A Little Help from Our Friends
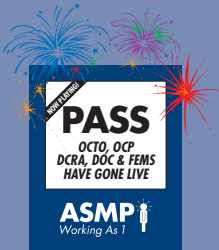
Post-implementation support is a critical part of ensuring ASMP's smooth rollout. The ASMP team has conducted extensive planning to create a three-tiered system of support, consisting of Standard Operating Procedures (SOPs) and Job Aids, Super Users, and a Help Desk.

The first source of help for users who have questions should be the SOPs and job aids that were provided during training. Users can consult these references to help answer their own questions.

The next step in post-implementation support is the network of ASMP Super Users in each agency. Super Users are agency experts who have been deeply involved in the project and can answer questions about the business processes and the ASMP software. Super Users provide on the ground assistance to supplement training, SOPs, and job aids and serve as the foundation of post-implementation support.

PASS

OCTO, OCP DCRA, DOC & FEMS HAVE GONE LIVE

ASMP
Working As 1

The next tier of support is the OCTO Help Desk. The OCTO Help Desk will play a critical role in post-implementation support during the rollout of ASMP to ensure a smooth, painless transition. Once ASMP is fully implemented, the OCTO Help Desk will continue providing traditional user assistance and will assume additional responsibility for Application Support, Operational Support, and Procurement's Subject Matter Experts (SMEs).

The Help Desk has developed a 3-tier post implementation support model to ensure

Procurement Automated Support System (PASS)— Goes Live in Five Agencies

On July 21, 2003, District of Columbia agencies made history. The Procurement Automated Support System (PASS) went live in OCTO and OCP. Another milestone was achieved on August 4 with the launch of PASS in DCRA, DOC, and FEMS. PASS is part of the groundbreaking Administrative Services Modernization Program (ASMP) initiative, a multi-year business transformation program. ASMP will modernize the District's back office operations and integrate the District's key administrative functions including Human Resources, Budget and Planning, Payroll/Time and Attendance, Benefits and Pensions, and Property Management.

To ensure a successful launch of PASS, the ASMP Team conducted extensive planning and testing activities. Key activities included:

- Conference Room Pilots (CRPs) – Users validated the business foundation and procurement processes that PASS will support, including user interface modifications, business approval rules, invoice exceptions, and other functions.
- System Testing – Users worked with test scripts to validate that the system meets all functional requirements. In addition, system testing was used to detect and resolve "bugs" before PASS was released.
- User Acceptance Testing (UAT) – Users validated that PASS meets the District's business requirements and employed real life scenarios to test the effectiveness of PASS training.
- Training – The training team developed a comprehensive training program on Buyer and Invoicing and trained approximately 250 end-users.
- Operational Readiness Assessment – Agency and OCTO management and the ASMP teams performed final go/no-go decision-making to ensure that all technical, organizational, and training problems had been resolved and the agencies were well prepared from an operational perspective.
- Change Management Activities – The Change Management Team conducted numerous change management activities (e.g., employee briefings, skills assessment, procedures and tools development) to ensure that users understand the system, process, and organizational changes that PASS will set in motion.

In this initial phase, the District implemented the Buyer and Invoicing modules of PASS. These new capabilities will revolutionize District procurement by automating a series of processes, from generating requisitions all the way through payment. Specifically, the Procurement Buyer and Invoicing modules provide the following capabilities:

- catalog and noncatalog requisitions
- electronic routine and approval
- automatic funds check
- encumbrance after final approval
- on-line receiving
- automated 3-way match of invoice, requisition, and receipt

Go Live Ribbon Cutting

On July 21, 2003, John Koskinen (City Administrator), Suzanne Peck (Chief Technology Officer), and Jacques Abadie (Chief Procurement Officer) process the first requisition in the District's groundbreaking new PASS system.

efficient, full-service support. Level 1 is the ASMP Help Desk, available through a single phone number (727-8700) for all ASMP applications. The Help Desk opens a trouble ticket, helps the user resolve the problem, and closes the ticket. If the problem requires additional assistance, the Help Desk transfers the trouble ticket to Level 2.

