

OSC ACCOMPLISHMENTS SEPTEMBER, 2008 - Present

- Received the Certificate of Achievement for Excellence in Financial Reporting by the Government Finance Officers Association of the United States and Canada (GFOA) for its 2009 Comprehensive Annual Financial Report known as the CAFR. The award is the highest form of recognition in the area of governmental accounting and financial reporting. This year's award marks the 16th consecutive year that OSC's efforts have been selected for recognition.
- Received an unqualified, or clean, audit by the State Auditor on the 2009 Comprehensive Annual Financial Report (CAFR). The CAFR must be prepared annually in compliance with the 56 governmental accounting standards issued since 1984. Bond raters and investors in state debt require GAAP-based financial statements and the related note disclosures.
- Ended close of 2010 fiscal year with a balanced budget. Kept the Governor, General Assembly and public informed of the cash condition of State.
- Completed the design, development and testing of the initial release of the Criminal Justice Law Enforcement Automated Data Services (CJLEADS) pilot application. The application was deployed for business use by criminal justice professionals in Wake County in July, 2010. The program currently contains 39 million records including court, arrest and warrant, incarceration, community corrections, and jail booking information and will offer the criminal justice community a one-stop, user-friendly, web-based application that provides a comprehensive view of an offender, as well as the capability to notify a criminal justice professional of an offender's change in status. The application provides audit capability to track all user access and information searches as well as a reporting utility to provide timely information to criminal justice professionals in a printable format.
 - Design and development work continues to incorporate additional sources of criminal information. The next release of the application, scheduled for fall, 2010, will include DMV driver's license and vehicle information as well as the NC Sex Offender Registry information.
 - Business operations were implemented to support the Wake County rollout, including technical support, training, user administration, and customer support in collaboration with the Department of Justice Customer Support Center.
 - Following a period of evaluation of the Wake County pilot, statewide deployment will begin in January, 2011. The statewide deployment will follow an aggressive three phase approach to providing training and access to CJLEADS to local, state, and federal criminal justice professionals in North Carolina.

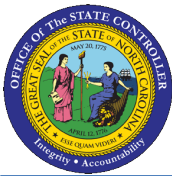


- Collaborated with SAS to procure, install and configure a production capacity technical environment that will allow for a highly available application for criminal justice professionals. The technical environment utilizes NCID, the State's standard identity management protocol for user access and authentication into the CJLEADS application.
- The project team has worked with the Department of Justice to prepare for the migration of the application technical environment from the vendor-hosted data center to a state-hosted facility. The project team continues work on additional data source and application functionality for future releases.
- OSC facilitated the formation of an Interagency Leadership Council to help with successful integration of data for the CJLEADS project. OSC brought together the state agencies that owned the data as well as key groups that will be instrumental in the success of the project including the NC Association of Chiefs of Police and the NC Sheriff's Association.
- Celebrated in July 2010 the 10th anniversary of OSC's statewide ecommerce program that allows agencies to accept credit/debit cards for payments. Over the past five years the transaction volume has tripled, with over 9 million card transactions totaling nearly \$800 million now being processed by various state agencies annually.
 - Extended availability of the PayPoint® payment gateway service obtained by OSC in 2009 to agencies that collect various license and other fee-based payments from constituent citizens. The ecommerce service provides the agencies with a Web-based consumer interface solution that allows citizens the option of making their payments online by either credit/debit card or bank draft.
 - Department of Labor – Elevator Inspection Fees, Boiler Inspection Fees, Wage & Labor Penalties, OSH/ASH Penalties
 - Department of Insurance – Home Inspector License Renewals
 - Department of Agriculture – Pesticide Applicator License Renewals
 - Department of Transportation – Accounts Receivable Payments
 - Industrial Commission – Case Fees
 - Obtained compliance recertification in July 2010 for the State-operated Common Payment Service payment gateway used for processing credit card transactions, providing assurance that card transactions processed through the gateway are secure and meet the Payment Card Industry's data security standards. The per transaction fee charged to agencies for using the gateway service was reduced in July 2010 twenty percent, from 35 cents to 28 cents.
 - Re-selected Trustwave Holdings in November 2009, as the PCI Security Compliance Services vendor, providing agencies that process credit cards the ability to obtain vulnerability scanning of their online systems and to perform

