![UFMS HHS Unified Financial Management System]

The PSC Pages

Welcome to The PSC Pages!

This newsletter has been created to bring you UFMS implementation information from a PSC and PSC customer agency perspective. **The PSC Pages** *will be published on a quarterly basis as an addendum to the UFMS Connection. We are always on the lookout for great ideas and would appreciate your feedback on the newsletter design. Don't be shy. Send us an email at* mailbox.ufms@hhs.gov.

PSC CRP1: A Huge Success

Representatives from the PSC and its customer agencies turned out in force to kick off CRP1.

On Monday, August 16 the PSC kicked off the PSC Conference Room Pilot 1 (CRP1), which ran through August 27 in Washington, DC. During this two week period over 180 participants from the PSC and customer agencies observed demonstrations and engaged in discussions to validate the UFMS design and system configurations which support both PSC and customer agency business processes. In preparation for the CRP, an orientation was held on August 10 & 12 for 55 first-time CRP participants.

HHS Executives who addressed the CRP audience with introductory comments included George Strader, Kathy Heuer, Evie White, Larry Bedker, Ann Speyer, and Tom Doherty. The speakers addressed both the need for active participation and the importance of UFMS in addition to thanking the UFMS team for their

hard work. Tom Doherty, Director, UFMS PMO spoke to the need for active CRP participation when he stated "UFMS will only be successful when it meets your requirements. Your active participation is key as we move through implementation. " The importance of UFMS was emphasized by George Strader, Deputy Assistant Secretary for Finance, when he stated "UFMS and financial management is a priority for HHS and its leadership……and UFMS is my number one priority."

The purpose of PSC CRP1 was to validate four aspects of UFMS. First, that the system, as configured, accommodates the PSC's integrated business processes. Second, that specific external systems using Global interface processes applicable to the PSC implementation are integrated. These processes include cross-module and cross-

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Understanding and Managing Change
An Introduction to Your Business Transformation Team

We know a lot about what makes software implementations successful. The UFMS PSC/Customer Agencies Business Transformation Team (BTT) has taken that knowledge and designed a highly integrated suite of change management activities that reflects leading practices and lessons learned from similar Federal implementations.

The Team is divided into three groups: Communications, Mobilize & Align Leadership, and Prepare & Equip the Workforce. Since the project kick-off, these groups have been focusing their efforts on several key change management activities, working hand in glove with the Business Analysis Team, PSC subject matter experts and representatives from PSC's customer agencies to conduct an organization impact analysis, a stakeholder analysis and training planning.

This initial set of activities lays the groundwork for planning effective communications and for meeting training needs of the broad cross-section of geographically widely dispersed UFMS end-user groups who will be impacted by the implementation of the new system.

Looking Ahead
Preparing for the UFMS-enabled Business Environment

It is critical that we understand how our workforce may be impacted by the UFMS implementation. The Organization Impact Analysis (OIA) lets us look at current and future business processes and identify areas of major change. This lays the groundwork for bridging the gap between the

Jessie Pryor, Andrea Laurence, Sangeetha Goteti, and Desiree Ponti of the UFMS PSC/Customer Agencies BTT discuss OIA findings.

knowledge and skills you currently apply to your work and those that you will need once UFMS goes live.

Findings from the OIA help us to better plan training events as well as shape themes and messages that meet your information needs at all stages along the implementation. UFMS leadership and key stakeholders will deliver these messages to you through an array of channels, including personal appearances at meetings and road shows.

Meeting of Minds
Working Towards Alignment Between Stakeholder Expectations and UFMS Implementation Objectives

Successful project implementation requires a clear understanding of the impact of UFMS on project stakeholders, and in turn, of those stakeholders on the project. Results of this understanding include visible, proactive and committed sponsorship and leadership by executives and senior management from PSC and its customer agencies.

BTT has conducted a stakeholder web survey and extensive one-on-one discussions with more than 40 project stakeholders from various Operating and Staff Divisions. These discussions help us better understand the needs and concerns of PSC and its customer agencies. It will also help the team assess alignment between stakeholder expectations and project objectives. We are looking to build communications bridges with you and would like your input regarding any needs and concerns that you may have about UFMS. UFMS leadership and key stakeholders will address these issues through messages to you from time to time through various communication vehicles.

❓ Test Your Knowledge ❓

What are the 5-Star Values of the Program Support Center?

Submit your answer to mailbox.ufms@hhs.gov by October 30th. Emails with the correct answer will be entered into a raffle for a chance to win one of five UFMS prizes.

