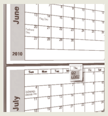
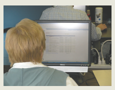
ISSUE 13 • MAY 21, 2010

SMART

Statewide Management, Accounting and Reporting Tool

Improving efficiency, management decision-making, transparency, and customer service for the State of Kansas





SPONSORS' MESSAGE

A message from Sunflower Project Sponsors Duane Goossen, Carol Foreman, and Joe Hennes

When the State of Kansas began putting the Sunflower Project together more than three years ago, we knew this was not a project that a single team could accomplish alone, no matter how competent or how well-resourced. A Statewide Financial Management System of this scope could be implemented only with your buy-in, assistance, and cooperation as agencies across the state. You are more than customers of the Sunflower Project: You are our partners in designing, building, and deploying the Statewide Management, Accounting and Reporting Tool (SMART). We could not be happier with the response we have received from our agency partners.

In October 2008, many of you attended the Project Kickoff that marked the official beginning of the project's Planning and Analysis stage. Next you gave us your time and expertise in Conference Room Pilots. You shared your knowledge of how fiscal management works in your own agencies, and in the State of Kansas. You provided us the information we needed to design SMART from January through April last year. Then you worked with us as we built this system. You attended workshops on configuration, conversion, and interfaces — among others. You have built interfaces and, in many cases, conversion files for transferring your agency's data to SMART.

Today, the finish line is in sight. The end of the race is near: we will go-live on July 1.

Today, the finish line is in sight. We are at the end of the Testing and the beginning of the Deployment Phases. The end of the race is near: we will go-live on July 1. Between here and there remains end-user testing, training, cutover, and other activities that are critical to our success. We must achieve these milestones on their set deadlines. It will be hard work as we close one fiscal year, close down existing systems, launch SMART, and open a new fiscal year. As we look over this project's history, though, we know that our agency partners are up to these tasks. It has never been more clear to us that we are implementing the right system, at the right time, and that our agency partners are right here with us.

Thank you so very much for all the work you have done with us over the last few years. And thank you, even more, for the efforts we know you will put forth between now and go-live.

STATE FIRE MARSHAL ANTICIPATES SMART BENEFITS

Small agency will see big results with SMART

The Kansas State Fire Marshal (KSFM) may not have a large number of employees that will work directly in the Statewide Management, Accounting and Reporting Tool (SMART) — fewer than 10 — but Becky Bahr, KSFM Fiscal Officer, says the agency will see big results from SMART.

"The transparency of financial data for agency managers will be the biggest advantage," she says. "We're looking forward to the improved efficiency and timeliness in our ability to share that data. Currently, our managers see information at month end, after reports are produced. SMART will allow our data to be more accessible. Managers are looking forward to seeing information at any time, including both agency purchase orders as well as expenditures, and getting the transaction details related to the totals." Bahr says the efficiencies gained with SMART will allow KSFM, as a small agency with a single accountant, to keep up with needed reports — especially during busy times such as legislative sessions and year-end.

(cont. on p. 8)

SMART HELP DESK TO USE SERVICEDESK SOFTWARE

Software provides simple forms for agencies to log, track incidents with SMART

To log, track, and manage incidents that occur in SMART, the State of Kansas will use the ServiceDesk software. This software gives agency Help Desk Contacts and Liaisons the ability to log incidents for their agency from the web. "This software is really going to be a big asset by offering solutions, tracking incidents, and maintaining a history of the incidents that occurred in SMART," explains Mary Vanatta, State of Kansas Help Desk and Transition Lead.

The project wanted to offer more than one option to receiving support. Offering an online self-service package to report incidents will save the SMART end-user long wait times during high call volume. SMART Help Desk Contacts can submit online requests for their agency without having to wait on hold to speak to a representative.

