

JULY, 2016



# ERP NEWSLETTER



# NEWSLETTER

## ERP PROGRAM UPDATE

Did you know?

*76% of the world's  
transaction revenue  
touches an SAP system*

Volume 8, July 2016

### Agency Kick-off Meeting

1 – SAP North America



Presenters included ERP Program Director, Kevin O'Toole, Christoph Schrey (McKinsey), Kevin Lewis (Deloitte) and Dugan Winkie (McKinsey)

On July 27th, we formally kicked off the ERP implementation with the IOC and Department of Revenue. In the coming weeks we'll kick off the remaining Cluster 1 agencies.

Hosted by ERP Program Director, Kevin O'Toole, the rollout methodology focuses on financials, procurement and grants management which will, in part, establish full transparency of State financials, address audit findings and simplify the grants process. Thereafter, the process focuses on establishing an accurate resource view for State employees and the streamlining, automation and standardization of HR processes and other human capital management.

This next ERP implementation is unique as the team will be building on the platform established by work already completed with the Pilot agencies and identified in the design phase. There will also be ongoing analysis and regular system updates for continual improvement of processes and the overall system.

*"The team will be building on the platform established by work already completed with the Pilot agencies"*

 [Click here to view Archived videos](#)

In addition, there are several key implementation work streams that will be ongoing for both Pilot and Cluster implementation. Among these are: Program management, SAP configuration and development, Legacy systems development, Technical architecture, SAP and legacy testing/support, Capability building and change management, ERP/legacy rollout and Cluster rollout planning. Agency participation for the upcoming months will be critical in terms of the overall design, conversion/interface development, data preparation, end-to-end test scenarios and deliverable review.

As with the Pilot Agencies, we'll be featuring key aspects of the implementation process in the monthly newsletter as well as utilizing video blogs, podcasts, online educational resources, posters and additional media to keep agencies informed of their progress.



This month we announce the cluster designations for each agency.

Meetings were held with all agency directors, where Cluster and SAMS/DOR designations were released, noting that ramping-up activities will be taking place rapidly.

All in-scope agencies will be included in regular program communications.

10/1/2016	~4/1/2017	7/1/2017 <sup>1</sup>	1/1/2018	7/1/2018	1/1/2019
Pilot	Cluster 1A	SAMS	Cluster 1B	Cluster 2	Cluster 3
EPA	IEMA	BIOC	HFS	CMS	DOT
DVA		DOR	DHS	LOT	DOC
IDES			DCFS	DCEO	ISP
LIOC				DPH	
				DNR	
				DFPR	
	GOV CSC		AGE ITT	AGR IPA	SPMB GAA
	CDB PPB		EEC CDD	DOL DOI	SFM VPA
	HPA INSG			ICC PTAB	MA DCC
	GOMB			WCC GAM	LET CHIP
	LTG			IRB DoIT	DJJ DHH
				IAC ELB	CJIA PRB
				LRB	HRC HRA

## Latest Agency Cluster Designations Announced

As we move into the next phase of the SAP integration process, we can reflect on the challenges and successes of the Pilot Agencies. Insofar as the current focus is on Financials, Procurement and Grants Management, the central piece of advice that agency leads recommend to all those new to the process is to “cleanse your data!” Look at your legacy systems and concentrate on your current accounts, archiving and/or deleting outdated information. In this way, agencies will more effectively manage their money and resources, while defining analytics to improve the decision-making process.

**Click here to submit your story ideas,  
photos and videos!**

**NEWSLETTER**



# SAP Process & Systems Training

When the new SAP system launches at the beginning of October, end users from the four Pilot Agencies will experience a significant change in the way they use technology on a daily basis. To help end users adapt to those anticipated changes, the ERP Program will deliver a well-structured training curriculum. Our overarching goal is to teach end users how to confidently use the new system through a mix of general instruction, demonstration and real-life exercises.

The training program will include two primary categories of training: **SAP Project Overview and Basic Navigation**, and **SAP Process and Systems Training**. Each category will serve a unique purpose, preparing pilot end users to use SAP.