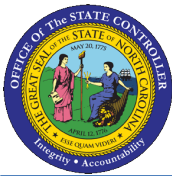


remote security compliance validation of their in-house card capture systems. Compliance with the standard provides citizens assurance of the safeguarding of the card data, as well as allowing the agencies to avoid potential fines levied by the card associations.

- Renewed in October 2010 the Electronic Funds Transfer Services contract with Wachovia Bank, allowing agencies to continue disbursing funds (vendor payments and payroll) via direct deposit, at a fee of less than one penny per transaction. This very economical service continues to provide payees with the convenience of receiving their funds electronically, as well contributing to the State's Green initiative by reducing the number of paper checks.
- Introduced numerous enhancements to the HR/Payroll system, including:
 - Created a Change Control Board made up of representatives from each agency that uses the State's HR/Payroll system. This group helps determine what improvements will be made to the system and ensures that every agency's concerns and suggestions are heard
 - Rolled-out three 2009 system-wide enhancements in 2009, including a statewide organization charting tool, the development of a new job report so agencies can more easily compare employee salary information, as well as improvements to help managers with employee leave requests
 - Offered virtual classroom sessions on one-half of its human resources and payroll courses to eliminate travel costs and strengthen training among users. Enhanced training delivery by adding a video component allowing students to see the instructor
 - Completed phase one of the data migration project in June 2009, which makes available more than 30 years of position and employee human resources data previously located in the Personnel Management Information System (PMIS), the State's legacy human resources system
 - Implemented the furlough mandated by the Governor in 2009 on time and without incident
 - Negotiated all contractor rates down, saving 25% in 2009
 - Drove requirement for all contractors to have a fixed set of deliverables
 - Rolled-out new Learning Management System (LMS) in 2010 that captures classes and scheduling. The new LMS is more user-friendly than the previous system and saves OSC about \$30,000 a year
 - State Health Plan Enrollment completed successfully in 2010 to capture new 70/30, 80/20 requirements
 - Rolled-out enhancement release in April 2010 including employee subgroups.
 - Successfully implemented system patch updates in our Development, Quality Assurance and Production environments in June 2010
 - Incorporated system changes on time to meet the deadline for the annual enrollment to the State Health Plan



- Initiated Segregation of Duties risk acceptance forms with agencies to ensure agencies accept the risk of their employees wearing multiple hats when completing HR and Payroll transactions
 - Broke the 900 total ticket backlog mark in mid July 2009
 - Broke the 500 time ticket backlog mark in July 2009
 - Enhanced Business Intelligence (BI) reports for HB961 Public Information requests
 - Partnered with OSP on webinar delivery for public information forum
 - Completed pilot for BI time reports and rolled out to agencies
 - Implemented all 2010 NCFLEX system changes
 - Developed a user friendly NCFLEX tutorial web-based training module
 - Delivered 2010 Release 2 HR/Payroll System enhancements 10/18/2010
 - Reconfigured W2 generation method for 50% performance improvement
 - Significantly enhanced the ESS web-based training content to improve end-user experience to support the ESS DOC rollout
 - Worked closely with DOC to support ESS rollout to over 20,000 employees
 - Completed 90% of the HR/Payroll hardware refresh
 - System architecture changes implemented to gain cost saving (container consolidation)
 - Completed Oracle database upgrade
 - Migrated six out of nine universities off legacy Central Payroll system to the BANNER payroll system
- Renegotiated building lease to save \$120K per year for OSC.
 - Recovered more than \$500,000 in inadvertent agency overpayments to vendors as a result of pricing errors, neglected rebates and discounts, miscalculated freight charges, unclaimed refunds, erroneously paid excise taxes and related errors.
 - Recovered more than \$580,000 in monies owed to state entities that had been escheated into the State Treasurer's Unclaimed Property Program.
 - Developed and implemented with Department of Revenue a vendor attachment program to garnish payments to companies and individuals who are delinquent in remitting their taxes to the State. These attachments will bring revenues to the State and reduce the State's outstanding taxes receivable. This program went live on September 22, 2010.
 - Established an office-wide audit findings review process for coordination with the agencies and the federal government. A depository for support documentation and a log to track the process of the reviews have been created and are usable by all divisions in the office.



