



WBSCM UPDATE

Feature

Status Corner

Did You Know ?

Ed Corner

Next Month

Ask Us



FEATURE

The Human Capital Transition (HCT) Team

This issue of the WBSCM Update features the Human Capital Transition (HCT) Team and their activities supporting the WBSCM program.

What is HCT?

The HCT Team was formed in February 2008 to address the upcoming USDA and USAID's transition from PCIMS and satellite systems to the SAP WBSCM solution.

This transition does not only involve the physical software transition (retiring PCIMS and satellite systems and deploying the SAP WBSCM solution), it involves transitions in how people from USDA and USAID will use the system in their daily work environment.

A successful ERP transition involves overcoming challenges and adapting to changes; one of the key challenges is preparing for and addressing how real-time integration often changes people's jobs and how an organization works together. This real-time integration involves changes in how people perform their work tasks (process changes) and the technology used to perform the work. Thus, the HCT Team will focus on the "human element" of the transition including people's roles, responsibilities, and how they will be using and supporting the new WBSCM system.

Examples of Change

An organizational impact can result from any change that can potentially affect how the organization currently operates. Real-time integration changes include the following:

- ❖ Implementation of new business processes (*e.g., vendor self service*)
- ❖ Implementation of new technologies and methods (*e.g., automating manual tasks*)
- ❖ Modification of current process to realize the business benefits from the new processes and/or technologies
- ❖ Requirement of new skills to perform key tasks
- ❖ Implementation of new or revised business rules/policies (*e.g., maintaining all master data across the agencies in one location*)

HCT Team's Approach & Guiding Principles

Generally, an HCT approach can be as simple as sending an email notifying users of the new process for logging onto WBSCM or as complicated as updating a USDA policy, creating training and communications for external WBSCM users, or preparing the help desk to support WBSCM after deployment.

The WBSCM HCT Team's approach will focus on mapping existing roles and responsibilities to the WBSCM environment, and will transition current employees and external users to those roles. Specifically, the types of users that the Team will focus on are (1) internal IT users, (2) internal day-to-day users, (3) external users, how it influences them, and devising a plan to help minimize the impact and transition these users to WBSCM.

The WBSCM HCT Team's Guiding Principles are as follows:

- ❖ Keep it tactical, practical and inclusive
- ❖ Identify standardization opportunities where practical
- ❖ Align the WBSCM solution with agency missions

The WBSCM HCT Team's objectives are as follows:

- ❖ Identify the changes created by WBSCM proactively
- ❖ Develop approaches for making the change happen with as little disruption to day-to-day business as possible
- ❖ Provide assistance to users by training and education, communications, and structural changes such as updated policies and procedures, organization charts, and position descriptions
- ❖ Have an Organization that functionally and readily accepts WBSCM
- ❖ Provide the right mix of skills and resources to utilize WBSCM
- ❖ Ensure USDA and agency policies and procedures align with WBSCM processes
- ❖ Have efficient and effective post go-live operations

HCT Expected Outcome

Developing and implementing a WBSCM solution to cover organizational processes will lead to successful results only if it is accompanied with the transformation of people who will utilize new processes and the new solution.

To guide the transformation, the HCT Team expects to produce an HCT Plan that identifies all of the planned transition approaches, who is responsible for leading the transition activities and the timeframe in which the activities need to be completed.

HCT Execution Strategy

Currently, the HCT Team is conducting data gathering activities as the first step of the HCT's six-step execution strategy (see below).



