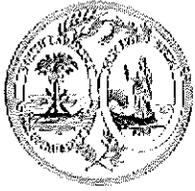


Agency Name: Department of Administration  
 Agency Code: D500 Section: 93



**Fiscal Year FY 2022-2023  
 Agency Budget Plan**

**FORM A - BUDGET PLAN SUMMARY**

**OPERATING  
 REQUESTS  
 (FORM B1)**

For FY 2022-2023, my agency is (mark "X"):	
<input checked="" type="checkbox"/>	Requesting General Fund Appropriations.
<input checked="" type="checkbox"/>	Requesting Federal/Other Authorization.
<input type="checkbox"/>	Not requesting any changes.

**NON-RECURRING  
 REQUESTS  
 (FORM B2)**

For FY 2022-2023, my agency is (mark "X"):	
<input checked="" type="checkbox"/>	Requesting Non-Recurring Appropriations.
<input type="checkbox"/>	Requesting Non-Recurring Federal/Other Authorization.
<input type="checkbox"/>	Not requesting any changes.

**CAPITAL  
 REQUESTS  
 (FORM C)**

For FY 2022-2023, my agency is (mark "X"):	
<input type="checkbox"/>	Requesting funding for Capital Projects.
<input checked="" type="checkbox"/>	Not requesting any changes.

**PROVISOS  
 (FORM D)**

For FY 2022-2023, my agency is (mark "X"):	
<input type="checkbox"/>	Requesting a new proviso and/or substantive changes to existing provisos.
<input checked="" type="checkbox"/>	Only requesting technical proviso changes (such as date references).
<input type="checkbox"/>	Not requesting any proviso changes.

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

**PRIMARY  
 CONTACT:  
 SECONDARY  
 CONTACT:**

<i>Name</i>	<i>Phone</i>	<i>Email</i>
Jason Epting	(803) 737-3061	jason.epting@admin.sc.gov
Tom Kaminer	(803) 737-0526	thomas.kaminer@admin.sc.gov

I have reviewed and approved the enclosed FY 2022-2023 Agency Budget Plan, which is complete and accurate to the extent of my knowledge.

**SIGN/DATE:  
 TYPE/PRINT  
 NAME:**

<i>Agency Director</i>	<i>Board or Commission Chair</i>
Marcia S. Adams 9/30/21	
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	Facilities Management - Operations	2,600,000	0	0	0	2,600,000	0.00	0.00	0.00	0.00	0.00
2	B2 - Non-Recurring	Digital Government Transformation	6,500,000	0	0	0	6,500,000	0.00	0.00	0.00	0.00	0.00
3	B1 - Recurring	Digital Government Transformation	2,500,000	0	0	0	2,500,000	0.00	0.00	0.00	0.00	0.00
4	B1 - Recurring	South Carolina Enterprise Information System – Security and Operational Enhancements	5,162,490	0	0	0	5,162,490	0.00	0.00	0.00	0.00	0.00
5	B1 - Recurring	Permanent Improvements	10,000,000	0	0	0	10,000,000	0.00	0.00	0.00	0.00	0.00
6	B1 - Recurring	Low Income Home Water Assistance Program (LIHWAP) Authorization Request	0	19,068,273	0	0	19,068,273	0.00	0.00	0.00	0.00	0.00
7	B1 - Recurring	Office of Economic Opportunity - Legal Settlement Authorization	0	0	39,500,000	0	39,500,000	0.00	0.00	0.00	0.00	0.00
TOTALS			26,762,490	19,068,273	39,500,000	0	85,330,763	0.00	0.00	0.00	0.00	0.00

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

## **FORM B1 – RECURRING OPERATING REQUEST**

<b>AGENCY PRIORITY</b>	<b>1</b>
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	<b>Facilities Management - Operations</b>
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<b>General: \$2,600,000</b> <b>Federal: \$0</b> <b>Other: \$0</b> <b>Total: \$2,600,000</b>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	<b>0.00</b>
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*Please provide the total number of new positions needed for this request.*

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

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input checked="" type="checkbox"/>	Public Infrastructure and Economic Development
<input type="checkbox"/>	Government and Citizens	

<b>ACCOUNTABILITY OF FUNDS</b>	<p>1.1 - Complete conforming documents for remaining trades classifications (electrician, general maintenance, HVAC-chiller, HVAC-boiler, HVAC-chemical, security) and send to DSHR for approval in order to be more competitive in the current labor market.</p> <p>2.6 – Implement this year’s Comprehensive Permanent Improvement Plan (CPIP)</p>
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*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?*

<b>RECIPIENTS OF</b>	Payroll increases associated with rising wages and base pay adjustments, employer contribution increases passed through the budget and increases in contractor costs and material costs due to inflation.
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**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**

Facilities Management and Property Services receives funds through rental charges to state agencies that are used for the maintenance and support of state facilities. The rental rate charged to state agencies (\$11.29/SF) has not changed since Fiscal Year 1997-1998. Admin receives approximately \$19M through rental charges annually. Currently the average rental rate for commercial office space in Columbia is \$21.16/SF.

Over the years, costs to maintain state buildings have increased due to rising wages, increased employer contribution costs associated with health insurance increases and retirement contribution increases, base pay or cost of living adjustments passed through the budget, and increases in material, contractor, and insurance costs due to inflation. In addition to supporting the maintenance, utilities and capital needs of state buildings, the rent must also support staff that are responsible for managing capital leases on behalf of state agencies because there is not an appropriation or fee that covers the costs of providing this required function.

As a result of these increased costs, Admin does not have sufficient funds from rental charges to cover the maintenance and operations costs of facilities and continue to contribute funds to capital projects each year. The General Assembly has provided greatly appreciated recurring and non-recurring funds for capital projects over the past few years, and it is has helped address the deferred maintenance liability; however, while Admin has been able to address a significant amount of deferred maintenance, the list continues to grow as new items are deferred due to lack of sufficient funds. Furthermore, 16 of Admin’s tenant agencies pay less than the state rate of \$11.29/SF which amounts to a loss of needed funding to support facilities of \$2,600,000 annually. As such, the tenant agencies who pay the state rate are supplementing the maintenance and operations for those agencies paying less. Of the 16 agencies that do not pay the standard state rate, approximately 65% of the rent payments are paid through state funds.