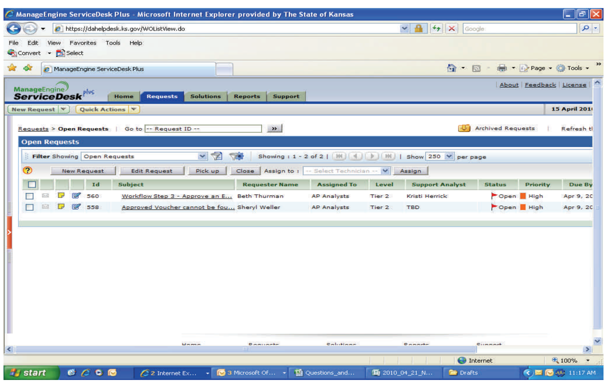
ServiceDesk requires a security login that will allow users to see only incidents that their agency submitted. The ServiceDesk online portal contains announcements regarding the SMART system, and a summary of incident requests that are open, closed and on-hold. The knowledge base "Solutions" can be searched based on keywords prior to submitting an incident request. If the agency cannot find a solution, its Help Desk Contact should use ServiceDesk to log an incident.

ServiceDesk's incident request form is simple and easy to use.

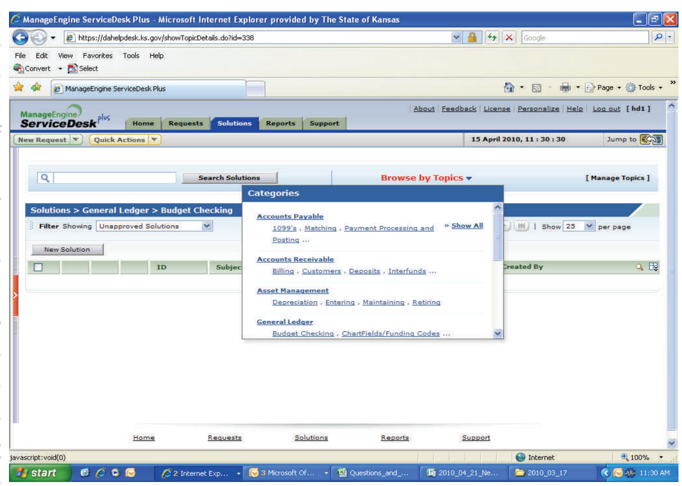
The incident request form is simple and easy to use. The name and contact information is pre-populated. The agency will answer two questions as to whether or not they attempted to resolve the incident at the agency level and if they used online resources. Next, the incident will be categorized based on the functional or business process area where the incident occurred. The SMART Help Desk Contact will summarize the incident and provide a detailed description of what occurred in SMART. This should include the steps performed prior to the incident occurring, and what steps were taken after the incident occurred. ServiceDesk allows attachment of screenshots to assist in resolving the incident. Providing plenty of detail will result in a quicker resolution.

ServiceDesk includes a robust communication system within the incident request form. Requesters, end-users that have an incident in ServiceDesk, will receive an email upon submission of the incident. The email will contain the details that the requester provided regarding the incident and a link back to the online portal. Additionally, the requester can email the analyst that is assigned to work the incident directly through the software. The requester will be able to track the status of the incident as well as have a record of the resolution.

Kent Olson, Sunflower Project Director, welcomed agency Help Desk Contacts and Liaisons to the Help Desk Kickoff on April 1.



The ServiceDesk Software package allows Help Desk Liaisons and Contacts to enter and track SMART incidents at their agency.



One function of the ServiceDesk software will allow Help Desk Liaisons and Contacts to search knowledge base articles prior to logging an incident. Agencies can search these "Solutions" both by category and by keywords.

CUTOVER ACTIVITIES CONTINUE

Agencies receiving feedback on data conversion errors

The key to a successful cutover from STARS, SOKI, and internal agency databases, spreadsheets, and systems is planning, according to the Sunflower Project's Cutover Team. “Agencies should prioritize their work carefully between now and June 30,” advises Peggy Hanna, Deputy Project Director and State of Kansas Cutover Lead. “A number of tasks need to be done before go-live, and May and early June is the time to accomplish them.”

Those tasks include cleaning up asset files, liquidating unused encumbrances, converting DA118 encumbrances in STARS to DA107 encumbrances, cleaning up SOKI documents that should be deleted or updated, and validating the results of SMART conversion.

To prepare for a successful final conversion the Sunflower Project team has started the dress rehearsal testing cycle. Dress rehearsal is the final conversion test cycle prior to deployment of the Statewide Management, Accounting and Reporting Tool (SMART). During the dress rehearsal testing agency data conversion files will be loaded into SMART. Jenny Brately, Accenture Conversion Lead, says the project is sharing what it learns about converting agency data during dress rehearsal with the agencies.

