managing the project.

FISCAL IMPACT

None

PROPOSED PROVISO TEXT

93.14. (DOA: SCEIS Carry Forward Authorization) Notwithstanding any provision of state law, for Fiscal Year ~~2024-25~~ **2025-26**, unexpended funds appropriated for the SC Enterprise Information System may be carried forward from the prior fiscal year and used for the same purpose.

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM D – PROVISO REVISION REQUEST

NUMBER	93.16

Cite the proviso according to the renumbered list (or mark "NEW").

TITLE	DOA: State Treasury Forensic Accounting Review Audit

Provide the title from the renumbered list or suggest a short title for any new request.

BUDGET PROGRAM	N/A

Identify the associated budget program(s) by name and budget section.

RELATED BUDGET REQUEST	N/A

Is this request associated with a budget request you have submitted for FY 2025-2026? If so, cite it here.

REQUESTED ACTION	Delete

Choose from: Add, Delete, Amend, or Codify.

OTHER AGENCIES AFFECTED	None.

Which other agencies would be affected by the recommended action? How?

SUMMARY & EXPLANATION	Pursuant to Proviso 118.20 of the FY 2025 Appropriations Act, Admin was appropriated $3,000,000 for Audit Contracting to fulfill the requirements of Proviso 93.16 – State Treasury Forensic Accounting Review Audit. Admin engaged AlixPartners Holdings LLP to conduct the forensic accounting review and other audit requirements required by the proviso. Proviso 93.16 requires Admin to submit a final report from the accounting firm to the Governor, President of the Senate, Chairman of the Senate Finance Committee, Speaker of the House of Representatives, and Chairman of the House Ways and Means Committee by December 31, 2024. It is anticipated that the requirements of the proviso will be completed by the required due date and as a result the proviso can be deleted.

FISCAL IMPACT

N/A

PROPOSED PROVISO TEXT

~~93.16 (DOA: State Treasury Forensic Accounting Review Audit) Of the funds appropriated pursuant to the Nonrecurring Revenue proviso for Audit Contracting, the Department of Administration must engage an independent forensic accounting firm, experienced in forensic accounting, to conduct a forensic accounting review of all cash and investments held in the State Treasury. The scope of the review, as determined by the Department of Administration, must include, but not be limited to, all cash and investments held in the State Treasury and the reconciliation and balancing of all such cash and investments with any unreconciled fund managed by the relevant state agencies within the South Carolina Enterprise Information System (SCEIS) to the Statewide Accounting and Reporting System (STARS) and, to the extent possible as determined by the engaged accounting firm, to such external statements and records of financial institutions, investment firms, trustees, or any other third-party holding cash and investments on behalf of the State. In addition to the foregoing, the review must include findings and recommendations for any corrective entries and actions necessary, along with recommendations for procedures and controls to be implemented in the future. A final report from the accounting firm must be submitted by the Department of Administration to the Governor, President of the Senate, Chairman of the Senate Finance Committee, Speaker of the House of Representatives, and Chairman of the House Ways and Means Committee by December 31, 2024, and an interim report submitted by September 30, 2024. Provided, however, upon written notice on or before December 31, 2024, the Department of Administration may in its sole discretion elect to extend the completion date of the review if necessary. The Office of State Treasurer, the Office of Comptroller General, the Office of State Auditor, and all other agencies of the State, as may be designated by the Department of Administration, must provide their full cooperation, and make available any staff, books, records, statements, and other information, including information from all financial institutions, investment firms, trustees, or any other third-parties holding cash and investments on behalf of the State, at a time that may be required and in a form that may be prescribed by the Department of Administration in effecting the purposes of this provision. The Department of Administration shall report the failure of any agency to cooperate as required to the Governor, President of the Senate, Chairman of the Senate Finance Committee, Speaker of the House of Representatives, and Chairman of the House Ways and Means Committee. The accounting firm engaged pursuant to this provision is authorized to request relevant information directly from any institution, firm, trustee, or third-party holding cash and investments on behalf of the State. Additionally, the State Auditor must provide technical assistance and advice to the Department of Administration in the development of the scope of the review, managing the accounting firm, and assisting in the preparation, review, and presentation of the interim and final reports required and shall be prohibited from disclosing, unless authorized by the Department of Administration, any information related to work conducted until such time as the final report is submitted. All working material of the accounting firm and materials created or collected by the Department of Administration and/or the State Auditor and provided to the accounting firm for purposes of this engagement will be exempt from public record request and only the interim and final reports will be available as public record. Procurements by the Department of Administration are exempt from the purchasing procedures of the South Carolina Consolidated Procurement Code in Chapter 35, Title 11.~~

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM D – PROVISO REVISION REQUEST

NUMBER	93.17

Cite the proviso according to the renumbered list (or mark "NEW").

