



e*mpac Project News

*This Project Bulletin is intended to provide a brief informative update on the current successes of the e*mpac project, an overview for Change Management, and our training approach.*



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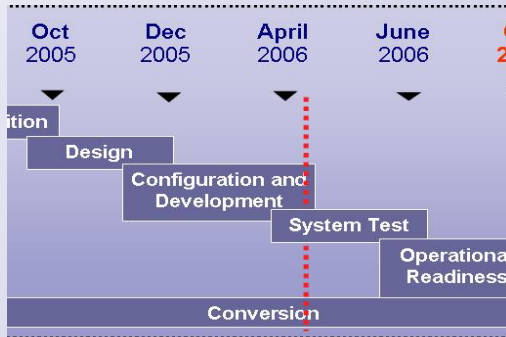
UPCOMING EVENTS

- Liaison Meeting
Thursday, July 20, 2006
10:00am 917 Campus Center
- PO Data Entry Operator Meeting—TBA
- FY2006 YEAR END PO Rollover will be on July 3, 2006

Project e*mpac Status Update

Spring is here and summer will arrive before you know it. As with the seasonal changes, the e*mpac project has transitioned from the **Configuration and Development Phase** to the **Testing Phase**.

Work in the **Configuration and Development Phase** focused on documenting business processes, setting up configuration data, and developing and testing approved modifications, interfaces and reports. The **Testing Phase** has completed the creation of test scripts. These are being used during the Testing Phase to conduct system and integration tests designed to evaluate the system's compliance with the University's requirements. Execution of **System Test** is in process and will continue through June. It is focused on testing the system's functionality within each module to assure that each function is de-



signed and configured properly. **Integration Test** is planned for the months of July and August and will focus on testing end to end business scenarios across modules. It will also test integration of custom objects and converted data.

Along with system and integration testing, the Change Management Team is working on the development of transition workshops and training materials. Campus involvement in training and transition workshops will be important for a smooth transition. *Read the Focus on Change Through Change Management section of this communication for more details.*

With continued dedication and commitment to the *University and this project*, we have every reason to believe that we are well poised to meet our ultimate goal: a successful rollout and go live in October 2006!♦

Focus on Change Through Change Management

A significant aspect of the e*mpac project is the need to prepare members of the University for the changes that will take place with the upgrade. The Change Management (CM) team is comprised of representatives from the central project as well as the campuses. The team members work in collaboration for the identification, development, and delivery of initiatives to prepare all impacted audiences for expected business, organizational, and system changes.



The project's change management efforts are focused on the following four areas: Communication, Readiness, Training, and Help Desk. Each of these are necessary components of the Change Management effort to provide a well-rounded approach to facilitating the changes identified for the e*mpac project.

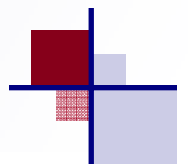
Communication

Members of the CM team focus on communications work through out the project life-cycle to assist the project and campuses to identify information that needs to be communicated, the audiences who need to receive the information, the best delivery methods for the information, and the ap-

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Change Management (continued from page one)

appropriate timing for delivery of the information.

Readiness

As areas of significant change are identified, members of the CM team focused on readiness work to identify the best means to prepare each impacted audience for the changes. One of these initiatives is the development and delivery of transition workshops. A transition workshop is an information session to “ready” you for what is changing. Delivery of Transition Workshops is targeted for delivery on each of the campuses during the early sum-

mer timeframe.

Training

Efforts related to training are focused on ensuring that all e*mpac end users gain the skills needed to use the new functionality of the e*mpac finance v8.9 system. A training plan has been organized with training courses specific to end user job responsibilities. Each course incorporates practical work situations to facilitate effective learning. The main vehicles for training will be campus-based instructor led courses using a combination of training guides, a training database and job aids, “one

on one” or small group instruction using a combination of knowledge transfer materials and job aids, and a web-based tutorial for self instruction of new terminology and navigation of the system. (See *Training Approach*).

Delivery of training on campus is slated for the two to three months prior to go-live.

Help Desk

The Change Management team is working with the campus help desks to begin to prepare the campus support environment for expected changes associated with the e*mpac upgrade project. ♦

Training Approach

The e*mpac Change Management (CM) team is currently developing training guides for e-Procurement, General Ledger, Accounts Payable and Purchasing. The e-Procurement training documentation is focused on “new” functionality being implemented for the University, while the General Ledger, Accounts Payable and Purchasing documentation is focused on changes to the end user.



How will the e*mpac project transition the University and campuses to the upgrade of the e*mpac Financial application? The Change Management team is developing the following types of materials: a web-based tutorial, Training Guides, Knowledge Transfer Guides, and Job-Aids.

Web Based Tutorial

A web-based tutorial will be available on the Intranet for end users to complete a quick *Basic Navigation Tutorial* as a prerequisite to instructor-led training. This training is designed as interactive training with a voice-over instructor leading the end user through the new navigation basics. A web-based tutorial allows the end user to self-train from the convenience of his or her workspace.

Instructor Led Courses

Instructor led courses will be delivered on each campus by trainers selected by the campuses. These courses are designed to assist end users to learn the new application through step by step scenarios and hands on exercises in a training environment. The training guides will contain overviews of the related business process, screen shots of the associated system pages, field definitions and practice scenarios. End users will complete the practice scenarios during the training session in a training database.

Knowledge Transfer Guides

Knowledge transfer guides will also be delivered on each campus by individuals identified by the campuses. Content in these materials are intended for small group or one-on-one sessions delivered by the appropriate campus subject matter expert.

Training Approach (cont.)

Job-Aids

The CM team is planning to develop multiple job-aids as support tools. These job-aids will provide the end user with step by step procedures on how to complete specific tasks within the system.

The e*mpac upgrade is fast approaching; the Training Team looks forward to supporting the University and all campuses in a smooth transition. ♦

Grants

As part of the PeopleSoft Version 8.9 upgrade, the Amherst campus will be implementing the Grants module along with the other UMASS campuses. The Amherst campus will continue to interface GAMS award information to PeopleSoft and will continue to utilize both systems for budgeting, reporting and receivables management.