*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**

<b>AGENCY PRIORITY</b>	<b>3</b>
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	<b>Digital Government Transformation</b>
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<b>General: \$2,500,000</b> <b>Federal: \$0</b> <b>Other: \$0</b> <b>Total: \$2,500,000</b>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	<b>0.00</b>
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*Please provide the total number of new positions needed for this request.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark "X" for all that apply:</b>	
	<input checked="" type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input type="checkbox"/>	Non-mandated program change in service levels or areas
	<input type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input checked="" type="checkbox"/>	IT Technology/Security related
<input checked="" type="checkbox"/>	Consulted DTO during development	
<input checked="" type="checkbox"/>	Related to a Non-Recurring request – If so, Priority # 2	

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
<input checked="" type="checkbox"/>	Government and Citizens	

<b>ACCOUNTABILITY OF FUNDS</b>	<b>FY21 Strategic Measure Description:</b>  2.2.2. Transition current digital government services to the new vendor by June 30, 2022.  2.2.3. Develop a strategy for the next generation of digital government services for implementation in FY23 by June 30, 2022.
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*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?*

<b>RECIPIENTS OF</b>	Contractors and vendors utilizing a competitive process.
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*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**

Digital government transformation is a new government engagement model for South Carolina citizens. Today, state agencies provide information and services in a decentralized manner requiring citizens to navigate between numerous state and local government agencies to find government services and information. Citizens not only seek information for government services and information, but they also expect government to have continuous interactions and feedback. Current digital technology platforms do not easily connect citizens to state and local government in one location.

The future vision is to implement a personalized digital government service that anticipates citizen needs and facilitates a secure, convenient and efficient experience. Centralization of government services will require a secure digital platform accessible from any device that provides a personalized, one-stop shop for citizens to engage with South Carolina government in a simple, seamless user experience. There are one-time and recurring costs associated with the development of the digital platform. The recurring costs for digital government transformation include:

Next Generation Capabilities:

- Maintenance, ongoing support and continual development of the one-stop shop online site for government information and services. The platform provides a single point of access from any device, eliminating the need for citizens to traverse across multiple agencies, applications, forms, and passwords to conduct business with the state, counties, municipalities and courts.
- Maintenance and licensing costs associated with a single sign-on solution that will minimize duplication of citizens inputting information with state and local government to access services.
- Expansion of a constituent case management system that unifies the citizen experience across all government.

Security Enhancements:

- On-going costs associated with securing the digital wallet which allows credit card information to be stored in a secured, tokenized manner.
- Continuous modernization of custom applications which allows for more secured access to government services in one location.
- Assistance with third party security assessments and monitoring. The infrastructure will become increasingly attractive to external attacks because of the transactional and payment processing services that are provided through the platform. Vendor support is needed to ensure state security requirements are properly implemented and remediated when security issues are identified.

*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**

<b>AGENCY PRIORITY</b>	4
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	<b>South Carolina Enterprise Information System – Security and Operational Enhancements</b>
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<b>General: \$5,162,490</b> <b>Federal: \$0</b> <b>Other: \$0</b> <b>Total: \$5,162,490</b>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	0.00
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*Please provide the total number of new positions needed for this request.*

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

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
<input checked="" type="checkbox"/>	Government and Citizens	

<b>ACCOUNTABILITY OF FUNDS</b>	<p>Goal: Advance an enterprise approach to state government services.</p> <p>Strategy 2.2: Collaborate with agencies and other stakeholders on new and innovative services and systems.</p> <p>Project: Enhance SCEIS functionality.</p> <p>Goal: Advance the protection of citizen's data.</p> <p>Strategy5.1: Continuously enhance the security of the state's Enterprise Resource Planning System.</p> <p>Project: Implement tools to improve the security and functionality of SCEIS.</p>
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*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?*

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## RECIPIENTS OF FUNDS

SCEIS supports the administrative functions of all state agencies. In addition, state funded colleges, universities and technical colleges import HR data from their legacy systems into SCEIS. Vendors view and bid on solicitations via SCEIS. These funds will be used to acquire vendor contracts as necessary to ensure a high level of security and support for the system at all times. Funds will also be used to hire additional employees and/or contractors to assist with the ongoing maintenance and support of the system as needed.

*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

Currently, the state uses the SAP enterprise resource planning (SCEIS) system for all administrative functions within state agencies. Functions performed using the SCEIS system include finance and accounting, grants management, budget management, procurement (solicitations and vendor registration/bids), asset management, human resources, payroll, time and leave management, treasury management, and year-end and the Comprehensive Annual Financial Reports (CAFR) preparation and reporting.

The decision to use a centralized Enterprise Resource Planning (ERP) system such as SCEIS for state government functions has provided many key benefits including increased accountability and transparency, enhanced security of systems, robust reporting capabilities, and efficient and effective shared services opportunities.

**Increased Accountability and Transparency:** The SCEIS team has worked with many agencies and higher education institutions to migrate legacy data and business processes into the SCEIS environment. These efforts have allowed agencies to retire costly, inefficient, and less secure systems. A benefit of centralizing this data and processes has been increased accountability and transparency of data. Central state agencies as well as the executive and legislature branches have much more visibility into agencies' financial, procurement and human resource information. Reports can be generated quickly and consistently across all agencies providing information to leadership, both internal and external to agencies, for sound decision-making. Additionally, state-funded colleges, universities and technical colleges are currently working with SCEIS and the Division of State Human Resources (DSHR) to develop interfaces between their in-house systems and SCEIS to transmit HR data so that DSHR can provide relevant reports to the legislature as required by proviso.

**Enhanced System Security:** Security of the SCEIS system and the data housed therein are paramount to Admin. SCEIS, the Division of Information Security, the Enterprise Privacy Office and the Division of Technology Operations work together continuously to monitor and protect the SCEIS system. Admin has brought in experts from the private sector such as Deloitte and Gartner to assess the system and make recommendations for enhanced security measures. Admin has worked hard to implement these recommended enhancements. Several of these recommendations required Admin to purchase additional software or hire staff with specific skillsets unique to the security recommendations. While these enhancements further the security and protection of the system, they come with a cost that has been absorbed by Admin up to this point.

**Robust Reporting Capabilities:** One of the biggest advantages of the centralized SCEIS system is the ability to create robust statewide as well as agency-specific reports. The reporting capability is very valuable to central state agencies such as the Comptroller General's Office and the State Treasurer's Office when producing the CAFR and managing the cash and investments for the state. It has also been a valuable tool for oversight agencies such as the State Auditor's Office, the Inspector General's Office, the Legislative Audit Council, Legislative Oversight Committees and the Board of Economic Advisors. In addition to the central and oversight agencies, state agencies utilize the reporting functionality for operational and decision-making duties daily. Admin continues to work diligently to enhance the efficiency of its reporting tools while ensuring that the data is maintained and transmitted in a secure manner.

