Cardinal Project
Commonwealth of Virginia

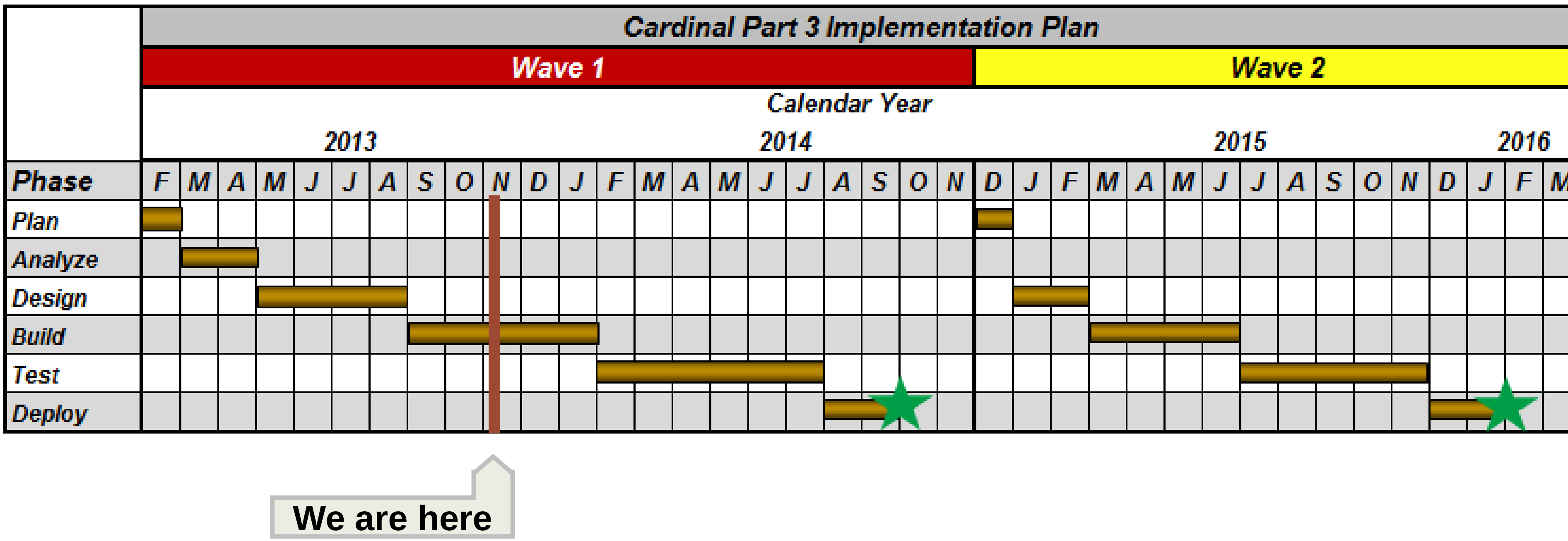
Cardinal Change Network Meeting #3

November 6, 2013

Agenda

Project Update Project Leadership Discussion	9:00am - 9:50am
Agency Task List and Other Upcoming Tasks	9:50am - 9:55am
Introduction to Business Process Workshops	9:55am - 10:10am
Role Mapping Overview	10:10am - 10:20am
Cardinal Training Timeline and Approach Agency Task #18: End User Training Survey Agency Task #13: Identify Agency Trainers	10:20am - 11:00am
Break	11:00am - 11:10am
Cardinal Demonstration: Training Delivery Methods and Tools	11:10am - 12:25pm
Reminders and Meeting Wrap Up	12:25pm – 12:30pm

Project Timeline



★Targeted Go-Live Dates: Wave 1 – October, 2014, Wave 2 – February, 2016

Accomplishments

August 2013	September 2013	October 2013

All Agencies

- Change Network #2 — Task ID #11
- Build Workbook to Determine ChartField Values for Cardinal — Task IDs #66-#69
- Complete Petty Cash Questionnaire — Task IDs #71
- Confirm CAFR Reporting Needs — Task IDs #72

Interfacing Agencies Only

- Answer Vendor Data Structure Questions — Task ID #65
- Complete Data Map Documents for Cardinal Interfaces — Task ID #15
- Attend Interface Workshops to Review the Design/File Layouts — Task ID #14
- Design and Build Interfaces / Update Agency Systems for Cardinal — Task ID #17