“We're sending agencies their results from the dress rehearsal conversion,” says Brately. “These results detail the conversion data loaded and any data failures. To validate their asset conversion results, they need to review the report of the dress rehearsal results to make sure everything converted as expected.”

The actual conversion of real agency asset data into SMART will occur between June 21 and June 27.

The instructions, and feedback on mock conversions, provide important information for agencies in correcting errors. “Agency employees correcting these errors should familiarize themselves with their agency's asset listings so they know what the agency included in the conversion file, and why,” she continues. “If the instructions or the feedback from mock conversions are not clear, they should contact the project's Conversion or Asset Management team to get clarification.” Brately notes that many agencies will have error-free files by the end of dress rehearsal this month. “However, agencies may need to add assets or adjust their data between then and submitting the final file in June. Those changes must be made carefully, mirroring the existing data in their file and the rules they have followed to date.”

Jenny Brately, Accenture Conversion Lead, discusses cutover activities with agency technical contacts.

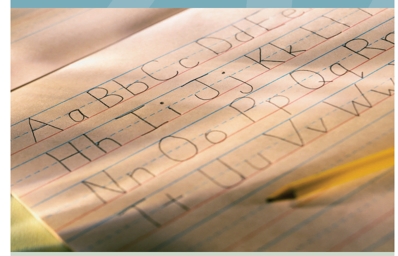
“Bear in mind that the Asset Management module's purpose is to provide a central repository that improves the safeguarding of all assets and enhances financial reporting for capital assets,” Brately advises. “That means agencies should scrutinize data conversion files to ensure assets being created are those that your agency intends to safeguard and track, or are reported as capital assets under State or agency standards.”

“We will provide agencies a list of assets that were not loaded during conversion,” explains Jenny Brately, Accenture Conversion Lead. “The list will give an explanation why the asset was not loaded, such as an invalid program code in the conversion file. A job aid already posted to the SMART website explains the potential conversion errors, what they mean, what the root issue is, and what should be done to fix that item. Agencies should plan to enter these assets by close-of-business on July 30.” The Error Messages Job Aid is a Word document available to agencies' Technical and Project Management Contacts on the Sunflower Project's secure web page, https://www.da.ks.gov/smart/layouts/technicalresourcedocuments.html The job aid is under the heading “Conversion Materials.”

(cont. on p. 8)

GLOSSARY:

This section features acronyms or specific terms you should know. Here are some, in addition to those listed here last time. Watch here for more next time!



- Acquisition Code: Term SMART uses that the State of Kansas previously called “Source Code.”
- Asset Profile: Stores standard depreciation attributes for a type of asset and the corresponding asset books in the form of a template.
- Asset Type: SMART field that identifies the kind of asset. SMART provides a number of predefined asset types for agency use. Formerly called “Land Use Code.”
- Asset Subtype: User-defined field that breaks Asset Type into smaller groups, such as agricultural, commercial, unimproved, etc. Formerly part of “Land Use Code.”
- Retire: The disposal or removal of an asset from use.
- Site ID: Term SMART uses that the State of Kansas previously called “Land Property Number.”
- Tag Number: Term SMART uses that the State of Kansas previously called “Property Number.”

SERVICE CENTER WILL SUPPORT AGENCIES

Accountants experienced with SMART will assist SMART Service Center agencies

When the Sunflower Project launches the Statewide Management, Accounting and Reporting Tool (SMART) on July 1, many small agencies will receive assistance in processing transactions. This assistance will come in the form of the SMART Service Center. "It's a one-stop shop for small agencies," explains Pam Fink, the SMART Service Center Manager. "We will provide a full 'menu' of services they can choose from. Other states implementing financial management systems have found a Service Center to be a beneficial offering as part of their implementation. We wanted to offer this benefit to Kansas agencies as well."

> It's a one-stop shop for small agencies.
>
> PAM FINK

"The Service Center will give agencies confidence that all their accounting needs will be met without interruption during the transition period and while agency employees are completing training," she continues. "For many agencies, the need for assistance will continue once SMART reaches a steady state. The agencies will have the support of an assigned experienced accountant, but will also have a full team of accountants experienced in every module in SMART ready to assist."

Fink says agencies with fewer than 25 full-time employees and less than 400 transactions a year are ideal Service Center candidates. "It's not too late in the process for agencies to sign up for the Service Center," she points out. "They can send me an email at pam.fink@da.ks.gov or give me a call at 785-296-7703 to talk about participating."

