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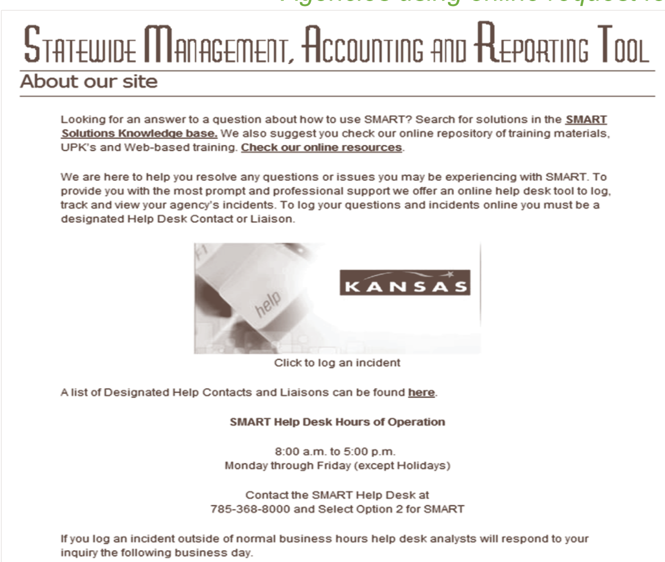
Improving efficiency, management decision-making, transparency, and customer service for the State of Kansas

SMART HELP DESK OPERATIONAL!

Agencies using online request forms to report and resolve incidents in SMART



Statewide Management, Accounting and Reporting Tool

About our site

Looking for an answer to a question about how to use SMART? Search for solutions in the **SMART Solutions Knowledge base.** We also suggest you check our online repository of training materials, UPK's and Web-based training. **Check our online resources**.

We are here to help you resolve any questions or issues you may be experiencing with SMART. To provide you with the most prompt and professional support we offer an online help desk tool to log, track and view your agency's incidents. To log your questions and incidents online you must be a designated Help Desk Contact or Liaison.

KANSAS

help

Click to log an incident

A list of Designated Help Contacts and Liaisons can be found **here**.

SMART Help Desk Hours of Operation

8:00 a.m. to 5:00 p.m.
Monday through Friday (except Holidays)

Contact the SMART Help Desk at
785-368-8000 and Select Option 2 for SMART

If you log an incident outside of normal business hours help desk analysts will respond to your inquiry the following business day.

The SMART website contains contact information for the SMART Help Desk, including links to the Service Center software that Agency Help Desk Contacts and Liaisons can use to log incidents.

The SMART Help Desk is live and has begun supporting agencies as of May 10, 2010. Analysts will be available during the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday. Hours of operation will be expanded on July 1, 2010 to 7 a.m. to 6 p.m. to accommodate the expected high incident volume at go-live.

Agency Readiness Liaisons have already transitioned to the Help Desk analyst role and are joined by other Sunflower Project staff to support agencies. To date, agencies have submitted requests for assistance regarding training, Operational Readiness Testing, and general questions related to SMART. "Agencies are doing a fantastic job using the online request form." states Mary Vanatta, the Help Desk Lead. Agencies will still utilize the Sunflower Project email address for Agency Go-live Readiness Checklists or if specifically directed to in Sunflower Project emails.

Transitioning to the SMART tiered support structure before go-live gives agencies opportunity to become familiar with the online help desk software, ServiceDesk. It also gives both the SMART support team and the SMART Help Desk Contacts an opportunity to get used to the new support processes before go-live.

(cont. on p. 8)

KDOT PREPARING FOR SMART GO-LIVE

Transportation agency draws on experience with prior projects to manage transition to SMART

The Kansas Department of Transportation (KDOT) is approaching implementation of the Statewide Management, Accounting and Reporting Tool (SMART) with a "can-do" attitude. "Our agency has extensive experience in implementing systems successfully," points out Rhonda Seitz, KDOT's Bureau Chief of Fiscal Services. "Many of our employees who are impacted by SMART's implementation are used to such changes." Being used to these kinds of changes, though, does not reduce the scale of the impact this implementation will have on KDOT. With responsibility to manage transportation infrastructure across the State, KDOT will have about 100 main users at go-live. About 100 more KDOT employees will have inquiry access. Seitz says "As we gain experience with the system, we anticipate rolling out selected processes to additional users in upcoming months."