Project Leadership Discussion

Agency Task List and Other Upcoming Tasks

Agency Task List – Updates

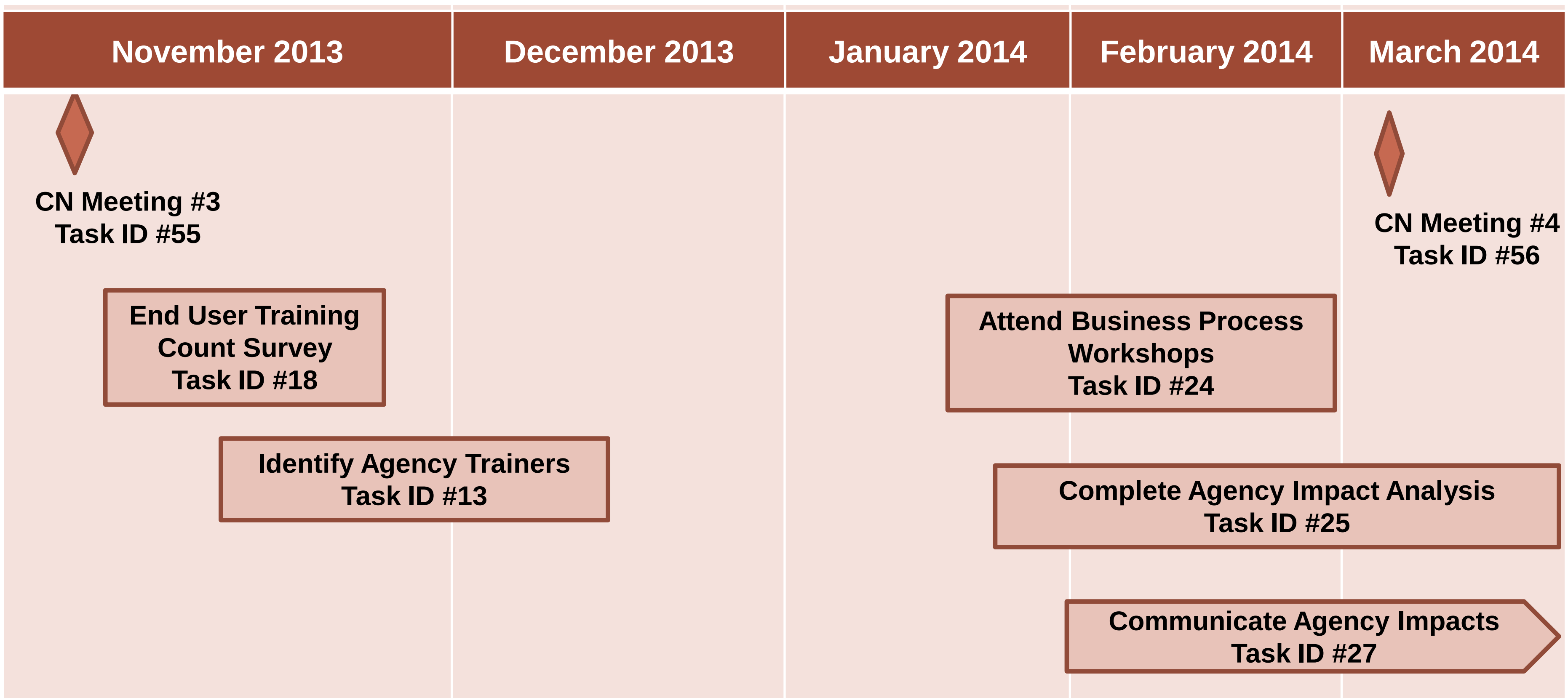
Release 02 of the Agency Task List has been posted to the Change Network SharePoint Site

- Download Release 02 and update with any of your notes from tasks in progress
- Reminder: Tasks are ordered by Start Date

Key Updates in Release 02

- Added configuration tasks #66 - # 80 to list
- Moved tasks that were cancelled or closed to Closed Tasks tab
- Added start and end dates or months where known

Upcoming Tasks and Activities November 2013 – March 2014 (All Agencies)



Upcoming Tasks and Activities November 2013 – March 2014 (All Agencies)

November 2013	December 2013	January 2014	February 2014	March 2014

November 2013

- Attend Workflow Workshops Task ID #75
- Determine Workflow Options Task ID #76
- Provide Banking Information for Petty Cash Accounts Task ID #74
- Define Accounting Distributions for Offset Bypass Payments Task ID #73

December 2013

- Confirm Business Unit access by Agency Task ID #77
- Define Statewide Project Reporting Categories Task ID #78
- Attend CIPPS SpeedType Workshops Task ID #79
- Determine CIPPS SpeedType Values Task ID #80

January 2014 – March 2014

- Build Crosswalks for Data Conversion (Details TBD) Task ID #20
- Review and Provide Employee Data for Employee Travel and Expense Reimbursement (Details TBD) Task ID #22

Upcoming Tasks and Activities November 2013 – March 2014

(Interfacing Agencies Only)

November 2013	December 2013	January 2014	February 2014	March 2014
Interface Meeting Task ID #44	Interface Meeting Task ID #45	Interface Meeting Task ID #46	Interface Meeting Task ID #47	Interface Meeting Task ID #48
		Review Test Scenarios / Conditions for Interface Testing Task ID #41		Complete Interface Connectivity Test Task ID #23