Level 2 handles more advanced application and technical problems, including network problems. Level 2 is staffed by experts in the application, networks, servers, operating systems, databases, etc. When the problem is resolved, the trouble ticket is closed. Occasionally, the problem may need resolution at Level 3.

Level 3 support is provided by product vendors. Examples of Level 3 problems are broken hardware and bugs in the commercial off the shelf (COTS) components. Level 2 personnel work with the appropriate hardware and software vendors to resolve the problem and then close the trouble ticket.

Technology helps the Help Desk itself. Both the OCTO and OCP Help Desks use Remedy software, which tracks tickets and documents problem resolutions for better support in the future.

A support system like the one described here is key to any successful rollout. ASMP has planned for a solid support structure from the very start. With this foundation, District staff can look forward to the launch of PASS confident that a comprehensive structure is in place to ensure a smooth transition and provide comprehensive post-implementation support.

The next group of Procurement capabilities, Sourcing and Contracts and Analysis, will be implemented by the end of this year. The Sourcing and Contracts module will encompass on-line sourcing events and sourcing coordination. It will also automate the transition of information from a request to an RFx (e.g., Request For Proposal (RFP), Request For Information (RFI), etc) into a vendor's response and a contract and catalog. In addition, the Analysis capability will allow the District to run custom and ad hoc reports and enable OCP to benchmark its performance against that of other procurement organizations.

Phase II, III, and IV agencies are targeted to go live in September, October, and November, respectively. For a list of the roll out agencies by phase, visit the ASMP website at www.asmp.in.dc.gov.

TEAM PROFILE

Nina Sober – ASMP's Face of Change

A veteran leader of major private sector Enterprise Resource Planning (ERP) implementations like ASMP, Nina Sober recently brought her expertise to the District's ASMP program.

Sober, a District employee, received her BS in Finance from the University of Maryland and her MBA in Finance and Technology from the University of Pittsburgh. She's made a career in technology project management and is enthusiastic about taking on the challenge as the ASMP Procurement Project Manager.

In that role, Sober manages all aspects of the Procurement Automated Support System (PASS) implementation, including project planning, managing functional and organizational change teams, integrating PASS with the financial system, and ensuring that the District implements the new automated supply line on time and within budget.

Sober relies heavily on a project toolbox she developed while participating in seven large-scale ERP implementations in the telecommunications, satellite, agricultural, utilities, automotive, plastics and chemicals industries.

A strong believer in teamwork, Sober understands just how important it is that District employees lead the change to the new, improved ASMP business model.

"District employees are the ones who will live in this new model and that's why they're at the helm of this project," she said. "So far more than 150 District employees have participated in the PASS implementation, from Agency Directors to OCP and Finance staff to actual operating agency end users. That involvement will help us achieve our goals and create a business model that other organizations – public and private – will consider "best-practice" and want to emulate."

Super Users

The new Procurement Automated Support System (PASS) went "live" in OCP and OCTO on July 21 and in DCRA, DOC, and FEMS on August 4. If you have a PASS related question that you are unable to answer by consulting your training manual, Standard Operating Procedures (SOPs), and Job Aids, please contact a Super User for assistance. These agency Super Users are:

OCP Super Users
Rosalia Rojas	727-4683
Sarinita Beale	724-4785
Keith Caesar	724-4933
Judy Cofield	724-2163
Jeanett Mitchell	724-3985
Gena Johnson	724-4088
Barry Jordan	724-3846
Rebecca Young	727-5250

OCTO Super Users
Carl Mecca	727-1729
Meron Cheru	727-0731
Olivia Warren	727-0182
Jeff Allison	727-6925
Bruce Witty	727-5274
Patrick Sanga	727-5744

