Meeting Notes

Program Advisory Committee Meeting

Date: 11/17/11
Time: 10:30 A.M. – 12:00 P.M.
Location: EBS Conference Room

Attendees: Bruce Theurer, Rich Goward, Jr., Jane Braaten, Fred Kowell, Anna Kanwit, Terri Williams, Sarah Landis, Jane Kingston, Carol Brune, Jay Guo, Alissa Mahar, Rodney O'Dell, Catherine Reiland, Tom Schneider, Andrew Scott.

Discussion Topics

EBS Status
A review of the status of EBS took place starting with the change requests. Of the 59 total Change Requests for Labor agreements, 56 have been completed, 2 are in process, and 1 not started yet. For Non-Labor Change Requests: we received 7 in October, completed 5 in October, and have a total of 44 open highs.

A detailed report was given in the areas of Finance, Human Resources, Procurement, Bureaus and Operational (Patch, Time Management, Data Management Tools, Solution Manager, etc.) which included items delivered, items in process, initiatives, and the number of tickets received, resolved, and open. See power point presentation for details.

A review of Key Performance Indicators followed. Help desk ticket graphs show a slight increase in the total number of tickets as well as incidents received due to staff working on the Fall Patch. Average time to closure for Altiris Tickets is decreasing. HelpDesk Survey Responses show an upward slope indicating the team is doing better in their responses to customers.

EBS Training Plan
A report was given on the EBS training plan. For immediate implementation we will develop an SAP curriculum model with improved user support, new delivery methods, and evaluation using Survey Monkey and WebEx applications. We are also looking at pre-learning if you are not in a specific position but wish to learn about it. (Anyone can cake the class).

We will use position based security for FILO and SAP Learning Management System (LMS). For example with position based security (PBS) the role is tied to the position so no research is needed as to which training is needed for that role. The next steps will be to develop a specific policy with detailed implementation plan. We already own the LMS and it already exists within SAP, but it will require some setup. So for LMS we will need to have a change request submitted and determine the scope and budget for it.

The consideration for PBS and LMS include monitoring transaction codes for roles. PBS and LMS rely on each other. New curriculum takes longer without LMS. SAP LMS integrates with CityLink so we can shift from classroom to desktop use to get training to users faster. This will allow registration, records and reporting to be more readily available. EBS will involve functional leads and Business Owners on the detailed planning.

Discussion about Training Plan
A discussion followed. It was brought up that this is a good plan; however we need to consider visionary versus concrete reality. Concerns were mentioned about time and resources needed to implement this plan.

It was mentioned that this does not address Bureau level training. A question was asked if Bureau level training could still be used to supplement EBS training. It was mentioned that hopefully Bureaus would not find the need to provide supplemental training. EBS could build in Bureau specific training and or have advanced options. Also Bureaus can provide basic training but peer training may not be appropriate or will have to be sure that training meets the requirements. Some thought that training needs to be centralized. A representative from the auditor's office asked if LMS will catch for role conflicts. It was pointed out that LMS will make it easier to do audits but will not monitor for role conflicts.

HR talked about the need for anyone moving into a new role has to come to a central HR meeting. Someone can sit with them after training. EBS responded to this concern by incorporating this into the training plan. EBS mentioned that training will continue to re re-evaluated and evolve to adapt to changing needs of our customers.

At the end of the discussion, the PAC decided to adopt the EBS training plan.

Action item
We will discuss method of prioritization of Change Requests at the next PAC meeting Dec. 15th. EBS will provide data on CR's to the PAC Sub committee and PAC after the November Holiday.

PAC Presentation 11/17/11