Design and Build Interfaces / Update Agency Systems for Cardinal
Task ID #17

Introduction to Business Process Workshops

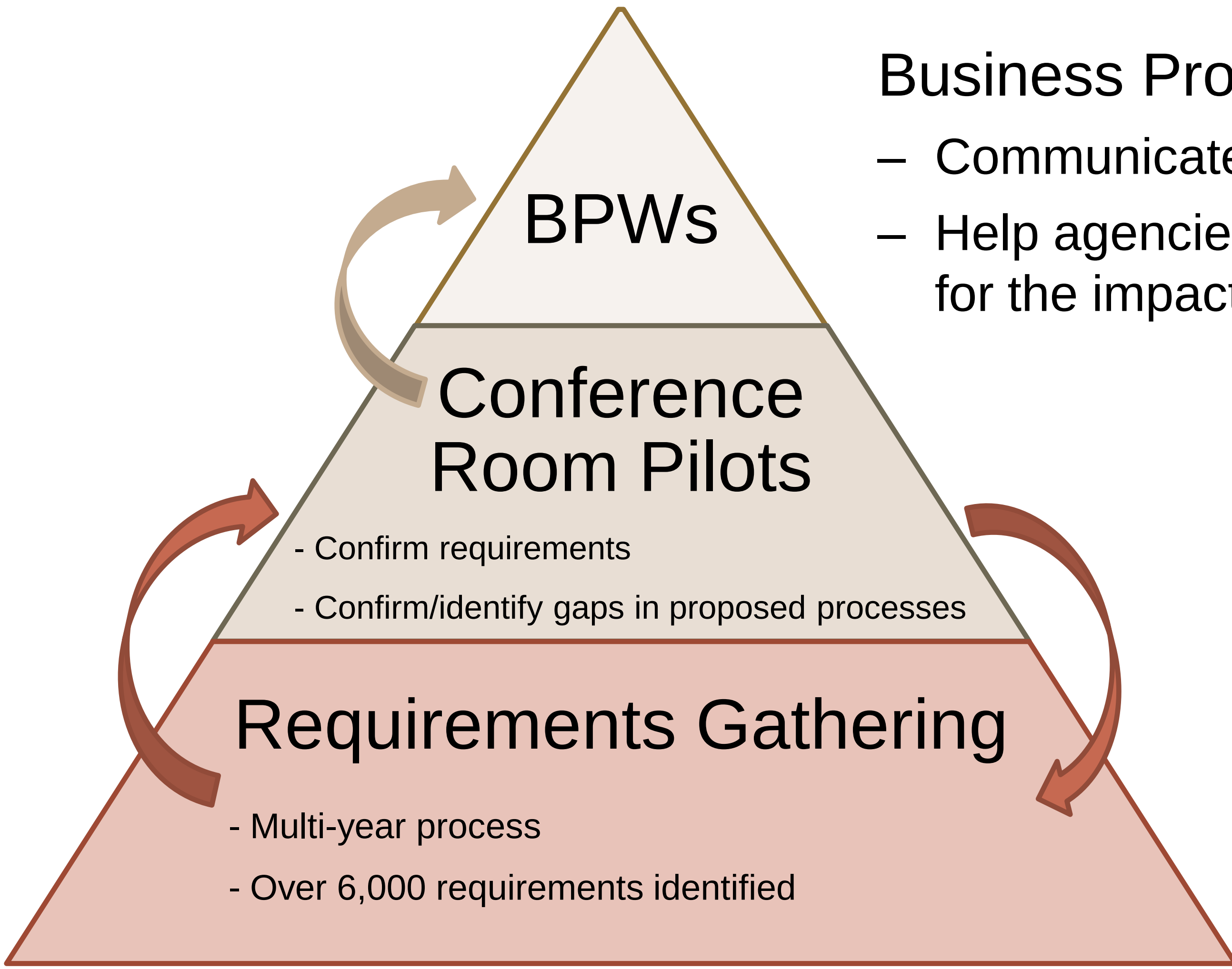
BPW Definition

Business Process Workshops (BPWs) are an opportunity for you to learn about new Cardinal processes, receive information to understand the impacts of process changes, and prepare for Cardinal.

BPWs address topics that are high impact, complex changes affecting many or all Commonwealth agencies.

During the BPWs you will review the business processes and begin to identify what is going to change for you at your respective agency(s).

BPWs in Perspective



Business Process Workshops

- Communicate the new processes
- Help agencies assess and prepare for the impacts

BPW Topics

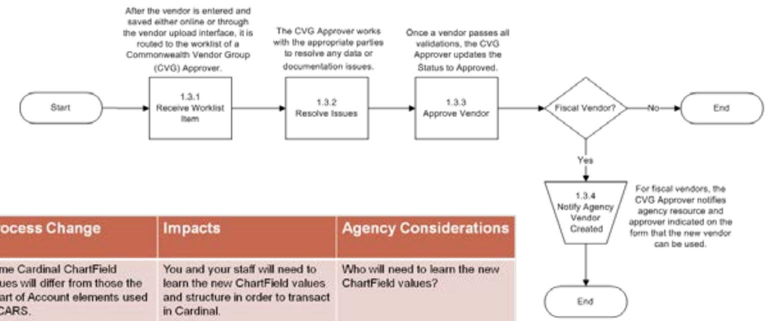
There will be 3 conducts of each Functional Area BPW in January - February 2014. The Primary Contacts and appropriate Functional SMEs will be invited.