> As we gain experience with the system, we anticipate rolling out selected processes to additional users.
>
> RHONDA SEITZ

(cont. on p. 8)

KANSAS DEPARTMENT OF TRANSPORTATION

CONNIE'S COMMENTS

A Message From the Sunflower Project Enterprise Readiness Manager

Connie Guerrero is the State of Kansas Enterprise Readiness Manager

Almost a year-and-a-half ago, the Sunflower Project launched the Change Agent Network at a meeting in January of 2009. Many of you were there, when we said the network's objective was to help state agencies take responsibility for their preparation and readiness as they transition to the new Statewide Management, Accounting and Reporting Tool (SMART). Looking back, I'm sure those words were not as meaningful as they are today now that you have walked along beside us every step of the way as we moved through the different phases of the project: design, build, testing and now as we prepare for deployment.

I think now is a good time to relook at the following quote from James Belasco and Ralph Stayer's 1994 book *Flight of the Buffalo* that I shared at that meeting. "Change is hard because people overestimate the value of what they have—and underestimate the value of what they may gain by giving that up." Agency Change Agents should not underestimate how hard the transition to SMART may be for some of your end-users, and should also recognize that not all of your end-users will be able to embrace the change in the same time frame.

> Change is hard because people overestimate the value of what they have—and underestimate the value of what they will gain.
>
> JAMES BELASCO & RALPH STAYER

SMART's implementation is providing the State of Kansas with numerous opportunities to improve how we conduct business. However, it won't be without a few challenges and it is requiring all end-users to learn a new way of conducting core purchasing and financial business processes. We ask you to help your end-users move through the change commitment curve smoothly by providing them with as much information as possible about business process changes in your agency. By doing this, your end-users will be able to more quickly gain acceptance and understanding of the new system. This will also help alleviate the fear that typically comes with change.

Now more than ever we are counting on our network of Agency Change Agents to help guide the enterprise over the finish line towards a more efficient way of conducting business in the State of Kansas. We knew back then that the project could not be successful without all of you and we look forward to sharing in a successful go-live in just a few short weeks!

SMART TRAINING CONTINUES

Agency employees have access to web-based and instructor-led training and other resources

Trainers from the Sunflower Project and volunteer trainers from various State of Kansas agencies have been actively training fiscal staff on the Statewide Management, Accounting and Reporting Tool (SMART). With more than one-third of the Instructor-Led Training (ILT) complete, and no signs of slowing down, more than 200 ILT classes are still scheduled between now and go-live on July 1. Many of the classes are being held throughout the state in locations such as Hays, Chanute, Larned, Wichita, and Overland Park. In addition to the ILTs, a number of web-based trainings (WBTs) are available. Overall, a total of 41 WBTs are available.

> The SMART Training Page contains helpful links to instructions and video demonstrations that show how to enroll in and take training classes, frequently asked questions, and links to end-to-end processes and User

Certain agency staff, based on the roles assigned to them during the role-mapping activity that ended on May 14, are required to take ILT classes. The Sunflower Project communicated those names to the agencies' training contacts, who are working with the staff to get them enrolled in their required training. Persons required to take both WBT and ILT must enroll in them through the SMART Student Center. The Student Center is available online at http://www.da.ks.gov/smart/training.html The Student Center records the completion of both ILTs and WBTs.

Other agency staff are required to take only WBTs. These WBTs can be accessed online through the SMART training page at the link above. In fact, any State of Kansas employee can take any WBT. This page still records completion of the WBTs, although separately from the SMART Student Center. Persons who are required to complete both WBT and ILT should enroll through the SMART Student Center.

The SMART Training page also contains helpful links that include instructions and videos demonstrating how to enroll in and take training classes, frequently-asked training questions, and links to end-to-end processes and User Productivity Kits for all modules. Agency employees who want to learn more about SMART, are interested in modules they are not assigned to, or need to access training resources to help resolve incidents with SMART, can use this page to find resources.

AGENCIES TO USE SMART REPORTS

Queries, inquiries, reports, and dashboards are among available tools

One of the powerful elements of the Statewide Accounting, Management and Reporting Tool (SMART) will be the ability to extract and evaluate data for decision-making. The Sunflower Project is creating tools that will allow agencies to draw information both from SMART and from its Data Warehouse.

"We're developing a report catalog that will contain all online inquiries, queries, reports, and dashboards," says Jennifer Dennon, State of Kansas Reports Lead. "Reporting in SMART will be accomplished with different tools and options. Project staff will create common report requests and dashboards that agencies can use as a starting point, and then customize them to meet their own unique needs."

