



Message

Winter 2012

Completed Activities

- Completed Blueprint Workshops
- Released first MAGICast
- Reviewed and finalized the “As Is” processes
- Completed initial install of SAP infrastructure sandbox (16 servers)
- Created Agency contact database for ARMs and SMEs

Ongoing Activities

- Issue Management
- Risk and Change Management
- Agency Communications

Upcoming Activities

- Complete and signoff on Blueprint Design
- Release the Master Readiness Task List (MRTL) to the ARMs
- Begin the Realization Stage

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MAGIC is Underway!

Blueprint Stage Status

Blueprinting began on October 11, 2011. Since that time, a total of over 1,800 participants in 108 Blueprint sessions have worked together to produce the MAGIC Blueprint. The Blueprint is the business model that documents how the State’s processes will be configured using the SAP software and includes a plan for transitioning from current to proposed processes.

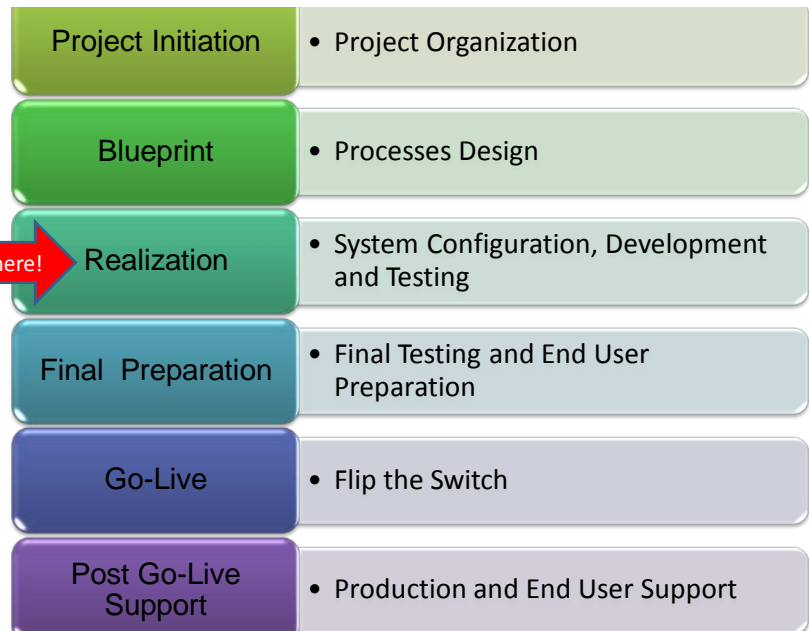
The [minutes of each Blueprint session](#) are posted to the MAGIC pages of the MMRS website and are organized by functional area. The minutes include a copy of the session’s PowerPoint slides, names of the session’s facilitators and scribe, a list of attendees, a summary of the meeting presentation and discussion, any key decisions answered, organizational change impacts, action and parking lot items, and any gaps identified between Mississippi’s requirements and SAP functionality.

Once the Blueprint process is complete, SAP prepares the Business Blueprint Documents and routes them for the State’s review and approval. STA, the Independent Verification and Validation (IV&V) vendor for MAGIC, the Project Team, and the Business Process Owners (BPOs) will review the documents and provide feedback to SAP.

In addition to reviewing written documentation, BPOs will attend demonstrations of end-to-end processes in SAP for several critical or key processes. After BPO sign-off, the Blueprint documentation will be forwarded to the Project Management Office and project leadership for final approval. At that time, the Blueprint becomes “The Plan”—how the State will conduct its business using MAGIC—and the Realization Phase begins.

Next Stage: *Realization*

You are (almost) here! →



As soon as the MAGIC Blueprint is complete and approved, the Realization phase will begin. During Realization (April 1 – November 30, 2012), the project team, with the assistance of the agencies, will be configuring, developing, and testing MAGIC.

By the time this stage is completed:

- MAGIC will be installed and customized based on Mississippi's Blueprint;
- Data will be migrated from legacy systems into MAGIC;
- System security and setup will be validated and approved;
- System interfaces will be completed;
- System testing, including User Acceptance Testing, will be completed;
- Training will be planned and scheduled; and
- The cut-over plan will be defined and approved.

Realization is the longest and most complex project stage, when the system will actually be constructed. Each agency will have a checklist of activities related to technical readiness, testing, training, data conversion, and defining access for agency staff.

The MAGIC team will be working closely with each agency to ensure everything is in place for a successful Final Preparation (December 2012) and Phase I Go-Live (January 1, 2013).