**Shared Services Opportunities:** The utilization of a centralized ERP system has afforded the state the opportunity to reduce administrative overhead within many agencies by supporting a robust shared services model. Admin has been able to provide administrative services such as accounting, budgeting, procurement, human resources, and payroll to approximately 20 state agencies using the SCEIS system. By having all state agencies use the same system and consistent processes, work can be done by Admin on behalf of other agencies from a centralized location.

As evidenced above, the SAP ERP system (SCEIS) has provided many advancements to agencies in the processing, reporting and management of their administrative responsibilities. Admin is committed to the continuation of improving the functionality and security of this system. The funds requested will be used for ongoing security, maintenance and operational assistance, support for enhancements, process improvements and continued application consolidation. This support may be in the form of staff or contract expertise as well as licensing of tools to support operations

and security.

*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**

<b>AGENCY PRIORITY</b>	5
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	<b>Permanent Improvements</b>
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<b>General: \$10,000,000</b> <b>Federal: \$0</b> <b>Other: \$0</b> <b>Total: \$10,000,000</b>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	0.00
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*Please provide the total number of new positions needed for this request.*

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

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input checked="" type="checkbox"/>	Public Infrastructure and Economic Development
<input type="checkbox"/>	Government and Citizens	

<b>ACCOUNTABILITY OF FUNDS</b>	2.6 – Implement this year’s Comprehensive Permanent Improvement Plan (CPIP)
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*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?*

<b>RECIPIENTS OF</b>	Funds will be utilized to fund capital projects as identified in the agency’s Comprehensive Permanent Improvement Plan now and as amended annually.
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## 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

In 2016, Admin worked with CBRE to create a Statewide Strategic Real Estate Plan. As part of this effort, a study was conducted on buildings owned and maintained by the South Carolina Department of Administration (Admin). The study identified over \$103M in deferred maintenance and over \$825M in projected capital costs over the next 30 years for just this sample of buildings. While daunting, these numbers are likely low as they do not include environmental issues such as asbestos abatement, State Historic Preservation, or code compliance requirements that kick in when renovating facilities. These costs represent true liabilities that require much greater resources than are currently available to Admin.

Admin is grateful that the General Assembly allocated non-recurring funds over the past few years for deferred maintenance. While Admin has been working to catch up old, deferred maintenance, new projects continue to be added to the agency's deferred maintenance liability. This is because the current state rental rate is insufficient to cover the maintenance and operation of facilities and contribute funds to capital projects each year.

Admin has developed the following approach to solve this problem:

- Admin has submitted a separate recurring funding request so that funds are available to bring the rental rate of the 16 agencies currently paying less than the standard state rental rate up to the standard rental rate of \$11.29/SF. These recurring funds are the first step in what will be an ongoing process to incrementally raise rental rates to levels that will cover the annual costs, including inflation, of operating and maintaining Admin facilities.
- Admin is requesting a recurring subsidy of \$10M to supplement rental rates that will be used to cover capital costs to address the current deferred maintenance liability and to prevent future deferred maintenance. This \$10M in recurring funds, paired with the recurring funds allocated to Admin in FY20, are needed to cover the capital costs of the buildings that are not accounted for in the rental rate. Without this subsidy, the current rental rate for all Admin tenants would need to be raised to \$18.85/SF now to cover costs, with future rent escalations to account for inflation.

Without an additional \$10M in recurring funds, Admin's deferred maintenance will only continue to exponentially grow.

*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**

<b>AGENCY PRIORITY</b>	6
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	<b>Low Income Home Water Assistance Program (LIHWAP) Authorization Request</b>
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<b>General: \$0</b> <b>Federal: \$19,068,273</b> <b>Other: \$0</b> <b>Total: \$19,068,273</b>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	0.00
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*Please provide the total number of new positions needed for this request.*

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

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
	<input checked="" type="checkbox"/>	Government and Citizens

<b>ACCOUNTABILITY OF FUNDS</b>	4.1.1. Administer funds received via the American Rescue Plan Act of 2021.
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*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?*

<b>RECIPIENTS OF</b>	The LIHWAP funds will be awarded to subgrantees (Community Action Agencies) based on existing formulas.
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**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**

These funds are intended to establish a new program assisting low-income individuals with water and wastewater bills. The funds will be monitored and reported on as required by the federal funding sources to ensure they are received by the intended individuals. These are all federal funds allocated by HHS and Congress to address the needs of low-income individuals related to water bills. The funds were included in the American Rescue Plan Act and the Consolidated Appropriations Act 2021.

*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**

<b>AGENCY PRIORITY</b>	7
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	<b>Office of Economic Opportunity - Legal Settlement Authorization</b>
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	<p><b>General: \$0</b></p> <p><b>Federal: \$0</b></p> <p><b>Other: \$39,500,000</b></p> <p><b>Total: \$39,500,000</b></p>
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>NEW POSITIONS</b>	0.00
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*Please provide the total number of new positions needed for this request.*

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

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
	<input checked="" type="checkbox"/>	Government and Citizens

<b>ACCOUNTABILITY OF FUNDS</b>	2.2. Collaborate with agencies and other stakeholders on new and innovate services and systems.
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*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?*

<b>RECIPIENTS OF</b>	Community Action Agencies and private citizens.
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*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**

Even though not a party to any action, the Office of Economic Opportunity (OEO) has, through the settlement of or the reaching of an agreement in three separate legal matters, been designated as the recipient of \$42,250,000 representing disgorgement of ill-gotten gains or rate payer relief/compensation. In each of these three matters, the orders and/or agreements contemplate that OEO is to use the funds received for the benefit of low-income constituents served by OEO programs.

The three legal actions are:

1. State of South Carolina v. Kevin Marsh
2. Dominion Energy Rate Case Before the PSC
3. Westinghouse Cooperation Agreement with the U.S. Attorney in the V.C. Summer Criminal Investigation

1) In the State of South Carolina vs. Kevin Marsh, Marsh pled guilty to certain criminal conduct in state court related to his role in the V.C. Summer matter while employed at SCE&G. The S.C. Attorney General’s Office represented the State in this matter. Through agreement between the State and Mr. Marsh, the Court determined that \$5,000,000 represented the ill-gotten compensation Mr. Marsh received as a result of his criminal activity and ordered that Mr. Marsh pay that sum "to the Energy Share program administered by the South Carolina Office of Economic Opportunity which helps qualifying low income applicants with their energy assistance needs." This money was received by the South Carolina Department of Administration (Admin) in March of 2021 and posted to the appropriate OEO Fund related to the Energy Share Program.

