

Feedback from Knowledge Transfer Materials Management Session 1

Enhance Learning Experience

1. Provide as much advanced notice of the schedule as possible so that arrangement can be made to cover other job duties.
The schedule of the first General Session Knowledge Transfer sessions is currently posted on the SCEIS website under the Knowledge Transfer link. This site will be updated as additional sessions are scheduled.
2. Provide a more detailed agenda in advance of the class.
An agenda and full copy of the presentation that will be covered in the Knowledge Transfer session will be posted in advance of future sessions. Please check the SCEIS website often for updates and the most current information on upcoming sessions.
3. Provide hands-on experience as soon as possible.
The SCEIS Team is planning to allow subject matter experts access to a system for hands-on experience as soon as possible. The Inventory Management Team is beginning their configuration of the SCEIS system for those agencies that will use the inventory management and sales and distribution functions.
4. Provide information on how individuals can take multiple subject matter tracks for cross-training purposes.
These sessions are not training sessions. Knowledge transfer (KT) is designed for agency subject matter experts (SME) to gain knowledge of the SCEIS system in their area of expertise before functional training begins. This will help prepare them for their roles as a trainer or facilitator or their agency's first line of support in production.

For MM, the trainer, training facilitator, and production support SMEs will attend the same sessions. The trainer and training facilitator will have a different activity for "train the trainer" than the production support SMEs who will gain broad knowledge of the system by assisting with integration testing.
5. Evaluate combined sessions to see if they need to be separated to accommodate procurement only or inventory only roles.
Materials Management spans many functions and the combined introductory sessions will introduce participants to a wide variety of concepts that will be necessary for transition into the SCEIS system. An understanding of the "big picture" of materials management is crucial to making the transition from current business processes to the new processes which will be conducted in SCEIS. We will continue to evaluate the sessions for appropriate content and will make every effort to target the content to the intended audience to provide the maximum benefit to attendees.

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6. Ensure that knowledge transfer and training sessions are timely for those going live in May 2010.

The Knowledge Transfer sessions that are occurring now are designed to prepare the November 2009 and May 2010 agencies to support their go-live transition. Each phase's end-user training will occur closer to the specific agency's go-live date in order to give the users the maximum benefit of the training.

7. Provide detailed time requirements and expectations of SMEs participating in the Knowledge Transfer program.

The time requirements and expectations were provided at the Knowledge Transfer Kick off Program. This presentation can be found on the SCEIS website under the Knowledge Transfer Program section on the left-hand side of the home page.

8. Utilize full terms vs. acronyms as not everyone is familiar with all of the acronyms being used.

The SCEIS team will provide relevant terminology during each KT session and will make every effort to utilize full terms vs. acronyms during presentations. That being said, please help the teams by asking for meanings of acronyms if we use them and you need more information. In addition, you can familiarize yourself with SAP terms and acronyms by visiting the SCEIS website and clicking on the Acronym Translator found on the right side at the bottom of the page.

9. Communicate better with the agencies.

A communication strategy has been implemented in which the Agency Support Team (AST) lead is the central point of contact for an agency. The AST Lead is responsible for disseminating information to agency support team members. Leadership communications and regular Agency Readiness Reports are sent to AST leads and sponsors. The SCEIS website is also a great source of information for agencies.

10. What are you most excited about what SCEIS can do for you in your role and your agency?

1. No more reconciliations
2. System takes care of GAAP concerns
3. Greater accountability
4. Consistency
5. Ownership
6. New technology / "mousability" vs. green screen and tabs
7. Bringing the state IT systems to the present
8. Integrated system
9. Builds transferable skills