TITLE	DOA: Savanah River Site Funds Redirect

Provide the title from the renumbered list or suggest a short title for any new request.

BUDGET PROGRAM	N/A

Identify the associated budget program(s) by name and budget section.

RELATED BUDGET REQUEST	N/A

Is this request associated with a budget request you have submitted for FY 2025-2026? If so, cite it here.

REQUESTED ACTION	Delete

Choose from: Add, Delete, Amend, or Codify.

OTHER AGENCIES AFFECTED	None.

Which other agencies would be affected by the recommended action? How?

SUMMARY & EXPLANATION	Funds were redirected as intended by the proviso.

FISCAL IMPACT

None.

PROPOSED PROVISO TEXT

~~93.17. (DOA: Savannah River Site Funds Redirect) Of the funds appropriated in Act 239 of 2022, Section 118.19, Item (72)(c) to Aiken County - Improvements to Sage Mill Industrial Park, $1,300,000 shall be redirected to be used by the county for the Eastern Aiken County Industrial Park Project.~~

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM D – PROVISO REVISION REQUEST

NUMBER	93.18

Cite the proviso according to the renumbered list (or mark "NEW").

TITLE	DOA: Allendale County

Provide the title from the renumbered list or suggest a short title for any new request.

BUDGET PROGRAM	N/A

Identify the associated budget program(s) by name and budget section.

RELATED BUDGET REQUEST	N/A

Is this request associated with a budget request you have submitted for FY 2025-2026? If so, cite it here.

REQUESTED ACTION	Delete

Choose from: Add, Delete, Amend, or Codify.

OTHER AGENCIES AFFECTED	None

Which other agencies would be affected by the recommended action? How?

SUMMARY & EXPLANATION	Funds were redirected as intended by the proviso.

FISCAL IMPACT

None

PROPOSED PROVISO TEXT

~~93.18 (DOA: Allendale County) The funds remaining of the $2,500,000 appropriated in Act 239 of 2022, Section 118.19(B)(72)(dd) to the Department of Administration for the Allendale County Law Enforcement Agency Consolidation and Upgrades must be redirected to the Allendale County Sheriff's Office and E-911 for Upgrades.~~

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM D – PROVISO REVISION REQUEST

NUMBER	93.19
	Cite the proviso according to the renumbered list (or mark "NEW").

TITLE	DOA: State House Complex Improvements
	Provide the title from the renumbered list or suggest a short title for any new request.

BUDGET PROGRAM	N/A
	Identify the associated budget program(s) by name and budget section.

RELATED BUDGET REQUEST	N/A
	Is this request associated with a budget request you have submitted for FY 2025-2026? If so, cite it here.

REQUESTED ACTION	Delete
	Choose from: Add, Delete, Amend, or Codify.

OTHER AGENCIES AFFECTED	None
	Which other agencies would be affected by the recommended action? How?

SUMMARY & EXPLANATION	Proviso 93.19 directs Admin to produce a cost analysis study related to burying the powerlines and Infrastructure improvements on and around the State House Complex using $200K appropriated in FY 2025 pursuant to Proviso 118.20. Admin anticipates that the study will be completed during FY 2025 and as a result this proviso can be deleted.

FISCAL IMPACT

None

PROPOSED PROVISO TEXT

~~93.19. (DOA: State House Complex Improvements) With the funds appropriated, the Department of Administration shall produce a cost analysis study related to the burying of the powerlines and infrastructure improvements on and around the State House Complex. A copy of this study shall be presented to the Governor, Chairman of the House Ways and Means Committee, and Chairman of the Senate Finance Committee.~~

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM E – AGENCY COST SAVINGS AND GENERAL FUND REDUCTION CONTINGENCY PLAN

TITLE	Agency Cost Savings and General Fund Reduction Contingency Plan

AMOUNT	$3,531,982

What is the General Fund 3% reduction amount? This amount should correspond to the reduction spreadsheet prepared by EBO.

ASSOCIATED FTE REDUCTIONS	11 FTEs

How many FTEs would be reduced in association with this General Fund reduction?

PROGRAM / ACTIVITY IMPACT	The South Carolina Enterprise Information System (SCEIS) would be impacted as it receives approximately 35 percent of the South Carolina Department of Administration's (Admin) general fund appropriations. SCEIS supports the administrative functions of all state agencies and the implementation of SCEIS eliminated nearly 170 outdated legacy systems used by more than 70 state agencies. In addition to SCEIS, the Division of Technology (DTO), which provides IT shared services across agencies would be impacted by a budget reduction. DTO's appropriation represents approximately 4.25 percent of Admin's general fund appropriation budget.