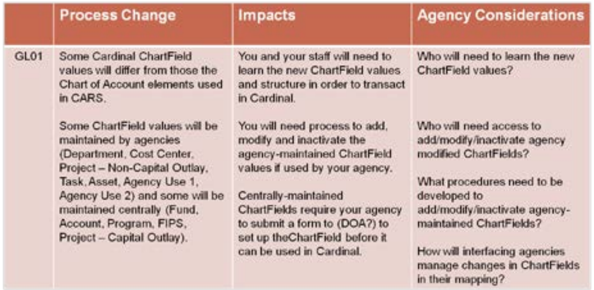
High Level Topics	Processes
General Ledger	• System Setup and ChartFields • Create and Process Journals • Create and Process Budget Journals • Period Close
Accounts Payable	• Establish and Maintain Vendors • Enter and Process Vouchers • Expense Processing • Process Payments • Process 1099
Accounts Receivable - Funds Receipts	• Enter Funds Receipts

BPW Content

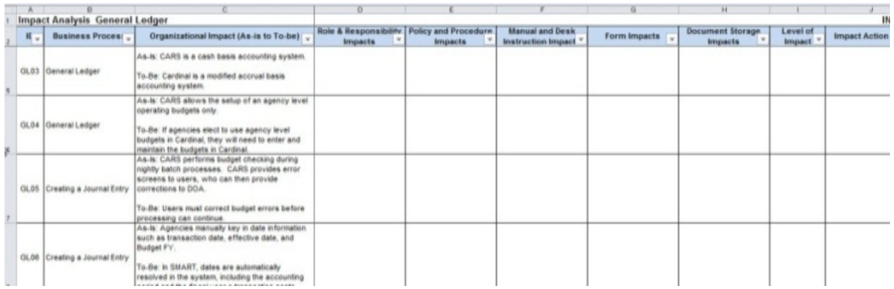
BPW content includes:

- Statewide Process Flows
- Key Process Changes
- Agency-specific Impact Considerations
  - Policies and procedures
  - Manuals
  - Forms
  - Users and tasks
- Introduce Agency Impact Analysis Task (Task #25)





	Process Change	Impacts	Agency Considerations
GL01	Some Cardinal ChartField values will differ from those the Chart of Account elements used in CARS. Some ChartField values will be maintained by agencies (Department, Cost Center, Project – Non-Capital Outlay, Task, Asset, Agency Use 1, Agency Use 2) and some will be maintained centrally (Fund, Account, Program, FIPS, Project – Capital Outlay).	You and your staff will need to learn the new ChartField values and structure in order to transact in Cardinal. You will need process to add, modify and inactivate the agency-maintained ChartField values if used by your agency. Centrally-maintained ChartFields require your agency to submit a form to (DOA?) to set up theChartField before it can be used in Cardinal.	Who will need to learn the new ChartField values? Who will need access to add/modify/inactivate agency modified ChartFields? What procedures need to be developed to add/modify/inactivate agency-maintained ChartFields? How will interfacing agencies manage changes in ChartFields in their mapping?



Impact Analysis General Ledger

ID	Business Process	Organizational Impact (As-is to To-be)	Role & Responsibility Impacts	Policy and Procedure Impacts	Manual and Desk Instruction Impact	Form Impacts	Document Storage Impacts	Level of Impact	Impact Action
GL03	General Ledger	As-Is: CARS is a cash basis accounting system. To-Be: Cardinal is a modified accrual basis accounting system.							
GL04	General Ledger	As-Is: CARS allows the setup of an agency level operating budgets only. To-Be: If agencies elect to use agency level budgets in Cardinal, they will need to enter and maintain the budgets in Cardinal.							
GL05	Creating a Journal Entry	As-Is: CARS performs budget checking during nightly batch processes. CARS provides error screens to users, who can then provide corrections to DOA. To-Be: Users must correct budget errors before processing can continue.							
GL06	Creating a Journal Entry	As-Is: Agencies manually key in date information such as transaction date, effective date, and Budget FY. To-Be: In SMART, dates are automatically resolved in the system, including the accounting							

BPW Purpose

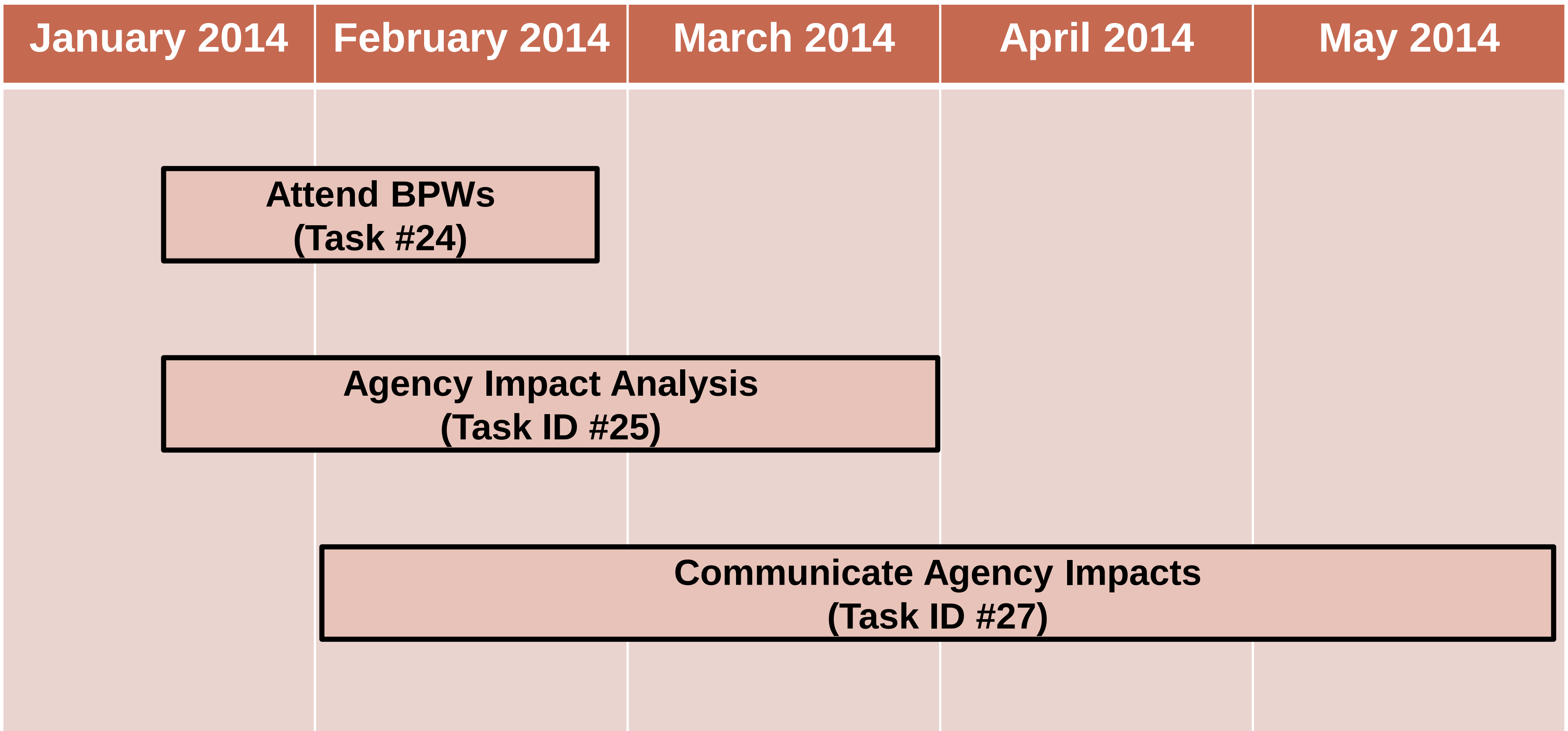
Business Process Workshops *will*:

