



UFMS eFLASH: April 21, 2004

In this edition...

- 1. Conference Room Pilot 2 (CRP2): “Overwhelmingly Successful”**
- 2. Centers for Disease Control and Prevention (CDC) Opens UFMS Learning Lab**
- 3. Workforce Transition**
- 4. Ask Professor UFMS: What’s Next?**

1. Conference Room Pilot 2 (CRP2): “Overwhelmingly Successful”

Tom Doherty, UFMS Program Director, said the CRP2 sessions in Atlanta (March 23 - April 1) and in Rockville (April 5 - 9) were “overwhelmingly successful.” There was significant participation at the sessions with over 200 participants, including observers from the Office of the Inspector General and from the General Accounting Office. Attendees at CDC reviewed 17 integrated business process scripts, that included both global and site-specific feeder system interfaces.

Jennifer Greger said, “While the CRP2 scripts were clear and comprehensive (even the accounting treatment was correct) the key ingredients to the extraordinary success of CRP2 were the presenters and drivers who spoke, not in an Oracle language, but in HHS language.”

2. Centers for Disease Control and Prevention (CDC) Opens UFMS Learning Lab

On April 7, CDC opened the doors of their new UFMS Learning Lab. The UFMS Learning Lab holds fourteen computer workstations pre-loaded with the UFMS training instance where employees may practice CRP2 scripts, practice simulations of their own “real work” and take UFMS pre-requisite training courses. The Lab offers “hands on” experience in a risk-free practice environment, with a full-time instructor on-site to offer assistance.

The UFMS Learning Lab is one component of a training plan designed to help prepare the entire CDC FMO organization to operate in the new environment. CDC plans to “go-live” with UFMS in October of this year.

3. Workforce Transition

Understanding Change and Transition

As we prepare to transition into the UFMS work environment, it will be important for all of us to understand how change differs from transition. Think of change as an event and transition as a process. For example, moving to a new home or getting a new boss is a change, but transition is the psychological process we go through adjusting to the new home or the new boss.

In the case of UFMS, the change will be the introduction of new technology, standard business processes, and new policies. Transition, on the other hand, will involve our learning to use the new technology, our conforming to standard ways of doing business, and our adapting to global rules. For us, change will be external and marked by an event. However, transition will be internal and will require a period of adjustment.



Readying Your Organization for Change

Change-readiness is essential for successful workforce transition. Best practice references tell us four things distinguish the change-ready organization:

- A core of effective leaders/change agents championing the change
- A critical employee mass (25%) sufficiently informed and motivated to change
- A collaborative working environment with up/down communication channels
- A management that is unified and mobilized to drive out fear

It is essential to work cooperatively to achieve these things as early as possible in the UFMS implementation process. Look for helpful hints and strategies in the May *eFlash*.

4. Ask Professor UFMS: What's next?

Q: *"Now that CRP2 is over, what's next?"*

A: With CRP2 behind us, the global and CDC-pilot team will push ahead toward the first agency "go-live" at the CDC in October 2004. What exactly will that entail? Lots! First, the teams will complete the post-CRP2 interfaces, extensions and reports (putting the finishing touches on the configuration of the system). They will then prepare and test for data conversion, conduct focus user groups, perform User Acceptance Testing, and train the end users for the new UFMS environment. All this will happen before the UFMS switch is turned on in October. No long vacations for the UFMS team this summer!

Do you have other questions about UFMS? We may have already answered them at <http://www.hhs.gov/ufms/faq.html>, if not, email us at Mailbox.UFMS@hhs.gov.