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# AGENCY TRAINING COORDINATORS CONFERENCE CALL

September 24, 2009

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- ④ Purpose and Objectives
  - ④ Recent Training Activity
    - Enrollment and Attendance Summaries
    - Service Desk Request Summaries and Resolutions
  - ④ Course Updates
  - ④ Upcoming Activities

# Purpose and Objectives

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**Purpose:** To provide an update of the SCEIS training schedule and to provide a status report of training activities

**Objectives:**

1. Awareness of training activity and guides and tools available to employees
2. Awareness of additional class sessions available



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Agency Training Coordinator Conference Call

# **RECENT TRAINING ACTIVITY**

Lorraine Caprio, Training Team Lead

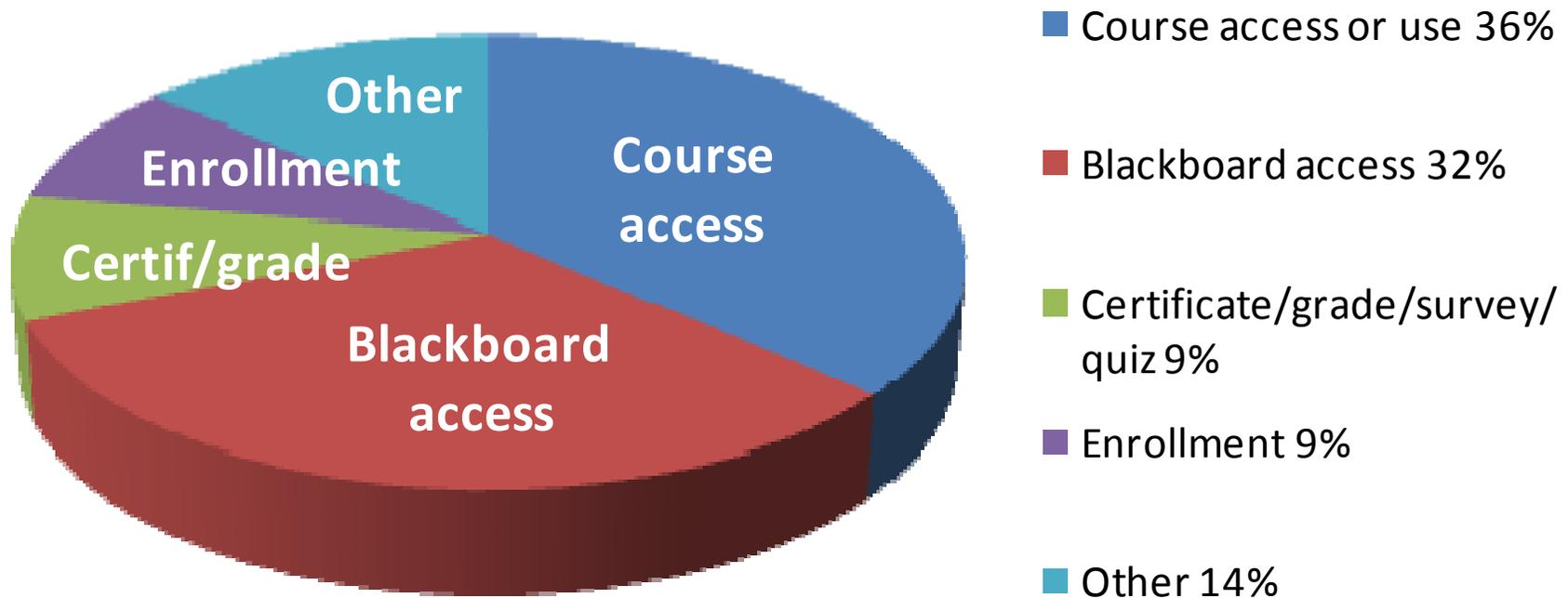
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- ☉ To date, there are **9,008** course enrollments in the SCEIS Training System.
  - ☉ Courses with highest enrollments:
    - SRM200 Shopping Cart Requisitioning (**1261** enrolled)
    - COR120 Enterprise Core Component Overview (**1241** enrolled)
    - SRM201 Shopping Cart Approver (**651** enrolled)
    - FI100 Financial Overview (**647** enrolled)