What programs or activities are supported by the General Funds identified?

SUMMARY	Admin would employ several strategies to achieve the planned reduction of $3.1M. First, Admin would eliminate travel for all SAP contractors, which would achieve a savings of approximately $150K. Because of remote work requirements during COVID-19, Admin has been able to establish processes to allow contractors to work remotely. Therefore, elimination of travel will have minimal impact on service level performance. An additional savings of $750K would be achieved by reducing contractors' time and releasing contractors immediately at project completion. SCEIS would rely on the existing Full-Time Equivalent position base to resolve issues without supplementing those resources with contractors. In addition to reducing contractors, SCEIS would realize savings by delaying the hiring of approximately 6 FTE positions resulting in nearly $750K in payroll savings. Reductions in SAP contractors and backfilling FTE positions will increase the time it takes to resolve agencies' issues, adversely impact agency service levels, and potentially delay the implementation of agency projects. DTO would realize cost savings by not hiring project management contractors, IT contractors and/or releasing contract positions. Admin estimates that this reduction item could save as much as $1M. Reduction of contract staff would impact DTO's ability to manage current projects, causing project timelines to extend as much as 12 months or more. Additionally, DTO would lose highly technical contractors which would increase time needed to resolve network issues and adversely affect IT shared services performance levels. Finally, DTO would not backfill vacant FTE positions in shared services and network areas. DTO could achieve salary and fringe savings of approximately $500K by maintaining vacancies for five technical positions. Reduction of these positions would delay future agency migrations to the data center and negatively impact Cloud workloads.

AGENCY COST SAVINGS PLANS

See summary for estimated savings and associated measures.

Agency Name:	Department of Administration		
Agency Code:	D500	Section:	93

FORM F – REDUCING COST AND BURDEN TO BUSINESSES AND CITIZENS

TITLE	Collaboration-Based Success

Provide a brief, descriptive title for this request.

EXPECTED SAVINGS TO BUSINESSES AND CITIZENS	The anticipated cost savings are outlined below in the Summary section of this form.

What is the expected savings to South Carolina's businesses and citizens that is generated by this proposal? The savings could be related to time or money.

FACTORS ASSOCIATED WITH THE REQUEST	Mark "X" for all that apply:	
		Repeal or revision of regulations.
		Reduction of agency fees or fines to businesses or citizens.
	X	Greater efficiency in agency services or reduction in compliance burden.
		Other

METHOD OF CALCULATION	The methodology and description of actual and anticipated cost savings are outlined below in the Summary Section of this form.

Describe the method of calculation for determining the expected cost or time savings to businesses or citizens.

REDUCTION OF FEES OR FINES	Efficiencies, fee reductions and cost reductions are outlined below in the Summary section of this form.

Which fees or fines does the agency intend to reduce? What was the fine or fee revenue for the previous fiscal year? What was the associated program expenditure for the previous fiscal year? What is the enabling authority for the issuance of the fee or fine?

REDUCTION OF REGULATION	N/A

Which regulations does the agency intend to amend or delete? What is the enabling authority for the regulation?

	During FY 2023-24, the South Carolina Department of Administration (Admin) furthered its mission through collaboration, innovation, centralization of services, enhanced security across state systems, improved service delivery, enriched statewide training and support of the executive branch.

Shared Services

- Admin's shared services enable the state's agencies to deliver efficient, reliable services to South Carolina's citizens. Among the shared services Admin provides are human resources (HR), finance and budgeting, procurement, information technology (IT), digital government, training and development, state vehicle fleet oversight and support, and surplus property programs. Admin continued to grow the use of shared services across government and as of June 30, 2024:
    - 39 state agencies adopted IT shared services.
    - 21 state agencies used finance shared services.
    - 23 state agencies used budget shared services.
    - 22 state agencies used procurement shared services.
    - 17 state agencies used HR shared services.
    - 157 active law enforcement agencies participated in the 1033 Program.
    - 687 organizations participated in the Federal Surplus program.
    - 117 state and local government agencies participated in the Lease Fleet Program.
    - 60 state and local government agencies had employees participate in Fleet Safety training classes.