2) In the Dominion Rate Case before the PSC, the PSC issued an order dated Aug. 16, 2021, approving a settlement among Dominion Energy and state agencies, including the Office of Regulatory Staff and South Carolina Department of Consumer Affairs and several interested parties as intervenors. Among other items, the settlement approved by the PSC included the following provision which provides that Dominion Energy will give \$15 million to fund a combination of energy efficiency upgrades and critical health and safety repairs that may be required in order for a home to receive energy efficiency upgrades to be administered by the South Carolina Office of Economic Opportunity (OEO), assuming that it can accept the funds without threatening its federal allocation of weatherization assistance program funds (and if not, to commit that same amount of Shareholder funds to a comparable low-income energy efficiency effort).

The receipt of the money in this matter by OEO is conditioned on OEO’s ability to use the funds for home repairs for low-income citizens for energy efficiency/health and safety purposes without jeopardizing other federal assistance funds for its weatherization assistance program. The settlement also provides that Dominion will contribute an additional \$1,000,000 to the Energy Share program administered by OEO in 2021 and 2022.

3) The Westinghouse Cooperation Agreement with the U.S. Attorney for the District of South Carolina in the V.C. Summer Criminal Investigation provides that, among other things, Westinghouse is to "contribute \$21.25 million as compensation to certain ratepayers through the South Carolina Low-Income Home Energy Assistance Program, or as otherwise directed by the [U.S. Attorney’s] Office." As mentioned above, OEO was not a party to this agreement and was not consulted with prior to its execution by the U.S. Attorney and Westinghouse in August of 2021. Subsequent to the execution of the agreement, OEO and the U.S. Attorney’s Office have discussed the potential difficulty in OEO’s receipt of this "contribution" into the Low-Income Home Energy Assistance Program, as that program is funded by a specific federal grant. The U.S. Attorney’s Office has indicated that it may be willing to direct the contribution be made to OEO’s Energy Share Program so that the funds could be used consistent with the terms of that program to avoid any issues.

Based on the timing of OEO’s receipt or expected receipt of the funds pursuant to the resolutions of the above legal actions, it is estimated that \$39,500,000 of the original \$42,250,000 will be remaining at the beginning of FY 2023. Accordingly, Admin is requesting recurring expenditure authority for OEO in the amount of \$39,500,000.

*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 B2 – NON-RECURRING OPERATING REQUEST**

<b>AGENCY PRIORITY</b>	2
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*Provide the Agency Priority Ranking from the Executive Summary.*

<b>TITLE</b>	Digital Government Transformation
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*Provide a brief, descriptive title for this request.*

<b>AMOUNT</b>	\$6,500,000
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*What is the net change in requested appropriations for FY 2022-2023? This amount should correspond to the total for all funding sources on the Executive Summary.*

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<b>Mark "X" for all that apply:</b>	
	<input checked="" type="checkbox"/>	Change in cost of providing current services to existing program audience
	<input type="checkbox"/>	Change in case load/enrollment under existing program guidelines
	<input type="checkbox"/>	Non-mandated change in eligibility/enrollment for existing program
	<input type="checkbox"/>	Non-mandated program change in service levels or areas
	<input type="checkbox"/>	Proposed establishment of a new program or initiative
	<input type="checkbox"/>	Loss of federal or other external financial support for existing program
	<input type="checkbox"/>	Exhaustion of fund balances previously used to support program
	<input checked="" type="checkbox"/>	IT Technology/Security related
	<input checked="" type="checkbox"/>	Consulted DTO during development
	<input type="checkbox"/>	Request for Non-Recurring Appropriations
<input type="checkbox"/>	Request for Federal/Other Authorization to spend existing funding	
<input checked="" type="checkbox"/>	Related to a Recurring request – If so, Priority # Digital Government Transformation	

<b>STATEWIDE ENTERPRISE STRATEGIC OBJECTIVES</b>	<b>Mark "X" for primary applicable Statewide Enterprise Strategic Objective:</b>	
	<input type="checkbox"/>	Education, Training, and Human Development
	<input type="checkbox"/>	Healthy and Safe Families
	<input type="checkbox"/>	Maintaining Safety, Integrity, and Security
	<input type="checkbox"/>	Public Infrastructure and Economic Development
<input checked="" type="checkbox"/>	Government and Citizens	

<b>ACCOUNTABILITY OF FUNDS</b>	<p>FY21 Strategic Measure Description:</p> <p>2.2.2. Transition current digital government services to the new vendor by June 30, 2022.</p> <p>2.2.3. Develop a strategy for the next generation of digital government services for implementation in FY23 by June 30, 2022.</p>
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*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?*

<b>RECIPIENTS OF FUNDS</b>	Contractors and vendors utilizing a competitive process.
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*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

Digital government transformation is a new government engagement model for South Carolina citizens. Today, state agencies provide information and services in a decentralized manner requiring citizens to navigate between numerous state and local government agencies to find government services and information. Citizens not only seek information for government services and information, but they also expect government to have continuous interactions and feedback. Current digital technology platforms do not easily connect citizens to state and local government in one location.

The future vision is to implement a personalized digital government service that anticipates citizen needs and facilitates a secure, convenient and efficient experience. Centralization of government services will require a secure digital platform accessible from any device that provides a personalized, one-stop shop for citizens to engage with South Carolina government in a simple, seamless user experience. There are one-time and recurring costs associated with the development of the digital platform. The non-recurring costs for digital government transformation include:

### Next Generation Capabilities:

- Enables citizens to go to a unified interface through a single online site for government services and information that previously required navigation to multiple state agencies or municipalities.
- Creates a single sign-on solution with an integrated identity access management process. The pilot solution will minimize duplication of citizens inputting information with state and local government to access services.
- Implements a digital wallet that allows citizens to track transactions and receipts regardless of the government agency or when transactions occurred. In addition, a digital wallet allows credit card information to be stored in a secured, tokenized manner.
- Provides access anywhere on a desktop or on-the-go through a mobile device. Digital government transformation would allow for citizens to sign-up for relevant public services based on individual profiles raising awareness of renewals, services and information.
- Provides an intuitive citizen experience in answering questions, resolving government-related tasks by abstracting agency or municipality-specific processes and communicating important information to citizens. It enables the distribution of personalized push communications, including hurricane evacuation information, license expiration alerts and prompts for simple "click to renew."