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- As of Tuesday, September 22:
  - 8** online training classes have been launched to meet support **4,765** enrollments
    - **53** instructor-led classes have been completed
    - **More than 600** students have attended Instructor-led classes

# Service Desk Requests Initial 2 Weeks



277 total requests for help

# Service Desk Request Resolutions

## 🌀 Course access or use

- Quick reference card for navigation
- Guide to setting trusted sites and pop-up blockers
- Quick reference card for Java plug-in
- Enrollment status information

## 🌀 Blackboard access

- Quick reference card for navigation
- Account validation
- Password and username information
- Integration solutions (integration now occurs approximately every 15 minutes)

## 🌀 http 404 error in background of online training

# Service Desk Request Resolutions

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- 🌀 Certificates/grades/surveys/quizzes
  - Process review & integration solutions
- 🌀 Enrollment
  - Validating role mapping
  - Opening additional classes
  - System email resolution
  - Quick reference guide for navigation
- 🌀 Other
  - Erroneous information in confirmation emails
    - Resolved via vendor technical support
  - Lack of information on training facility and directions
    - Loaded into system and reported navigation to all ATCs and students via email

The screenshot shows the SCEIS website interface. On the left, a navigation menu lists various categories: About SCEIS, Agency Implementation Guide, Agency Support Teams, **Training** (circled in red), Knowledge Transfer Program, Finance, HR & Payroll, Materials Management, Reporting, Imaging, and Technical. A dropdown menu is open under 'Training', listing 'SCEIS Training Guides and Tools', 'Blackboard', and 'SCEIS uPerform'. The main content area features a banner with the text 'Streamlining within the G...' and 'South Carolina Enterprise Information System'. At the bottom, a navigation bar includes 'News & Updates', 'FAQs', 'Links', 'SCEIS Logins', and 'Service Desk'. A browser window in the background shows the page title 'South Carolina Enterprise Information System - Windows Internet Explorer' and the URL 'http://www.sceis.sc.gov'.

Home » Training » SCEIS Training Guides and Tools

About SCEIS

Agency Implementation Guide

Agency Support Teams

Training

Knowledge Transfer Program

Finance

HR & Payroll

Materials Management

Reporting

## SCEIS Training Guides and Tools

Below are several guides designed to help SCEIS Training students access course schedules, launch online courses and troubleshoot issues they may have with the SCEIS Training system.

Guide to launching online SCEIS courses: [SCEIS Training System Quick Reference Guide \(1mb PDF\)](#)

Instructions for accessing your course schedule: [Student Instructions for Accessing Personal SCEIS Course Schedule](#) (66 KB)

Instructions for setting up Internet Explorer: [Instructions for Setting Internet Explorer to Support SCEIS Training Systems](#) (68 KB)

Troubleshooting instructions if you have trouble launching online SCEIS courses: [Instructions for Installing Java Plugin](#) (15 KB)

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Known issues reported to vendor; conducting routine conference calls to monitor progress

- ☉ Lack of access to quiz if evaluation is completed first
- ☉ Correction of password reset option

Ongoing issues for students and ATCs awareness

- ☉ Students may have login information before they are enrolled in courses
- ☉ Slight delay from time enrollment occurs to course access (minimized to 15 minutes)



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Agency Training Coordinator Conference Call

# **COURSE UPDATES**

Lorraine Caprio, Training Team Lead

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- 🕒 ATCs with wait listed employees received advanced notice
- 🕒 All ATCs received notice on Tuesday, September 22

## New Course Sections Include:

- 🕒 Two new sections of SCMMO120 (Sections 03 and 04)
- 🕒 One new section of AR300 (Section 10)
- 🕒 Two new sections of GM300 (Sections 08 and 09)
- 🕒 One new section of GM310 (Section 05)
- 🕒 Three new sections of FM300 (Sections 09, 10, 11)

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- **SCMMO120 - Building Terms and Conditions in SCEIS**  
Wednesday, October 7, 2009 (section 3)  
Thursday, October 8, 2009 (section 4)
  - **AR300 - SCEIS Accounts Receivable**  
Thursday, October 8, 2009
  - **GM300 - SCEIS Grants Management**  
Thursday, September 24, 2009 (section 8)  
Monday, September 28, 2009 (section 9)
  - **GM310 - SCEIS Grants Management (Lifecycle of a Pass-through Grant)**  
Wednesday, September 30, 2009

