

From: Adams, Marcia S.

To: Earley, Jr., James E. <Earley_JamesE@scdps.state.sc.us>

Date: 10/2/2002 10:59:52 AM

Subject: Outstanding System Issues

Attachments: System Issues 100202.xls

Jimmy,

Attached is the spreadsheet outlining our issues. I have tried to include all issues as they have been presented to me. Please also note the tab for system enhancements. We will have to build this as we go. I made a poor attempt to try to prioritize these issues. Based on David's criteria of a level 1 issue, revenue interruption and turning customers away, we have 60 priority 1 problems. We have 24 level 2 problems. These issues have workarounds, but they are time intensive and cumbersome. I think that we will need more resources. Again, I guess we may have to use the degree of difficulty in solving the issue as well as the amount of time needed for the solution to weed out some of the 60 priority 1 issues. Let me know what is next.

Thanks,
Marcia