- 91 state and local government agencies participated in the Commercial Vendor Repair Program (CVRP).
- 545 state and local government agencies participated in the Fuel Card Program.
- 1,042 services were provided to 203 state and local government agencies through Digital Government Services.
- 123 state and local government agencies and 6,062 participants were served through 231 training and development courses offered by Admin in FY 2023-24.
- In FY 2023-24, Admin added the Town of Mount Pleasant, Town of McBee, Aiken High School, Town of Calhoun Falls, Town of Timmonsville, Hampton County School District, Florence-Darlington Technical College and Town of Fairfax as State Fuel Card System customers.
- In the same year, Admin added the Town of Mount Pleasant, Marion-Dillon County Department of Disabilities and Special Needs (DDSN), Department of Natural Resources (DNR) (expanded service), Orangeburg County School District, University of South Carolina (expanded service), *Department of Transportation* (DOT) (expanded service) and Charleston County to its CVRP
- The Department of Health and Environmental Control (DHEC) was split into two cabinet agencies, the Department of Public Health (DPH) and the Department of Environmental Services (DES). DES opted into Admin's shared IT services. While work will continue on this project, Admin facilitated the split of the DHEC network, the creation of two new agency websites and the split of the email system into to two distinct organizations. Additionally, Admin migrated 110 users into desktop support shared services as food inspection functions moved from DHEC to the Department of Agriculture (SCDA).
- Admin supported several additional agencies' migration to IT shared services including:
  - Department of Employment and Workforce (DEW): shared firewall and network services.
  - Department of Alcohol and Other Drug Abuse Services (DAODAS): desktop support.
  - Department on Aging (DOA): compute and storage, desktop and network support.
  - Department of Motor Vehicles (DMV): compute and storage.
  - Office of the Inspector General (OIG): desktop and network support.
  - Revenue and Fiscal Affairs (RFA): rack space.
- Admin is migrating other agencies to IT shared services, including:
  - Department of Parks, Recreation and Tourism (PRT): virtual co-location and storage.
  - Department of Natural Resources (DNR): compute and storage.
  - Department of Mental Health (DMH): rack space, storage and network.
  - Department of Labor, Licensing and Regulation (LLR): compute, storage, network, firewall and desktop.
  - Department of Juvenile Justice (DJJ): managed firewall services.
  - Department of Disabilities and Special Needs (DDSN): rack space, storage and network.
  - Department of Public Health (DPH): network services.
  - Department of Public Safety (DPS): desktop and network.
  - Department of Employment and Workforce (DEW): compute and storage.
- Admin's Office of Information and Technology Services (OTIS) saved state agencies over $3.4 million by leveraging and negotiating the purchasing of IT hardware and software in support of shared services
- Admin returned $15.6 million to government agencies through its State Surplus Program.

Customer Service: *Customer Input on Statewide Strategies*

- To ensure there is consensus among state agency customers, Admin operationalized a statewide governance structure for information technology (IT). The governance groups, comprised of IT and business leaders from agencies diverse in both size and scope, will set standards in accordance with the Statewide Strategic IT Plan — to include cybersecurity — and drive policy creation on key subject areas such as the responsible use of artificial intelligence. In FY 2023-24 the agency completed a charter and operating model focused on new statewide IT standards and shared services. The governance groups also assisted Admin in the development of constituent services and service management request for proposals (RFPs).
- In FY 2023-24, a governance group led by Admin successfully published a statewide artificial intelligence (AI) strategy, putting South Carolina at the forefront of AI governance. The South Carolina's State Agencies' Artificial Intelligence (AI) Strategy, shaped by the foundation to protect, promote and pursue — outlines the state's AI vision, guiding principles, goals and actions necessary for the productive and responsible use of AI for state. It is meant to serve as a guide for state agencies in the adoption of AI technologies. The strategy outlines a number of critical initial steps, including the establishment of an agency-staffed Center of Excellence (CoE) and an AI Advisory Group to assist state agencies as they evaluate the use of AI.

- Admin continued to enhance customer service by gathering customer input on expected outcomes and defining standard procedures and business process workflows to execute repeatable processes that deliver these customer-desired outcomes. The Office of Administrative Services (OAS) established a detailed listing of services provided by administrative function and established performance metrics to include in memorandum of agreements (MOA) with customer agencies. The new MOA format includes details the services provided in the shared services agreement, expected outcomes and metrics to measure against these outcomes and a detailed schedule of costs to allow for a more comprehensive view of the cost of each function included in the agreement. These updates to the OAS MOAs drive transparency and establish a standard for customer expectations, thereby improving customer service.
- To support both Admin and other agencies through the South Carolina Enterprise Information System (SCEIS) Modernization Program, an Organizational Change Management Center of Excellence (OCM CoE) was established within SCEIS. The OCM CoE plays a pivotal role in managing change. The OCM CoE developed a guiding framework to ensure a consistent approach to change initiatives within the organization and eight supplemental templates. The OCM function will ensure a more successful transition through stakeholder engagement, communications, administration of SCEIS user groups, identification and engagement of super-users and development of training strategies and plans for both external users and internal staff.

