



BEACON

North Carolina
Office of the State Controller

Joint Legislative IT Oversight Committee

January 10, 2008

Robert L. Powell, State Controller

Agenda

- **BEACON HR/Payroll Update**
 - Group 1 Go-Live Status
 - BEST Shared Services
 - Group 2 Activities
 - Training
 - Deployment
 - Data Migration Strategy (Short- and Long-Term)
- **Future Projects**
 - Universities
 - Financials Planning
 - eRecruitment/LSO

BEACON HR/Payroll Update

Group 1 Go-Live

- **DOT went live on December 15**
- **Other Group 1 agencies went live on January 1**
 - Department of Administration/
Office of the Lt. Governor
 - Office of State Controller
 - Office of State Personnel
 - Governor's Office/Office of State Budget & Mgmt
 - Information Technology Services
 - Department of Revenue
 - Department of Transportation
 - State Board of Elections
 - State Board of Ethics
 - Board of Opticians
 - Psychology Board
 - Board of Auctioneer Licensing
 - Board of Barber Examiners
- **First Payroll will be produced January 11th**
- **Employees have access to Employee Self Service**
- **Managers have access to Manager Self Service**
- **Employee Reference Guide available to aid employees**



BEST Shared Services

- **BEST (BEACON Enterprise Support Team) Shared Services Center**
 - Hours of Operation: 7 a.m. - 7 p.m., Monday - Friday
 - Phone, Raleigh Area: 919-707-0707
 - Phone, Statewide: 866-NCBEST4U (866-622-3784)
 - Fax: 919.855.6861
 - E-mail: BEST@ncosc.net
 - Postal Mail: 1425 Mail Service Center,
Raleigh, NC 27699-1425
 - Website: www.ncosc.net/best
- **Employee ID Cards issued to all Group 1 agencies**
 - The number replaces SSNs for system identification to help reduce the risk of identity theft.
 - Employee numbers are assigned by the Retirement System and follow employees through their career and into retirement.
 - Employees use the number when calling BEST Shared Services.

BEST Shared Services Center Statistics

- ✓ **Average number of calls per day: 265**
- ✓ **Average length of each call: 6:00 minutes**
- ✓ **Peak call times: 8 to 11:30 a.m. and 2 to 5 p.m.**
- ✓ **Between 12/17 and 1/7 received a total of 1777 calls and processing transactions – forms – W4, NC4, Benefits, etc.**

Group 2 Training and Deployment

Group 2 Training

- 2,583 core users, 1,136 classes and 31 locations
- Agency change agents have validated roles for core users
- The roles were used to assign training classes
- Wave 2 training schedules were finalized the last week of December
- ITPs (Individual Transition Plans) were distributed in early January
- Training classes for Group 2 core users begin January 22



Group 2 Deployment Activities

- Mock cutover exercises began Jan. 7
- Data conversion and cutover to production environment begins Feb. 23
- Group 2 Time Administrators access the system beginning March 17
- Security access granted to Group 2 employees on March 31

Group 2 Agencies

Agency	Core	ESS	Temp
Administrative Office of the Courts (includes timekeepers)	435	5,863	119
Dept. of Agriculture	105	1,260	172
Dept. of Commerce	41	739	20
Department of Correction	1,342	18,777	858
Dept. of Crime Control & Public Safety	51	2,831	0
Dept. of Cultural Resources	51	749	286
Dept. of Environ. & Natural Resources	94	3,557	>310
Dept. of Insurance	11	386	3
Dept. of Justice	76	1,198	53
Dept. of Juvenile Justice	51	1,752	94
Dept. of Labor	13	405	7
Dept. of Public Instruction	21	527	74
Office of Secretary of State	6	159	1

Agency	Core	ESS	Temp
Dept. of State Treasurer	18	313	22
Dept. of Health & Human Services (includes timekeepers)	553	18,008	1,084
Employment Security Commission	28	1,883	302
NC Education Lottery Commission	9	144	16
NC Community College System	16	175	4
NC School of Science & Math	7	220	0
Office of Administrative Hearings	3	39	12
Office of State Auditor	5	178	2
State Health Plan	4	43	0
Wildlife Resources Commission	50	654	48
Board of Cosmetic Arts	TBD	30	6
Totals	2,090	59,890	3,493
Total Employees in Rollout			66,409

