

CHANGE AGENT UPDATE: WINTER 2016



Happy New Year!

We began regular Change Agent updates with a Fall Update last November. This is the first to occur within the regular schedule:

- **Winter:** January (first week to get out class schedule)
- **Spring:** March (second week)
- **Summer:** June (second week)
- **Fall:** September (second week)



In this very full edition, we have information on:

- EBS Project Updates
- The 2016 Schedule of SAP Instructor-Led Training
- A Sneak Peek into the Upcoming SAP Website, Document Revision and Update, & New Content Types (Video) for SAP Help
- This Month's Tips & Tricks

+ Charlie

EBS Projects

Processes & Forms (HR)

The objective of the SAP HCM Processes and Forms project (P&F) is to leverage SAP technologies we own to make the business, approval, and auditing processes surrounding employee personnel changes more efficient, accurate, and transparent. We expect to go-live in June 2016.



P&F will concern only the OM Maintenance and PAR Forms (HR forms) and will not include automating the I-9 or W-4 forms.

We hope you had a Happy New Year! Here is some P&F project information we'd like to share with you.

Project Update:

The blueprinting phase of the project was completed on December 11th. The purpose of this phase is to achieve a common understanding of how the forms will look and the processes will work to support the City's business needs. This phase took eight weeks instead of the intended four weeks so, the project timeline has been revised, with Go-Live dates now in June 2016. The modified [OM and PA process flows](#) you saw in our meeting on December 3rd, now better align with the current City business process for approvals. The resulting functional specification documents fully detail the requirements gathered during blueprinting workshops.

Key Milestones met:

- Blueprint and Functional Specification Documents completed 12/9/2015
- City sign-off of Functional Specification Documents completed 12/9/2015

Upcoming Events:

- Prototype Demonstration - Mid-February, invitations to be sent out in January
- We will provide brief weekly project updates on Thursday afternoons. If at any time have questions, you can contact Monica Borden-Ooley (58415) or De Ann Kamish (58452). You can also check out our Processes and Forms webpage which will be updated weekly with new information.

[Processes & Forms Page](#)

- [Implementation Timeline](#)
- [FAQ](#)
- [Project Documents](#)

Enterprise Asset Management (Facilities)



The EAM project is just getting underway and is preparing an RFP at the present time. We are just wrapping up an initial review of the RFP with a group of subject matter experts and the draft will be moving to Procurement for final review in January.

The purpose of this project is to implement functionality to manage the City of Portland's portfolio of property in a central place as well as leases for OMF Facilities Services, replace OMF Facilities Services unsupported work order system with an asset management system, and utilize SAP to provide more useful information to Project Managers. These modules integrate together well with current financial modules in place.

[EAM Project Page](#)

- [Project Details](#)

Document Storage (FILO)

This project went live October 1st and only affected Finance users (HR documents are stored as they always have been). The new document storage server reduces the burden on storing attachments within SAP by moving documents to a content server separate from the main SAP application server.

We received a great deal of feedback and have identified ways to address several concerns. We expect to move these changes into production in the first quarter.

[Document Storage Page](#)

- [FAQ](#)

- [Project Details](#)

SAP Instructor-Led Training

The re-establishment of SAP's instructor-led training program is effectively complete for the 2016 year. The schedule below is the complete list of class offerings for SAP. The lone exceptions are noted in yellow. We will be adding the AP Accounts Payable Processor class into the schedule once central accounting is done with year-end tasks. We will also be adding two more sessions for the Timekeeping Processes class.



All classes noted below are in CityLearner and can be registered for at any time. Please share this information with anyone in your bureau needing instruction in these areas.

I would like to express my **sincere thanks** to the BPOs and managers who helped identify the SMEs who are instructing the classes. And extra thanks to the instructors for agreeing to help with this collective effort to support our end-users and their business processes.

2016 SAP Class Schedule					
AP-Accounts Payable Processor Melissa Turner, Chris Richards					
TBD					
AR-Agreement and Billing Request Peter Scherer & Sean O'Reilly					
3/1/16	4/26/16	10/6/16			
BOBJ Introduction (Super-User Training) Charlie Dudley					
3/16/16	6/20/16	10/10/16			
CO/FM - Internal Orders, Internal Services, & Bureau to Bureau Bill Wagner					
3/3/16					
FA-Asset Accounting Sharon Nickleberry Rogers, Jeff Minor					
4/28/16	10/13/16				
GL-Journal Entry Processing Devra Stanearth					
1/14/16	4/18/16	7/12/16	10/12/16		
MM-Contract Process Jeff Blade					
1/12/16	4/5/16	8/9/16	10/18/16		
MM-PO Process Distributed Cate Antisdell					
1/21/16	5/2/16	7/18/16	10/11/16		

MM-Requisition Process Paula Wendorf, Kristan Burkert					
1/26/16	3/8/2016	4/19/16	7/19/16	9/20/16	11/1/16
PA-Maintain HR Master Data Victoria Duffey					
2/9/16	4/27/16	7/14/16	10/4/16		
TM-Timekeeping Process Ryan Wojcicki, Lisa Howard					
1/19/16		3/10/16		9/15/16	11/2/16

NEW SAP Website & Content Types On the Way


The current EBS Learning Center site contains the documentation you've utilized in the past (links below). But be on the lookout for a new site and updated content in the coming months. We will be adding updated content in a new format but, more importantly, new content types which will make it easier for users to learn more quickly.