The MAGIC project team is continually looking for innovative and effective ways to reach our stakeholders with critical project updates. The most recent addition to our communications delivery formats is the *MAGICCast*, a presentation combining audio and video to deliver just-in-time project information to your desktop.

Using the Adobe Connect product, the project team will develop resource materials, informational broadcasts, training, and feedback forums that can be viewed through any web browser at your convenience.

The initial *MAGICCast* was delivered in January 2012 and targeted the Agency Readiness Managers (ARMs). To view the January ARMs *MAGICCast*, click on the link below.

We encourage you to respond to the brief survey at the end of the presentation, providing feedback to help the project team plan effectively for future project communications.

[View the MAGICCast](#)

MAGIC will transform the way the State does business. The MAGIC project offers an unparalleled opportunity to streamline and standardize the State's business processes to take advantage of industry-recognized best practices. Accomplishing this transformation requires detailed analysis of state business functions by state employees who can determine if changes are of benefit to the state as a whole, as well as the impact of changes on other areas.



To address this need, the project team created the role of Business Process Owner (BPO). A BPO must have in-depth business knowledge about the existing processes and systems used in state government. The BPO must also understand what the State needs and have the authority to make regulatory decisions.

As key participants in the Blueprint process, the BPOs have added their insights as to what needs to be "fixed" or improved, as well as a vision for how the new process needs to operate. Once the Blueprint sessions are completed, BPOs have the responsibility for review and signoff on the final design that will be implemented.

As the project moves into the Realization phase and beyond, BPOs will continue to be critical resources for testing, training, and other readiness and implementation tasks, process evaluation, and continuous improvements throughout the life of the system.

[List of MAGIC BPOs](#)

KDDs



As participants in the Blueprint process have seen, Blueprint sessions may generate:

- discussion,
- questions,
- issues,
- action items,
- parking lot items,
- identified gaps, and, ultimately, decisions regarding the configuration of MAGIC.

For groups of requirements that need clarification or require a business decision by the State, SAP works with the state project team and Business Process Owners to clarify the scope of requirements or to provide options for addressing the requirements in the SAP software.

These clarifications and options are documented in Key Decision Documents, referred to as KDDs.

The approved KDDs can be found on the [MMRS Website](#).



Customer Feedback

The MAGIC team welcomes your feedback. We are very interested to hear what people need from the team, what questions they have, and what their concerns may be.

This information is important to us, and we will make every effort to respond to you in a timely manner. There are several ways for you to provide feedback.

The first is via the MAGIC Feedback web page that you can access by clicking on this [link](#). You can also email and telephone the contacts listed in this newsletter.

Other important information sources for the project team during the coming months will be surveys, information requests, and agency onsite visits.

We very much need your agency's participation for all these events and requests. The MAGIC team is continuously looking for ways to improve communications and services for our constituents, and we look forward to working with you.

As you know, the MAGIC project and system represent a significant investment of State funds and staff resources. What dividends will the State of Mississippi receive in return for this investment?



MAGIC system users:

- Integrated functionality, web-based access, work flow, and expanded capabilities will increase accuracy, efficiency, and accountability for financial and human resources processes.
- Single system combining all the State's business functions into a unified whole.
- Enhanced reporting for greater detail and user-defined views into the data on demand.
- Employee "self service," providing employees the ability to request leave, register for training, and update their personal information via a web browser, in accordance with system rules.

State agencies:

- Increased responsiveness to internal and external customers.
- More accurate and timely information for management decision-making.
- Consolidation and integration of multiple administrative systems and decreased paper usage.
- Integrated functionality for significant streamlining of business processes.
- Standardized processes, facilitating multi-agency collaboration and interoperability.

Vendors:

- Single system for registration, solicitations, and solicitation response.
- Web-based vendor "self service" providing vendors the ability to update address and contact information as needed.

Citizens:

- Improved level of service from State agencies, through the use of "best practice" processes and web-based functionality.
- Appropriate checks and balances built into MAGIC, promoting responsible government.
- More transparent government, through increased reporting capabilities for the proactive dissemination of information.
- Use of tax dollars for sustainable technology, preserving the State's investment into the future.

Ever wish you had an English / MAGIC translation dictionary?

Look no
further...



As the project continues, the number of acronyms and MAGIC-specific terminology continues to expand.

The project team has posted a [MAGIC Glossary](#) on the MAGIC page of the MMRS website.

This reference information will be updated throughout the project.

Area Updates

The Project Management Office (PMO), Functional Team, Technical Team, and Organizational Change Management (OCM) Team provide the day-to-day project staff resources who make MAGIC happen.