### Security Enhancements:

- Modernize custom applications which currently do not accommodate ongoing improvements in security, scaling, system improvements, and public cloud readiness. Funding would be used to identify high risk applications that can yield significant benefits to move to a more current and secure platform.
- Remediate software vulnerabilities for operating systems and applications by ensuring software currency is up to date.
- Enhance security through hardware replacement that meets industry standards for payment processing and protecting citizen data.

### Transition and Implementation Support:

- Assistance to support transition activities from the legacy services to the new operating and business models. Transition support includes establishing the program management structure, review of all service provider transition deliverables, payment services readiness assurance by testing and iterating the payment solution, overall operational readiness to cutover and stakeholder training.
- Assistance to support the implementation of the enhanced digital government platform. This includes overall governance support to help operationalize the necessary changes from the legacy service to the digital government transformation solution. This support will include subject matter expertise during the operational deployment of the payment solution and applications platform.

*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**

<b>NUMBER</b>	117.123
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*Cite the proviso according to the renumbered list (or mark "NEW").*

<b>TITLE</b>	GP: Statewide Administrative Services
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*Provide the title from the renumbered list or suggest a short title for any new request.*

<b>BUDGET PROGRAM</b>	I. Administration
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*Identify the associated budget program(s) by name and budget section.*

<b>RELATED BUDGET REQUEST</b>	
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*Is this request associated with a budget request you have submitted for FY 2022-2023? If so, cite it here.*

<b>REQUESTED ACTION</b>	Amend
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*Choose from: Add, Delete, Amend, or Codify.*

<b>OTHER AGENCIES AFFECTED</b>	None
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*Which other agencies would be affected by the recommended action? How?*

<b>SUMMARY &amp; EXPLANATION</b>	<p>Technical amendment to update year reference.</p> <p>Proviso states that the Department of Administration may provide consolidated administrative services that promote cost savings for the state to agencies that receive \$20M or less in total appropriations. Proviso is based on the results of a study performed by the former Budget and Control Board pursuant to the requirements of FY 2013-2014 Proviso 101.33, and included in a report provided to the General Assembly in January of 2014.</p>
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*Summarize the existing proviso. If requesting a new proviso, describe the current state of affairs without it. Explain the need for your requested action. For deletion requests due to recent codification, please identify SC Code section where language now appears.*

**FISCAL IMPACT**

None

*Provide estimates of any fiscal impacts associated with this proviso, whether for state, federal, or other funds. Explain the method of calculation.*

**PROPOSED  
PROVISO TEXT**

The Department of Administration may provide consolidated administrative services to all agencies to promote cost savings, process integrity and other efficiencies, and to reduce duplication, overlap and redundancies, or any combination thereof and to provide for consistency in transactions and processes and to advance a statewide approach to agency administration. Consolidated administrative services may include, but are not limited to: 1) financial and accounting support, such as accounts payable and receivable processing, procurement processing, journal entry processing and financial reporting assistance; 2) human resources administrative support, such as transaction processing and reporting, payroll processing, and human resources training; and 3) budget support, such as budget transaction processing and budget reporting assistance.

Agencies that receive twenty million dollars or less in total appropriations in the current fiscal year shall consult with the Department of Administration to determine whether the use of consolidated administrative services offered by the department would be beneficial to the agency. The Legislative Branch, the Judicial Branch, public institutions of higher learning and technical colleges shall be exempt from the requirements of this provision.

The Department of Administration shall provide a report to the Chairman of the Senate Finance Committee and the Chairman of the House Ways and Means Committee regarding agency utilization of administrative services offered by the department no later than December ~~31, 2021~~ **31 of each fiscal calendar year**.

*Paste existing text above, then bold and underline insertions and strikethrough deletions. For new proviso requests, enter requested text above.*

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

## **FORM D – PROVISIO REVISION REQUEST**

<b>NUMBER</b>	117.151
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*Cite the proviso according to the renumbered list (or mark "NEW").*

<b>TITLE</b>	GP: Funds Transferred to Santee Cooper
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*Provide the title from the renumbered list or suggest a short title for any new request.*

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

<b>RELATED BUDGET REQUEST</b>	
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*Is this request associated with a budget request you have submitted for FY 2022-2023? If so, cite it here.*

<b>REQUESTED ACTION</b>	Delete
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*Choose from: Add, Delete, Amend, or Codify.*

<b>OTHER AGENCIES AFFECTED</b>	None
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*Which other agencies would be affected by the recommended action? How?*

<b>SUMMARY &amp; EXPLANATION</b>	<p>Provisio required Admin to transfer the remaining balance of funds held by the Department of Administration related to the implementation of Act 95 of 2019 as follows:</p> <p>\$2M – Regulatory Staff (Transferred 7/20/21)</p> <p>\$1M – Public Service Commission (Transferred 7/22/21)</p> <p>\$2.77M – Santee Cooper (Balance of Funds disbursed 7/23/21)</p> <p>The total remaining balance (\$5,777,718.64) was transferred as directed.</p>
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*Summarize the existing proviso. If requesting a new proviso, describe the current state of affairs without it. Explain the need for your requested action. For deletion requests due to recent codification, please identify SC Code section where language now appears.*

**FISCAL IMPACT**

None

*Provide estimates of any fiscal impacts associated with this proviso, whether for state, federal, or other funds. Explain the method of calculation.*

**PROPOSED  
PROVISO TEXT**

~~The funds held by the Department of Administration, related to the implementation of Act 95 of 2019, shall be transferred as follows and for the purposes of reforming Santee Cooper: \$2,000,000 to the Office of Regulatory Staff; \$1,000,000 to the Public Service Commission; and the balance to Santee Cooper. The Public Service Commission and the Office of Regulatory Staff are authorized to employ, through contract or otherwise, third-party consultants and experts in carrying out their duties for purposes of reforming Santee Cooper. The Public Service Commission and Office of Regulatory Staff are exempt from complying with the State Procurement Code in the selection and hiring of third-party consultants or experts authorized by this provision.~~

*Paste existing text above, then bold and underline insertions and strikethrough deletions. For new proviso requests, enter requested text above.*

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

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

<b>TITLE</b>	Agency Cost Savings and General Fund Reduction Contingency Plan
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<b>AMOUNT</b>	\$0
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*What is the General Fund 3% reduction amount? This amount should correspond to the reduction spreadsheet prepared by EBO.*

<b>ASSOCIATED FTE REDUCTIONS</b>	5 FTEs
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*How many FTEs would be reduced in association with this General Fund reduction?*

<b>PROGRAM / ACTIVITY IMPACT</b>	<p>The South Carolina Enterprise Information System (SCEIS) would be impacted as it receives approximately 30% 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 9% of Admin's general fund appropriation budget.</p>
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*What programs or activities are supported by the General Funds identified?*

<b>SUMMARY</b>	<p>Admin would employ several strategies to achieve the planned reduction of \$1.9M. 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 \$350K would be achieved by reducing SAP 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. Reductions in SAP contractors will increase the time it takes to resolve agencies' issues and adversely impact agency service levels.</p> <p>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 \$900K. 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.</p>
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*Please provide a detailed summary of service delivery impact caused by a reduction in General Fund Appropriations and provide the method of calculation for anticipated reductions. Agencies should prioritize reduction in expenditures that have the least significant impact on service delivery.*

**AGENCY COST  
SAVINGS PLANS**

See summary for estimated savings and associated measures.

