

## Global and CDC Conference Room Pilot 2 (CRP2) is Underway!

HHS is creating the Federal Government's largest civilian financial management system.

More than 200 OPDIV representatives and over 50 CDC and Global UFMS team members are participating in the second of two Conference Room Pilots in preparation for the UFMS implementation at CDC. The first CRP was conducted in August 2003. The CRP2 has two components, a CDC session in Atlanta March 23 - April 2 and a Global session in the Washington D.C. area April 5-9. While CDC's session will focus specifically on CDC integrated business processes, the Global sessions will validate global functionality (elements that are common to 2 or more OPDIVs). For more information on CRP2, HHS employees can go to the UFMS Intranet at <http://intranet.hhs.gov/ufms/crp2.html>.

Participants' involvement and feedback at the CRP2 are critical in achieving the milestones necessary for Go-Live at the CDC in October 2004. The information gathered from CRP2 will be used to update the business processes and designs that will be used to perform integration and unit testing, conversion activities, and end-user training. ■



**UFMS Accounting Treatment Team**

### Inside . . .

CRP 2	1
Accounting Treatment Team	1
FDA CRP	2
Training Approach	2-3
Workforce Transition	3-4
In Brief	4

The Global Accounting Treatment Team worked tirelessly at the UFMS Global office in Rockville from February 3 - March 12 to validate approximately 200 budgetary transactions with their associated proprietary transactions in the UFMS Oracle U.S. Federal Financial application. This team is only one of the many groups working to implement the UFMS.



## FDA Conference Room Pilot (CRP)

FDA's CRP on February 2-12 was a resounding success. The event kickoff included DHHS, FDA and BearingPoint senior managers. Mark McClellan, M.D. Ph.D., Commissioner, FDA, addressed the FDA UFMS team and the CRP attendees. Dr. McClellan said that UFMS is a great example of "smart government," which means we will be able to get more from our limited resources.

The purpose of the CRP was to validate the configuration of a single set of books for the FDA in the Oracle U.S. Federal Financial application, giving the participants an opportunity to better understand how FDA does business and to see how business may be conducted in the future UFMS environment.

All of the scripts began with an overview of the current FDA business scenario; this put the demonstration in context for the audience. BearingPoint project staff provided the narrative for each script with FDA staff at the keyboard "driving" the application. This approach helped send a powerful message to the audience that the UFMS application is user-friendly.

Bob Henry, a FDA "driver" at the CRP commented, "The navigation and use of the Oracle U.S. Federal Financial application is straight forward and very user-friendly. Transitioning to the new system should be smooth and uncomplicated for our users. It will be a big step forward for FDA to move to a modern, web-based financial system."

The drivers were also able to field questions related to FDA business processes today. Participant feedback, collected throughout the two-week sessions, was very positive with participants indicating that they were looking forward to deploying the system.

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Bob Henry  
FDA UFMS application "driver" at the FDA CRP

FDA's next steps are deploying General Ledger for Payroll transactions in October 2004 and implementing the remaining core financial management functions in April 2005. ■

## UFMS Takes a Blended Approach to Training

When you get a new piece of software do you: a) Sign up for a 4-day class? b) Thoroughly read the manual? or c) Just load it, turn it on, and play with it?

*Continued on page 3*



*Continued from page 2*

Everyone has a preferred style of learning. To help users learn UFMS, the UFMS Global Training Team has created a "blended" training approach. A blended approach provides a variety of ways to engage employees in learning.

"The blended solution we developed provides everything from a live coach, to an electronic training environment, to help people learn at their own pace and in their own way," says Terri Surabian, UFMS Federal Global Training Lead.

This approach to learning ensures that employees are **supported** throughout the process and **ready** to do their jobs for Go-Live and beyond.

Terri Surabian  
UFMS Federal Global Training Lead

The training approach is sufficiently flexible to allow financial management offices to organize end user training around the work schedules and learning styles of their staff. The approach is built on a train-the-trainer model, where master and super users within the end user communities are engaged in supporting all elements of the blended learning solution – from the learning lab to one-on-one coaching on the job. Employees will work with management to organize their personal learning goals, to receive expert help in a learning lab, and plan the Go-Live with backup teams and at-the-desk help.

Another element of the approach is a series of planning meetings and training activities leading up to and after implementation. These activities concentrate first on the critical activities needed for day one of UFMS operation, providing a training environment for everyone to master as much as they need to build the organization around the new system. The learning activities include help in managing the change involved in the effort, helping employees with workforce transition issues, and providing timely information and communication to everyone throughout the process.



OnDemand Personal Navigator, the tool being used to develop training content and materials, also provides what is commonly referred to as "performance support." That means each user has access to an on-line "tutor" that will walk through a transaction side by side as (s)he is working in the application. "Think of OnDemand as your personal electronic tutor, coach and helpdesk," says Sarrah Salih, BearingPoint Purchasing and Accounts Payable Training Materials Development Lead. Look in future UFMS communications for a demonstration of the OnDemand tool.



Surabian comments, "This approach to learning ensures that employees are supported throughout the process and ready to do their jobs for Go-Live and beyond." ■

## Preparing the Workforce for UFMS

Change is all around us. As organizations realign or consolidate, there are structural changes. As organizations acquire new equipment or implement new systems, there are technology changes. As organizations seek to reduce activities and eliminate redundancies, there are cost-cutting changes. As we alter how things get done, there are process changes, and as we experience shifts in command and responsibilities, there are cultural changes.

"UFMS is most often thought of in terms of a technological change, but elements of other kinds of change are present as well, including changes in processes, reduced or consolidated activities, and shifts in roles and relationships," said Jessie Pryor, UFMS

*Continued on page 4*

*Continued from page 3*

Federal Global Workforce Transition Lead. All of this change may be difficult for some of us to accept and adjust to.

From experience, we know that change usually works out better if we plan and prepare for it. So, over the next few months, UFMS will be encouraging the use of best practice tools and techniques to help us all plan and prepare to move into the new UFMS work setting.

We will be using the term “Workforce Transition” to refer to the process of accepting and adjusting to changes in our workplace that is moving from old to new. Look for more Workforce Transition tools and techniques in upcoming UFMS publications. ■



## In Brief . . .

### NIH Business System (NBS):

- In addition to deploying their Travel function and General Ledger for FY 04 transactions, NBS put into place a post-deployment support center, the NBS Management Center (NMC), in October 2004. Operationally, the center performs business functional and technical tasks that ensure the smooth operation, maintenance, reparation and updating of the Oracle and Gelco applications. From a support perspective, NMC provides Level 2 and 3 support of the IC "Points of Contact" and the NIH Help desk.
- The deployment of the NBS Property and Supply Chain functions are scheduled for April 2005.

### CMS Healthcare Integrated General Ledger Accounting System (HIGLAS):

- HIGLAS completed the testing of the claims payment processing cycle and continues to add the balance of the functionality needed to complete the full business "Footprint" of the claims payment process. Additionally, HIGLAS will add history, deliver functionality and accounting audit ability, and summary/detail document level history, all due by July 2004.
- In October 2004, HIGLAS plans to implement at two pilot contractor sites (Palmetto and Empire).

### Program Support Center (PSC) UFMS site:

- The PSC Implementation team is being formed. The team's first priority is to examine the existing project plan for the PSC and its customer agencies in order to recommend an efficient implementation strategy.

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<http://intranet.hhs.gov/ufms>

**Email us at:**  
 Mailbox.UFMS@hhs.gov