

JANUARY 2017



IL ACTS  
NEWSLETTER



## IL ACTS NEWSLETTER

Program Update, Volume 11, January 2017

### Did you know?

SAP customers produce 78% of the world's food.

– SAP Corporate Fact Sheet

## Kevin's Corner

Welcome to a new edition of the IL ACTS newsletter. As the ERP Program Director, I am excited to share the latest development on the program.



In this edition, we want to provide you with an inside look at the work that is going on behind the scenes and how things are shaping up in the field. We heard your feedback – we have revised our change management plan with some new, exciting aspects based on your thoughts. We also have methods to ensure that we continue to support the pilots and move at full speed with the implementation agencies.

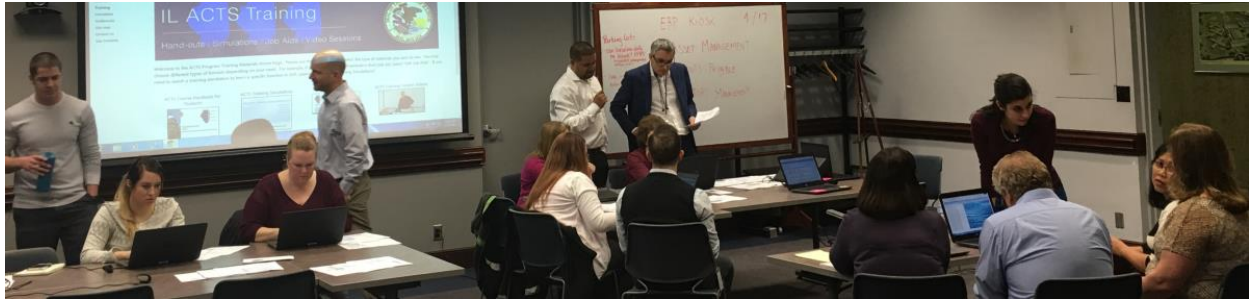
This is a very exciting time for the program. With the Pilot agencies in the stabilization phase, we are collecting valuable lessons that can be applied to the agencies that will go live soon and in the future. The journey has not always been smooth, but all of the hard work is paying off. Thank you once again for your dedication to our program. Enjoy!

Kevin

## What's new in Change Management?

Whenever a new, comprehensive system is put into place, there is always a learning curve. Our initial observations from the Pilot experience noted 3 main topics to build upon for future agencies – increase agency collaboration with the ERP program, understand the impact of the system to the agency, and introduce users to the system early.

To more effectively address these 3 topics, we have created a new set of change management activities. This 9-point plan will better address agency concerns and help prepare both leadership and end users to understand and use SAP (see graphic on page 2). At the heart of it, we want to increase agency exposure to the system and the program and create a stronger partnership with all the agencies. This way, ERP becomes less of an idea, and more an inherent part of users' activities.



Kiosks are a new change management event that allows end users to explore transactions in the live system with functional expert guidance

# New in Change Management

## Increasing collaboration

It is important for the IL ACTS team to understand agencies' experience with the Program. To this end, we have established periodic meetings with leadership teams from agencies. These meetings serve as a forum for agencies to reflect on their experience with the program and to provide feedback on opportunities for improvement. This has allowed the team to be more proactive about acting upon agency feedback and implementing changes, where required.

## Understanding system impact

The Change Impact Assessment (CIA) is a key change activity that helps agencies understand the gaps between their current and future business processes. Based on the results of these sessions, we are collaborating with the agencies to identify actions to better support and prepare their end users. The information we gather also feeds into the training classroom, and helps shape the topics discussed so that the training is as relevant as possible.

## Introducing the system early

A large change from the Pilot is the increased opportunities for users to see and interact with the live system. Through kiosks and the SAP playground, agencies now have the opportunity to explore the training system prior to official training. Our first ERP kiosk showcased General Ledger on November 17th, and since then, we have held more kiosks dedicated to each of the major functions, including Payables, Receivables, Procurement, Grants, and Assets.