In response to customer feedback, Admin's OTIS added additional metrics to monthly performance reports, including year-over-year volume and average resolution time for incidents and service requests. To ensure Admin is guided by customer input, a service management governance group, including more than 15 agencies, was established to solicit feedback and drive the initiative.

Customer Service : *Service Delivery*

- Through Admin's Shared Services and Rates Review project, the Office of Technology and Information Services (OTIS) produced a service catalog to collaborate with customers in promoting and implementing an enterprise approach to state government services and to foster customer service, continuous improvement and innovation. The service catalog will be a single online entry point for all Admin IT shared services with a modern, intuitive, consumable experience designed to meet customer needs. This project has served as a catalyst to standardize and mature service delivery and governance of the services. Rates will be cost-effective for the services with financial transparency for all stakeholders. Next year, the new service catalog will be operationalized for shared services agencies.
- To support shared services customers more effectively, Admin continued its efforts in defining metrics and measuring performance against service level agreements (SLAs).
  - During FY 2024, OAS identified workload and performance metrics that can be used to track the productivity of the agency's major accounting and procurement functions and also measure the success in achieving performance standards established for the team. Within the metrics established, OAS identified 26 metrics to include in the SLAs and established a new MOA template with these metrics. OAS also established a metric summary report that identifies the performance measures and frequency that they are reported and assigns responsibility for recording and reporting those measures against the established standards. Establishing this routine metrics reporting schedule should dramatically enhance accountability within each OAS function and improve performance resulting in enhanced customer service levels.
  - To improve customer service and transparency around work performance for human resources (HR) shared services customers, six key HR metrics were developed to use as the foundation for evaluating SLA performance and workload. These metrics will monitor and track all payroll and benefit actions for HR shared services customers.
- To better serve customers, Admin's OAS created and launched a SharePoint site for budget, finance, human resources and procurement shared services customers. This included establishing over 3,000 subfolders for 26 agencies. Customers now have the ability to securely download specific files and receive notifications when there are updates to their folders. The OAS SharePoint site provides enhanced security by eliminating the need to share files through email and also provides a complete history of budget, finance and procurement files in a centralized location for new employees in customer agencies.

Workforce Development

Recruitment and Retention (Statewide):

- To improve the state's ability to recruit and retain employees, Admin's Division of State Human Resources (DSHR) partnered with a vendor to develop a compensation philosophy for the state, perform stakeholder interviews, benchmark approximately 400 classifications to the labor market and recommend changes to

the state's more than 20-year-old classification and compensation system. The recommended compensation approach strives to be consistent and clear as it targets the 50th percentile positioning in the marketplace. Compensation is structured to attract, retain, motivate and inspire the level of talent needed to achieve the state's short- and long-term objectives. A report summarizing the findings and recommendations will be presented to the Governor's Office, legislators and others to determine next steps in implementing the recommendations.

- To streamline processes and improve the recruiting and onboarding process, Admin is implementing an interface between the applicant tracking system and the South Carolina Enterprise Information System (SCEIS), the statewide integrated system to carry out accounting, budget, human resources (HR), treasury, procurement and payroll processes in South Carolina government. The new system offers a modern, intuitive workflow for both employees and employers — replacing current manual processes. The state will be able to offer new features and functionality to make it easier to connect qualified applicants to state agencies. SCEIS, DSHR and the vendor teams have been actively building modules. The next steps include additional builds, system integration testing and user acceptance testing, communications to agencies and training. The new system, which fully integrates with SCEIS for a seamless user experience, will go live by Dec. 31, 2024.

Recruitment and Retention (Admin):

- Admin continued to enhance its HR experience by creating, refining and improving HR internal operating procedures and business process workflows to execute repeatable processes that deliver desired outcomes. To achieve this, Admin HR created a Core Processes and Manager Toolkit that includes a core process calendar, employee life cycle chart and manager's guide. Additionally, Admin HR documented 93 HR procedures. By having processes documented, Admin HR can now collaborate with Admin's training team to create toolkits, trainings and resources for managers on a wide variety of topics.
- With assistance from a team comprising representatives from every division, Admin's HR department created a detailed onboarding and offboarding process map. The map identified gaps in the onboarding and offboarding process and the team remediated these where necessary. As part of this onboarding/offboarding process, the team updated forms, provided process awareness and training, and updated current notification processes to include key process owners. The next phase of the onboarding/offboarding project will be to fully address any gaps and discrepancies in the current process and utilize technology to increase the automation, security and efficiency of the agency's onboarding and offboarding process.

