

Work Request Creation & Management
LA-SC-001
Oct 14th, 2008



LaGOV

Version 2.0

Updated: October 10, 2008

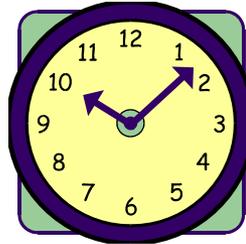


Agenda

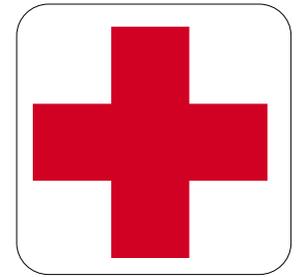
- Ground Rules & Introduction
- Project Timeline
- Workshop Objectives
- Business Process Review
 - Process overview
 - AS-IS process flow
 - Current system alignment
 - Process improvement opportunities
 - SAP/Agile terms glossary
 - SAP/Agile concepts & functionality
 - Business process flow
 - Leading practices
 - Enterprise readiness challenges
- Next Steps – Action items
- Questions



Ground Rules



Before we get started ...





Ground Rules

- Has everybody signed in?
- Everybody participates – blueprint is not a spectator sport
- Silence means agreement
- Focus is key – please turn off cell phones and close laptops
- Challenge existing processes and mindsets
- Offer suggestions and ideas
- Think Enterprise
- Ask questions at any time
- One person at a time please
- Timeliness – returning from break
- Creativity, cooperation, and compromise





Introduction

■ Roles

- **Process Analyst and Functional Consultant** – lead and facilitate the discussions and drive design decisions
- **Documenter** – take detailed notes to support the formal meeting minutes to be sent by the Process Analyst to all participants for review and feedback
- **Team Members** – provide additional support for process discussions, address key integration touch points
- **Subject Matter Experts** – advise team members on the detailed business process and participate in the decisions required to design the future state business process

Round the Room Introductions

Name

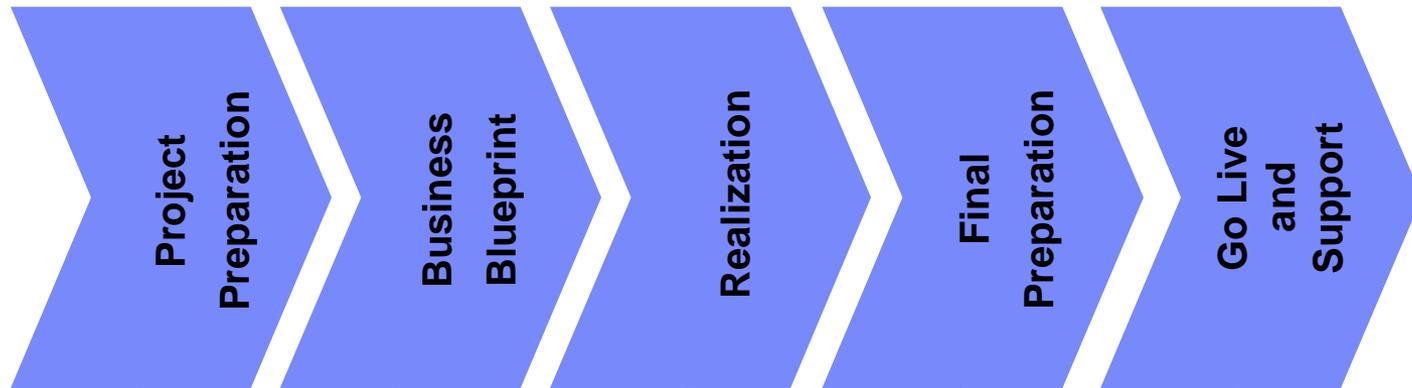
Position

Agency



Project Phases

■ Five Key Phases



- Strategy & Approach Defined
- Project Team Training

- Business Process Definition
- Development Requirements

- Development & Unit Testing
- Integration Testing
- End-User Training Materials

- User Acceptance
- Technical Testing
- End-User Training
- Conversion

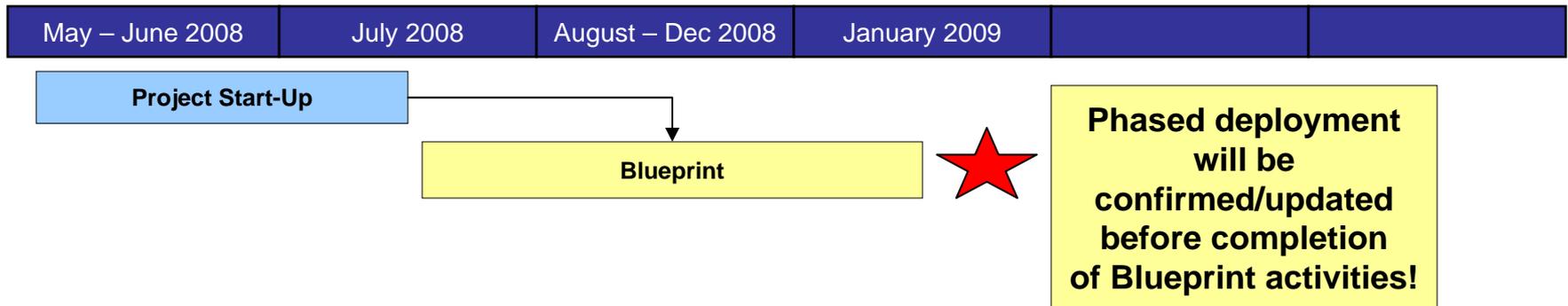
- Go-Live Support
- Performance Tuning



Tentative Project Timeline

- Tentative implementation dates are planned as follows:

