

Meeting Notes

Program Advisory Committee Meeting

Date: 9/15/11

Time: 10:30 A.M. – 12:00 P.M.

Location: EBS Conference Room



Attendees: Rich Goward Jr., Bruce Theurer, Jane Braaten, Jim Hagerman, Fred Kowell, Catherine Reiland, Andrew Scott, Anna Kanwit, Tom Schneider, Terri Williams, Sarah Landis, Jane Kingston, Christine Moody, Carol Brune, Deborah Sievert Morris, Ken Kinoshita.

Discussion Topics

Effective use of SAP

An updated report was given by Jane Braaten regarding the PBOT Pilot. It was mentioned that there has to be a commitment by PBOT leadership to make this work. These findings came from the Pilot: improvements to business processes, issues were identified and followed up on to make sure they were resolved or done, key steps were defined on who has the lead, a template was provided.

Also Deborah Sievert Morris and Ken Kinoshita gave a briefing of their experience being in the Pilot Bureau. Their findings are as follows: there must be an ongoing effort to improve processes and learning, Bureaus should make proficient users available to help others as needed, feedback from the PAC helped their Bureau greatly, some employees need re-training, staff should be encouraged to attend the User Group Meetings.

If another Bureau would like to do the same thing that PBOT did then let the PAC Sub Committee for Make Effective use of SAP know.

Citylink Portal: PBOT Pilot

A briefing was given on our objectives and what was learned. User issues were discussed, ways to adapt and improve training and communication were examined. This will serve as a template for future rollouts. The Pilot for PBOT will be complete on 9/19/11 (included two pay cycles).

Citylink Portal: Personal Data

Rollout to the rest of the City will be October 13th. Bureaus were given tips to help with the change such as: employees need access to a networked computer, employees need an account for PortlandOnline (City Email is not needed), there may be a need for generic log ins for some employees. There may be additional questions from users and timekeepers, supervisor should be available to help. EBS change management and Training will be available to help Bureaus plan roll-out.

Training Plan

A presentation was given on the current situation and a proposed plan. There are problems with current situation such as: courses and instructors (such as super users) are not readily available, training materials are outdated, processes (and SAP Configurations) have changed, there is a need for report training.

Our proposed training plan is to add more efficiency in training administration, create business process education, foster user support community with providing more resources and website communication, provide more SAP report training resources, address position-based security concerns, and look at using current technology and best practices such as WebEx and discussion boards.

A detailed training plan will be presented in November to the PAC.

EBS Status

See the presentation for the details of the EBS status on Change requests, Altiris tickets and new functionality. The tickets are decreasing.

[PAC Presentation 9/15/11](#)