

# CHANGE AGENT UPDATE: WINTER 2017



**ENTERPRISE  
BUSINESS SOLUTION**  
*People, Process, System*



## Summary

Below: Mt. Tabor Park during 'Snowpocalypse 2017'.  
Photo credit: Willamette Week



In this winter edition, we have information for you on:

### Project Updates:

- [Enterprise Asset Management](#)

### Training News:

- [SAP Documentation Tool RFP Underway](#)
- [New SAP Fundamentals & Basic Navigation Materials Available](#)

+ Charlie

## Project Update

### Enterprise Asset Management

City council authorized the ordinance on October 12. The contract for the project has been finalized and we're currently working to set a spring start date. The project, which focuses on managing property and facilities, went to the Technology Oversight Committee (TOC) on a monthly basis starting in October. This offered the independent five-member citizen advisory committee the opportunity to review and ask questions about the contract as well as Project details. The EAM Project will be monitored by the TOC as well as a quality assurance firm.

### Upcoming Projects

Several upcoming projects for EBS are slated to be scheduled. EBS is working with the BTS data center project group to determine how the schedules and timelines will be affected by the data center move. We will inform you of dates and projects when they are finalized.

## Training News

### Documentation Tool RFP

EBS is in the process of reviewing RFPs for a documentation tool for SAP. This tool will enable us to create documentation, simulations, and classroom materials much faster than using the current tools available by enabling authors to "record" an action on screen that is converted to multiple formats from a single recording. In addition, the tool will allow us to index all of our files in a library which will have workflow for editing and SME input. That library will also allow us to ensure that every document is reviewed and updated every year.



We have been working on obtaining this tool for over a year and once it is in place you and the users of SAP will begin to see changes to the SAP Learning Center and all of our documentation. Over this year the EBS team will be re-authoring everything we currently have on the SAP Learning Center so that it is current, useful, and easier to use. More to come as this tool comes online...

### New Basic Navigation Print & Video Material Available

As noted above, the documentation on the Learning Center in many cases needs significant updating. One area where we have received many requests has been to provide a more thorough SAP Fundamentals & Basic Navigation for new users.

We have prepared an entirely new set of print and video documents, breaking up the Fundamentals of SAP into five basic subject areas. Part 3: Basic Navigation, in both the print and the video lessons, we have broken out the sub-parts as their own print documents and videos so that folks can review what they need to quickly without having to sort through the entire full-size instructions/video. It also makes them easy to email and share.

While the videos are by no means perfect, I believe they take us a long way in addressing a need the City has had for quite a long time. I will, of course, update them and improve them over time. This was a "quick-and-dirty" unscripted creation to make sure we had material we needed. The print documents are more precise. Your feedback is, of course, welcome. Please share with your users as needed.

## SAP Fundamentals & Basic Navigation [ PRINT ]

[Part 1: What is SAP?](#)

[Part 4: SAP Security Overview](#)

[Part 2: SAP Modules & Architecture](#)

[Part 5: EBS Team, SAP Support](#)

[Part 3: Basic Navigation](#)

### Part 3: Basic Navigation Broken Out by Its Sections:

[Part 3.1: Logging In to Desktop SAP](#)

[Part 3.6: Common User Interface Icons / Buttons](#)

[Part 3.2: Obtaining a Temporary Password](#)

[Part 3.7: Favorites](#)

[Part 3.3: Creating a New Password](#)

[Part 3.8: Logging Out of Desktop SAP](#)

[Part 3.4: Transactions \(aka T-Codes\)](#)

[Part 3.9: Logging In to the SAP Portal \(aka CityLink\)](#)

[Part 3.5: Standard SAP Reports](#)

[Part 3.10: Navigating the Portal Apps](#)

## SAP Fundamentals & Basic Navigation [ VIDEO ]

[Part 1: What is SAP? \(11:45\)](#)

[Part 4: SAP Security Overview \(7:26\)](#)

[Part 2: SAP Modules & Architecture \(7:24\)](#)

[Part 5: EBS Team, SAP Support \(7:14\)](#)

[Part 3: Basic Navigation \(Full\) \(44:15\)](#)

### Part 3: Basic Navigation Broken Out by Its Sections:

[03.01 Logging In & Passwords on the Desktop \(3:50\)](#)

[03.05 Icons - Fields \(3:15\)](#)

[03.02 Transactions \(aka t-codes\) \(2:46\)](#)

[03.06 Favorites \(4:23\)](#)

[03.03 SAP Standard Reports \(3:29\)](#)

[03.07 Logging Off \(0:57\)](#)

[03.04 Icons - Buttons \(18:34\)](#)

[03.08 CityLink Web Portal \(7:48\)](#)

## Bureau Update / News

EBS is now a division within BTS.

## Online Resources: Change Agents

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

## Online Resources: All Users

- ▶ [SAP Documentation](#)

## EBS Contacts

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▶ [Complete Team Contact List](#)