> Our report catalog will contain all the online tools available to agencies for reporting.
>
> JENNIFER DENNON

Dennon says agencies will be able to pull information from either the transaction processing side of SMART (i.e. Production) or the Data Warehouse. "Production provides information for real-time transactional data," she explains, "while the Data Warehouse will be used for prior day data with capabilities such as trend analysis and other analytics."

SMART's production reporting tools will include on-line inquiries, queries, and reports. The information agencies retrieve from these reports will be real-time, that is, up-to-the-minute—and available for all modules. Agencies can export the results into Excel, html, pdf, and csv formats, says Dennon.

SMART comes with more than 100 on-line inquiries available on the transactional screens in the modules. Agencies will use them to find quick answers to specific questions, such as purchase order information or a check number for a particular payment. Some modules will include on-line inquiries that allow users to search for transaction-level detail, and then export the results to Excel or to drill down to the source transaction even if it is in another module.

Several queries will also be available in SMART. Generally used in an ad-hoc style to obtain information, queries are used to retrieve rows of transactional data that need not be pre-formatted into a report. Queries can be viewed or exported to Excel, html, pdf, and csv.

Using on-line inquiries and queries should greatly reduce agencies' needs for hardcopy reports. However, since many agencies still need traditional reports, SMART will come with a number of them. These reports provide a consistent format for gathering, organizing and sharing information daily, weekly, or monthly within and across agencies. All SMART reports are exportable to Excel, pdf, and csv. More than 150 queries, inquiries, and reports will be available to users.

Agencies can view a variety of data in the Data Warehouse (DW) including SHARP Human Resource (HR) and Payroll data. For example, department headcounts, total compensatory time, overtime hours and earnings by job code will be available in the DW. Fiscal data available from the DW will include information such as outstanding accounts payable balances, expenditures ranked by vendor, and total agency deposits and receipts for a reporting period.

The DW includes tools to enable agencies to develop reports and dashboards. Dennon describes dashboards as a compact user interface, a "portal" if you will, that consolidates and displays information. Agencies can use dashboards to bring an integrated view of financial and HR information to agency leadership.

Agencies will generate report requests in the DW using the Business Intelligence report development tool. The Project is creating common dashboards and report requests that agencies can use "as-is" or customize for their own needs. Several areas of the DW are being enhanced to consolidate related data so that agency report developers (i.e. Power Users) can more easily retrieve their data.

"There will be multiple options for agencies to retrieve the information they need from SMART," Dennon says. "Agencies will find many of the reports developed for go-live will meet their needs. What is important is getting agencies access to the data and information they need. These reporting options and tools will provide agencies timely access to their data for their decision-making processes which is a key element of the Sunflower Project's vision."

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

- June 4: Data Warehouse Advisory Group
- June 7: Change Agent Network #13
- June 8: Human Resource Conference
- June 14: Monthly Conversion Meeting
- June 21: Change Agent Network #14
- June 23: Time & Labor Go-Live!
- July 1: SMART Go-Live!

SMART/SHARP INTEGRATION

Systems share data fields that are used in both systems

One of the benefits of implementing the new Statewide Management, Accounting and Reporting Tool (SMART) is the delivered integration with the State's existing Human Resource and Payroll System, SHARP. Both SMART and SHARP utilize PeopleSoft as the foundational software for these systems. As a result, there are common data fields that are used by both systems such as Department ID, Phone Number and Reports To. Instead of entering this information in both systems, the delivered integration will share the data requiring entry in only one system. The graphic contained in this article gives a high-level overview of the frequency of integration between the two systems and the source for making updates to the shared data fields.

At a recent SHARP User Community Meeting on May 3 and at the Change Agent Network Meeting on May 14 Connie Guerrero, State of Kansas Enterprise Readiness Lead, informed participants that there would be a new form GL_F003 available for requesting changes to the Department ID field. The form will be accessible from the SHARP, SMART, and Accounts and Reports websites. Guerrero stated that since the Department ID field is used so extensively in SMART all new requests for Department ID updates and changes must now also include signatures by the agencies' Finance contacts. The Reports To field in SHARP is used to populate the Supervisor ID field in the expense user profile in the Travel and Expense module in SMART. Supervisor ID was collected during role mapping. "If the Supervisor ID is different on the role mapping than what is in SHARP the value from role mapping will be entered in SMART," said Guerrero. If it is the same value, we will not update it. The phone number field in the SHARP personal data pages is also used on purchase orders in SMART's Purchasing Module that result from a P-card (BPC) purchase. A statement printed on the purchase order says to contact the cardholder and includes their name and phone number. The only phone number that will be put on the statement for the employee is the Phone Type 'Main' from SHARP. Guerrero informed participants at both meetings that it is going to be important for HR and Finance staff to work together in the future so that data entered in both systems can be utilized in the most efficient manner.