*What measures does the agency plan to implement to reduce its costs and operating expenses by more than \$50,000? Provide a summary of the measures taken and the estimated amount of savings. How does the agency plan to repurpose the savings?*

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

## **FORM F – REDUCING COST AND BURDEN TO BUSINESSES AND CITIZENS**

<b>TITLE</b>	Collaboration-Based Success
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*Provide a brief, descriptive title for this request.*

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

<b>FACTORS ASSOCIATED WITH THE REQUEST</b>	<p><b>Mark "X" for all that apply:</b></p> <table border="1"> <tr> <td><input type="checkbox"/></td> <td>Repeal or revision of regulations.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Reduction of agency fees or fines to businesses or citizens.</td> </tr> <tr> <td><input checked="" type="checkbox"/></td> <td>Greater efficiency in agency services or reduction in compliance burden.</td> </tr> <tr> <td><input type="checkbox"/></td> <td>Other</td> </tr> </table>	<input type="checkbox"/>	Repeal or revision of regulations.	<input type="checkbox"/>	Reduction of agency fees or fines to businesses or citizens.	<input checked="" type="checkbox"/>	Greater efficiency in agency services or reduction in compliance burden.	<input type="checkbox"/>	Other
<input type="checkbox"/>	Repeal or revision of regulations.								
<input type="checkbox"/>	Reduction of agency fees or fines to businesses or citizens.								
<input checked="" type="checkbox"/>	Greater efficiency in agency services or reduction in compliance burden.								
<input type="checkbox"/>	Other								

<b>METHOD OF CALCULATION</b>	The methodology and description of actual and anticipated cost savings are outlined below in the Summary Section of this form.
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*Describe the method of calculation for determining the expected cost or time savings to businesses or citizens.*

<b>REDUCTION OF FEES OR FINES</b>	Efficiencies, fee reductions and cost reductions are outlined below in the Summary section of this form.
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*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?*

<b>REDUCTION OF REGULATION</b>	N/A
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*Which regulations does the agency intend to amend or delete? What is the enabling authority for the regulation?*

	<p>During FY 20-21, the South Carolina Department of Administration (Admin) continued its assistance with the state's response to the novel coronavirus (COVID-19), helping state government effectively provide key services to citizens. In addition to those efforts, Admin, in line with its mission, further extended collaborative efforts to identify and implement efficiencies, achieve cost savings in state government and enhance security across state systems. Admin's work to move toward an enterprise approach for state government is greatly strengthened by the agency's efforts to improve customer service through continual innovation. In FY 20-21, Admin completed several projects designed to enhance customer service.</p> <p><b>COVID-19 special projects:</b></p> <ul style="list-style-type: none"> <li>• Issued guidance to agencies, following Governor's McMaster's Executive Order No. 2021-12, concerning the return of employees from remote work to the worksite. The Division of State Human Resources (DSHR) reviewed plans submitted by each agency and institution of higher learning detailing the plan to return employees to the worksite, providing feedback as needed to ensure compliance with the applicable timeframe and assistance to individual agencies to address specific employee issues. The number of employees working physically in the office increased significantly by March 15, 2021, with nearly all employees returning by the end of April 2021.</li> <li>• Collaborated with the South Carolina Department of Transportation, the State Fiscal Accountability Authority, the South Carolina Emergency Management Division, and the South Carolina Department of Education to obtain and distribute \$9.5 million in Personal Protective Equipment (PPE) and other necessary supplies needed to safely reopen 82 South Carolina school districts during the COVID-19 crisis. Some of the PPE items distributed included more than 625,000 cloth and disposable face masks and 27,000 bottles of hand sanitizer. Admin also worked</li> </ul>
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with the same agencies to provide PPE to 59 state agencies with identified needs for phased reentry to the workplace during COVID-19.

- Served as the lead entity for the Resources Group for the Governor's accelerateSC initiative and response to COVID-19, attending several meetings and providing multiple briefings. Admin's Executive Budget Office (EBO) also conducted a statewide survey to determine the estimated financial and economic impact to state agencies, higher education institutions and local government entities. As the state's central budget office, EBO also served as the grant administrator for the state's allocation of \$1.9 billion from the CARES Act Coronavirus Relief Fund. EBO facilitated the distribution of funds as authorized by the South Carolina General Assembly via Acts 142 and 154. EBO worked closely with various state agencies to coordinate benefits across the multiple funding streams made available by the federal government and ensure the maximum benefit was gained for the state. With the third-party grants administrator, EBO reviewed approximately 2,000 reimbursement requests from approximately 700 state agencies, higher education institutions, councils of government, counties, municipalities, special purpose districts and hospitals. EBO worked with several state agencies to facilitate multiple statewide initiatives to include broadband expansion, mobile hot spot distribution to the state's school districts and higher education institutions, academic recovery and instructional assistance, statewide testing, and ensuring the viability of the state's unemployment insurance trust fund. Additionally, EBO facilitated two grant relief programs which provided financial assistance to 686 nonprofit organizations and 2,284 small/minority businesses throughout the state.
- Established the grant award process and began awarding CARES Act Funds for the Emergency Solutions Grant program for individuals and families who are homeless or receiving homeless assistance. As of June 30, 2021, The Office of Economic Opportunity (OEO) had disbursed \$4.5 million or 17 % of the overall funding. In FY 22, OEO will continue processing reimbursements from the \$27 million allocation.
- Utilized and enhanced the accelerateSC constituent tracking system to ensure citizen inquiries regarding COVID-19 were promptly addressed and tracked for completion. During FY 21, the accelerateSC Call Center responded to 27,981 calls/voicemails and 6,077 citizen inquiry emails pertaining to unemployment and reopening guidelines.
- Established and deployed the Admin Quick Response Team (QRT) to lay the groundwork to secure a vendor to develop, test, execute and regularly modify a coordinated response/business continuity plan to guide the agency through the various stages of responding to and continuing business operations during an emergency. The QRT gathered processes, functions, staffing and IT needs, and building/location requirements as they pertain to Admin's statewide role in an emergency and its internal role.

