

CHANGE AGENT UPDATE: SUMMER 2017



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People, Process, System



Summary

In this summer edition, we have information on:

Training & Change Agent News

- Instructor-Led Training Leaves the Portland Building
- EBS Training Obtains New Tool for Documentation, New Library Coming Soon
- Change Agents Can Now Assign MSS Role, Updated Change Agent Guide



Staff News

- EBS Manager, Satish Nath, Departs August 31st

This update is later than usual because we wanted to make sure we had locked in our replacement training rooms and have that information for you before this update went out. **In addition to the Change Agents, all SAP Class Instructors are being sent this update to ensure they are aware of the room change.** A follow up e-mail for instructors will be coming re-iterating this change and beginning the class scheduling process for the next calendar year.

Normally, our next update for fall will be issued the second week of September; we will provide another update instead closer to November.

+ Charlie

Training & Change Agent News

Instructor-Led Training Classes will be Moving to New Locations

The EBS Team is moving to the Columbia Building, as you may know (4th floor). Unfortunately, the EBS Training Room has been eliminated. But we still need to conduct classes. To that end, we have located other rooms to use.



Effective August 18, EBS classroom training will be conducted at two new locations:

- [The 6th Floor Training Room in BDS \(1900 Building\)](#)

- [The 6th Floor Revenue Bureau Training Room \(Columbia Square\).](#)

All current classes in the schedule will be re-assigned to these rooms and CityLearner will be updated to reflect the change and ensure email notifications list the correct location.

One downside of the move is that EBS no longer “owns” the rooms and consequently we cannot reserve it for others who have relied on us in the past to get them a training space when EBS was not using it for SAP classes. Bureaus will need to locate their own spaces and may need to prepare for a cost; BDS, for example, charges EBS for our use of the room.

As you can see below, classes after 8/18 will be in new locations. Dates in orange will be in new classrooms.

Class	Session 3	Session 4	Session 5	Session 6	New Location
AP-Accounts Payable Processor	8/16/17	10/11/17	2/21/18		BDS Training Room
AR-Billing Request Processor	10/9/17				BDS Training Room
BOBJ Introduction	7/17/17	9/25/17			Revenue Bureau Training Room
CO/FM - Internal Orders, Internal Services, & Bureau to Bureau					BDS Training Room
FA-Asset Accounting					BDS Training Room
GL-Journal Entry Processing	8/21/17	11/6/17			BDS Training Room
MM-Contract Process	8/22/17	10/24/17			BDS Training Room
MM-PO Process Distributed	10/4/17				BDS Training Room
MM-Requisition Process	5/16/17	7/31/17	10/3/17	11/14/17	BDS Training Room
PA-Maintain HR Master Data					BDS Training Room
PS-Project Accounting					Revenue Bureau Training Room
TM-Timekeeping Process	5/10/17	7/18/17	9/26/17	11/2/17	BDS Training Room
BOBJ Workshops:	Weekly	Weekly	Weekly	Weekly	Revenue Bureau Training Room
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If you have questions, get in touch with Charlie Dudley directly.

Training Documentation Tool Coming Soon (really!)