**SAP Project Overview and Basic Navigation Training** is the first step in the training curriculum and is designed to introduce the audience to the overall program goals and the SAP platform. The training will be delivered in classroom, instructor-led and will incorporate both simulation and exercises in the system. The key objectives of Basic Navigation Training are:

- Project background, goals and objectives
- Familiarize learners with new terminology
- Familiarize learners with SAP navigation conventions
- Identify where learners may seek online assistance within SAP
- Prepare learners for more sophisticated SAP System Training

*“Training will be delivered in classroom, instructor led and will incorporate both simulation and exercises in the system”*

**SAP Process Overview and System Training** is the second step in the training curriculum and will be delivered to pilot end users to promote awareness and understanding of the SAP business processes and functionality. The training will include in-person, instructor-led classroom sessions with process overviews, simulations, and exercises which model a ‘tell me’, ‘show me’, ‘let me try’ approach. The key objectives of Process Overview Training are:

- Identify SAP process changes
- Identify independencies in the work flow
- Identify benefits to be derived from the updated processes (e.g. way in which current work can be simplified)
- Reinforce new concepts and terminology associated with SAP
- Identify linkage between the overall business processes and the use of SAP
- Teach learners how to use SAP to complete activities or tasks based on their SAP Access profiles
- Identify where pilot end users (learners) may go for more assistance (i.e. participant guides, quick reference cards and on-line performance support)
- Build confidence regarding readiness to use SAP post “Go Live” by providing demonstrations and simulations of SAP functionality
- Provide an opportunity for learners to receive “hands-on” practice with SAP

*Continued...*

**Training Curriculum Tailored to User Needs:** The training curriculum will be assigned to users based on their system security profiles. This approach will help match training content to each user's needs. For example, if you have access to purchase orders in the new SAP system, then you will be assigned to purchase order training.

**Instructor-Led Approach:** It is anticipated that most courses will be led by a primary instructor, a State Subject Matter Expert (SME), and a Deloitte SAP systems expert. This structure will facilitate the highest degree of interaction, organization, and performance support which is especially beneficial to pilot end users during systems training.

## Staff Functional Experts: Technical, Testing & Training

The July ERP Newsletter is featuring the second in our “A Day in the Life” podcast series, discussing the business perspectives and personal reflections of our State Functional Experts.

I had the opportunity to speak with Patrick Dominguez, Steve Farris and Joel Rapaport. I'm J.R. Olivero, from the ERP Communications Team.

In these interviews, the Communications Team focused our questions more on the technical aspects of the implementation process, training and future state.

I first spoke with Patrick Dominguez, Functional Lead for the Finance Work Stream – which includes budgeting and grants management.

I asked Patrick about his current focus. He said, “We're currently in our third cycle of integrated testing – which is intense and focus on the areas for business processes and trying to catch any defects that exist as we move forward through the process.”

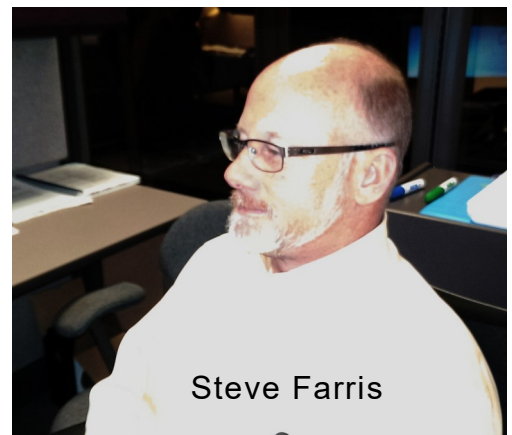
From a personal perspective, Patrick sees the ERP process as more than a complex grouping of hundreds of disparate systems into a single operational functionality. “I think the great strength of this project is our team and the ability of the State to identify the core talents required to develop a depth and breadth of knowledge in SAP. During life-cycle implementation, you begin to view the team as your second family, and I think we're very fortunate to be working together.”

We also discussed what “future state” means to Patrick. “Future state for me means rolling out new releases, bringing in new requirements and standardizing a lot of individual processes. I see it as a great opportunity for the State to enhance the skill set of the individuals within the finance group.”

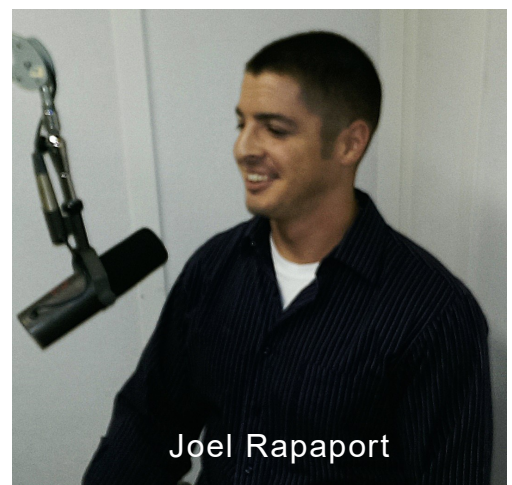
*Continued...*



Patrick Dominguez



Steve Farris



Joel Rapaport



## Staff Functional Experts: Technical, Testing & Training

...continued from page 4

There have been some concerns that agencies may be left on their own with no resources where they can go for information and support. Regarding this concern, Patrick responded, "After we go live on October 1<sup>st</sup>, it's important to note that agencies will never be left on their own. We'll have future waves, releases and processes. We'll continue to do testing and refine the system requirements that may have not been captured in the initial phase of the environment.