#### ***Non-COVID-19 projects:***

***Information Technology and Security:*** Admin launched the Enterprise Cloud Program through a secure platform for the shared services brokerage model to support agencies across the state. In addition to Admin, early adopters of cloud services include the South Carolina Department of Health and Human Services, the South Carolina Department of Social Services, and the South Carolina Department of Health and Environmental Control. Admin now offers current and future tenants' infrastructure, compute, storage, database, monitoring, logging and data security services from Microsoft Azure and Amazon Web Services. Additionally, Admin implemented environment monitoring, as well as trained staff to provision cloud accounts, server, desktops and storage through a combination of automation and manual processes. Admin provided cloud networking implementation solutions and support, information security monitoring, and coordinated alerting based on severity and classification of event types and triggers. Admin integrated financial reporting and cost optimization into the operational model and developed an agency onboarding process for self-managed and Admin-managed agency types.

The Office of Technology and Information Services (OTIS) engaged several large technology providers to understand how best to integrate agency IT innovation initiatives with industry partners in an effort to foster a statewide culture to encourage innovation in government services. Additionally, OTIS researched how three other states handle similar initiatives. Admin then developed the state process for reviewing, approving, initiating and reporting on innovation projects. The governance process will allow Admin, on behalf of the state, to oversee qualifying innovation projects, assist agencies in the management of their project budgets and timelines, and ensure useful outcomes.

Admin achieved progress toward shared services adoption, eliminating redundant technology and cost duplication across the state's IT infrastructure by beginning the migration of two agencies' systems for hosting in the state's data center. Migration provides greater cybersecurity protections against malicious actors than are available to agencies on their own. Admin began the migration process during FY 21 for the Commission on Minority Affairs and the South Carolina Department of Public Safety. Admin completed asset discovery and benefits realization milestones to identify direct benefits for both agencies. Full migration for both agencies will be completed during FY 22.

Admin further expanded the state's Disaster Recovery Program, which helps ensure access to and the reliability of mission-critical agency data and systems during an emergency, by beginning onboarding for the State Law Enforcement Division (SLED). This

multi-tier disaster recovery planning and capability addresses disaster recovery for SLED's Unisys mainframe, Data Domain backup storage and recovery hardware, and Recovery Point Appliances used to replicate data to the state's disaster recovery facility in Charlotte. SLED is planning to incorporate its fingerprint capture and data storage platform into the program during FY 22.

**Administrative Shared Services:** Admin achieved expansion in administrative shared services, meeting the agency's goal of adding three new agencies to this ongoing effort. Administrative Shared Services provide agencies who receive less than \$20 million in total appropriations efficient and cost-effective business services without those agencies having to hire staff to conduct such services.

**South Carolina Enterprise Information System (SCEIS):** Admin assisted the South Carolina Department of Employment and Workforce (DEW) with the modernization of several of its business systems. By deploying enhancements to SCEIS, Admin moved three of DEW's business systems and processes to SCEIS. The SCEIS team is currently finalizing the replacement of the legacy FARS System for Cost Allocation, Automation of Employee Time Entry, Project/Grant Management, Budget, Cash Management and Federal Reporting. Once that happens, DEW will utilize the SCEIS system for those functions.

**Transparency:** By improving shared services transparency at both the state and agency levels, Admin was able to:

- Continue to establish rates for Admin services that reflect the actual costs of providing services and are benchmarked with the private and government sectors.
- Continue to establish and modify agreements and service level standards with Admin's customers that reflect their needs.
- Enhance Admin's system to ensure compliance with rates and service levels and solicit customer feedback.

**Information Technology and Security:** Admin completed Mainframe Outsourcing in September 2020 when mainframe operations shifted to an external vendor. This allowed the state to avoid a costly mainframe purchase. The effort included an upgrade to a new Mainframe located at the vendor site, a reduction in billing codes for the Mainframe services and the vendor assuming management of the billing data processing, while Admin off-loaded an expensive legacy system from which those agencies providing the majority of cost recovery through fees, have migrated. As additional agencies move away from mainframe computing, the state will be able to scale back its use of the outsourced service rather than maintaining an older technology through significant capital expenditures.

**Division of Facilities Management and Property Services (FMPS) and SCEIS:** SCEIS and FMPS implemented the Work Manager Mobile application to enhance the capabilities of the Plant Maintenance work order system used to capture and track preventive and corrective maintenance tasks for Admin owned and operated facilities. Now, Facilities Management staff receive work orders and enter time toward those orders on their phones, creating a more efficient way to respond to tenant needs and track working time.

**State Fleet Management (SFM):** SFM conducted extensive testing to move the multi-year project to upgrade the state's fleet management system to near completion. Once fully deployed, the new system will replace the decade old one, which has operational and security limitations that hinder functionality. The new FleetWave2 system will address these limitations and be available for other state agencies relying on obsolete systems that do not communicate with the state's system. Final testing and security scans of the system are underway, and it should move to production in early FY 22.

**"One-stop Shop" Information Portals:** Admin contracted with a skilled team of consultants to begin evolving the state's legacy web-based platform, SC.gov, to provide a more compelling, personalized customer experience with a business model that transparently optimizes financial outcomes across the stakeholder community. The project team developed an innovative approach to a complex engagement that included extensive planning and providing key stakeholders from seven agencies a seat at the table. The team conducted weekly project status meetings and facilitated workshops with state agencies and local government to ensure individual requirements are met through this effort. Admin released the RFP to the market in May 2021 and in late June, began RFP evaluations.

**Improve functionality and Efficiency:** By modifying, replacing, and/or developing agency applications and processes Admin was able to improve functionality and efficiency for Admin's customers as well as improve the customer's experience with Admin's services.

- The Division of Technology Operations (DTO) helped ensure a more customer-friendly experience for an additional 10 agencies, by providing them access to the ServiceNow Self-Service portal that enables Admin to more quickly respond to agency IT needs. The effort also consisted of training agencies' staff members to use the system. Another 10 agencies will be trained during the next fiscal year.