- Communicate the business process changes associated with the implementation of Cardinal
- Highlight potential agency impacts
- Highlight agency considerations for each impact
- Provide context for communicating high level process changes and impacts to agency stakeholders
- Provide tools for identifying additional impacts specific to your agency

Business Process Workshops *will NOT*:

- Identify every process change and agency impact
- Evaluate process change impacts at your agency
- Focus on agency-specific procedures
- Provide a system demonstration
- Provide system training

BPW Timeline



Role Mapping Overview

Role Mapping

Role mapping is the process by which agencies assign specific roles to their Cardinal users. Cardinal roles define the end users' access, the functions they can perform in Cardinal, and the screens and data that are available when working in Cardinal, including:

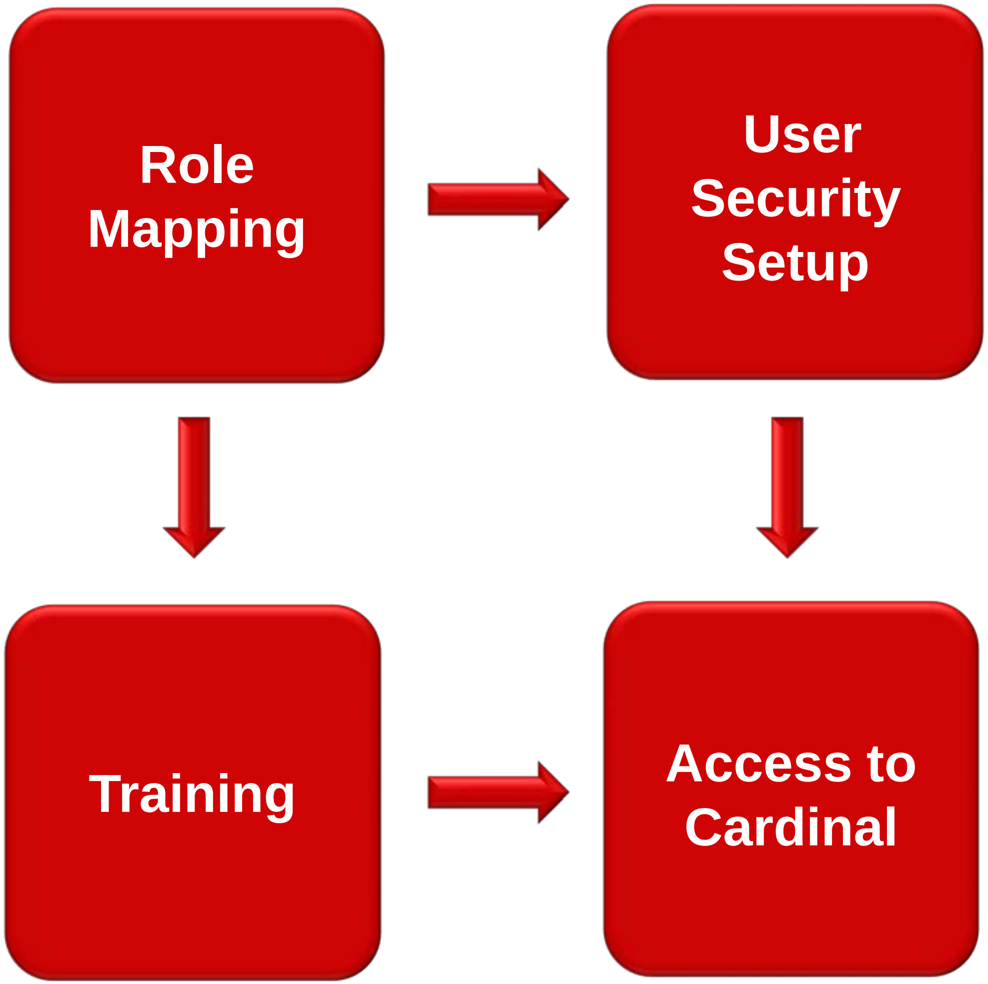
- View, enter and/or process transactions in Cardinal
- Approve transactions in Cardinal (journals, vouchers, expenses, etc.)