Data from (SHARP)	Copies to (SMART)	Frequency	Make updates in
Banking information	Account used for expense reimbursements made via ACH	One time (June 18)	Both
Home address	Mailing address used for expense reimbursements made via check	Almost real time	SHARP
Phone number and email address	Contact info on printed PO for P-card purchases	Almost real time	SHARP
Department ID of employee's position	Default ChartField for expense reimbursements	Nightly – Triggered when employee changes agencies	SHARP
Reports To	Supervisor ID in Travel & Expense user profile (workflow)	Nightly – Triggered when updated in SHARP *	SHARP

*If either the Supervisor ID or the Department ID of employee's position is updated in SMART, updates are not triggered again until the affected employee changes agencies. Until then, this field must be maintained in both systems.

PROJECTS AND GRANTS MODULES OUTLINED

About sixty State of Kansas agencies are configured to use the Statewide Management, Accounting and Reporting Tool's (SMART) Projects and Grants modules, according to Kathy Lewis, State of Kansas Projects and Grants Lead. "The Grants module allows agencies to manage their grants budgets within SMART," she says. "The module also captures award details and information on the grantors, also known as 'sponsors.' Agencies can manage indirect costs such as facilities and administration in addition to cost-sharing aspects, such as State funds matching. Agencies will be able to manage their grants to a finer level of detail than they might now."

The Grants module calculates indirect costs for facilities and administration (called F&A in SMART) at rates approved by the project sponsors. The module stores these costs so they are available for Federal reporting.

In addition to the Projects and Grants modules, SMART has a Project Costing (PC) module that collects costs to be billed, reported, or otherwise tracked for individual contracts, Lewis explains. "It is a powerful way to track both the Federal and State shares of costs and to monitor in-kind transactions. The module provides agencies the flexibility to do this in a couple of ways. First, an agency can have a single project in PC and set up two 'activities.'" Lewis describes activities as distinct lines in PC that allow agencies to track fund allocations for specific purposes. "One activity can track the Federal share and the other will be for the State's match. The second option is to take advantage of the ability SMART has to have multiple projects for each grant. An agency could set up a project for the Federal share of the grant and a separate project for the State share. Each project needs at least one activity associated with it."

Another associated module, Customer Contracts, can pick up costs that are billable to external organizations, automating the agency's ability to manage that process. Once the agency issues a bill, the system changes the status from a "billable amount" to a "billed amount," according to Lewis. This module then sends information to the billing module (see the related article in this issue).

Lewis discussed the Projects and Grants processes at last week's Change Agent Network Meeting #12 (CAN12). Screen prints, examples, and additional details are available on the SMART website as part of the CAN12 presentation.

ACCOUNTS RECEIVABLE MODULE TO BRING EFFICIENCIES

"People testing deposits in Accounts Receivable tell us that once they complete a couple of deposits they feel like they've been using it forever," Muriah Baker, Accounts Receivable (AR)/Billing (BI) Analyst says of the module in the new Statewide Management, Accounting and Reporting Tool (SMART).

"Right now we are busy participating in Operational Readiness Testing," she says. "We have also been creating job aids that will help agency users at go-live. We've been working closely with agencies to ensure that all goes well when SMART goes live on July 1."

Agencies can create deposits in SMART directly online, upload them in a spreadsheet, or use an inbound deposit interface.

AR is a particularly important module to SMART. All State agencies will use this module to make deposits with the State Treasurer, Baker says. "In addition, the ability to track receivables is a great benefit the AR module brings Kansas. It is also tightly integrated with the BI module, which will create efficiencies for agencies that use it."

Baker says deposits can be created in SMART in one of three ways: directly online, uploaded as part of a spreadsheet, or by using an inbound deposit interface. "SMART captures the UserID for the person creating the deposit, the approvers for both the agency and the State Treasurer's office, and the date and time the Treasurer's office released the deposit."