The SMART Service Center will provide a full "menu" of services for agencies.

Fink says there is no cost to agencies to participate in the SMART Service Center in Fiscal Year 2011.

TIME AND LABOR TESTING CONTINUES

Time and Labor Team in final activities before go-live

Brent Smith, State of Kansas Time and Labor (TL) Lead on the Sunflower Project, notes that the agencies using this PeopleSoft module have prepared themselves to be in a good position for success at go-live. "The agencies did an incredibly good job of getting current data back to us for our 'Dry Run' testing. We are very impressed with their eagerness to get us the up-to-date information. It shows that the TL agencies are in a very good position to get these tasks done quickly when we send out the final tasks before cutover."

End-to-end and comparison testing are underway, validating the Time and Labor functionality.

Smith notes that some of the data agencies have returned quickly are combo codes and task profiles, and the department budget table updates. "Combo codes and task profiles are integral to ensuring funding is captured appropriately," he says. "This will have a big impact on TL agencies that use the Project Costing module. Heather DeBusk on our team has been doing a great job of assisting agencies with these tasks. It consumes a lot of her time, but has helped agencies tremendously."

> End-to-end testing allows us to thoroughly test a process.
>
> BRENT SMITH

The TL team is involved in end-to-end and comparison testing right now. "End-to-end testing allows us to thoroughly test multiple processes with one data-stream," says Smith. These processes each have more than a dozen steps. The first step is enrolling a time reporter, then we move to setting up security, then assigning the work schedule, then reporting time, then approving reported time, and so forth until we finish with loading the time to SHARP Payroll and the SMART Project Costing modules."

"For our comparison testing, we take a snapshot of the production environment and convert the timesheet data from Time and Leave to Time and Labor," he continues. "After that, we run through the entire process from Time and Labor to Payroll. We then confirm that the paychecks generated from Time and Labor match the paychecks generated from Time and Leave."

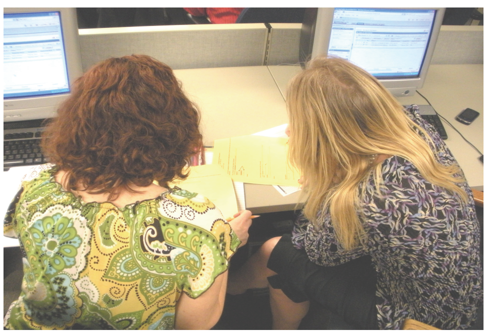
Heading into May, the TL team will be conducting Operational Readiness Testing. They will also finalize their Web-Based Training for TL. Finally, Smith says the team will continue to work with the TL agencies to ensure they are ready when this module goes live on June 23. "The agencies are doing an awesome job," he notes again. "We really do appreciate how responsive they are and committed to the success of go-live."

MEET THE HELP DESK TIER 1 TEAM

Tenured Sunflower Project employees will assist agencies

As part of the Sunflower Project's support of agencies when the Statewide Management, Accounting and Reporting Tool (SMART) goes live on July 1, the project will staff a Help Desk between 7 a.m. and 6 p.m., Monday through Friday. State of Kansas Help Desk and Transition Lead Mary Vanatta says her team of Tier 1 Help Desk Analysts are seasoned Sunflower Project veterans.

"Our team members have been on the project for months, and in several cases nearly from the beginning," says Vanatta. "They have lived and breathed SMART. When the Help Desk Liaisons or Contacts in the agencies log an incident or phone in with a question, these team members will be able to help them find answers."



Tier 1 Help Desk Analysts learn about the Help Desk software in a training class.

The team members for Help Desk Tier 1, Kathleen Ramirez, Vickie Hemmen, Mitzi Cafer, Adriene Williams, Chris Lewis, Maye Wegner, and Les Lauber, have been taking training classes to prepare them for their new roles. (For more information on the Help Desk software, see the story on page 2 of this issue. For more information on the Help Desk structure, see the Kickoff presentation at http://da.ks.gov/smart/)

The project's Agency Readiness team provided two very natural fits for the Help Desk. The Agency Readiness Liaisons have been working closely with agencies throughout the project, communicating agency concerns to the project, collecting answers to agency questions, and helping agencies solve problems that might have inhibited their preparedness to go live on July 1. "I have really enjoyed the problem-solving aspect of my position as an Agency Readiness Liaison," Adriene Williams says. "I think that has been a great preparation for working on the Help Desk, helping agencies resolve their issues."