Role mapping is a critical step toward providing each user with access they need to Cardinal.

Why Role Mapping Matters

Role mapping results will be used to:

- Configure security for all users
- Determine training courses each Cardinal user will need to complete
- Set up users for access to Cardinal



Role Mapping Responsibilities: Change Network

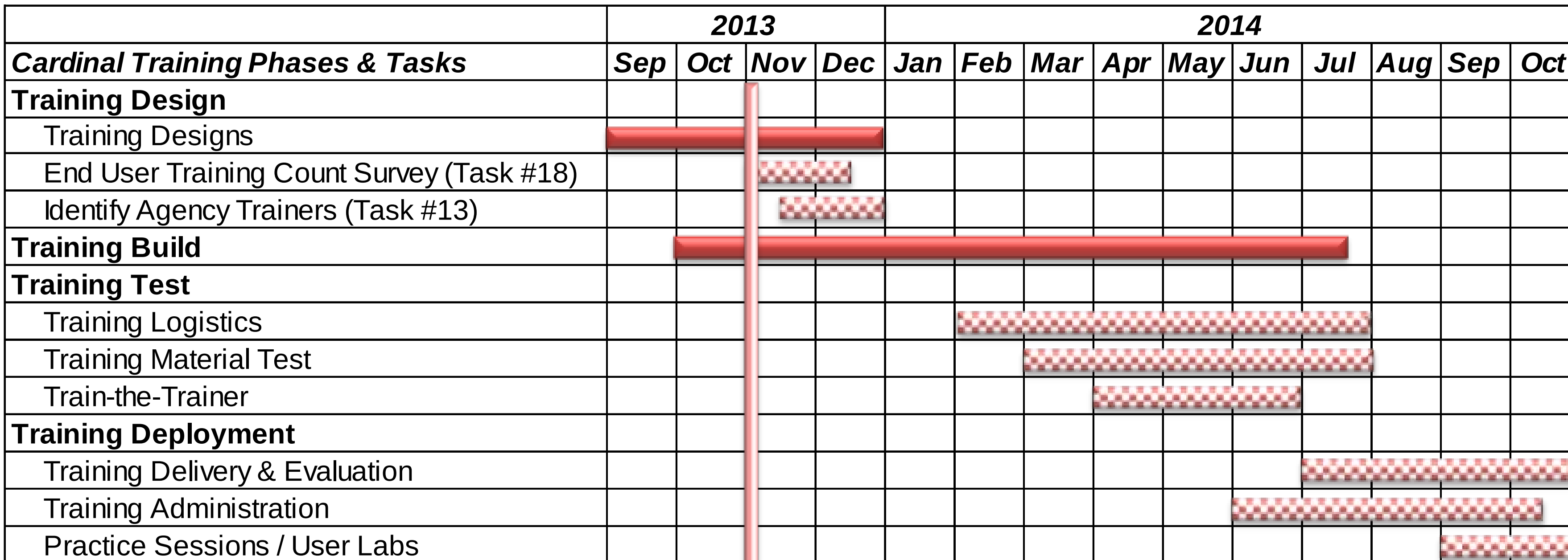
Change Network Members involved:

- Primary Contacts
- Security Contacts
- Functional SMEs

Activity	Time Frame
Attend Workflow workshops and complete workflow tasks (Task IDs #75 - #77, #79)	November 2013
Attend Role Mapping workshops (Task ID #30)	April 2014
Complete Role Mapping worksheet(s) by assigning Cardinal user roles to end users for your assembled agency (Task ID #31)	April – May 2014
Update agency security documentation as needed	April – September 2014

Cardinal Training Timeline and Approach

Training Timeline



*Checkered tasks indicate Agency involvement

Training Approach

- Two methods of training delivery will be used: web-based training (WBT) and instructor-led training (ILT)
  - WBT will be primarily used for overview, navigation courses, and courses with wide distribution and low complexity (Cardinal Overview, Navigation, etc.)
  - ILT will be used for more complex topic-specific courses where users can benefit from increased interaction in a class environment
- Courses are structured to provide high-level concept overviews first, followed by in-depth instruction in specific functional areas
  - A tiered course structure is used (100, 200, 300)

100 Level: Introductory Training

- Introductory, 100 Level Courses are the first level of learning
- These courses provide process overviews for both general and core users
- These courses are delivered as web-based training (WBT) and are pre-requisites for 200 and 300 level courses
- Content includes:
  - New terminology
  - End-to-end process changes
  - Business context for end users to understand who will complete tasks within the system

200 Level: Navigation Training

- Navigation, Reporting and Approvals, 200 level courses are the second level of learning
- These courses are primarily delivered as WBT and may be pre-requisites for 300 level courses
- Content includes:
  - Basic steps of navigating Cardinal
  - Basic overview of the approval process
  - Basic and advanced reporting functions within Cardinal

300 Level: Role Based Training

- Role based, 300 level courses are the final level of learning and provide functional, hands-on learning in Cardinal
- These courses are generally delivered as instructor-led training (ILT)
- Content and structure vary depending on the complexity of the processes and functions
- Courses provide instruction on how to complete specific transactions in Cardinal, using a variety of course materials including job aids, simulations and exercises.

