

From: Taylor, Richele

To: Holly Pisarik (holly@pisariklawfirm.com) <holly@pisariklawfirm.com>

Date: 8/23/2016 3:03:20 PM

Subject: FW: Draft report for August 25 project meeting

Attachments: CFS Project Status meeting with Xerox.docx

CFS Project Update_Governor_August 25 2016.docx

See below

From: Glaccum, David

Sent: Tuesday, August 23, 2016 2:47 PM

To: Taylor, Richele

Subject: FW: Draft report for August 25 project meeting

From: Earley, Jimmy [<mailto:Jimmy.Earley@dss.sc.gov>]

Sent: Monday, August 22, 2016 2:22 PM

To: Glaccum, David

Subject: RE: Draft report for August 25 project meeting

David,

Attached are a few notes on project progress and a short list of issues that the Governor may want to address with Xerox during the meeting.

During our normal monthly meeting, Susan and I present the one/two page status report (second attachment) and I summarize our accomplishments as well as any issues/concerns. Unless the Governor would like to take a different approach, I will again use the report as the basis for our conversation with Xerox. This will give the Governor a chance to acknowledge progress and ask for their commitment to address the issues with staffing and schedule delays.

Please let me know if you have any questions or need any additional information.

Thanks,

Jimmy

From: Glaccum, David [<mailto:DavidGlaccum@gov.sc.gov>]

Sent: Monday, August 22, 2016 11:12 AM

To: Alford, Susan <Susan.Alford@dss.sc.gov>

Cc: Earley, Jimmy <Jimmy.Earley@dss.sc.gov>; Morgan, Katie <katie.morgan@dss.sc.gov>

Subject: RE: Draft report for August 25 project meeting

Jimmy,

Will you have the additional talking points sent over today?

Thank you.

From: Alford, Susan [<mailto:Susan.Alford@dss.sc.gov>]
Sent: Wednesday, August 17, 2016 5:34 PM
To: David.Glaccum@gov.sc.gov
Cc: Earley, Jimmy; Morgan, Katie
Subject: FW: Draft report for August 25 project meeting

David,

Please see attached a status report on PACCSS, as well as some bullet points that the Governor may want to review to prep for our meeting with Xerox executives on August 25. Jimmy Early plans to work on additional talking points, but one that I know the Governor has mentioned in the past is the need to remind Xerox leadership of the presence they have in our state, and the need for them to show significant progress on PACSS in order to maintain a healthy profile for their future business development in SC.

Let me know if you have questions. I have advised our staff that, unless you indicate otherwise, we will not schedule any Xerox executive visits with legislators on the 25th, so their full attention will be on the meeting with the Governor Haley.

Thanks,

Susan Alford
Director
SC Department of Social Services
PO Box 1520
Columbia, SC 29202
(W) 803-898-1390
www.dss.sc.gov

From: Earley, Jimmy
Sent: Wednesday, August 17, 2016 2:59 PM
To: Alford, Susan <Susan.Alford@dss.sc.gov>
Cc: Morgan, Katie <katie.morgan@dss.sc.gov>
Subject: Draft report for August 25 project meeting

Susan,

Attached is the first draft of a report for the 8/25 briefing with the Governor and Xerox. Please let me know if you have any changes.

Below are a few notes that the Governor's staff may want to review in conjunction with the report.

I will work on more detailed talking points and send to you later this week.

Thanks,

Jimmy

August 25, 2016
CFS Project Meeting

Attending:

- Susan Alford
- Jimmy Earley – DSS Project Director
- Dave Amoriell – CVP, COO, Public Sector
- Don Hubicki – Senior Vice President, Public Sector, SGS
- John Polk - Senior Vice President, Child Support Solutions

DSS will present the attached monthly Executive Status report

The purpose of the meeting is to highlight our accomplishments to date and thank Xerox for their work on the project thus far. Despite our progress, there are several issues that we need to discuss with Xerox before they have a significant impact on the project schedule. We need to raise these issues with this Xerox team and get their commitment to resolve these issues.

Items that the Governor may want to address in the meeting:

- We are making good progress and starting to see tangible results. We have reached a key milestone (not achieved in previous project) in that we are starting to receive system components and functionality (system code) that we are able to test and evaluate
- DSS reports that the two teams (Xerox and State staff) are working well together and Xerox has been responsive to issues/questions that have been raised
- One of our goals is to adopt as much of the Delaware system as we can. DSS reports that we currently satisfy about 74% of our requirements through the Delaware system. We need Xerox's help and input to continue this trend as we move forward
- Overall, the project is on schedule, but we need to address some of the issues that are listed in the report so that we do not fall behind. We are seeing a trend where more and more tasks are late
- Need to address each of the risks listed in the report – get Xerox's commitment to resolve these issues

Jimmy Earley
 Project Chief
 CFS Project Team
 SC DSS Child Support Enforcement
 803.734.7933