Training and Development

- After a successful LeadSC program launch, Admin recognized the potential for an expanded program to not only develop emerging leaders in state government with the knowledge and skills to be successful, but to also expose mid-level and seniors managers — new to state government — to the innerworkings of state government. Admin's Leadership and Organizational Development team crafted a well-researched proposal to expand the LeadSC program. The proposal recommends adding two modified tracks to the established LeadSC offering. Expanding the LeadSC program to include varied levels of instruction and requirements based on an employee's experience will provide a more relevant and efficient educational experience for participants.
- Following a successful pilot, Admin launched the South Carolina Executive Institute 2023-2024 program. In March 2024, the Executive Institute graduated 29 participants representing state and local government. Through this program, these executive leaders were empowered to meet the increasingly complex challenges they experience in their current roles while engaging in activities to gain cutting-edge leadership techniques to support strategic decision-making and build better, more efficient organizations.
- Admin's Division of Information Security (DIS) developed and implemented a training plan for IT professionals employed in state government who were seeking security certifications to enhance their awareness and skills in cybersecurity. Several professional security courses were offered with a total of 75 employees completing at least one of the following courses: ISACA Certified Information Security Manager (CISM), CompTIA Pentest+, CompTIA Security+ and Certified Cloud Security Professional (ISC2 CCSP).
- Admin's Enterprise Privacy Office (EPO) hosted five different privacy training and awareness events in FY 2023-24. There were over 365 attendees registered for these programs. These events included a two-day privacy basics conference, privacy in communications, International Association of Privacy Professionals (IAPP) Certified Information Privacy Manager (CIPM) certification, Certified Information Privacy Professional (CIPP) United States study session and Privacy Day. These trainings benefit state government by increasing knowledge of general privacy principles and tailored approaches to specific data privacy issues.

SUMMARY

Continuous Improvement

Promote Consistent Business Processes Across State Government

- Admin continues to encourage state agencies to come together to create a safe, secure and seamless user experience for the state's citizens. To accomplish this, Admin worked with vendors and other agencies to design, populate and test the Next Generation SC.GOV website. The new website includes enhancements such as a personalized user account, allowing users to subscribe to events and notifications, store documents and make payments. Functionality was established to integrate government entity services with the personalized account. Following extensive testing and agency and citizen feedback, launch was delayed allowing for additional government integrations, an improved user experience and additional functionality to provide the most value to the citizen at deployment. The new SC.GOV, which launched in August 2024, makes it easier for South Carolina citizens to interact and engage with government.
- The South Carolina Enterprise Information System (SCEIS) Modernization Program is a series of strategic projects and applications to create more modern, user-friendly, self-service solutions with many new features and benefits. The ongoing goal of SCEIS is to ensure the state maintains a modern technology posture to simplify statewide administrative functions so agencies can focus on their core missions. A major project in the modernization program is updating the legacy SCEIS Systems Applications and Products (SAP) software — which reaches end-of-life in 2027 — with SAP S/4HANA. The four-year modernization program started in FY 2024 and will finish in FY 2027. During FY 2024, the program partnered with the State Fiscal Accountability Authority (SFAA) and focused on the procurement process and is using the state's competitive negotiation process to select the key suppliers. Through a request for information (RFI) process, Admin surveyed the market to better understand potential solutions and suppliers. The agency then issued a request for proposals (RFP) and evaluated supplier responses to the RFP. Given the information discovered during the RFP process, Admin refined its requirements and issued an amended solicitation and evaluated amended responses. Admin conducted a series of due diligence sessions with each supplier to clarify requirements and expectations. Additionally, Admin is selecting an integrator who will lead the state through the migration process. Admin is seeking an SAP RISE service provider for negotiating licensing for new software and services associated with software. RISE with SAP is an approach that offers an efficient and secure migration that improves productivity. Lastly, Admin is seeking to procure an independent verification and validation (IV&V) service provider to serve as neutral third party to review all work products and ensure deliverables are correct and project requirements are met.Admin is in the negotiation and award process and will complete the procurement phase of the program and start the system modernization phase in FY 2025.
- In an effort to standardize business processes, Admin's Facilities Management and Property Services (FMPS) division explored expanding the tool it uses for financial tracking of permanent improvement projects. Collaborating with Admin's Division of Enterprise Architecture (DEA), it was determined that the tool can be further developed to track all agency capital projects, including those costing less than $100,000, and track project milestones and other deliverables that would enhance overall project management. In FY 2025, the tool will be expanded and all permanent improvement and capital projects will be tracked and their associated reports generated from the SCEIS. Implementing project milestone tracking within the SCEIS system will allow for enhanced reporting that will show the progression of programmatic requirements in conjunction with budgeted expenditures, thus creating greater accountability for contractors.
- To reduce the review timeline of the permanent improvement project (PIP) process, Admin's Executive Budget Office (EBO) is automating and improving the current manual PIP submission process. Working with a vendor, a new system was developed and the agency went through user acceptance testing (UAT). Given discoveries in testing which require additional development and legislative changes, the project will be rebaselined.
- Admin engaged a third-party vendor to perform a security assessment of the SCEIS Vendor Management portal. The goals of the assessment were to develop an understanding of the current security posture, identify opportunities for improvement in the organization's security program, identify security risks and develop a register of the identified security concerns. This assessment led to 32 findings for remediation recommendations. Based on the information gathered during this assessment, strategic, technical and process recommendations were developed to assist Admin in remediating the discoveries. All recommendations in the assessment were remediated, ensuring system reliability, enhanced security posture and agency awareness.
- SCPro, a collaboration between SFAA and Admin, is the state's eProcurement initiative. SCPro is a new web-based procurement system that will result in greater purchasing efficiencies statewide and will improve access to business opportunities by suppliers and small businesses. It will replace the current SCEIS Supplier Relationship Management (SRM) tool and will include a virtual marketplace that consists of online supplier catalogs which state agencies can access to purchase goods and services. SCPro will launch with an initial group of agencies July 1, 2025. The design completion for Wave 1 implementation is 90% complete and build work is in progress for Wave 1 implementation. Admin is working on a transition plan for