"I just think it's going to be exciting to work with the agencies in a new role," Mitzi Cafer adds. Cafer has also worked as an Agency Readiness Liaison. "I've gotten to know so many people at the agencies already, and I'm really looking forward to working with them in this new capacity."

Les Lauber, Communications Lead, says "The Help Desk is integral to helping end-users transition from reviewing, testing, and training on SMART to real-world application. We've been building all this time to this one point, where agencies can conduct their business in this new system. Helping people do that will be very satisfying."

As the Business Intelligence/Data Warehouse Lead and Reports Coordinator, Vickie Hemmen has been deeply involved in SMART's functional side. "I know it's going to be hectic," she says of working on the Help Desk. "But that's part of the challenge of it all, when you can work through all the activity going on around you, and still assist someone at an agency."

> It's very rewarding to assist people in being successful.
>
> KATHLEEN RAMIREZ

"It's very rewarding to assist people in being successful and productive in their work," agrees Kathleen Ramirez. Ramirez has been the project's Administrative Assistant to the Deputy Director. "The energy and dedication of this staff has been fantastic, and provided such a positive team environment. I am really looking forward to having direct contact with agencies, and helping them solve their problems."

Maye Wegner has been the Department of Administration's SMART training coordinator and a training driver. "I come from a customer service background in the private sector," she explains. "I truly enjoy helping others, helping them see how they can make SMART work for them, rather than having them working for SMART."

"In system testing and end-user testing, we have helped people face-to-face," Chris Lewis, who is currently the State of Kansas QA and Test Lead notes. "It will be a different experience for me to help people over the phone or through a Help Desk ticket without seeing what they see on the screen. I think it will be hectic and busy. But I am really looking forward to being part of the front-line help with agency questions. It will be both rewarding and exciting."

AGENCY CHANGE AGENTS

The Sunflower Project website lists the Change Agents for each agency. Find it by pointing your browser to: http://da.ks.gov/smart/

UPCOMING DATES:

Things that will happen soon

- Through April 29: End-User Testing
- May 3: SHARP User Community Meeting
- May 4: Service Center Kickoff Meeting
- May 13: Change Agent Network Meeting #12
- June 7: Change Agent Network Meeting #13
- June 17: Monthly Conversion Meeting
- June 21: Change Agent Network Meeting #14
- July 1: GO-LIVE!

CHECKLIST GIVES AGENCIES HIGH-LEVEL VIEW OF READINESS

Agencies have been effectively using the newest tool from the Agency Readiness Team, the Agency Go-Live Readiness Checklist, according to Jennifer Dennon, State of Kansas Agency Readiness Lead and Bryan Loudermilk, her Accenture counterpart. The checklist helps provide both agencies and the Sunflower Project with an understanding of their readiness to go live with the new Statewide Management, Accounting and Reporting Tool (SMART).

"The checklist is a one-page document containing a short list of high-level activities," explains Dennon. "It has been well-received by the agencies. The Agency Go-Live Readiness Checklist, which gives a high-level view of all aspects of an agency's readiness, complements the Agency Task List that provides lots of detail. We designed the checklist to be useful for agency leadership who might not be directly involved in the details of project-related work, but still need to be involved in evaluating their agency's readiness for SMART."

"The checklist is an awareness tool," adds Loudermilk. "Agencies should use it to learn more about their preparedness for go-live and to identify areas on which they need to add focus between now and then. Some items address past tasks, while others are future tasks agencies will receive more information on as we get closer to go-live. Not all items on the checklist can be completed at this point in time, and it will raise awareness of that. It is OK that those items are not complete."

Most agencies are at the level of preparation to move to SMART that is expected for this point.

The Agency Readiness Team is beginning the process of reaching out to agencies who have not yet submitted updates. Of those that have, however, Dennon and Loudermilk note that most are at the level of preparation expected. The most common issue so far is when agencies accidentally sign off on items that are not likely to have been finished, such as receiving SMART usernames and passwords.

