



UFMS eFLASH: August 25, 2004

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1. **UFMS Operations and Maintenance**

The PSC recently hired Bharat Govindani to lead the Operations and Maintenance (O&M) team for UFMS. The O&M team's mission is to ensure that UFMS users receive reliable business and technical services after the system is deployed. After UFMS Go-Live at each site, there will be a twelve-month Post Deployment phase followed by a mature O&M phase. The O&M team is working on several fronts to establish a robust organization and infrastructure for UFMS users. Bharat welcomes any comments and feedback from the UFMS community on O&M. Please feel free to call him directly at 301-443-6756 or send him an email at bgovinda@psc.gov. For an extended discussion on UFMS activities after Go-Live, please watch for the September **UFMS Connection**.

2. **FDA Conducts Super User and Master User Training for Phase I**

FDA has identified subject matter experts to become Super Users and Master Users for Phase I UFMS training. Phase I, which affects only individuals in the Office of Financial Management, will prepare UFMS users in that office for the first part of FDA's implementation occurring this October. Phase II training will impact users throughout FDA. The Super Users and Master Users (SUMUs) were identified by FDA's UFMS Project Leadership and supervisors at the Training Implementation Workshop which was conducted in July by the Department's UFMS Global BTT Team. SUMUs will be serving as coaches, mentors and facilitators for Phase I training efforts during the next few weeks as FDA moves to the October Go-Live date. They will also be vital to the implementation of Phase II efforts during the following months.

The role of the SUMU involves providing demonstrations of Oracle functionality, one-on-one or small group tutoring, one-on-one coaching and mentoring. Plans for the SUMUs at FDA include a Myers-Briggs Type Indicator Workshop led by Faith Skordinski, Ed.D., who is a recognized expert in leading Myers-Briggs Type Indicator sessions. The purpose of the session is for participants to learn to recognize the source of differences in others and to use these differences constructively in leadership, teambuilding, and problem solving situations. The SUMUs are also participating in Oracle Federal Financials Module Training and will be practicing their skills in a Computer Learning Lab. FDA is planning to add DL/Net and GoLearn for the SUMUs. Super Users for FDA Phase I are Rob Bell, David Caines, and Bob Henry. Master Users for FDA are Marcos Canals, Ray Chin, Janet Guice, Dionne Hopkins, Loretta Logan, Ed McGee, Mark Miller, Nona Perez, and Bill Tipton. Accountant Rob Bell, now a member of the FDA Super User Faculty, commented, "I believe that I will serve as a team member with general oversight of the whole GL process and with knowledge of Oracle functionality. The knowledge-sharing concept of Super Users and Master Users is a good one which should be a huge benefit to FDA's UFMS implementation."

3. PSC Conference Room Pilot 1 (CRP1) is Underway

On Monday, August 16 the PSC kicked off the PSC CRP1, which will run through August 27 in Washington, DC. During this two week period over 180 participants from the PSC and customer agencies will observe demonstrations and engage in discussions to validate the UFMS design and system configurations which support both PSC and customer agency business processes. During each session, Federal UFMS staff and the BearingPoint (UFMS system integrator) module lead walk the attendees through a sample business process from start to finish using sample data. The agency representatives are given the opportunity to comment at the end of each script and provide written feedback at the end of each day.

For those who have never before attended a CRP, an orientation was held on August 10 & 12. Over 55 participants attended this orientation, which covered the purpose of and processes used in the CRP and will ensure the participants are prepared to hit the ground running when they arrive at the CRP. The high level of participation from the OpDivs in the CRP process illustrates the desire for the PSC and customer agencies to take ownership of UFMS and make it "their" system.

Look for more information in the September **UFMS Connection** and **The PSC Pages**.

4. Global Pilot at CDC – Why Now?

As the Global Pilot at CDC inches closer to go-live in October, some have asked the question "Why install a new financial system now?" Put simply, CDC needs UFMS. Various people - staff and leadership - throughout the agency have recognized for some time a need for a system upgrade. UFMS will replace the existing legacy mainframe-based financial system, which is over 15 years old. The existing system is built on outdated computer programming language and, over the years, has grown more difficult to maintain.

With the growth in CDC's budget over 15 years, the number of transactions processed through the old system has grown to over 3 million annually. That's a very big number, particularly when compared to what the old system was designed to accommodate.

Lessons learned from the CDC implementation are being shared throughout HHS at communication opportunities like the recent Mock 1 Conversion findings meeting held on July 14. At meetings such as this, members of teams from CDC, FDA and PSC can work together to share knowledge for a smoother implementation.

The CDC leadership team is enthusiastic about the implementation of and conversion to our new Unified Financial Management System. CDC Chief Financial Officer Barbara Harris says, "We're confident that by providing more robust and more timely information, it can and will help us to be a better agency - now and in the future."