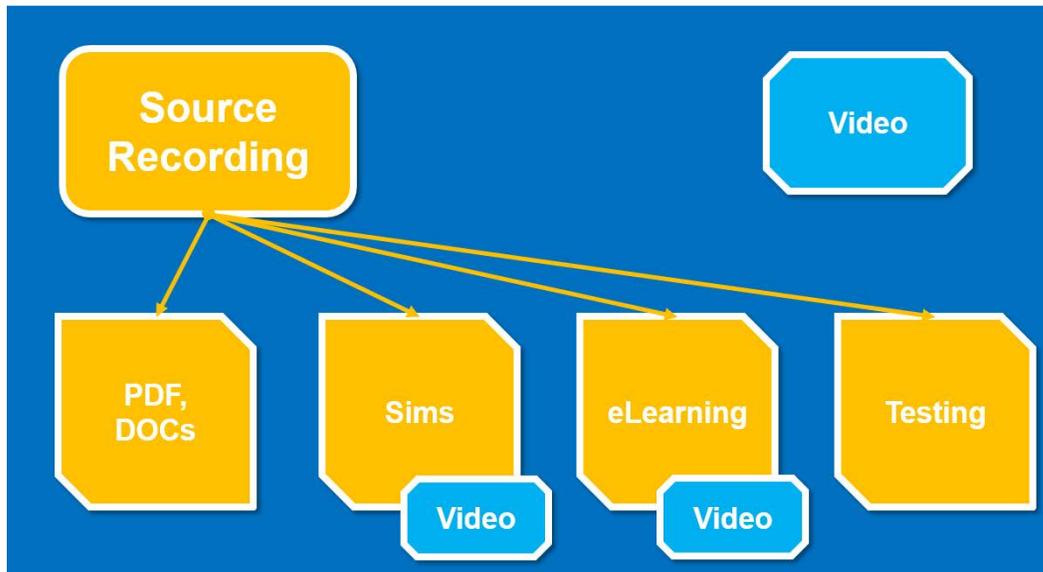
SAP Documentation will be completely revised and re-authored by the EBS Team over the next 12 months!

After a lengthy RFP process a vendor and solution were selected for updating and maintaining our SAP document / training library. We are in the final stages of completing the contract.

This new solution will enable us to:

- Rapidly create training documents using a “recording” method.
- From the recording multiple document types can be created (simulations, PDFs, Word Docs, Task Lists, etc.)
- Corrections to recordings correct ALL document types simultaneously.
- Workflow is built in so that once an author is done, there is review to test and finalize the document prior to publication.
- Workflow is also set up so that the document “owner” is pinged via email after a specified period of time for required review to ensure the document is current (and if not that it is edited and corrected).
- The next version will also handle video (coming in late 2017).
- The software will be EBS’s first cloud-based solution.

Record Once, Multiple Outputs



Some of you will recognize the name of the vendor and the solution: Ancile's uPerform. During implementation my predecessors had this tool. They did not use it extensively because of various difficulties; most notably, the tool's engine was built on Flash. The new version of uPerform does NOT use Flash, but instead is built using the most modern programming standards and is HTML5 compliant.

Longer-term, once EBS's document library is updated we will be working with Training & Workforce Development to roll this tool out to more bureaus and training units that could use its capabilities at no cost to them. The goal is that wherever this tool can be used that other units in the City use it to create document libraries of their own for use with employees for training, succession planning, development, and documenting key processes.