- Offered a series of training workshops and webinars at the lowest possible costs to state agencies to help provide the state's fiscal officers with CPE credits and to ensure agencies remain tax compliant.
- Issued numerous financial reports, including the General Fund Monthly Financial Report, IT Expenditures Report, Statewide Accounts Receivable Report, as well as the short, easy-to-read version of the CAFR known as the "popular" report and directed it toward citizen readership.
- Increased openness and transparency by increasing the number of press releases/information sent to media and material posted on the website, which has been revised without additional cost, using OSC resources. Previously, press releases were issued a few times a year, if at all. Since January 29, 2009, the OSC has released nearly 40 press releases informing the media and the public of OSC activities and how to obtain OSC materials.
- OSC Business Continuity Plan achieved 100 percent compliance against a Best Practice Evaluation performed by the State CIO.
- Successful disaster recovery exercises conducted for all OSC enterprises applications.
- Successful BCP/COOP preparedness exercise for OSC laptop users conducted annually.
- Telework policy developed for OSC staff.
- Implemented an Employee Suggestion Box in 2009 for OSC employees to have a venue to ensure their suggestions are made known to management.
- Prepared documentation that demonstrated overcharges in mainframe computer hosting services provided by the Office of Information Technology Services (ITS). Refunds and rate reductions were provided to OSC as well as other impacted agencies.
- Saved over \$2,000 in e-mail storage costs. As a result of the OSC's new archiving procedures, monthly e-mail storage costs can be eliminated.
- Implemented a comprehensive strategic planning initiative that is citizen and agency oriented and intended to provide excellent government services in all aspects of the services provided by the office.
- Offered a series of internal control training webinars to state agencies beginning in March 2010. This series marked OSC's first use of webinars as a training delivery mechanism. First webinar reached an audience of more than 630 people in over 90 state entities.



- Completed Phase I rollout (internal controls over financial reporting) of the Statewide Internal Control Compliance Program (EAGLE) for all state agencies.
- Documented OSC Hiring Process including workflow diagrams for recruitment, hiring and on-boarding processes, roles/responsibilities, required forms and documentation, and time to complete each step in the process.
- Documented OSC CAFR Processes including workflow diagrams for processes, roles/responsibilities and time to complete each step in the process (each workflow includes OSC, OSBM, State Auditor and State Treasurer).
- Documented OSC CMCS and Disbursement Processes including workflow diagrams for General Fund Reserves, Cash Management Plan and General Fund Report processes, roles/responsibilities and time to complete each step in the process (each workflow includes OSC, OSBM, State Auditor and State Treasurer).
- Created an agency portfolio report that is reviewed and updated quarterly.
- Initiated bimonthly Financial Systems change control meetings.
- Established an OSC Enterprise Systems Master Plan.
- Developed the OSC Agency IT Plan for the 2011 – 2013 Biennium.
- Provided training opportunities to OSC staff
 - Monthly Lunch and Learn sessions (began July 14, 2009)
 - 2010 Technology Update Seminar
 - Project management training
- Enhanced OSC's IT project management methodology
 - Established Work Request Process
 - Developed Change Management Methodology
 - Developed Business Requirements Methodology
- Monthly Division Portfolio Status Reporting.
- Developed and implemented roles/responsibilities, workflow and reports to enable a thorough review of IT billing for the early detection of errors and to avoid overcharges.