The spreadsheet upload, named INF43 Spreadsheet Deposit Upload, is available to any agency. "It is a Microsoft Excel 2003 Spreadsheet, but it's also compatible with Excel 2007," Baker says.

The State Treasurer will require deposits containing cash or checks to be delivered to its cage window with a print-out of the Deposit Totals page, according to Baker. Agencies must enter EFT deposits into SMART as soon as they become aware they will receive money this way.

Another function SMART will provide agencies is the Interfund page, which will display both the deposit and voucher side of the transaction. This page contains a free-form field that will allow up to 2,000 characters for comments that are shared by both the deposit and voucher sides, and SMART will capture the UserIDs for both users who entered and who approved the interfunds. Interfunds can be created using any of the same three processes that can create deposits: online, through spreadsheet uploads (INF43 Spreadsheet Deposit Upload and also INF50: Spreadsheet Voucher Upload), and through interface processes (INF02: Voucher Load Interface and INF44: Inbound Deposit Interface).

Additional information about the AR, Interfund, and BI functions are available on the SMART website in the Change Agent Network Meeting #12 presentation. You can find that presentation at http://da.ks.gov/smart/

POLICY CHANGES ANNOUNCED

Concurrent with the adoption of the Statewide Management, Accounting and Reporting Tool (SMART) will be some changes in policies that will affect a number of state employees and the fiscal officers who support them.

The Department of Administration's Division of Accounts and Reports (A&R) released two informational circulars this month that outline these changes. A&R released Informational Circular No. 10-A-015 on May 5 with an effective date of June 14 and Informational Circular No. 10-A-016 on May 13 with an effective date of July 1. Both circulars affect employees who travel on official agency business.

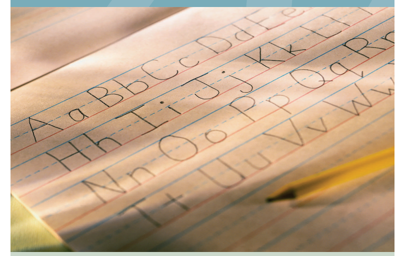
No. 10-A-15 describes the transfer of Travel Card and Procurement Card programs from A&R to the Division of Purchases within the Department of Administration. Tim Hund, the central P-Card Administrator, will transfer from A&R to the Division of Purchases with the program and maintain his duties, and Jill Martin of the Division of Purchases will become the backup administrator, according to the circular.

No. 10-A-016 describes modifications to Kansas Administrative Regulations (K.A.R.) 1-16-18, which includes meal allowances. The State will move from its historical quarterly per diem to a "per meal" allowance for breakfast, lunch, and/or dinner. The employee's departure and return times will determine which meals are allowable for reimbursement. Reimbursements range from $9 for in-state breakfast to $28 for dinner during international travel.

Copies of each circular are available on the A&R website at http://da.ks.gov/ar/infocirc/default.htm

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!



- Aging: The process of allowing a user to view the time that has passed since customers were billed or a pending item was established.
- Batch Processing: The process of running a series of programs or "jobs" in SMART without the need for user action.
- Customers: An entity that received or consumes products (goods or services) and has the ability to choose between different products and suppliers.
- Item entry: Entering invoices, debit memos, and credit memos.
- Posting: An automated process of creating and recording accounting entries in SMART. Statuses include *Not Posted*, *Errors*, and *Complete*.
- Receivable: An expectation to receive payment for goods or services sold.

CUTOVER ACTIVITIES CONTINUE

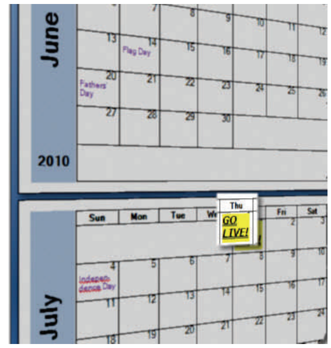
Activities prepare the Sunflower Project and State agencies for SMART deployment

"We're keeping our eye on the ball," Sunflower Project Deputy Director and Cutover Lead Peggy Hanna says about the cutover activities for the new Statewide Management, Accounting and Reporting Tool (SMART). The Sunflower Project has completed both a Dry Run (a walk-through of associated activities) and a Dress Rehearsal (a 24x7 simulation) of cutover, she says. "We are now halfway through Operational Readiness Testing, which is another way we validate that we are prepared for go-live. Our next step will be the actual deployment of the system."