PSC CRP1

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functional activities. Third, that the Global extensions applicable to the PSC implementation meet the requirements provided by HHS and the functional and technical designs. The last point of validation is that global federally mandated reports and standard Oracle operational reports, applicable to the PSC implementation, are generated according to the requirements.

PSC CRP 1 highlighted the "to-be" business processes determined during the Business Process Analysis. These "to-be" business processes were combined with one another to comprise integrated business processes involving multiple Oracle modules, (e.g. general ledger, budget execution, projects, accounts payable, accounts receivable) and demonstrate a realistic view of the business process to the PSC users. CRP participants were walked through each session by Federal UFMS staff and the BearingPoint (UFMS system integrator) module leads. These interactive sessions allowed agency representatives to comment at the end of each script and provide written feedback at the end of each day. The comments will be reviewed and will be the basis for potential modifications which will be demonstrated in the second PSC CRP session (CRP2).

Ask Henry

Dear Henry,

I work in the budget office of one of the PSC's customer agencies. I participated in CRP1 and got a good understanding of the fundamental business processes. I want to get more actively involved. What opportunities are there for me to work on UFMS in the next six to twelve months, and who do I contact?

Ready to Roll in Rockville

There are lots of opportunities to get involved in UFMS. From participation in business process design and validation workshops to CRPs, from system and user acceptance testing to becoming a member of the UFMS faculty, we'd like to hear from you. Tell us what your background, interests and strengths are and we'll identify opportunities for you to get engaged. Please contact Matt Zakielarz at matthew.zakielarz@hhs.gov.

Dear Henry,

I've heard the term "data cleanup." What does it mean, and how will it impact us in financial operations?

Puzzled in Parklawn

Data cleanup is something that happens prior to data conversion to ensure that data being brought from legacy systems to the new system is accurate, complete, valid, unique and timely. Objectives of data cleanup include elimination of redundant data, validation of data at input, establishment and application of data standards, and assurance that data values fall within defined domains. Clean data means you'll have a greater degree of confidence in the accuracy of your transaction, you'll be able to generate accurate reports, and you'll be better prepared to respond to audits.

Write Ask Henry at
mailbox.ufms@hhs.gov

Henry Leach guides a CAN-BACS discussion with CRP1 participants.

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Getting Comfortable with UFMS

Planning to Train Our Users

We know a lot about how people learn software. We also understand that meeting the needs of adult learners challenges us to accommodate different learning styles and speeds through different media. Factor in wide geographic dispersion of our end users, and arriving at the right blended learning solution becomes critical to addressing these different needs.

Our challenge lies in determining what that combination of learning elements should be in that blended learning solution. We also need to think about the logistics of applying these elements in the field. Our goal is to build a learning infrastructure that is robust and flexible, results in system literacy with the least pain to the learner, and equips users with performance support when the system goes live.

Initial training planning activities have already begun. By mid-October 2004 the team will begin a skills gap analysis which lays the foundation for validating the training curriculum. This will allow us to roll out lessons that build the skills sets required of UFMS job roles. Future activities include delivering a sequence of workshops beginning early 2005 that will introduce you to the training approach, the training tool kit and the network of UFMS faculty who will support learning activities.

Stay tuned for a progress report in the next issue of The PSC Pages!

(L to R) DJ Klein, Geri Cooperman and Desiree Ponti work to plan training for the PSC and its customer agencies.

Word Search

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Q K U G N I N N A L P A I X C C N Q B D
Y N T N E M E S R U B S I D O M Q X I W
F O D H L T U K X F W E C N M G Z M N Y
Y I P P U B O D F G I U V M M G C M K M
T T S T F O M R X X S E G H U O G I G S
Q A U X W L C M Z T R F O I N V F B O S
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V H Q C B F K R T Z R N F H A R F E F B
K V A L I D A T I O N B T J X I P F N O
R L P V T P G V V X M X A S P P I Q A X
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ANALYSIS	APPLICATION	COMMUNICATION
CONFIGURATION	CONVERSION	CUSTOMER
DISBURSEMENT	ERP	FITGAP
INSTANCE	LEADERSHIP	PLANNING
PROJECTS	REQUIREMENTS	SANDBOX
VALIDATION	WORKSHOP	

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**August 16-27, 2004
Washington, DC**

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KEY
1. George Strader
2. Larry Bedker
3. Ann Speyer
4. Evie White
5. PSC CRP1 Participants
6. Tom Doherty welcomes the crowd
7. Kelvin Womack (BearingPoint)
8. More Participants
9. Kathy Heuer