AUGUST 2016

ILLINOIS ACTS
NEWSLETTER

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ERP PROGRAM UPDATE

Volume 9, August 2016
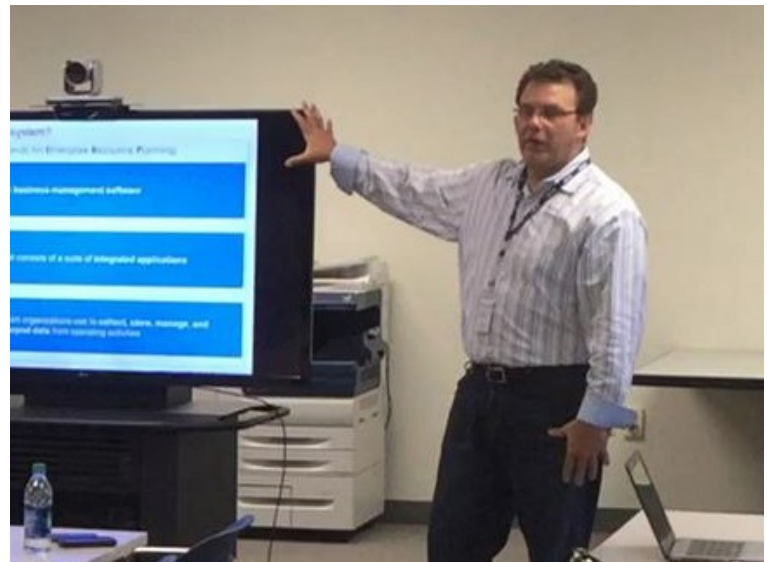
Cluster 1A Kick-off Meeting

Did you know?

ERP streamlines workflow automation allowing companies to reduce operating costs by 22% and administrative costs by 17%

- Aberdeen Group Study

ERP Project Manager of Change Management, Bob Blinn

ERP Program Director, Kevin O'Toole

On August 17th, 2016, the Department of Innovation & Technology hosted the Cluster 1A Kick-off Meeting. Introduced and anchored by State ERP Program Director, Kevin O'Toole, this round of ERP/SAP implementations was noted by O'Toole as "the platform for the future" being the most widely accepted business management software and suite of business applications in the world.

Replacing the agencies' current legacy systems, SAP is "a fully leverageable asset" that will drastically cut down on paper while promoting efficiencies in daily processes. These include HR, finance, grants management, procurement and enhanced capabilities. As O'Toole noted, "the idea is to manage the money."

Members of the PMO team commented on the importance of the ERP program, pointing out the historic change in agency operations and noting that this is the first time the State has aligned its efforts on one enterprise system.

Additional discussions noted that Cluster 1A agencies will greatly benefit from the Pilot agencies pioneering process and system development.

"SAP is the platform for the future"
- Kevin O'Toole

ERP

Click here to view Archived videos

The PMO team illustrated that SAP key design components and previous development configurations will make the infrastructure, design, testing and training easier as the implementations move along.

The group followed with a review of key workstream processes, covering basic user testing, issue and risk management, rules of engagement and user-collaboration tools such as Clarizen and SharePoint.

Christine Brubaker of Deloitte covered team introductions, Deloitte's agency-liaison assignment protocol, establishing team meeting cadences, developing working designs and task execution plans.
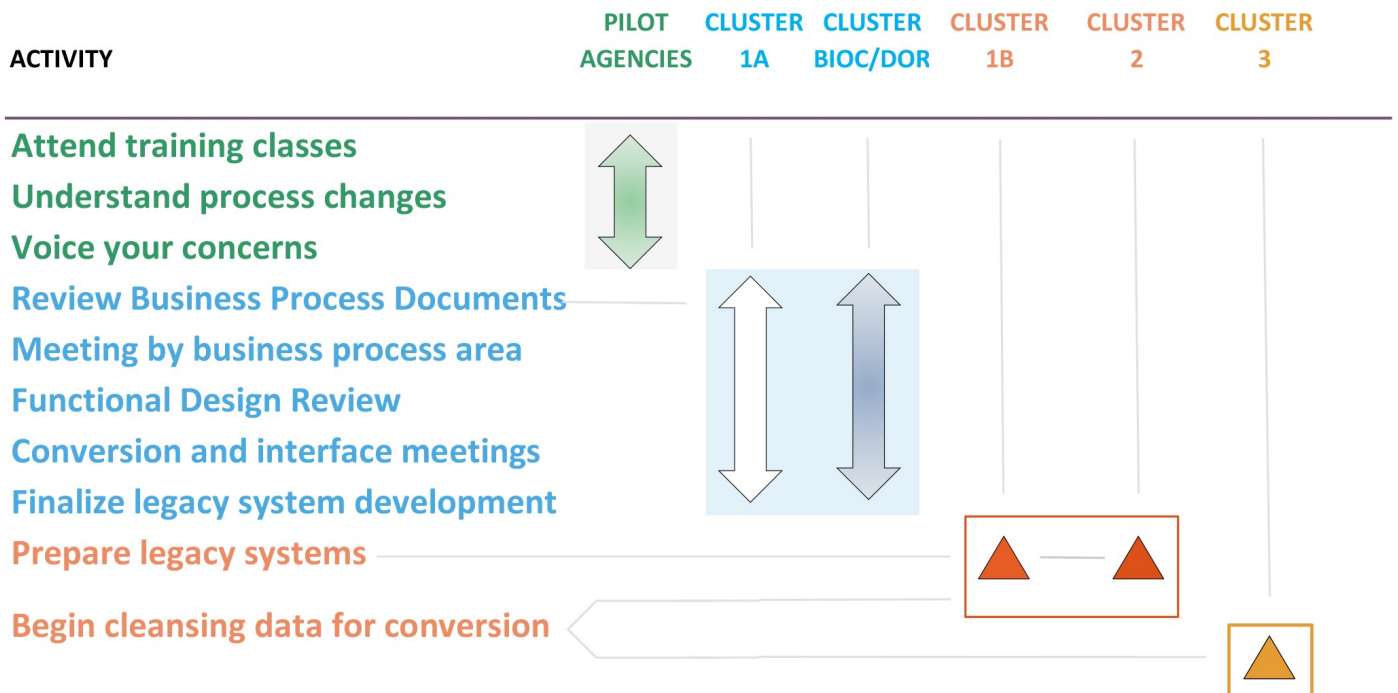
ERP Project Manager of Change Management, Bob Blinn, discussed the critical nature of the change management process and the effects of SAP implementation on agency operations. Blinn said that it's crucial to the implementation process to identify agency communicators "who can convey information to the staff to make sure everyone stays informed." He also advised agencies to clean legacy system data as soon as possible in an effort to stay ahead of the transformation and configuration process.