"These cutover activities have allowed us to fine-tune our processes and add additional validation points to help ensure success," explains Hanna. "For example, we learned our Technical team needs to prepare the Production environment a few days earlier than we initially planned to allow the Security team enough time to load agency user roles and preferences. This is why role mapping updates had a due date of May 14." The full cutover calendar is available on the SMART website at http://da.ks.gov/smart/

In early June, agencies will send their final conversion files. "Right now, agencies are in the process of correcting and cleaning up any data errors found during the mock conversions," Hanna says. "The accurate conversion of agency data to SMART is one key to a smooth conversion. We have been encouraging agencies to communicate with their user communities about how they expect conversion to go."

Amy Kuck, Accenture Cutover Lead, notes additional cutover tasks will occur in June. "Vendor and ChartField files are created early in June to provide agencies interfacing with SMART the data they need to produce files ready for SMART by July 1," she says. "The STARS vendor file will be created for SMART conversion on June 6. The conversion process runs on June 7, and then we begin daily execution of the INF01 Vendor Download interfaces. On June 8, we will begin daily execution of the INF15 ChartField Extract interfaces. It's important to keep in mind that any vendor added to the STARS vendor table after June 6 will be added to SMART manually by the Division of Accounts and Reports."



"We want agencies to reach out to the SMART Help Desk immediately with any questions they have during cutover," Hanna adds. Help desk contact information is available on the SMART website, http://da.ks.gov/smart/ "We have tested processes, practiced them, and then tested them again because there is little room for delay. If an agency senses it may not be keeping up with cutover activities, we want to hear from them at their first inkling so we can help them prevent delays. This is it," she stresses. "We have all worked very hard to make cutover successful, and we need the agencies to keep their eyes on the ball with us."

AGENCY READINESS ACTIVITIES CONTINUE DURING DEPLOYMENT

As the Sunflower Project nears the July 1 go-live date that will see the launch of the Statewide Management, Accounting and Reporting Tool (SMART), its Agency Readiness Team continues to assist agencies in preparing for the new system. Meanwhile, the Sunflower Project is launching new strategies for supporting agencies' needs once SMART becomes the State of Kansas' financial management system.

"We are continuing to receive and review Agency Readiness Checklists that agencies are asked to submit every two weeks," says Bryan Loudermilk, Accenture Agency Readiness Lead. "We are seeing that a high percentage of Kansas' agencies have ensured that their workstations meet technical requirements, have completed the role-mapping that was due last Friday, May 14, and that their end-users are subscribing to the InfoList. This last is particularly good because the SMART team will rely on this list to send time-sensitive messages after go-live."

"No agency has stated that the employees responsible for their critical financial functions have completed all their required training," Loudermilk says of the checklists. "The fact that agencies have not completed training is not a concern at this point. But each agency should be tracking their employees' progress and working towards completion."

"Some agencies have not submitted their checklists regularly," he continues. "We encourage them to do so. The checklist is an exercise that can be completed fairly quickly, but that small investment of time can reassure both your agency and the project about your degree of readiness. And, it may help you identify areas where you need to make some changes. In this case, knowing earlier is better than knowing later."

Now that role-mapping is complete, Loudermilk suggests agencies review the information the project will provide regarding the post-go live security process. "We anticipate a high volume of security-related requests in the first month," he points out. "Understanding this information up front will reduce the processing time for requests, allowing agencies to conduct their business more efficiently at go-live."

Where the Agency Readiness Team has been the primary means of communicating information between the project and the agencies, that team is now transitioning to duties with the SMART Help Desk. "The Help Desk is the long-term support structure for agencies," Loudermilk explains. "When the Help Desk went live on May 10, the Agency Readiness Liaisons transitioned into their steady-state roles on the Help Desk. This transition enables us to continue delivering support to agencies and also prepare the Help Desk Team for go-live of SMART on July 1."