# New Course Sections Available

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## **FM300 - SCEIS Funds Management**

Tuesday, October 13, 2009 (section 9)

Thursday, October 15, 2009 (section 10)

Friday, October 16, 2009 (section 11)

## 🕒 Accounts Payable Courses

1. FM 300 is not a prerequisite for any AP courses. We have incorporated the appropriate Funds Management material in the AP courses. Funds Management information is also included in the FI100 and FM001 course that would be beneficial.
2. For AP employees who only need to learn the IDT (Inter departmental Transfer) process, they should attend the AR 310 course. This course will address IDTs for both AP and AR. If necessary, additional AR 310 courses will be scheduled.

## 🕒 Accounts Receivable

1. AR 310: SCEIS Interdepartmental Transfer of Funds (IDT) Processing will be changed to a 3 hour course.
2. A new AR300 SCEIS Accounts Receivable Basics course has been added on Thursday, October 8, 2009

## 🕒 Funds Management

1. Spaces for FM300 courses on September 22, 23, and 25 should be available once the students with AP roles have been deleted
2. If necessary, additional FM300 courses will be added to the schedule

## 🕒 Grants Management

1. GM310: SCEIS Grants Management (Lifecycle of a Pass-through Grant) is meant only for those agencies that currently have pass-through grants. From those agencies, only those employees who will use this functionality need to take this course.
2. SCEIS team is reviewing the need for additional GM300 courses
3. Grants training needs to be completed by October 2<sup>nd</sup> in order to schedule sessions with agencies to enter grants information into SCEIS prior to go-live

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- SCEIS continues to work with agencies regarding the appropriate course assignments for Buyers
  - Two additional SCMM0120 Building Terms and Conditions in SCEIS courses will be added on October 7 and 8
  - SCEIS will schedule 1-hour SRM conference calls beginning October 2 to answer any questions from students who completed their SRM200 or SRM201 training
  - MM002 Basic Central Goods Receiver course is an on-line (simulation-based) course with no audio available on September 30

# Course Updates – Inventory Management

- IM100 SCEIS Inventory Management Overview; 1 hour video available as of September 17
- IM instructor-led courses began on Monday, September 21
- IM210 SCEIS Requisition Approval is an on-line course that is available for those mapped to the Purchase Requisition Releaser role
- MML100 courses will be held the week of October 5
- IM101 SCEIS IM Finance 101 will be deleted. Course content is covered in IM220 SCEIS Goods Receiver/Issuer – Inventory Management
- Employees assigned the Agency Inventory Receiver role do not need to take the IM200 course. Agency advocates have contacted the appropriate agencies to delete students from this course
- IM250 will be ready for release beginning October 7

# Course Updates – Display courses

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The following on-line courses are available in the SCEIS Training System and have no audio. They are demonstration only.

- 🌀 FM001 - Basic Funds Management Display
- 🌀 MM001 – SCEIS Basic Materials Management Display
- 🌀 GM001 - SCEIS Basic Grants Management Display

## Upcoming Display courses

- 🌀 FI001 – SCEIS Finance Display. On-line course (demonstration) will be available October 5

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- ① There is one on-line Imaging course that will be available October 1
  - ① IMG100 SCEIS Document Imaging – this course is designed to prepare learners to operate scanning equipment and categorize and store images of scanned documents in SAP ECC system for further processing

# Course Updates – Business Warehouse Reports

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- 🌐 Business Warehouse courses will be taught beginning early November

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- ☉ All students need to complete the prerequisite courses. Please emphasize the importance of completing these courses prior to their instructor-led training, especially the COR120 Navigation and 200 level courses
  - ☉ All students need to complete the course assessment and/or survey in Blackboard within 2 business days of completing the on-line or instructor-led course
  - ☉ Users who do not complete all course requirements and require SAP access at go-live can be granted access on an exception basis. Agency Head approval will be required in such cases

## Upcoming Activities

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- Please notify us at [training@sceis.sc.gov](mailto:training@sceis.sc.gov) of any additional computer labs available October 18-November 20
  - SCEIS will schedule 1-hour SRM conference calls beginning October 2 to answer any questions from students who completed their SRM200 or SRM201 training
  - Grants Management workshops would be held at the SCEIS office on Browning Rd. beginning October 5