Functionality	Tentative Implementation Date
Budget Prep	October 2009
DOTD	February 2010
Core Modules All Agencies	July 2010
Additional Modules	January 2011





Project Organization - Functional Teams

Finance Leads

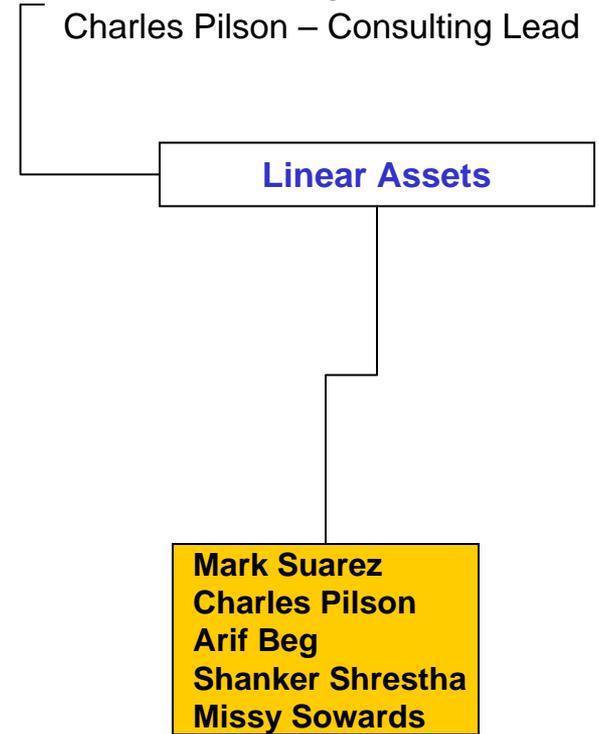
Beverly Hodges – Finance Lead
Drew Thigpen – Finance Lead
Mary Ramsrud – Consulting Lead

Logistics Leads

Belinda Rogers – Logistics Lead
Jack Ladhur – Logistics Lead
Brad Denham – Consulting Lead

Linear Assets Leads

Mark Suarez – Agile Assets Lead
Charles Pilson – Consulting Lead





Blueprint Objectives

- Review and discuss the current or As-Is business processes
 - Which helps to drive out the *Business requirements*
 - As well as the *integration points* with other processes
- Define Master Data
 - Address key integration points
 - Support organizational requirements
 - Consistent and appropriate use of data fields
- Define Future or To-Be business processes based on:
 - Best Practices inherent in SAP
 - Intellectual capital from other SAP implementations
 - State business requirements
- Identify development requirements
 - Which could result in the need for a form, report, interface, conversion, enhancement, or workflow (FRICE-W)
- Understand and communicate any organizational impacts / Enterprise Readiness challenges
- Gather system security authorizations and district-wide training requirements



Work Session Objectives

- Main Objectives are to answer the following:
 - What will be the fields and layout of the Work Request form?
 - What will be the process for the Work Request Cycle?



Process Overview

- Demo of Work Request Creation & Management in Agile system



Process Overview

Work Request

- Each person logs into an Admin Unit.
- Once logged in, they only see Work Orders, Resources and Assets from their Admin Unit – however, resources and assets can be shared.
- Work Requests *can* be assigned to any Admin Unit after they are recorded.
- Multiple Work Requests can be linked to one another.
- Each Admin Unit has its own set of Projects.



As-Is Process Flow

Show relevant Visio
flows...



Current Systems Alignment

- Insert information from STA alignment of systems to functional processes
 - TBD during session



Process Improvement Opportunities (Pain Points)

- Add process specific points
 - TBD during session



Agile Terms

- **Admin Unit** – an organizational unit that typically maps to physical location but is often an account code
- **Project** – a collection of Work Orders that has a default set of account codes
- **Asset** – any owned item of economic value
- **Activity** – any work performed
- **Asset Type** – major type of asset allowed
- **Asset Activity** – activity performed on an asset

- **Work Request** – an organizational unit that typically maps to physical location but is often an account code



SAP/Agile/DOTD Terminology Mapping

SAP	Agile	DOTD
Functional Areas	Activities	Function Codes
Cost Center	Admin Units	District Gangs
Asset Type	Asset Type	
An Equipment (PM) Assets (AA)	Assets	Control Sections
BOM (Set of material items associated with an equipment)	Crew (Set of resources that can be assigned to a Work Order)	
Activity Report	Day Card	
Tool	Equipment	
HR	Labor	



SAP/Agile/DOTD Glossary Continued

SAP	Agile	DOTD
Functional Location	Linear Location	
	Location/LRS	Control Sections, Log miles
Material	Material	
Strategy / Packages / Task List	Preventative Maintenance	
WBS	Projects	Projects/Budgets
Storage Bin	Stock ID	
Interim Storage Bin	Stock Pile	
Work Order (PM) / Internal Order/ Operation	Work Order	Work Order



SAP/Agile Concepts

- Add process specific points
 - TBD during session



Business Process Flow

- Add Visio To-Be straw man
 - TBD based on session



Leading Practices

- Agile Admin Units = SAP Cost Centers
- Agile Projects = SAP WBS elements



Enterprise Readiness Challenges

- Add potential organizational impacts and training impacts
 - TBD during session



Next Steps

- Prepare and send out meeting minutes to invitees.
- Draft Design Document is prepared.
- Follow up on action items identified during the workshop.
- Schedule off-line meeting (s) to discuss areas of special concern
- Plan follow on workshops, as required.
- Plan validation workshop.
- Ensure all to-do's are appropriately documented



Questions?





Notes taken during session...