MEET THE TRANSITION SMART SERVICE CENTER TEAM

Experienced finance professionals will provide a full menu of services for participating agencies at go-live

Pam Fink's eyes light up when she describes the work she and her team will be performing after the Statewide Management, Accounting and Reporting Tool (SMART) goes live on July 1. Fink is the SMART Service Center Manager, and will lead a team of eleven tenured finance professionals in processing transactions in SMART for agencies. "Our team includes people with experience in all the modules of SMART," she explains. "We will be able to help agencies who might need to continue training after go-live meet all their accounting needs without interruption. Agencies benefit from working closely with one experienced fiscal analyst, but they will have the support of an entire team. "

The Transition SMART Service Center Team includes Ginnie Schirmer, Janette Martin, Nic Cramer, Shirley Gilchrist, Joy Duncan, Yvonne Rodriguez, Karen Sue Berroth, Lance Gagelman, Michelle Scott, Ken Mendoza, Doris Patterson, and Kurt Hafner. Each of them share Fink's enthusiasm for this important service.

"I'm really looking forward to assisting agencies in processing their daily business," says Schirmer, who is currently a State Auditor II in the Division of Accounts and Reports (A&R).

"It should relieve the pressure on small agency staff to learn all the SMART processes," adds Martin, currently A&R Central Services Team Lead. She says she is looking forward to meeting and working with staff from many state agencies.

> The SMART Service Center will make the transition from STARS to SMART easier for small agencies.
>
> JOY DUNCAN

"By developing a relationship with one fiscal analyst who is well-versed in SMART," says Cramer, "smaller agencies can find support for their agency's daily financial transactions so they can focus on their important everyday services to the state. I'm looking forward to learning from my colleagues on this team and helping the agencies out."

Gilchrist, currently the supervisor of A&R's Central Accounting Audit Services Team, points out that the SMART Service Center will create efficiencies for the state. "By taking advantage of the Service Center, small agencies can focus on their primary agency goals," she says. "We will be streamlining the accounting functions of those agencies."

Service Center Team Members recently met to discuss how they will support agencies needs at go-live.

"This will help make that transition from STARS to SMART easier on July 1 for small agencies," says Duncan, who has been a Training Specialist on the project's Training Team. "We can provide a boost to their manpower so they can keep up with what is needed until their employees can learn SMART and take over those functions."

Rodriguez, who has served on the Sunflower Project's Accounts Payable Team, sees this as an opportunity to apply the knowledge she has developed about SMART. "I'm looking forward to actually working with the entire system," she says.

"There are exciting opportunities and challenges ahead of us in the SMART Service Center," comments Berroth, an Accountant IV in A&R. "I get great satisfaction from helping others. I have always believed that my job, regardless of my title, is to provide the best service to my customers. In the Service Center, I believe that includes being reliable so agencies can meet their accounting needs without hiring additional staff. It will be a cost savings not only to the agencies, but to the State as a whole."

"SMART will streamline the overall financial process by doing what most of the proprietary systems do now," Gagelman, who serves as an auditor in A&R says. "Agencies will be able to access a flow of information that does not have to cross systems." Gagelman says he is looking forward to working hands-on with a statewide accounting system.

"I'm looking forward to the diversity of duties from using all the modules in SMART," adds Michelle Scott, Sunflower Project Projects and Grants Functional Analyst. "I will become an expert in all modules because the Service Center's full accounting services will encompass all the modules. The agencies I've spoken to who signed up for the SMART Service Center tell me they are relieved because it offers them a way to maintain their usual duties and take on various SMART processes as they are ready for them, rather all at once at year end."

Similarly, Mendoza who is an Accountant III in A&R says he looks forward to a wide array of job duties. "I'm looking forward to learning all the new business processes and modules in SMART," he says.

Patterson is also excited about the variety of tasks she will perform in SMART. As a Training Specialist for the project, she has worked on several modules and trained several classes. "I wouldn't say there is any one aspect of the Service Center that would be more important than another," she says, "but I believe it is important that we can provide support to agencies in using SMART."

Hafner summarizes his feelings about his new role with the SMART Service Center this way: "My focus is to help agencies accomplish their critical missions. I think it will be rewarding to learn how they operate. I look at my new coworkers and the skill sets they bring to the table, and realize that we can leverage each other's knowledge in ways that will produce benefits both for our agency customers and for the State of Kansas, too."

HELP DESK NOW LIVE, *cont. from p. 1*

In addition to launching the Help Desk, the Home tab on the SMART Web Site at http://www.da.ks.gov/smart has been updated to include links to resources. All end-users can access the SMART Solutions Knowledge base, which is a searchable repository of articles to solve common questions or issues. The "Check our online resources" link brings you to the Training tab where training materials are located. SMART Help Desk Contacts can click on the ServiceDesk graphic to log an incident with SMART. Help desk hours are also posted here in addition to the phone number. SMART end-users that require password resets should contact the SMART Help Desk by phone during normal business hours.