Training Curriculum

	Course Title	Method
100	**OVERVIEW**	
	Cardinal Overview	WBT
	Accounts Payable and Expenses Overview	WBT
	General Ledger Overview	WBT
200	**NAVIGATION, REPORTING & APPROVALS**	
	Navigation in Cardinal	WBT
	Introduction to Approvals	WBT
	Introduction to Reporting in Cardinal	ILT
310	**ACCOUNTS PAYABLE**	
	Voucher Processing	ILT
	Approving Vouchers	WBT
	Processing Petty Cash	ILT
	Processing Employee Expenses	WBT
	Approving Employee Expenses	WBT
	Employee Expenses Administration	ILT
320	**ACCOUNTS RECEIVABLE**	
	Accounts Receivable – Funds Receipts	ILT
330	**GENERAL LEDGER**	
	Processing Journal Entries	ILT
	Processing Budget Journals	ILT
	Approving Journals	WBT
	General Ledger Maintenance	ILT

Course Durations

WBT: 1 to 2 hours each

ILT: 4 to 8 hours each

Train-the-Trainer

- The train-the-trainer (TTT) program will prepare agency trainers to deliver Cardinal ILT training to end users

	2014							
Train-the-Trainer Tasks	***Mar***	***Apr***	***May***	***Jun***	***Jul***	***Aug***	***Sep***	***Oct***
Complete WBT courses and Provide Feedback								
Attend Instructor Facilitation Workshop								
Mock Delivery & Teach Back Sessions								
Prepare for End User Training								
Deliver End User Training								

- Agency trainers complete WBT courses and provide feedback to the Cardinal Team
- The Cardinal Training Team delivers an Instructor Facilitation Workshop as well as a mock session of each ILT course
- Agency trainers deliver a teach back of a portion of their course(s) to the Cardinal Training Team and receive feedback
- Agency trainers continue to prepare for training delivery and deliver end user training

Agency Training Contact Responsibilities

Learn and Understand

- Attend Cardinal Project presentations, workshops, and training as needed
- Be knowledgeable of the Train-the-Trainer program

Manage Training Participation*

- Communicate availability of trainers and classrooms to the Cardinal training team
- Reserve and prepare training classrooms and labs as needed
- Participate in testing training materials
- Identify end users within agency and communicate the Cardinal training curriculum
- Participate in the role-mapping process with the agency security contact and communicate agency training needs to Cardinal training team
- Coordinate end user training registration and attendance (using the COV Knowledge Center)
- Follow up with end users who are no-shows to classroom training and those who have not completed required web-based training; manage schedule changes
- Encourage agency end users to fully participate in training sessions
- Report on readiness of end users in relation to training completion
- Adhere to project standards and project schedules

*Note: Some tasks may require the Agency Training Contact to coordinate with other agency personnel.

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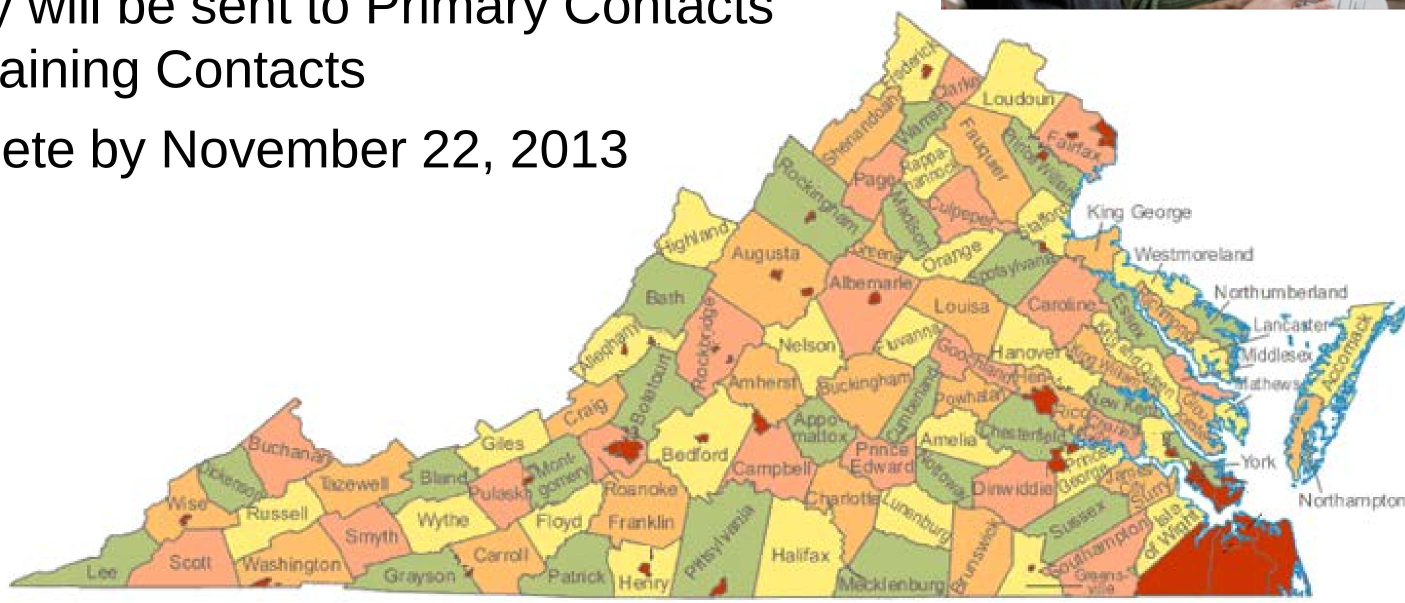
Agency Tasks

