



UFMS eFLASH: May 19, 2004

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1. PSC Kickoff

The Program Support Center (PSC) hosted a PSC UFMS site implementation kickoff meeting on April 26. Close to 100 staff attended the kickoff. An HHS leadership team including Kerry Weems, Evelyn White, George Strader, Kathy Heuer, Charles Havekost, Tom Doherty, Larry Bedker, Ann Speyer and Henry Leach demonstrated their support by emphasizing the strategic importance of UFMS to all of HHS. The PSC UFMS project team and project milestones were introduced. Three core themes emerged as critical to project success: partnership between business and technology; "ownership" of the system by PSC customers; and the importance of active participation in the implementation process so that the system meets business' needs.

Highlights

"We can't afford not to go the distance with UFMS...it's the right direction for this Department."
Evelyn White, Principal Deputy Assistant Secretary for Administration and Management, HHS

"The goal is to have better accounting data in the system all the time."
Larry Bedker, Acting Director, Financial Management, PSC

"UFMS is a system in which everybody wins."
George Strader, Deputy Assistant Secretary, Finance, ASMB, HHS

2. UFMS Releases Training Prerequisites

UFMS Basic Training is live! The UFMS Learning Lab at CDC is open for business, serving future CDC UFMS users with the following menu of pre-requisite courses:

- BT101: Introduction to OnDemand
- BT102: Introduction to Oracle
- BT103: Introduction to DL\net
- BT105: BACS Structure, and CAN/BACS Crosswalk
- BT106: Oracle Terminology - An Overview

Soon to be available via the HHS-E learning portal DL\net is:

BT104: Introduction to Oracle Navigation

The courses introduce users to the basic concepts of UFMS, to prepare them for the module specific instruction they will receive prior to go-live. Each of the pre-requisite courses is being presented in an online e-learning format, using a tool called OnDemand, which enables users to go through each

course at their own pace, and at a time that fits into their schedule. Each employee who will use the UFMS system is required to complete the pre-requisite courses.

For the past few weeks, employees at the CDC, representing the Accounting, Financial Services, Budget, and Financial Systems branches, as well as employees in the Office of the Director, have been steadily streaming into the CDC UFMS Learning Lab to complete these pre-requisites.

See the June Connection for more information on individual pre-requisite courses.

3. Workforce Transition

Selecting Your UFMS Change Agents

The selection and preparation of the right change agents to support UFMS workforce transition is paramount in readying the organization for transition. Individuals who make successful change agents are the **go-to people among employees**. They know the organization, how to get things done and work well with people at all levels of the workplace. They have knowledge of both the old system and the new system and are able to help others bridge the learning gap to the new working environment. They need to understand the vision and expected outcomes of the transition and be able to communicate this in terms others understand. They need to be analytical problem solvers, who can achieve results and still maintain respect. Most important, however, they need to be receptive and committed to the change.

Informing Your Critical Masses

Best practice references tell us successful workforce transition requires a critical mass (defined as approximately 20% of the impacted workforce) sufficiently informed and motivated to change. To achieve critical mass we need a consistent message, crafted appropriately for strategic delivery from the highest to the lowest levels of the organization. **Our UFMS message is all about unity. One HHS: One UFMS.** Some effective forums for us to deliver this unified message and to create a critical mass ready for change include the following:

- UFMS road shows for sponsors and stakeholders
- UFMS module demos for managers tasked with workforce transition decisions
- UFMS process demos and training for user-group leads
- UFMS briefings for support resources (HR, EEO, LR, EAP, Training, Union, etc.)

Check the July eFlash for more on Creating a Collaborative Working Environment and Mobilizing to Drive Out Fear.

4. CDC CRP2 Meeting Minutes Online

Participants in the well-attended Conference Room Pilot 2 were actively involved, asking many questions about the scripts being demonstrated. The meeting minutes, containing questions and answers from the CDC sessions have been posted to the UFMS website at <http://intranet.hhs.gov/ufms/postcrp.html#post>. "Parking Lot Issues" which needed further elaboration from UFMS leads are also posted with answers. Check the website for updates - minutes from the CRP2 in Rockville will be posted soon.