> All end-users can access the SMART Solutions Knowledge base, a searchable repository of articles to solve common questions or issues.

To learn more about the tiered support structure and how to use the ServiceDesk online incident reporting tool please read the Help Desk Kick-off Presentation found on the SMART website. Additionally, by clicking on the CAN link SMART end-users can find a list of SMART Help Desk Contacts and Security Liaisons for their agency.

KDOT PREPARING FOR SMART GO-LIVE, *cont. from p. 1*

KDOT has been busy preparing all those users for go-live, says Seitz. "Ever since the project officially became a 'go,' we discuss the change from our existing systems to SMART at every meeting we're at. We are currently focusing our attention on our district staff who perform the majority of our transactions. We have monthly video calls with them that include discussions about SMART. Then there is the behind-the-scenes work that our technical staff is performing to prepare our internal systems."

> Ever since the project officially became a 'go,' we discuss the change from our existing systems to SMART at every meeting we're at.
>
> RHONDA SEITZ

Seitz says KDOT has even more activity planned to prepare team members to use SMART. "We plan to meet with our district staff in mid-June to work out the 'how-to' details on many of the processes. We will also meet with our headquarters offices in small groups to go over coding and other changes with them. Finally, as we approach the go-live date, we will have targeted notes to selected groups on the changes that will be specific to them."

"Having some of KDOT's staff be trainers for the Accounts Payable and Purchasing training has been very helpful for us," she continues. "It allows us to discuss KDOT-specific questions."

Seitz says for key users KDOT expects to particularly take advantage of on-line query access, the ability to download information to Excel, and the ability to reconcile BPC transactions on a weekly basis. "Our users will be able to research questions themselves on-line, rather than have to depend on someone else to run a report for them, or rely on a local database," she explains. And those are not the only benefits KDOT anticipates. "We are looking forward to the ease of use of the Windows look and feel of the screens. The similarity of the screens to SHARP, which we already know, will help those who use both systems. We are looking forward to the strong search capabilities SMART will provide, the abilities to use templates and set up 'favorites.' We are streamlining the lines of coding we use. SMART is a top-of-the-line financial system that will be regularly updated. It will replace two internal systems that are more than 20 years old."

> SMART is a top-of-the-line financial system that will be regularly updated.
>
> RHONDA SEITZ

When asked about the "can-do" attitude she is finding in KDOT, Seitz reflects "I think it is because of the previous implementations we have done. We encourage our staff to remember other system implementations, and how we worked through issues and found solutions to them. We understand up front that the things we do on Day 1 may be different on Day 90. We encourage our staff to be flexible as they learn how SMART operates. We encourage them to think ahead to the sense of accomplishment they will feel in this implementation by the time October 2010 arrives. We spend time thinking about our needs and how SMART can meet them. Knowing that gives us confidence that when SMART goes live, we will be able to make it work well for us."

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:*Currently, our agency does an Excel upload for deposits into SOKI. Will that option still exist in SMART?*

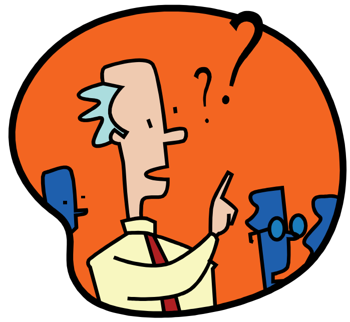
A: Yes; a deposit spreadsheet upload is available for this purpose.

Q: *How will deposit approvals be handled?*

A: Deposit transactions do not have a workflow, but there are approvals. The process will work like it does today, with the agency first approving the deposit and the State Treasurer making final approval.

Q: *Will deposits in SMART be run only once per day?*

A: Yes. Deposits will process at the end of each day.



Q: *Are funds available immediately once the State Treasurer approves a deposit?*

A: No; a batch process must occur before the funds are available. That batch process will be triggered by a daily release by the State Treasurer once deposits are approved. The funds will be available on the next business day.

Q: *Will the INF01 vendor file that will be available beginning June 7 include all vendors, or just new vendors?*

A: The entire vendor file will be included on the first INF01. Because vendors will have new vendor IDs, you will need to delete the data from any vendor files you have downloaded during testing cycles.

Sunflower Project Contacts:

SMART

Statewide Management, Accounting and Reporting Tool

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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