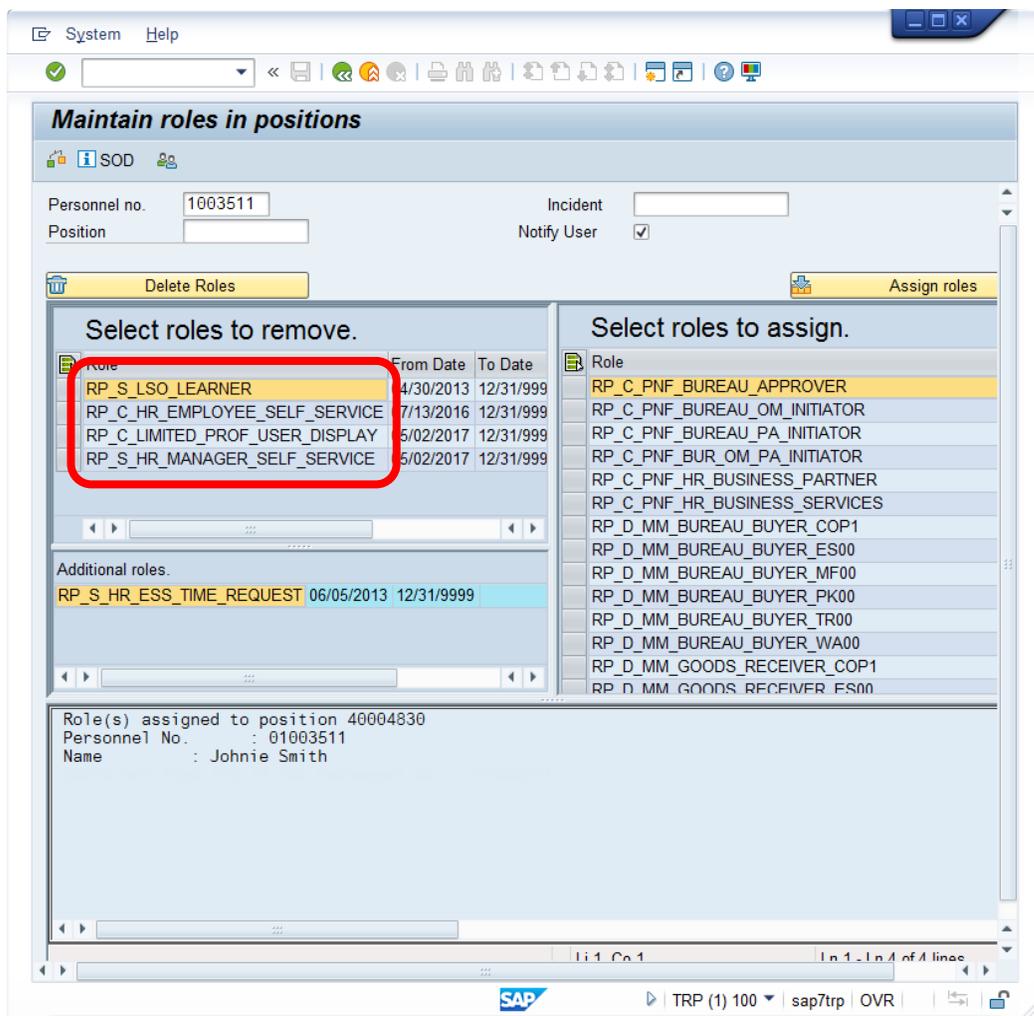
More to come on this as we implement and deploy the system. But expect brand-new, up-to-date SAP documentation, simulations, and video instructions in the coming year!

Change Agents Can Now Assign Manager Self-Service Role

As most of you know, as Change Agent, you can assign (using t-code ZROLE) from your desktop SAP GUI two roles:

- RP_C_HR_EMPLOYEE_SELF_SERVICE;
- RP_S_LSO_LEARNER.

EBS has added the additional role of MSS to this t-code, so each of you can now assign RP_S_HR_MANAGER_SELF_SERVICE as needed. (Note: when the MSS role is assigned, the role RP_C_LIMITED_PROF_USER_DISPLAY is automatically assigned along with it.)



If, by chance, you cannot access ZROLE in your SAP GUI contact Charlie Dudley directly to get the role assigned to your position. All Change Agents should have access to Change Agent ZROLE.

All of this is documented in an update to the [Change Agent guide](#).

Staff News

Satish Nath, EBS Manager Departs

Satish Nath announced that he will leave City service on August 31st. Satish has accomplished much since his hire. Under his leadership, the EBS team fixed the time module's time schemas, eliminated the need for ongoing consultant services, worked with OMF to deliver the Comprehensive Annual Financial Report (CAFR) on time in 2014, and increased the skills of the City's EBS staff through training and certification programs to name just a few achievements. His knowledge of SAP contracting, the SAP system, project management, and process modeling enabled EBS to accomplish these things and more, all to the benefit of the City. The City's SAP is now well-positioned to build on this progress.

Satish is well-respected by the team and will be sorely missed.

The technical manager, Diana Allen, will be taking over as Interim SAP Manager. So if you needed to reach out to Satish for an SAP need or project, please direct your communications to Diana.

Online Resources: Change Agents

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

Online Resources: All Users

- ▶ [SAP Documentation](#)

EBS Contacts

Interim SAP Manager:
Diana Allen

FILO Team Lead:
Cindy Delozier

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

HCM Team Lead:
Kate Schmidt

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