"For agencies beginning the process, what would you suggest?" Patrick: "Data cleanse is very important. Agencies need to look at their master data and vendor accounts and assess what they need. If you haven't used a vendor in ten years, you don't need that data!

Steve Farris, State Functional Expert for Procurement, discussed his views on implementation: "The world of procurement in the State of Illinois is due for a change – and I think that ERP is going to facilitate that change. What has been multiple, fragmented systems will now be one powerful, streamlined process.

"So from your perspective, what's changing? What have you been doing on a daily basis?" Steve said, "I've had the opportunity to present some really new and innovative processes related to the procurement process, and the agencies are really coming around to embrace them. What now takes a week or more to do manually will now only take a few days by automation, expediting the entire process."

"What's going to happen from here?" Steve said, "Our next steps will involve training personnel at both the executive and user level, then to work on the change impact by designing training manuals and videos".

"Have you encountered any resistance to the ERP process?" Steve: "I think change, in and of itself, can sometimes be a little overwhelming. This system is used around the world in both the public and private sectors, and we've done a good job to make sure it fits within the needs of the State of Illinois.

"What advice can you offer agencies just coming into the process?" Steve: "Maintain your lines of communication. If something doesn't seem right, make sure you let us know. Don't try to do too much, too fast. This system and many of the processes are now combined. As examples, you may have had separate processes for requisition, invoicing and asset management. Since these are now all combined into one, single process, it's quite the work of art to fully grasp (the depth) of the system."

## ERP Audio Blog

CLICK ON ANY BOX TO HEAR THAT PODCAST



Patrick Dominguez Podcast



Steve Farris Podcast




Joel Rapaport Podcast



...continued from page 5


## Media Update



Consistently deliver **financial statements** in a timely manner  
Be a catalyst for **statewide transformation of all administrative services**  
Drastically **improve the efficiency of administrative and citizens services**  
Enable **statewide transparency, access to information, and swift decision-making**

**ACTS**  
ACCOUNTABILITY  
CREDITIBILITY  
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](mailto:Statewide.ERP@Illinois.gov)



**Keep calm  
and order your  
NEW  
ERP POSTERS  
Now**

Click here for  
more information

Joel Rapaport is the Asset Management Functional Expert for the ERP Program and helped me understand how to describe, from a non-technical point of view, how ERP makes the financial process easier. Specifically, how the team adapts legacy systems and makes them more productive and efficient.

Joel explained one of the basic but critical advancements to the procurement process. “One of the biggest changes to the system will be the creation of the fixed asset shell. Before SAP, procurement was the first step in the process. Now procurement *manages* an agency’s request for the purchase of an asset. The shell gives procurement all of the general information they need to move forward. Once the asset is purchased, it automatically gets entered into the fixed asset module, which begins tracking and depreciation.”

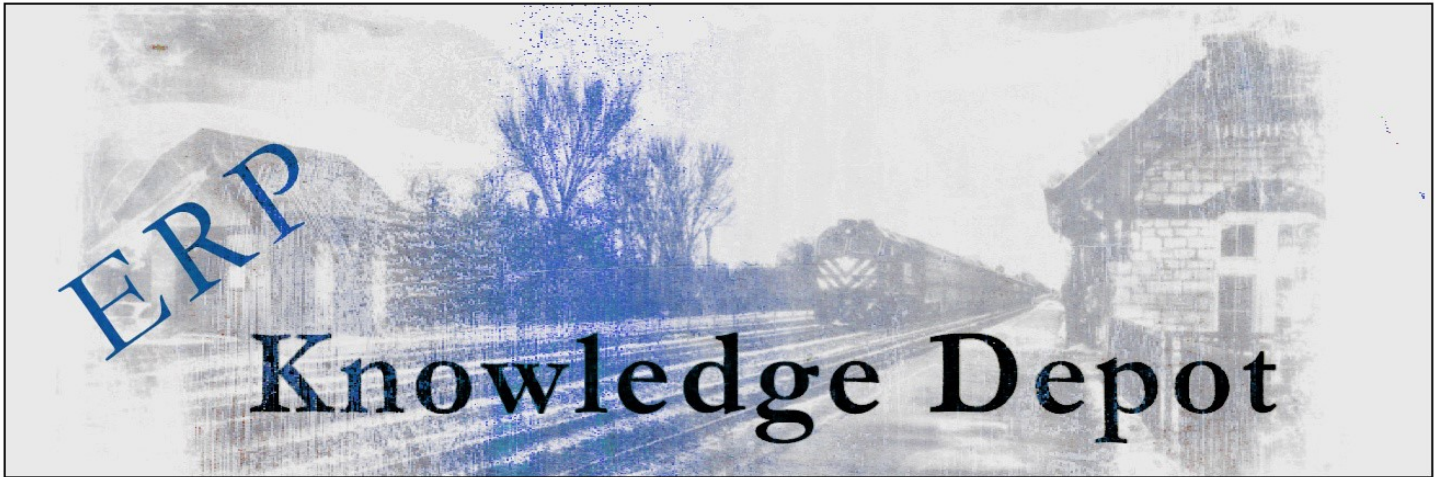
Joel also pointed out one new Illinois Administrative Code (JCAR) that will greatly affect the way agencies deal with low value assets. “Unless an asset is considered high theft, any asset under \$500 no longer needs to be tracked and can come off the books. Agency-wide, there are tens of thousands of these assets on the books so the cost savings in terms of time spent tracking and reporting such assets will be significant.”