DCRA Super Users
Clifford Cook	442-4341
Candy Hall	442-4541
Christian Nwachukwu	442-8689
Janice Brown	442-8690
Steve Russo	442-8684
Tanya Johnson	442-8684
Conrad Bridges	442-8681

DOC Super Users
Steve Murray	542-9231
Shafiq Choudhary	671-2158
Michael Williams	671-2172
Andrew Jackson	671-2169
Michelle Davenport	671-2052
Valerie Robinson	671-2816

FEMS Super Users
LaShon Frazier	673-3320
Jettie Arbnot	673-3245
Rose Boardley	673-6563
Janice Brice	727-0186
Wayne Bucci	673-3240
Otis Coleman	673-6562
John Donnelly	673-3358
Jeffery Herbert	673-3296
Henry Lyles	673-3358
Robert Jones	673-3331
Richard Moore	673-3395
Ronald Murphy	727-1614
Montsho Oluwa	673-7003
Gwen Smith	673-3331
Greg Nance	671-2156
John Spruill	673-3360
Tyra Thomas-Merritt	673-3320
Mark Wynn	727-1600
Valerie Evans	673-3276
Angela Turner	673-3276
Angelique Hayes	673-3331

If a Super User cannot address your question(s), please call the ASMP PASS Help Desk at **727-8700**.

Web Site

Have you heard about ASMP, but want to know more? Visit the ASMP website at www.asmp.in.dc.gov for the most up-to-date information about the ASMP program. On the website you will find:

- Project Status Updates
- ASMP Benefits
- Fast Facts
- Project Team Member Profiles
- Technology Updates
- Frequently Asked Questions

The website offers all District employees:

- 24/7 access
- A one-stop-shop for ASMP information, including briefings, fact sheets, and survey results.
- A channel to submit comments/questions and get answers about ASMP.

Top 10 Reasons to Complete ASMP Surveys

It may seem like every time you turn around there is another ASMP survey in your inbox. You're very busy and feel like you just don't have time to fill out another survey. But the ASMP project needs YOU, so please take a few minutes to respond.

Here are the top 10 reasons to complete ASMP surveys:

10 Participation is energizing.

9 If you don't express your opinion now, you can't complain later when you don't agree with a particular decision.

8 Survey results are taken very seriously and help drive decisions about the future.

7 Surveys are an efficient, cost-effective way to collect valuable information about project-critical issues.

6 Your opinion is important in shaping the future of the District.

5 Surveys give you a forum for feedback on many aspects of ASMP.

4 You have great ideas about how to improve the District.

3 It's your responsibility to share them!

2 Things can't change for the better if people aren't aware of the issues.

1 The information from the surveys is critical to making ASMP a success.

LOOK

ASK

EXPLORE

Look, Ask and Explore

Keep yourself up-to-date on ASMP. See the calendar of events below and visit the ASMP Intranet site at www.asmp.in.dc.gov for more detailed information.

Key Accomplishments   ACHIEVED

Completed Procurement User Acceptance Testing (UAT)	
Completed Procurement Phase I end-user training	
Went live with PASS in OCP and OCTO	
Began HR implementation	
Completed Human Resources Rapid Process Design (RPD) session for 11 processes	
Selected Hyperion software for Budgeting	
Released the Budgeting System Integrator (SI) SOW	

Upcoming Events

August

Go Live with PASS in DCRA, DOC and FEMS
Evaluate Budgeting SI SOW responses
Complete Procurement Agency Director Orientations for Phases II and III
Complete Procurement Super User Orientations for Phase II
Begin training for Procurement Phase II agencies
Conduct Procurement Rapid Process Design (RPD) sessions for Sourcing and Contracts

September

Select the SI for Budgeting
Go Live with PASS in Phase II agencies
Conduct Procurement training for Phase III agencies
Finalize the Sourcing and Contracts process design

ASMP
Working As 1
Administrative Services Modernization Program

www.asmp.in.dc.gov