WBSCM UPDATE

Feature	Status Corner	Did You Know?	Ed Corner	Next Month	Ask Us

June 2008

FEATURES:

KEY LEARNINGS FROM SAP SAPPPHIRE/AMERICAS' SAP USERS' GROUP (ASUG) CONFERENCE

uPERFORM

BUILDING WBSCM

This issue highlights three topics:

- ❖ Learnings from peers and experts—the SAP SAPPHIRE® 2008 Orlando and ASUG Annual Conference

- ❖ The multiple benefits of RWD uPerform—the authoring and training tool being used by the team

- ❖ An overview of key activities in the Build Phase

SAP SAPPPHIRE/ASUG CONFERENCE – WHERE REAL-LIFE USERS SHARED LESSONS LEARNED AND TALKED WITH THE EXPERTS

More than 15,000 SAP professionals attended the SAPPHIRE 2008 Orlando and ASUG Annual Conference May 5-7, including 14 WBSCM Team members.

They came together to discuss the best approach for leveraging SAP business solutions across their organizations and accelerating innovation. At the conference, Candy Thompson, former USDA Program Manager, and James Yan, SRA Program Manager, participated on a Federal Supply Chain Management panel discussion.

Here's a summary of what our WBSCM Team members had to say about the conference:

- ❖ They were pleasantly surprised at the number of public and private organizations that use SAP and the success they have had using it.

- ❖ Perhaps the greatest value of the conference was hearing the lessons learned directly from the employees from other organizations who were responsible for the implementation of their SAP solutions. We heard what worked, and what went wrong as well as key lessons on improving the management of WBSCM project to make it more successful. Some examples were:

  - o Ensuring that team members obtain additional full-time resources early in the Build/Test Phases to help with testing, as well as documenting their responsibilities and project timeline.

  - o Briefing management frequently to maintain their commitment to the project.

- ❖ Excellent keynote speakers and presentations covered an extensive range of useful topics, including the

latest market trends, future enterprise software ideas, and SAP capabilities demos.

- o Of particular value was the keynote speaker, Patrick Lencioni, who spoke of the "Five Dysfunctions of a Team." These included absence of trust; fear of conflict; lack of commitment to the project; avoidance of accountability; and inattention to results. Mr. Lencioni emphasized the importance of team members putting the goals of the team above their personal goals, as well as the goals of their individual divisions or offices.

- o Another highly relevant session was a panel discussion on "Becoming a Best Run SAP Center of Excellence (CoE): Improve Business Value and Reduce Cost." The panelists emphasized the importance of designing roles for the new ways of doing business, and getting these roles approved by business stakeholders. They also stressed the criticality of getting the right people, with the right skills who are dedicated to the project team full time, early on. ("Availability" alone is not a skill set that teams need). It is essential to get team members aligned on goals, roles, responsibilities, and team processes. Team members need to have clear accountability, and be held to it. The panel also underscored the importance of making real process improvements to lower the Total Cost of Ownership (TCO) for SAP.

The team plans to apply these valuable learnings to the WBSCM project as it moves forward.

UPERFORM – HELPING BUILD USER CAPABILITY AND MANAGE WBSCM PROCEDURES

The WBSCM Team acquired and is using an exciting tool—RWD uPerform. uPerform will enable the team to create, store, and manage simulations and other training materials for release and performance support. But that's not all. The beauty of uPerform is extensive:

- ❖ First, it makes creating realistic training simulations easy, by capturing WBSCM screens, fields and images automatically.

- ❖ Second, it allows the team to create documents once, then use them for multiple purposes—training; (e.g. for creating simulations, course material, job aids, and exercise/data sheets); Web-based Help support. The WBSCM Team will first create Business Process Procedures (BPPs) in uPerform—literally capturing and producing documentation for every transaction in WBSCM. The Training Team will then use these BPP documents to create the training materials. That will help prevent the need for duplicative work.

- ❖ Third, uPerform can output to various file formats. These include PDFs, Word documents, and a proprietary simulation format.

- ❖ Fourth, it's easy to use – really!

- ❖ Fifth, the government owns the license for uPerform, and will be able to continue using it to meet future needs for training and revising training material as processes change within WBSCM.

The team will be working closely with agencies involved in WBSCM to design, develop, and deliver both hands-on classroom and Web-based training to include Help support. Training will occur just before Go-Live, so that users can apply what they learned before they forget it!

"BUILDING" WBSCM – THE NEXT PHASE

As the WBSCM Team wraps up the Design Phase at the end of this month, it's also planning the Build Phase. (In past newsletter issues, we've used the analogy of designing and building a house. This would be the phase in which construction workers, plumbers, and electricians, etc. work with the architect to transform the blueprint into a house.) For the WBSCM Team, it means assembling and configuring SAP's out of the box (OOB) best practice business processes. For those essential USDA business processes that cannot be met with the OOB functionality, a custom developed extension will be built utilizing tools designed for SAP.