Dennon offers some advice for agencies as the project approaches its last two months before go-live. "First, plan as much as possible. We know there is a balance needed between regular agency work, training, agency tasks, and project meetings. Planning them out can help agencies budget their time. Next, make sure end-users in your agency take their training. Successfully attending and completing training is the key to understanding SMART and receiving access at go-live. Finally, take the time to step back from the detail work and be sure the big picture of readiness is in order. Now is a good time to look for any potential gaps in terms of business process changes, reporting needs, or anything else that will be important for the agency to run efficiently when SMART goes live on July 1."

A specific deadline in front of agencies is the last day to update role mapping data, which ensures those employees who will process transactions have the right security access. Loudermilk and Dennon say that the Agency Readiness Liaisons will continue to assist agencies that need to update their role mapping until May 14. Agencies will be able to make changes to security access after go-live.

SMART AUTOMATES TRAVEL AND EXPENSE

Most State of Kansas agencies currently use paper-based processes for Travel and Expense (T&E) reimbursement. When the Statewide Management, Accounting and Reporting Tool (SMART) goes live, however, agencies will use an online process. This will allow employees to submit requests electronically for travel or reimbursement for expenses they incur on the agency's behalf. Agencies will be able to track where on an approval path a document is sitting at a given point in time, and approvals will also be captured in SMART.

"An employee or employee proxy will enter an expense document in SMART," says Jo Ann Remp, State of Kansas Accounts Payable Lead. The employee's profile includes a department code that lets SMART know where to route the document for approvals. It automatically routes first to the employee's supervisor. Once the supervisor approves, it routes to the department manager, and finally to the agency's fiscal office for their approvals." The term for this approval process is "workflow."

"In the case an expense reimbursement document exceeds $5,000, the workflow will also route it to the Division of Accounts and Reports for their approval," Remp continues. "The system will also check expense documents against entries in the setoff debtor files as a possible match. If a match is found, the document will route to the setoff unit for review, appropriate action, and approval."

Remp notes that groups called "pools" are used in the approval process. "The department manager, agency fiscal office, Accounts and Reports, and setoff approval levels are all pooled. This allows the approval to be assigned and reviewed by anyone in a group of people authorized to approve it. Only the supervisor is set to be specific for each employee's record."

"On occasion, a document will have several expense types that are assigned to different departments. Workflow can route those individual expense lines to the appropriate department managers," she says.

Remp points out that more information on T&E is available through the SMART training programs and the Questions and Answers available on the SMART website.

OPERATIONAL READINESS TESTING LAUNCHED

Agencies participated in the Operational Readiness Testing (ORT) Kickoff last week. "The ORT phase of testing validates the system, and the readiness of end-users to use the system, by performing key business processes from end-to-end in an environment that simulates production," explains Amy Kuck, Accenture Cutover Lead for the Sunflower Project.

"It focuses on key areas of the system," she continues. "This process will validate such things as batch scheduling and selected interfaces. It gives central end-users a chance to familiarize themselves with portions of the software they'll use in their day-to-day operations, although it is not training."

Peggy Hanna, Sunflower Project Deputy Director and State of Kansas Cutover Lead says the project will complete ORT by May 28. "Agency ORT testers will use procedure documents and job aids to execute key business steps, and then work with project members to identify any issues found during testing," Hanna says. "Each day we will have review meetings in the morning and in the afternoon. We will discuss updates to the day's schedule, overnight batch issues, issues encountered, and the status of the processes that were executed that day."

The Sunflower Project will complete Operational Readiness Testing by May 28.

Hanna and Kuck expect ORT to validate 29 different business processes in the categories of On-Line Agency Transactions, Interface Transactions, Payroll/Time and Labor Integration, Configuration Maintenance, Banking, Central Operations, and Vendor Communications. Testers will come from a representative cross-section of agencies.

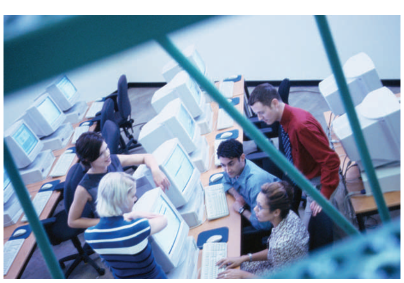
"When we find issues, we will correct them and retest the system to ensure they were, indeed, corrected," Hanna explains. "ORT is key to ensuring both that SMART processes are working as we expected and that the job aids are accurate."