#18 and #13

Task #18: Complete End User Training Count Survey

- Survey will ask for the number and location of end users who will need instructor-led Cardinal training in each of the functional areas
- Survey will ask for available training facilities
- Survey will be sent to Primary Contacts and Training Contacts
- Complete by November 22, 2013



Task #13: Identify Agency Trainers

- Task will be sent to Primary Contacts and Training Contacts in November to identify training candidates
- Consider the information in the "Task #13: Identify Agency Trainers" handout
  - Reasons you want your staff to be trainers
  - Trainer Attributes
  - Trainer Responsibilities
  - Trainer Time Commitment (approximately 12 days over the time period)
- Complete and return by December 13, 2013

Break

Please Return in

00:00

Minutes

Cardinal Demonstration Training Delivery Methods and Tools

Cardinal Demonstration
Training Delivery Methods and Tools

Training Overview:

- Delivery Methods
- Tools

Demonstration:

- Web Based Training (WBT)
- Instructor Led Training (ILT)
- Training Tools

Training Delivery Methods Overview

Web-Based Training

- Self paced learning on a computer
- No facilitator
- Includes instructional material and some simulations and quizzes

Instructor-Led Training

- Traditional classroom instruction
- Facilitator leads participants through course, exercises and simulations

Training Tools Defined

Simulations

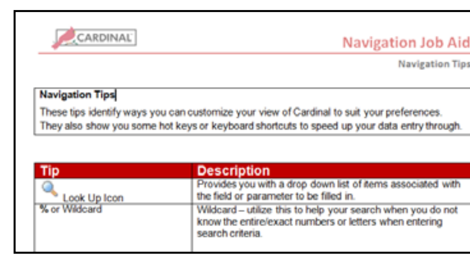
- Step by step scenario created in Cardinal
- Various modes allow you to watch, interact or print

Exercises / Training Environment

- Provides hands on practice in a realistic environment
- Enter, update and review transactions

Job Aids

- Provides details not included in course(s)
- Includes step by step instructions, process flows and reference documents



Simulation Modes

- **See It**
  - Watch the transaction in a simulated environment.
- **Try It**
  - Complete the transaction in a simulated environment, with guidance.
- **Know It**
  - Test your memory of how to do the transaction in a simulated environment.
- **Do It**
  - While you are in Cardinal, open a helper window to demonstrate how to do the transaction are attempting.
- **Print It**
  - Get a step-by-step listing of the transaction, in printable document format like a job aid

Recap in a Snap!

- We will reveal descriptions of training methods or tools
- If you know what they are, **stand up and snap**
- Answers must be in the form of a question **“What is…?”**
- If you are right, you get a prize
- If you miss it or do not use the correct phrasing, someone else gets a chance to respond
- Questions?

Recap in a Snap!

- This type of training does not require an Instructor, but does require a computer.

  Web Based Training (WBT)

- This tool is a step by step guide to perform a task, and provides details not included in the course.

  Job Aids

- This tool allows you to see and/or interact with the system using a scenario in a simulated environment. You can choose to See It, Try It, Know It, Do It or Print It.

  Simulations

Recap in a Snap!

- These tools allow you to get hands on experience completing a task in an environment that is a copy of production.

  Exercises/Training Environment

- This type of training is often referred to as traditional because it involves a classroom facilitator and each participant has a computer.

  Instructor Led Training (ILT)

Bonus Question

- This program will prepare agency trainers to deliver Cardinal ILT training to end users.

  Train-the-Trainer sessions

Training Delivery Methods and Tools Wrap-up

- Training methods and tools are key elements of the training toolkit.
- The Train-the-Trainer brings it all together through interactive learning, mock delivery sessions, coaching, providing feedback, and more!
- These provide the foundation and keys to success for all agency identified trainers.

Insight from Cardinal Part 1
Train-the-Trainer

Reminders / News

- Wave 1 Effectiveness Survey to be sent out today to Primary Contacts. We want your feedback!
- The October 31 version of MARS (Master Agency Readiness Status) will be posted to the CN SharePoint site on November 12. Each month a new version will be posted on the 10^{th} of the following month.
- Migration of CN SharePoint site from SharePoint 2010 to 2013. Site will be down between November 14 at 5:00am and November 18 at 8:00am for current Cardinal CN SharePoint users.
- Role of the Agency Readiness Liaisons
  - Work one-on-one with you to help your agency with readiness activities as needed
  - Ensure your questions and concerns are addressed

Meeting Wrap Up

Questions?