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To: 'Chad Walldorf'chad@stickyfingers.com
CC: Marcia Adamsmarcia.adams@scdmv.net
Henry WhiteHwhite@oed.sc.gov
Date: 3/21/2007 9:03:29 PM
Subject: RE: Some CIO rates

Chad

Thanks for the information (I had already found it). I will be meeting with them next week and we are just starting on the issues I have. I have also asked Martha to get her IT Director to set up a meeting with several CIO/IT Directors to try to get a handle on the kinds of issues you are talking about. I haven't heard back from her yet but I expect to hear this week. I am particularly interested in the 10 to 12 agencies that account for about 80% of the IT and telecomm usage.

I am also trying to talk to the DMH about their experience with the ERP (SAP) implementation.

Eventually we will probably need to meet with all the Agency CIO/IT Directors who have a significant stake in the IT and Telecomm systems as well as the ERP implementation. I am certain Jim Bryant will resist that like the plague (I already have gotten the impression that he thinks they are an altogether whining, incompetent lot). First impressions are dangerous but mine (first impression) is one of arrogant and paternal. I can almost guarantee that one of the things I will recommend is that a CIO/IT Director Advisory Council be created with a very clear set of expectations, guidelines and responsibilities. Jim claims the Agency heads are his customers but I think that most agency heads do not know enough about technology or are too busy to be the point of contact.

I am also thinking of asking the CIO use his contract with Gartner to get them to examine IT and Telecomm rates for other states. If I do that I will ask to have Gartner deal directly with me just to make certain we get at least some objectivity. I have tried NASCIO and they want me to go through the CIO, which I think is next to useless.

One interesting thing I found on the rates charts is that all time charges are rounded up. On a .011 charge the agency is charged .02. On short phone calls like, he's not here call back, or he doesn't work here, the "slush" could really add up. Not sure why they cannot charge actual (it's just a calculation) or at least round both up and down. We'll see.

If Marcia is not able to set up the meetings I feel that I need, I will be asking Henry's office to do that. Do you have any problem with that?

As I see it right now (admittedly a little early for clear definition) the major issues that have to be examined are:

1. Rates (Including phones rates for SCDC inmates)
2. Organization/Competence of the IT staff
3. ERP implementation

4. Relationships with Agencies who are their customers
5. Procurement Issues
6. The Greenville Facility
7. Whatever else raises its head in discussions

As you can see from the above list, that is simply too much to do complete justice too in less than three months. There will clearly be a lot of follow up action required. I see our role as finding out as much as we can and then making recommendations on what needs to be done to either confirm our conclusions or fix the problem. Then we have to put together some sort of process for making sure the issues raised do not get "lost". I also assume that we will have some sort of role in getting issues addressed, fixed, resolved, etc.

As you can see I have been thinking and reading a lot about this and right now I am trying to "boil it down" to "stuff" that can make a difference and that we can justify.

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From: Chad Walldorf [mailto:chad@stickyfingers.com]
Sent: Wednesday, March 21, 2007 5:48 PM
To: mnlangrehr@bellsouth.net
Subject: Some CIO rates

Mike,

I'm assuming you've found these already but if not, figured that I'd pass them along. We pressured the CIO into reducing some long distance and other rates when I was working for the Gov a few years ago but I think there is still plenty of room to go down further. I talked with an agency head today who has heard from several folks in his agency who are complaining about multiple layers of overcharges from the CIO's office and problems with IT procurement as well...I'm working on getting you an IT contact at the agency and will be back in touch on that.

Thanks again for your help and talk with you soon,

Chad

E-leave rates (I propose we give this away rather than charge)

<http://www.cio.sc.gov/cioContent.asp?pageID=414>

Long Distance rate

<http://www.cio.sc.gov/cioContent.asp?pageID=402>

<http://www.cio.sc.gov/cioContent.asp?pageID=401>

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