He also illustrated plans to upgrade asset management, noting that the State will be setting up a procurement so that each agency will be able to buy their own bar-code scanner for the purpose of managing the inventory of their assets. “It will make retiring assets much easier as well as a lot more accurate and efficient.”



Podcast Archive

Click here to access archived podcasts



## Training Courses

The training team is currently developing 15 training courses to educate end users on the broad spectrum of SAP functionality. Course curriculum ranges from short and simple introductory type courses to robust, detailed courses on period end close and purchasing. Courses will include a presentation overview, system training and exercises to practice real world examples.

## Training Calendar

The training schedule was based on the number of courses, number of users, number of classrooms and classroom capacity. For the introductory courses, we added plenty of additional classes for flexibility.

## Registration and Locations

The ERP program is utilizing an online training registration platform to help expedite the training sign-up process and manage classroom capacity restrictions. This online application organizes group activities such as community outreach, sporting events and training! It allows the training team to input the class details such as description, room name and capacity. It also allows you to choose which class works best for you. We've tried to limit the class size to about 15 students. The training team will utilize two classrooms in Chicago for IDES and at least four classrooms in Springfield for IEPA, IDVA and little IOC.



## Training Assignments



Training course assignments will be based on two factors: required introductory courses and system security profiles (or access profiles). Your management team has assigned access profiles to you based on your current responsibilities and system access needs.

For example, if you have been assigned a Purchasing access profile, then you will also be assigned the following training courses:

- Introduction to SAP
- Introduction to Master Data
- Introduction to Funds Management
- Purchasing

Required introductory courses will be assigned to all users. You will be asked to take the introductory courses in order: Introduction to SAP, Introduction to Master Data and Introduction to Funds Management.

Our training approach is to teach end users the big picture perspective as well as the detailed system functionality. This means that you may receive a wider range of training than you would normally expect. For good reason. We want you to understand how your part plays an important role in the end-to-end business process. It also means that if you have a small part in the system function, you will attend the same class as the primary user. For example, employees assigned to reporting, oversight and approver type profiles will attend the same class as the primary user, such as Accounts Payable Processor. Here are some example profiles that will attend the same course as the primary user: Asset Management Reports, Inventory Management Reporting, Accounts Payable Oversight, Customer Master Data Approver.

So while you may only expect to create reports or approve transactions, you will be asked to attend the entire course so that you have a full comprehension of system functionality to better understand what you're approving.





## Packet II – Testing Update

We have successfully exited integration testing Round 2 for the Pilot financials implementation (ITC2) on July 10<sup>th</sup>. Base SAP functionality and final SAP configuration items were tested and over 100 individual scenarios passed.

We are currently on track to complete integration testing Round 3 (ITC3) on August 5, which is the final integration test cycle and includes all of the RICEFW (reports, interfaces, conversions, enhancements, forms, and workflows) development objects. In addition, a comprehensive mock conversion was completed prior to the start of ITC3 in order to test loading legacy data into the SAP system.

The next exciting phase of testing will be user acceptance testing (UAT), which kicks off on August 8<sup>th</sup> and runs through the remainder of the month. This will be an opportunity for pilot agencies to test identified end-to-end scenarios in the system.



*Did you know?*

*Modern ERP systems are able to increase on-time deliveries by 24% due to improved productivity, order tracking and decision making.*

*Aberdeen Group*

**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

**ACTS**

- ACCOUNTABILITY
- REDIBILITY
- 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](mailto:Statewide.ERP@Illinois.gov)

CLICK HERE TO ORDER YOUR NEW ERP POSTERS



## ACTS Program Logos for your office

Download the new Department of Innovation and Technology ACTS branded logos for your office correspondence and ERP related materials!

[Click Here](#)



# ERP NEWSLETTER JULY, 2016

STATEWIDE ERP PROGRAM WEBSITE ACCESS:

[Click here to go to the Statewide ERP Program Website](#)

**Website**