PROJECT CONTINUES TRAINING ACTIVITIES

With dozens of web-based training (WBT) and instructor-led training (ILT) courses available for the Statewide Management, Accounting and Reporting Tool (SMART) end-users to take, the Sunflower Project's Training Team is busy deploying training and putting a few final finishing touches on its curriculum.

"In May, we will add our final SMART ILT Class," says Stephen Britcher, Accenture Training Lead. "That is RP301: Ad Hoc Business Intelligence Reporting. During the month of April, we will be deploying additional web-based training as well, mostly at the 300-level."

End-users requiring ILTs should use the SMART Student Center to enroll in their ILT courses and take their WBTs. End-users requiring only WBTs, however, will access the courses from the SMART Course Catalog at http://da.ks.gov/smart/training. These WBTs are available to any State of Kansas employee who wants to learn more about SMART.



Gina Vinyard, State of Kansas Training Lead, notes that successfully completing SMART training is required for end-users to receive their security access, and thereby be able to process transactions in SMART at go-live. "We really want to minimize the number of no-shows and last minute cancellations. With many of our classes full, someone who misses a class may not be able to complete that class before SMART goes live on July 1. The trainers conducting the ILTs have worked diligently for several months to prepare themselves to train. They completed early versions of the WBTs and attended pilot training between February and April, and then held a mock training session. "Overall, we conducted 22 sessions over the course of a six-week period," Britcher points out. "We had 147 participants. They were positive about the pilot training, and had excellent feedback. We incorporated feedback from each session into the final version of the materials."

The sidebar to the right summarizes advice Britcher and Vinyard offer end-users to get the most from training.

Sunflower Project Hints and Tips for Getting the Most from Training

If taking Web-Based Training:

- Read each screen of the WBT carefully
- Follow all on-screen instructions. Learners should especially be aware that rollovers may hide content in some screens
- Complete all User Productivity Kit simulations linked to the WBTs
- Use the "ungraded" learning and lesson checkpoints to test yourself
- Review the material as many times as you like

If taking Instructor-Led Training:

- Listen carefully to the trainer's instructions
- Take good notes
- Complete all the activities and simulations in the class
- Set aside time back at the workplace to review your notes and materials

CUTOVER ACTIVITIES, *cont. from p. 3*

Brately lists three main things agencies can do that will prevent errors from occurring in the first place. "First, they should ensure that all required fields in the asset conversion file are populated.

"Second, for those fields that require 'valid values,' double-check the values to ensure they are valid. Invalid chartfields are the biggest culprit, followed by invalid Asset Subtype. Dates entered in an incorrect format, a dollar sign ($) placed before the cost amount, and not numbering or incorrectly numbering an asset in the Interface ID/Interface Line Number fields all can cause errors that will prevent an asset from loading to SMART. Our conversion program edits for 'valid values,' and if a field's data is not valid, the system will reject it and not load the asset.

There are three main things agencies can do to prevent errors from occurring during asset conversion.

"Third, ensure that the data in any given field does not exceed the maximum field length. If an agency verifies each of these things before they send us a file, their data should load successfully during the conversion."

"Agencies will be required to validate these converted assets and confirm the validation to the Division of Accounts and Reports."

The actual conversion of real agency data into SMART will begin June 4. Some agencies are manually converting data online into SMART. Additional communications from the Sunflower Project are sent directly to the impacted agencies. "Agencies that convert their data online should identify the resources needed do that data entry by the end of April," Brately continues. "In June they will enter data for projects, grants, and contracts. In July, they will enter data for customers, pending items, and purchasing contracts."

Amy Kuck, Accenture Cutover Lead, points out that the project has fine-tuned the cutover schedule in the last month. "We've further defined processing run times, dependency steps, and data validations based on what we learned during the Dry Run test cycle. "There is only one cutover to production," explains Hanna. "It happens just once, and we're doing everything we can to make sure we get it right."

STATE FIRE MARSHAL, *cont. from p. 1*

KSFM plans to implement all aspects of SMART at go-live, and will not use any additional systems. To prepare its employees, Bahr says the agency has shared the project's newsletter and encouraged them to sign up for the SMART InfoList. "We cover updates in our management meetings to keep everyone aware of changes," she says.

KSFM's preparations also include updating internal forms and processes, so they can capitalize on the efficiency of a financial management system. "We discuss how we can get our information into SMART in the most efficient possible manner," says Bahr. "We are updating our internal forms to match the data needed for SMART so we can minimize data entry time. As we approach year-end, we are evaluating and preparing our routine expenses and agency budget documents so we are ready to enter the information that will allow us to make the most use of the features available in SMART."