the SCPro project to fully support the operational phase of the project, post implementation. SCPro will increase transparency of state procurements, improve state tracking and evaluation of procurement performance and increase supplier participation and competitiveness.

Transparency and Accountability

- To enhance the public's awareness of the use of state's resources, the EBO collaborated with Admin's Enterprise Information Management (EIM) team and the Division of Technology Operations (DTO) to build a new Budget Planning dashboard. This dashboard provides transparency of the state's budget process by displaying agency budget requests and budget recommendations. Key stakeholders and South Carolina citizens can use this dashboard to inform decision-making and view data relating the funding needs of the state.

Information Security and Privacy

- Admin developed a statewide risk governance strategy to enhance cybersecurity. This strategy will use seven existing programs to collect and coordinate data on agency risks and security efforts. Beginning in FY 2025, the Risk Governance program will integrate these data sources to assess and manage cybersecurity risks, creating a Statewide Risk Dashboard and Risk Reporting system. This approach aims to provide a unified and proactive method for managing cybersecurity risks across the state.
- To continue to address the state's cybersecurity risk profile to mitigate cybersecurity risks identified in agency assessments, Admin's Division of information Security (DIS) operationalized creating a POAM for agencies to support remediation efforts identified in statewide assessments. If there are findings, or security weaknesses, identified in a statewide assessment of key controls, Admin's DIS will now create a POAM for the agency. Admin uses a governance, risk and compliance tool to store and track assessment findings and to mitigate the risks associated with these findings using the POAM management process. Tracking these POAMs for each agency allows Admin to continuously improve the state's cybersecurity risk profile by mitigating related risks and effectuating an ongoing operationalized solution for remediation.
- Admin's DIS conducted two security assessments in FY 2024, an Office 365 assessment with the Department of Juvenile Justice (DJJ) and a ransomware assessment for Admin's IT shared services offerings. These two assessments were selected in FY 2024 based on the potential impact on the state enterprise. The results of each of the assessments and the required mitigation recommendations were delivered and reviewed with each agency to resolve identified issues. From the two assessments, Admin identified 103 opportunities for improvement in the Office 365 assessment and 46 opportunities for improvement from the ransomware assessment. A POAM was created to implement these opportunities for improvement.

Provide Leadership and Guidance to Others in the Executive Branch

- In accordance with Act 60, Admin oversaw the restructuring of Department of Health and Environmental Control (DHEC) into two agencies, the Department of Public Health (DPH) and the Department of Environmental Services (DES). This also included the transition of program(s) from DHEC to the Department of Agriculture (SCDA), Department of Natural Resources (DNR) to DES, and Department of Mental Health (DMH) to the Department of Veterans' Affairs (DVA). As required by the Act, Admin provided a report to the General Assembly in December 2023 with specific recommendations of statutory changes needed throughout the South Carolina Code of Laws to reflect the restructuring and transfer of the health-related programs, services, duties and authority of DHEC to the DPH and to reflect the restructuring and transfer of the environmental related programs, services, duties and authority of DHEC to the DES. Admin worked with each agency to identify and establish the appropriate infrastructure needed at each impacted agency to effectuate the transfer, including personnel, split budget and finance, procurement, information technology and SCEIS requirements for DPH, DES, SCDA and DVA. The agencies and their appropriate transfers were successfully split and operating on July 1, 2024. Ongoing work will continue to fully separate the IT infrastructure of DPH and DES through FY 2025, including Office365 migration, DES cutovers and application separations.
- Following the solicitation process, Admin worked closely with a national vendor to do a thorough analysis of the missions and delivery models of all state agencies concerned with the overall public health of the state. The final report included recommendations based on the analysis, including structural changes necessary to improve health services delivery in the state, recognize operational efficiencies and maximize both public and private resource utilization. The final report was submitted to the President of the Senate, the Speaker of the House of Representatives, the Chairman of the Medical Affairs Committee, the Chairman of the Medical, Military and Municipal Affairs Committee, the Chairman of the Finance Committee, the Chairman of the Ways and Means Committee and the Governor