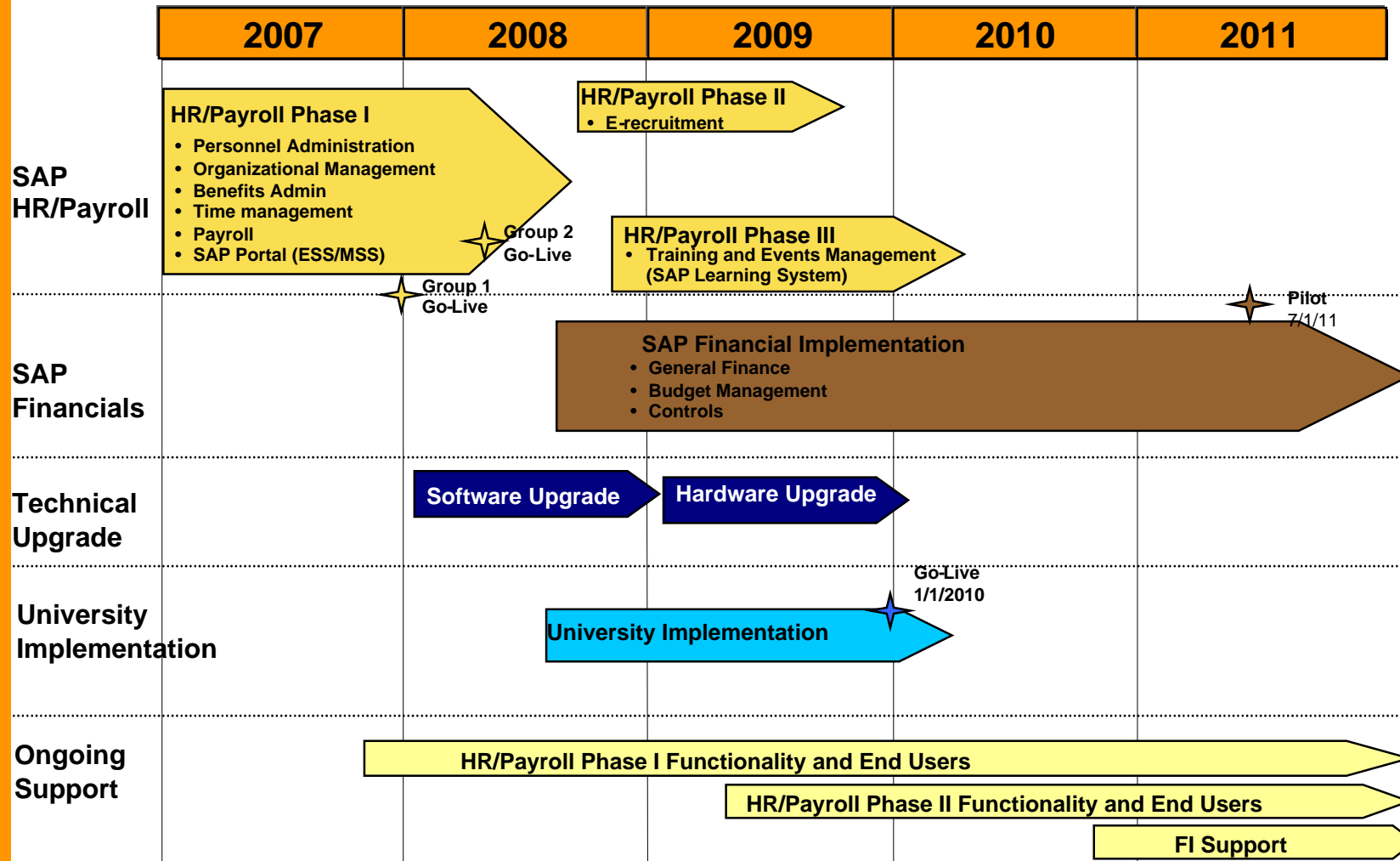
*Note: Numbers are estimated and subject to change

Data Migration

- **Short-Term**
 - **Group 1 Agencies have view-only access to PMIS**
 - **Group 2 Agencies go-live April 1**
 - Will have view-only access to PMIS after April 1
 - Automatically scheduled PMIS reports will no longer be available
 - Reports will still be generated upon request.
 - **BEST Shared Services will process requests for reports**
 - **Obtain steady state before beginning data migration project on June 30**
- **Long-Term**
 - **Scheduled to begin data migration project on June 30**
 - **Project duration is estimated to be 9 – 12 months**
 - **Establish statewide, seamless reporting solution by June 29, 2009**

Future Projects

Five Year Plan



Questions