Content types like video demos, video eLearning, and eLearning simulations will be a key push in 2016 to create training materials that are "multi-modal" in nature (some are already up and being used – see below in Tips of the Quarter). We wish to address all learning styles and these new content types will supplement our print documentation which will also be updated this year.

To view a preview of the site, you can view the test site [[HERE](#)]. There is little content. This site is simply a proof of concept, navigation test, and back-end exploration. It also lacks City branding. But we are showing it to you to alert you to the upcoming changes which are designed to make finding and using SAP training materials easier and more user-friendly.

SAP Learning Center

EBS Home Learning Center Home ▾ BASICS ▾ CITYLINK ▾ FILO ▾ HCM ▾ REPORTING ▾



EBS
ENTERPRISE
BUSINESS SOLUTION
People • Process • System

Basics


CityLink

FILO

HCM

Reporting

SAP Training Documentation, Video Instructions, & eLearning



Welcome to the SAP Learning Center. All resources for SAP reference & training can be found here. Use the links on the left, in the top menu bar, or via the subject buttons below to locate module specific information.

Training materials are grouped by module and within each module they are grouped by role (or "function"). Each process or transaction will have documents (work instructions), video demos, and/or eLearning on the page for that process/action.

If you require instructor-led training, on-the-job (OJT) training, or an SAP resource use the training request at the bottom of this page. For any other questions, contact the [Training & Development Officer](#) directly.

Instructional Materials by Subject:

Basics & General Information

CityLink Portal Applications

Finance & Logistics Modules

Human Capital Mgmt. Modules

Tips of the Quarter

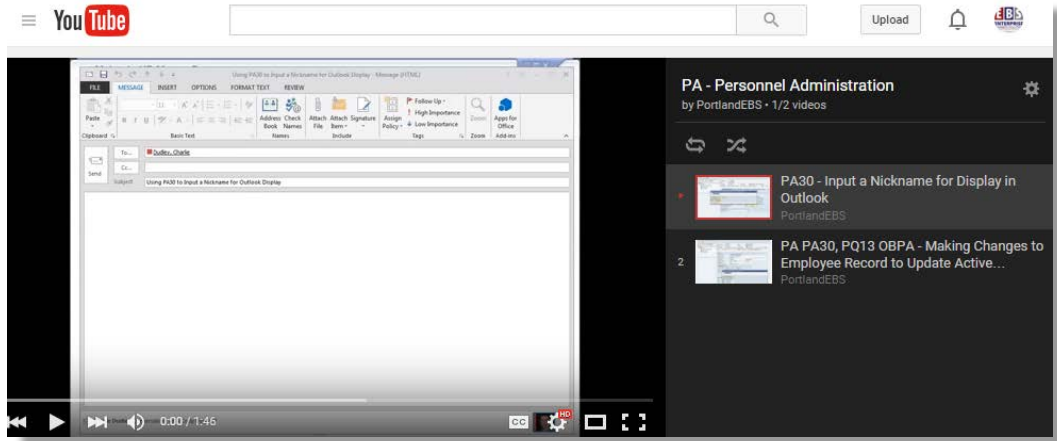
MM Workflow Substitutes

Did you know that MM-Bureau Approver 1, 2, and 3 can have their requisition notifications sent to a substitute approver during planned absences. Workflow substitutes are easy to set up using SBWP – SAP Business Workplace. The approver just needs to know who the substitute will be and the date range of the planned absence. The substitute must have the appropriate approver role. Using workflow substitutes can reduce the need to set up multiple approvers per fund center in work flow. This will make workflow easier to maintain, reduce the number of duplicate notifications being sent, and free up system resources. To learn more: [Workflow Substitutes Instruction](#)



OBPA Video Instructions (PA30 & PQ13)

In the past month we received a number of requests from new OBPA's on how to make changes to employee records and update SAP so that Active Directory contact information is properly displayed. Print instructions exist, but we took the opportunity to create some quick video demos to try out our new content types. Below are links to two instructions for OBPA's. If you are one or know of folks this might help out, please share these video instructions.



- [PA30 - Input a Nickname for Display in Outlook](#)
- [PA PA30, PQ13 OBPA - Making Changes to Employee Record to Update Active Directory \(Outlook\)](#)

Online Resources for Change Agents

- ▶ [Bureau Change Agents](#)
- ▶ [Change Agent Guide](#)
- ▶ [Change Agent Resource Page](#)

Online Resources: All Users

- ▶ [SAP Documentation](#)

EBS Contacts

SAP Manager:
Satish Nath

Training & Development Officer:
Charlie Dudley, J.D.

FILO Team Lead:
Cindy Delozier

HCM Team Lead:
Kate Schmidt

If you have any questions,
please contact Charlie,
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- ▶ [Complete Team Contact List](#)