- Admin DSHR implemented the NEOGOV Onboarding system, creating a main portal for the state of South Carolina and customized portals for more than 16 additional agencies.

## SUMMARY

This online, onboarding system allows agencies to streamline the onboarding process by providing new employees access to review policies and electronically sign any necessary hiring documents before they attend orientation.

- Admin continued collaborating with state higher education institutions to migrate the higher education institutions from the Human Resources Information System (HRIS) to SCEIS. Once completed, this effort will meet the legislative mandate (8-11-230) for human resources information to be housed in a single repository for more efficient reporting. During FY 21, Admin successfully began the conversion process with five universities. The goal is to bring 23 higher education institutions live in 2021 and 2022. One final institution is scheduled to go live in early 2023.

**Workforce Development and Human Resources:** Admin's efforts in this area centered on enhancing the recruitment and retaining of state employees, while improving employee performance through professional development. Admin's Division of State Human Resources (DSHR) provided agencies guidance on implementing telecommuting programs based on lessons learned during pandemic remote work. Due to increased interest from state agencies, DSHR developed and deployed updated telecommuting guidelines, a model telecommuting policy, the Telecommuting Toolkit, and other supporting documents based on sound business case and telecommuting best practices to help agencies identify possible costs and savings, as well as performance and productivity measures. The new telecommuting guidelines took effect July 1, 2021.

DSHR provided support to agencies to improve recruitment, retention, and performance of state employees during FY 20-21. Admin's DSHR, as well as focus groups of employees from various agencies, reviewed the Human Services, Human Resources, and Fiscal Services classification series to support a more market-based classification and compensation system. DSHR updated the classifications to more closely align with the content of applicable jobs and to assist agencies in recruiting and retaining employees. Job classifications specifications were created and updated as needed and SCEIS, NEOGOV and the DSHR website updated to reflect the new classifications and changes to existing classifications. DSHR communicated the changes to agencies and monitored classification usage to ensure classification updates were made in SCEIS.

**Admin's Training Team:** The agency's training team worked to ensure the continual delivery of training to Admin's employees and those of other state agencies by:

- Standardizing the training platform for virtual training delivery of courses for all Admin training areas via collaboration with eight divisions to identify agency training needs. Based on the information gathered, Admin procured and deployed the Webex Suite for 25 of Admin's learning and development professionals, standardizing the agency's virtual training delivery platform.
- Converting and testing for virtual delivery 35 statewide trainings normally delivered to agencies through in-person instruction. Examples include the SCEIS Strategic Purchasing and Contract Management and SCEIS Reporting Center for MySCLearning Administrators trainings, as well as various Certified Public Manager program courses.
- Increasing LinkedIn Learning license activations statewide by more than 28 percent in just over four months. Admin Training utilized strategic communications to agencies, a toolkit geared to agency training leaders and a statewide activation competition to achieve the increase.

Through innovation and a continued focus on improving systems, Admin executed several projects that not only enhance the security of state systems but also enhance the processes Admin uses to carry out its mission.

**Statewide IT Strategic Plan:** Admin conducted stakeholder interviews and collected data to update and advance the Statewide Strategic IT Plan. Admin also reviewed accomplishments and capabilities developed during the life of the plan and is using those findings to create the plan's next iteration to ensure continued maturation of the state's IT and information security efforts. A first draft of the plan, which is near completion, details significant progress completed across the five strategic domains outlined in an earlier plan. It also includes achievements and new capabilities realized, IT strategic initiative progress, and the work efforts and projects implemented which have moved the state forward.

**Security of State Systems:** Admin worked to improve the security of the state's technology systems and business processes to protect citizens' data in FY 20-21 by continuing to mature the Statewide InfoSec and Privacy Program and associated assessment efforts, such as:

- Admin's Audit and Assessment Program performed a comprehensive security review of the South Carolina Commission on Minority Affairs, the South Carolina Department of Alcohol and Other Drug Abuse Services, and South Carolina Educational Television. Agencies received an executive summary, a report of alignment with the state's baseline security standards as set out in SCDIS-200, and a set of recommendations for addressing findings, such as compliance gaps.
- The Division of Technology Operations (DTO) implemented a key technical security control for user access management for its managed agency customers during FY 21. This technology, which provides multi-factor authentication for access to data and systems managed by DTO and for access to cloud-based Office365 services,

meets security compliance standards required by various Federal agencies for specific data sets and systems DTO hosts for certain agencies. It also significantly strengthens the state's security profile in a core area of cyber defense by adding an extra layer of security to user access control. This technology, hosted on the Duo platform, requires users to respond to a prompt on a device or phone separate from the device being used to access DTO systems and hosted data.

- DTO helped 11 agencies learn to use and implement the Privacy Impact Assessment Tool, which allows agencies to use the centralized tool to determine data classification and address privacy concerns.
- Admin enhanced information security event logging and monitoring through the deployment of new infrastructure, tuning, and optimization of the state Security Information and Event Management (SIEM). All infrastructure devices have been deployed to support logging and monitoring to the new solution architecture. The state benefits significantly from an expanded logging landscape. Logging and monitoring of state systems and networks through the SIEM provides valuable information about normal system performance and user activity. This creates a baseline enabling the state's automated systems to detect potentially malicious activity. The wider the expanse of data inputs, the more accurately system administrators can tune the state's detection systems.

**Benchmarking Expenditures:** Part of Admin's mission is to provide cost-effective services and achieve cost savings across state government. To do so, the agency benchmarked expenditures for multiple areas.

Division of Technology Operation (DTO): DTO conducted a pilot post-migration, value-based analysis for the South Carolina Department of Social Services (DSS) on its use of IT Shared Services. By deploying this additional step in the transition process, Admin can evaluate post migration enhancements realized by the participating agency. The DSS analysis indicated the agency is benefitting from gains in reliability, scalability and security, as migrating the agency to the state data center introduced features not previously available in the DSS self-hosted environment. The Division of Program Management will engage a third part vendor to review and improve the pilot post-migration report and implement a systematic process for ongoing post-migration analysis and reporting.

Real Property Services: Division of Facilities Management and Property Services (FMPS) continued collaboration with state agencies to establish contracts related to facilities management, maintenance and support. As a result, Admin:

- Awarded a consolidated waste management services contract which will reduce agency costs by 9.2 percent.
- Awarded a statewide contract for asbestos testing and reporting; lead based testing and reporting; indoor air quality survey-mold testing and reporting; renovation air monitoring and associated lab fees. The contract provides agencies with competitive market pricing for these common services.

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