List below is a summary of MAGIC Behind the Scenes for that area during the Blueprint phase.

The PMO Team has...

- Approved project deliverables.
- Identified and documented project risks within Risk Radar, the tool used to maintain project risk.
- Finalized and approved Key Decision Documents.
- Coordinated and approved SAP training for all project team and Business Process Owners.
- Implemented a consolidated tool (HP Quality Center) for tracking issues and KDDs.
- Participated in the SAP Project Prep and Blueprint Quality Assurance Audit.
- Held MAGIC external kickoff meeting.
- Continued to monitor the project plan.

The Technical Team has...

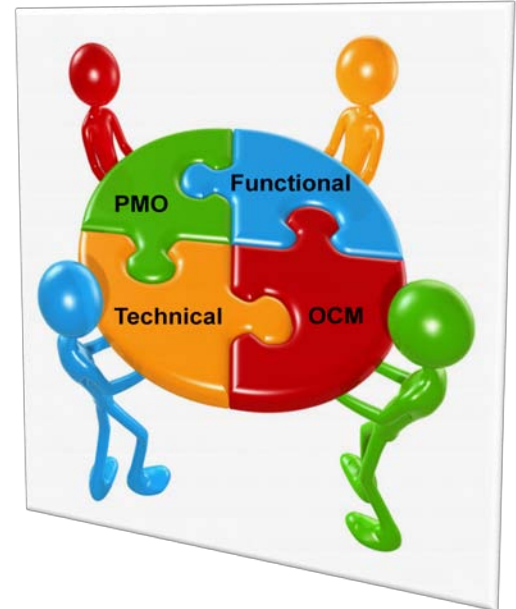
- Completed the initial install of the SAP Infrastructure sandbox.
- Developed the initial list of interfaces.
- Developed the initial list of conversions.
- Begun the configuration of the MAGIC mainframe.
- Begun building of the development environment.
- Begun to map security roles and procedures.
- Begun mapping work station standards for MAGIC.
- Begun working on the RICEFW items.

The Functional Team has...

- Identified Business Process Owners and Subject Matter Experts for all areas.
- Mapped all 9000+ requirements to an SAP Business Process.
- Conducted Blueprint sessions, as well as pre-Blueprint sessions with the Business Process Owners.
- Reviewed pre and post meeting materials and provided feedback to SAP with any needed changes.
- Participated in the development and review of Key Decision Documents.
- Created an access database for each functional area to allow the team to manage the Requirements Traceability Matrix (RTM).
- Reviewed and finalized the As-Is processes.

The OCM Team has...

- Identified an Agency Readiness Manager (ARM) for all agencies.
- Published 5 MAGIC Message Newsletters.
- Developed the MAGIC Communication Strategy.
- Created a database for maintaining agency contacts by stakeholder group.
- Released the initial MAGICast as an update to the ARMs.
- Created interactive form and received feedback via the MAGIC Feedback website.
- Assisted Agency Readiness Managers.
- Identified Subject Matter Experts (SMEs) with agencies' input.



While the MAGIC project team, Subject Matter Experts, and Business Process Owners continue to focus on completing Blueprinting, you may be wondering what is coming your way as MAGIC progresses.

Listed below are several items of interest. Additional information will be forthcoming soon, so stay tuned!

ARMs and members of your Agency Readiness Team will receive high-level information about the training strategy for MAGIC.

The project team will begin to work with each agency to identify the names and roles of all persons who will need training, as well as those individuals who can serve as “Super Users” during testing, training, and go-live.

Some agencies may be contacted regarding the use of training facilities.



Training

Beginning in February, the Organizational Change Management (OCM) Team for MAGIC will begin interactive sessions with all the ARMs.

These interactive sessions will be an opportunity for the MAGIC team to hear first-hand the issues, preferences, concerns, and questions specific to each agency.

Ultimately, the OCM representatives want to ensure all ARMs have the resources they need to lead their agencies in a successful MAGIC implementation and business transition.

ARMs should watch for additional details and scheduling requests for their initial MAGIC Agency Connection.



Agency Connection

Agency Readiness Tasks

The project team has committed to providing ARMs with as much notice as possible concerning agency readiness tasks. The OCM team has begun to distribute task matrices, with links to task instructions, to the ARMs



MRTL **Master Readiness Task List**

The Master Readiness Task List (MRTL) will be expanded rapidly as Blueprinting ends and Realization begins. MRTL will soon be deployed on the MAGIC website and will provide each agency with a detailed task list and timeframe, a step-by-step “Cookbook for Change.”