As in the Design Phase, there are eight concurrent work streams in the Build Phase. These include:

1. Program Management
2. Vision & Architecture
3. Business Processes
4. Applications
5. Data
6. Security & Internal Controls
7. Communications, Training and Organizational Transformation
8. Technical Infrastructure

Following is an overview of key activities in each work stream. Some of these tasks are either the SRA Team's (*) responsibility, or the USDA's (**) responsibility.

1. **Program Management**—includes such activities as resource and budget planning and tracking (*); issue tracking and management (*); integrated change control (*); QA review and risk assessment (*); and project team status (*).

2. **Vision & Architecture**—the activities consist of assessing the completeness of the Business Solution (*); starting the development of a draft Production Cutover and Go-Live strategy (*); and Unit Testing within WBSCM and with external interfaces (*).

3. **Business Processes**—includes completing the development of Business Process Scenarios & Exception conditions (*); the creation of Business Process Procedures (BPPs) (*); and begin defining Job Roles and Responsibilities (**).

4. **Applications**—primary activities include SAP application configuration (*); completion of RICEFW (reports, interfaces, conversions, extensions, forms, workflow) functional specifications (*); and finalization of the application architecture and data design (*).

5. **Data**—primary activities include finalizing the Data Conversion processes (**); performing Data Cleansing and Staging (**); and conduction initial Data Readiness validations (*).

6. **Security & Internal Controls**—the activities consist of the setup and implementation of Security Profiles and Procedures (*); and begin defining Internal Controls to ensure A-123 compliance (**).

7. **Communications, Training & Organizational Transformation—** consist of such activities as starting the development of WBSCM Training Materials (*); setup of the Training Environment (*); Organizational Communications (**); and Organizational Transformation Planning and Preparation (**).

8. **Technical Infrastructure—**some of the activities that will occur are the procurement and setup of the Integration Environment (*); and the administration and support of the project's Sandbox, Development, Test and Integration Environments (*).

That's a quick overview of the complex range of activities that will move WBSCM from paper to a real, "see it, touch it, use it" business solution that will support supply chain management processes domestically and internationally across multiple agencies moving forward. Upon completion of the project's Build Phase, the Test Phase will commence. The major activities that compose the Test Phase will be discussed in future WBSCM newsletters.

STATUS CORNER

❖ The team is completing activities with *CombineNet* to develop a prototype Bid Evaluation Optimization Solution (BEOS). An evaluation of the prototyped solution will determine if it could improve agencies' abilities to evaluate both commodity and freight bids. After the prototype phase is complete, the team will award a contract to a vendor for the actual BEOS implementation work.

o Human capital management transition activities continued to ramp up with MITRE. The team is developing a Human

Capital Transition Plan. Each agency has team leads assigned to this critical effort. The group is conducting bi-weekly planning sessions and intends to develop a draft plan by June 24.

❖ The team continued its aggressive integration cycle session schedule; completing "Source to Award".

❖ The team continued to hold Solution Council sessions and weekly Solution Action Item List conference calls. The Solution Council sessions in early June focused on Data Management design and activities and WBSCM Reporting capabilities.

❖ WBSCM Team members conducted design validation working sessions with SAP Records Management SMEs.

❖ The team continues to finalize all Release 1 Design Documentation in preparation for exiting the project's Design Phase at the end of June.

Did you know...?

…USDA commodities are available to any school that participates in the National School Lunch Program.

…Commodities represent a wide spectrum of convenient products. In 1981, USDA offered schools 54 commodity products. Today, over 180 are offered.

…SAP was founded in 1972 by five former IBM employees. Their vision was to develop standard application software for real-time business processing.

ED CORNER 🍎

❖ Continuing the transition from different agencies' lingos to WBSCM "SAP speak", here is the latest sample of the new "WBSCM dictionary:" You can access the full WBSCM terminology guide on our program Web site.

WBSCM Terms

Material Master: The total of all material master records. A company manages the data on all its materials in the material master. It integrates data from engineering, manufacturing, sales and distribution, purchasing, accounting, and other departments.

Material Group: A grouping of materials and services according to their characteristics. For Example: Vegetables, canned

Material Type: A grouping together of materials with the same basic attributes such as raw materials, semi finished products, or finished products.

WANT TO CONTINUE DEEPENING YOUR KNOWLEDGE ABOUT SAP AND ERP?

You can find more information about who else is using ERP, including demos and customer success stories, from the SAP Web site at www.sap.com.

You can also learn more by reading and participating in SAP and related activities. See our December '07 WBSCM newsletter http://www.fsa.usda.gov/Internet/FSA_File/wbscm_update_0712.pdf for a list of suggested sources and events.

This includes online communities and chat forums, Web seminars, terminology, guides, published reading material, books, and formal events.

NEXT MONTH…

July 2008

…the WBSCM Team is scheduled to begin the Build Phase.

…our newsletter will feature a synopsis of the SAP Technical Development process and explain common SAP Technical Development terms and principles.