April 1, 2024.

- In accordance with Proviso 118.22 of the FY 2023-24 Appropriations Act, in the summer of 2023, Admin conducted a request for proposals (RFP) for the purposes of relocating one or all of the state agencies or their successor agencies currently located on Bull Street in Columbia. The results, including a recommended lease for DES for rental space at 1200 Colonial Life Boulevard in Columbia, and a recommended lease for DPH, DMH, the Department of Disabilities and Special Needs (DDSN) and the Department of Alcohol and Other Drug Abuse Services (DAODAS) for rental space located at 400 Otarre Parkway in Cayce, were presented to the Joint Bond Review Committee (JBRC) Nov. 1, 2023, as required. The JBRC subsequently approved both leases at its Nov. 14, 2023, meeting. The lease proposal for space at 1200 Colonial Life Boulevard for DES was subsequently withdrawn. DPH, DMH, DDSN and DOADAS have executed the lease for rental space located at 400 Otarre Parkway in Cayce, with a commencement date of July 1, 2024. Relocating these agencies will provide them with space that prioritizes large group meetings, amenities to support agency missions, amenities and conditions conducive to employee health and recruitment, employee and visitor safety and security and ease of access from the interstate. Additionally, locating these particular agencies together will help improve the delivery of health care services for the citizens of South Carolina. While the proviso was removed from the FY 2024-25 Appropriations Act, at its May 28, 2024, meeting, the JBRC directed Admin to continue seeking space for the remaining agencies currently located on Bull Street in accordance with its original intent.
- As required by Proviso 117.160 of the 2023-24 General Appropriations Act (H. 4300) Admin developed a plan merging the Human Affairs Commission and Commission for Minority Affairs. The plan included a proposed organizational structure, a proposed program structure and proposed budgetary and human resources changes to perform the functions of the two existing agencies in the event of a merger of the two agencies. The plan included transitioning Admin's Division of Small and Minority Business Certification and Contracting Office to the merged agency. The report detailing this plan was submitted to the Chairman of the Senate Finance Committee, the Chairman of the House Ways and Means Committee and the Governor Nov. 30, 2023. The report also provided a plan to consolidate these two agencies should legislation be enacted requiring them to merge.
- In accordance with Proviso 117.176 of the 2023-24 General Appropriations Act, Admin and the Department of Education (SCDE) developed a plan for First Steps to operate independently from SCDE. This plan was completed and submitted to the Chairman of the Senate Finance Committee, Chairman of the House Ways and Means Committee and the Governor Nov. 29, 2023.
- Through budget transfers and to comply with Proviso 117.176 of the 2023-24 General Appropriations Act, Admin assisted DHEC and SCDE in transitioning Abstinence-Until-Marriage Emerging Program and Abstinence-Until-Marriage Evidence-Based Program to SCDE. DHEC submitted the Abstinence Transfer report Nov. 28, 2023, and Admin's Executive Budget Office (EBO) obtained coding and effectuated necessary budget movement for FY 2025.

Looking Ahead

Moving forward into the new fiscal year, collaboration remains Admin's top priority to provide exceptional services to customers, enhance security and build trust. Admin will continue to innovate to increase agency effectiveness and to achieve cost-efficiencies. Some of these efforts include:

- Recruit, develop and support employees to serve the state and its citizens.
- Advance an enterprise approach to state government services.
- Effectively manage resources.
- Collaborate with customers to identify needs, measure satisfaction and enhance services.
- Continue to lead and support to enhance and mature information security and privacy and advance the protection of citizens' data.
- Provide leadership and guidance to others in the executive branch and deliver statewide projects assigned to Admin by the General Assembly or the Governor.
- Invest in Admin's capacity to continuously improve the quality of its services to better serve the state.

Provide an explanation of the proposal and its positive results on businesses or citizens. How will the request affect agency operations?