Kevin O'Toole wrapped up the meeting stating that, although this first step in the process may feel a bit overwhelming in terms of technical detail, the ERP team is excited to be serving the needs of the agencies, providing support and advice every step of the way.

Cluster Update

In the August Change Champion meeting, the team discussed how to improve communication. We determined there was a need for more communication around next steps for each cluster. The following chart depicts what each cluster should be doing to prepare for ERP conversion. Let us know what you think!

What you should be doing...

ACTIVITY	PILOT AGENCIES	CLUSTER 1A	CLUSTER BIOC/DOR	CLUSTER 1B	CLUSTER 2	CLUSTER 3
Attend training classes						
Understand process changes						
Voice your concerns						
Review Business Process Documents						
Meeting by business process area						
Functional Design Review						
Conversion and interface meetings						
Finalize legacy system development						
Prepare legacy systems						
Begin cleansing data for conversion						

ERP MEDIA UPDATE

With the Pilot agencies going live on October 1st and the Cluster 1A Kick-off in progress, we're very excited about updating our media – and of course, agency participation is integral to the process! The following is an overview of current media updates and coming media plans for the fall:

Video Blogs

All of the video segments produced for the ERP Newsletter since March, 2016, are archived on the **DOIT/ERP web portal**. Beginning in September, we'll be adding additional interview content so that the Newsletter can continue to offer in-depth perspectives from agency experts, consultants and ranking officials.

Audio Podcasts

According to our online metrics, ACTS audio podcasts have become the single most viewed and downloaded feature in the news. Our interviews with State functional experts have given users unique insights into the challenges and day-to-day system requirements that make the ERP implementation the next logical step to improve agency efficiency and productivity. We'll be continuing our interviews and check in with the Pilot Agencies to see how they're managing the process.

Smart App

As mentioned in a previous edition of the Newsletter, we're in the process of developing an app for your smart phone that will allow users to hear archived podcasts in real time. To keep our information within our own network, this will be a sign-up service so that only registered users will be able to download the app.

ERP Posters

We're now offering our Illinois ACTS ERP posters for agency use. We have four hi-resolution samples of the posters residing on the SharePoint server for your convenience. Just click **HERE** (or the link on the next page) to order yours now!

Surveys and Questionnaires

In the April Newsletter, we included an interactive survey requesting your opinion on the ACTS logo. In coming issues, we'll be sending additional surveys about ERP related issues. Your opinion counts!

Your Content

In each ERP Newsletter, there's a **LINK** to submit media from your office. To help us know what's happening, take a photo, shoot a video or write a paragraph on how things are going!

ERP Knowledge Depot

Click here to view the training courses, assignments, calendar, registrations and locations!

UAT TESTING Summary

Over 35 functional subject matter experts from the four pilot agencies were engaged in testing over the last 4 weeks. We conducted almost 45 test scenarios.

We will continue to perform additional testing as we prepare for Go Live!

Thanks to everyone who was involved in this effort!

ERP BENEFITS

✓ Improved taxpayer and investor satisfaction due to automation

✓ Timely delivery of financial statements and increased compliance with grants requirements

✓ Improved financial and procurement process effectiveness due to increased transparency

✓ Greater productivity and efficiency by consolidating ~ 300 legacy IT systems and 120 + redundant processes

✓ Easier system maintenance and improved employee morale

ACCOUNTABILITY
CREDIBILITY
TRANSPARENCY
SUSTAINABILITY

Brought to you by the State of Illinois,
Department of Innovation and Technology, ERP Office
For more information, see our website at
https://enterpriseweb.illinois.gov/sites/erp/Pages/default.aspx
or send e-mail to Statewide.ERP@Illinois.gov

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Wave I — Update

It's been a busy month for the Pilot agencies. We've successfully kicked off the training curriculum and, we will to complete user acceptance testing (UAT) in September. The UAT was the first opportunity for the Pilot agencies to use the system, and it has been very successful.

Additionally we've trained over 100 individuals in introductory courses. Next week, we begin the functional specific training. This is where we dig into the specific details about performing daily job duties in SAP. Thank you to everyone who has been involved in this training!

The next step is to conduct Operational Readiness Testing. This is the final quality check for SAP before go-live. Outside of the system, we are developing the support resources to ensure answers can be found after go-live. These include videos, online simulations, job aids, and handouts. Additionally, a support organization is being assembled to provide immediate help after go-live. More information will be released to the pilot agencies soon on these resources

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