The Kansas State Fire Marshal plans to implement all aspects of SMART at go-live. It will not use any additional systems.

Bahr says that actively participating in Sunflower Project meetings and training has helped KSFM prepare itself for SMART. "Getting to see the processes in SMART so we can come back and evaluate our current processes, and find where changes are needed, has been the most effective piece. It's a lot like putting a puzzle together, a few pieces at a time that work together to complete the big picture."

Getting to see the processes in SMART so we can come back and evaluate our current processes, and find where changes are needed, has been the most effective piece of this puzzle.

BECKY BAHR

Bahr suggests that agencies be aware of the effects of transitioning to a new system can have on their employees. "All these changes, attending training, and keeping up with a normal workload can cause stress. It's important to be supportive of them during this period. And as you plan process changes, seek input from employees who will be performing the work. Being part of the planning and implementation can be very helpful in dealing with that stress."

FREQUENTLY ASKED QUESTIONS

The Frequently Asked Questions section occurs regularly. It features questions asked about SMART. If you have specific questions to recommend for this section, please e-mail them to: Sunflowerfms@da.ks.gov

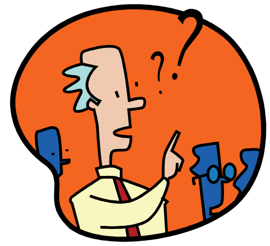
Q: *What will the Help Desk's hours be during go-live?*

A: The SMART Help Desk will be staffed between 7 a.m. and 6 p.m., Monday through Friday, during go-live. Agency Help Desk contacts will have access to the ServiceDesk software 24x7 (see article, page 2) .

Q: *Are agency Help Desk Contacts and Help Desk Liaisons the same thing?*

A: No. Both may be agency subject matter experts, and assist agency end-users, and log incidents into ServiceDesk. Liaisons have additional responsibility to add or remove agency end-users as Help Desk Contacts.

Q: *What is the deadline for entering year-end encumbrances into STARS?*



A: FY2010 encumbrances can be entered online into STARS through July 6, 2010. Data sets must be loaded by June 29, 2010.

Q: *How can we encumber a small amount of money at the end of the fiscal year in case we receive a bill we are not expecting? We would not yet have a specific vendor.*

A: An Accounts and Reports Info Circular will be released later this month with details. Essentially, you should encumber the funds as a DA-118 in STARS. This will convert to a General Ledger encumbrance in SMART. The presentation for Change Agent Network Meeting #9 has information on the steps needed to pay against a GL encumbrance in SMART. You can find the presentation at: https://www.da.ks.gov/smart/changeagentnetwork.html

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High-Level Project Timeline and Agency-Related Activities

Plan and Analyze Oct '08—Dec '08	Design Jan '09—Apr '09	Build May '09—Oct '09	Test and Deploy Nov '09—Jun '10	Support Jul '10—On
• Host Project Kickoff • Launch Website • Identify Agency Contacts • Conduct Conference Room Pilots • Publish Project Charter • Complete Agency Skills Assessment • Launch Project Newsletter DONE!	• Conduct Agency Introduction Meetings • Launch Change Agent Network • Conduct Budget Structure Workshops • Conduct Interface Workshops • Distribute Initial Agency Readiness Assessment • Design Agency Interface • Create Agency Conversion Strategy • Design Training Curriculum DONE!!	• Conduct Change Agent Meetings • Conduct Configuration Workshops • Conduct Conversion Workshops • Conduct Interface Workshops • Conduct Business Process Workshops • Distribute Agency Readiness Assessments • Modify System • Adjust Agency Interfaces • Clean Up Data • Build Data Conversion Processes • Build Training Courses DONE!!!	• Conduct Change Agent Meetings • Conduct Role Mapping Workshops • Pilot Training Curriculum • Conduct Train-the-Trainer Programs • Train End-Users • Distribute Agency Readiness Assessments • Plan Cutover • Test Agency Interfaces • Test and Load Data for Conversions • Reconcile Data • Establish Help Desk • Perform End-User Testing • Validate System • Begin Cutover to SMART	• Complete Cutover to SMART • Support Production • Respond to Agency Feedback • Decommission Redundant Agency Systems