HCT Execution Strategy Roadmap

1. **Data Gathering:** Collect data relevant to the current and future USDA WBSCM roles; collect data relevant to policies, procedures, training, and communications. (*Output: Data identified and collected*)
2. **Analysis:** Review and align existing people and organizations with expected changes; identify the gaps, identify necessary approaches to transition from the current state to the WBSCM environment. (*Output: Change Log*)
3. **Consensus:** Work with leadership, stakeholders and external organizations to gain buy-in and support; prioritize all impacts and develop action plans. (*Output: Draft HCT Plan*)
4. **Buy-In and Refinement:** Focus on communicating and fine-tuning the transition approach along with preparing users and USDA for the transition by providing information, plans, and timing. (*Output: Final HCT Plan*)
5. **Execution:** Begin execution of tactical plans for Training, Communications, and Stakeholder Buy-In; will begin six months prior to the deployment of WBSCM. (*Output: Training, Comm., updated organizational charts, updated policies and procedures*)

6. **Refinement:** Support the unforeseen affects (since every impact cannot be predicted) and address any shifts that need to be made to allow USDA to use WBSCM effectively. (*Output: Lessons Learned and Continuous Improvement Plan [CIP]*)

Who is on the HCT Team?

The HCT Team is composed of USDA and USAID WBSCM Team members with MITRE support. The HCT Team has representatives from each of the agencies (FSA, AMS, FNS, FAS, and USAID) across the technical and functional areas focused on preparing the people and organization to effectively use, maintain, and support WBSCM.

If you have any questions regarding the HCT Team and its activities, please contact one of the following team members:

Khristy Baughman Khristy.Baughman@kcc.usda.gov	FSA
Rosemary Hall Rosemary.Hall@kcc.usda.gov	FSA
Sue Olsen Sue.Olson@usda.gov	AMS
Ronald Ulibarri Ronald.Ulibarri@usda.gov	AMS
Robin Jepson Robin.Jepson@fns.usda.gov	FNS
Tim Powers Timothy.Powers@usda.gov	FAS
Joyce Friedenber Joyce.Friedenberg@usda.gov	FAS
Keith Adams Keadams@usaid.gov	USAID
Sylvia Moore SyMoore@usaid.gov	USAID
Judith Grooms JuGrooms@usdaid.gov	USAID
Tim McRae TmCrae@usdaid.gov	USAID

STATUS CORNER

- ❖ The Solution Council participated in the Build Work Cycle 1 Playback; topics highlighted during the demonstration included Organization Structure, Portal Navigation, Material Master and Product Catalog, Customer Master, and Finance topics
- ❖ Currently the HCT Team is identifying the impacted WBSCM users and stakeholders, and is assessing the change impacts identified in the Release 1 Design Document
- ❖ The BEOS Team released the BEOS Design Document for USDA review
- ❖ The WBSCM Team completed the following Build Phase Cycle 2 activities: Configuration of core business processes for the standard domestic process, vendor self-service, records management, and ordering/shipping of standard, pre-po and multi-food orders from warehouse only



DID YOU KNOW?

...The USDA FNS and other agencies continue their support and commitment to areas affected by Hurricane Gustav by pre-positioning food supplies and other commodities for quick deployment?

...The USDA is helping kids eat healthier lunches by educating food service staff in over 20 states?

...The USDA helps to answer the commonly asked question of "What's in the food we eat" by providing nutritional profiles for over 13,000 foods commonly eaten in the U.S.



ED CORNER

Here is the latest sample of the “WBSCM dictionary.”

WBSCM Terms

Common HCT Terminology

Intervention: Some type of action (training, communications, policy updates, and organizational change) needed to transition users to WBSCM.

Organizational Change: For HCT, an organization change can mean creating or changing a group, updating or changing policies, updating position descriptions – whatever ‘people’ infrastructures changes need to be made to support WBSCM.

Internal day-to-day User: Agency users from USDA and USAID that will use the WBSCM system to perform work related tasks.

External User: User outside of the USDA and USAID government agencies such as those that place orders for commodities from USDA (SDA, PVO, ITO, and NGOs).



NEXT MONTH

We will continue to report on Build Phase progress and feature the User Roles Integrated Process Team (IPT).

ASK US



We’d appreciate your thoughts and feedback! Please email any WBSCM questions or suggestions you have to:

WBSCM@kcc.usda.gov

You can find more WBSCM information on the [WBSCM Program Web site](#).