## 9-point change management plan



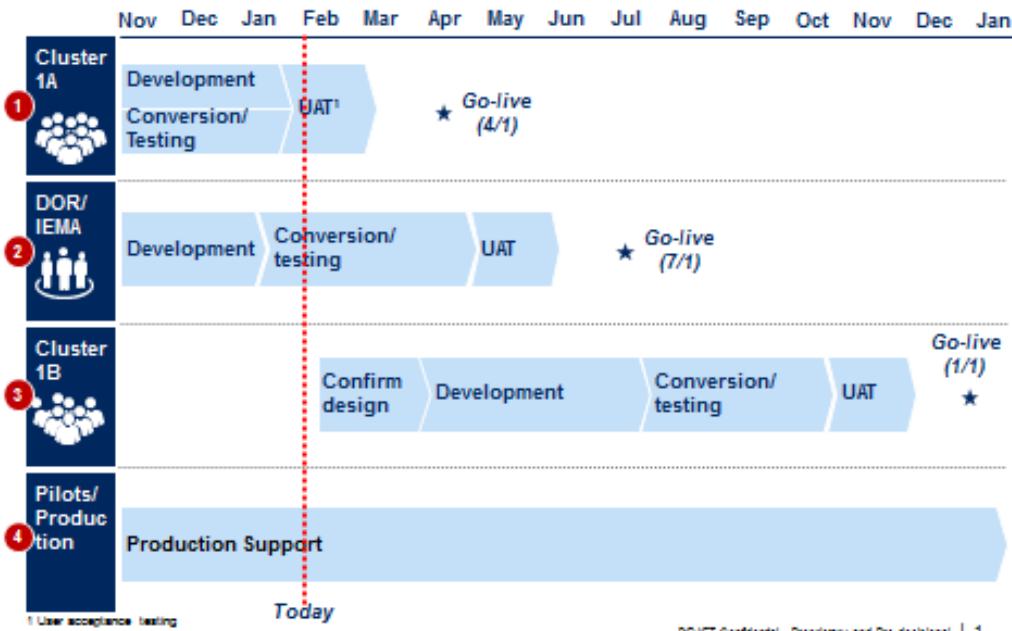
Kiosks have been located in large conference rooms at Stratton and IEMA



To summarize, we have been improving our change management activities and tailoring the approach to what is most needed for future agencies. We look forward to meeting you on many of these activities!

# Multiple agencies, multiple projects

## 4 work streams: 4 teams – 4 infrastructure capabilities



### Creating IT delivery capabilities

Building this capability has been no small task, and now, we can deliver on highly complex projects leveraging effectively state-of-the-art suppliers in a high-performing team environment.



Carl Try – head of ERP program infrastructure and development

As the ERP program continues to work on the implementation of future clusters, the State of Illinois has adopted best practices to further ensure the continued successful launches of the future agencies.

A critical achievement was establishing a solid, multi-tier infrastructure environments to be used across clusters. Through these environments, we have been able to accommodate users being in the system and completing live transactions (Pilot), developers preparing to build out requirements for new agencies coming onto the program (1B), functional experts testing out the design of the system (7/1), and new users validating the operations before the system goes live (1A).

The creation and maintenance of these environments require a team completely dedicated to the State of Illinois' program needs. This team, led by Carl Try, is actively monitoring the program's needs, as future implementations are rolled out.

With the start of the new rollout, we encourage those of you in Cluster 1A to become familiar with the training website, to access training materials and learn more about system functionality through videos, course handouts, and job aids.



Click above for the Archive

# Cluster 1A starts UAT

## What is User Acceptance Test (UAT)?

UAT is the final testing phase that allows end users from agencies to validate the ERP system functionality before it goes into production. Agencies have the opportunity to run specific test scripts to ensure that the system's functionality for that particular scenario works as expected. These test scripts are designed to represent an actual transaction that a user would execute in the system.

On January 23rd, our first set of Cluster 1A agencies, Civil Service Commission and Public Policy Board, kicked off the Cluster 1A UAT. As Joel Rapaport from the ERP State Functional team mentioned "UAT gives users a chance to get a more lucid, hands-on experience outside of training". Participants from these agencies also see User Acceptance Testing as a way to better understand how the system works and reinforce what has been learned during training. Matt VonBehren, Executive Director of PPB, says "I've learned more about the system in the two days of UAT than I did before [...] Another great part of the past two days has been the support provided by the ERP team, through both Training and User testing."



Participants executing UAT scripts with support from the State team

## ERP Spotlight:



Bob Blinn, ERP Program Manager Change Management and Training

Bob Blinn, not to be confused with his father Big Bob over at DVA, joined the IL ACTS team in June 2016 to lead change management, communications, and training for the project. He came to us from St Louis, where he worked as a Project Manager for several IT transformation projects, helping various companies transition their IT systems - much like the work we are doing now! When asked about what keeps him excited for working on the IL ACTS project, Bob says "I love the dedication people have to making this project succeed. Agencies push to make sure the system is going to improve their operations. Our team pushes to give agencies a better product. We're all in this together!"

## Coming in February

MORE GREAT CONTENT!! Like –

- Cluster 1A training highlights
- Cluster 1B kickoff



[Click above for the Newsletter Archive](#)



# IL ACTS NEWSLETTER

## We would love to hear from you!

- ★ Has someone done something particularly great or helpful recently? Give them a shout-out!
- ★ Is someone really taking over SAP and using it well? Nominate them to be the “ERP Super User of the Month!”
- ★ Have you figured out something very helpful within SAP? Share it with the rest of your colleagues!
- ★ Let us know about these or any other thing on your mind by e-mailing us at [Statewide. ERP@Illinois.gov](mailto:Statewide.ERP@Illinois.gov)

STATEWIDE ERP PROGRAM WEBSITE ACCESS:

[Website](#)