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# OFM'S ENTERPRISE APPLICATIONS TRAINING PROGRAM

FMAC Presentation Topic

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**OFM**

OFFICE OF FINANCIAL MANAGEMENT

# WHY IS THIS IMPORTANT?

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Training is desired and needed

There's been a hiatus in training for several OFM-managed applications

We now have a centralized resource to bring training back

Important to understand:

- System-centric training – not agency specific training
- Business process included when not exclusive to the audience

# WHO IS CHRIS SOOTS?

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## 28 years in the (mostly) private sector

- 18 years as Technical Marketing Engineer and Training Program Manager for Intel's international technical training program
- 9 years as Training Director with CNSI for the WA DSHS, UT DOH and MD DHMH MMIS implementations
- 1.5 years as Training Manager with Sierra-Cedar, Inc. for the DOR TLSR (ATLAS) Project (Phase 1)
- 4 months with OFM (formerly WaTech)

# TRAINING PROGRAM OVERVIEW

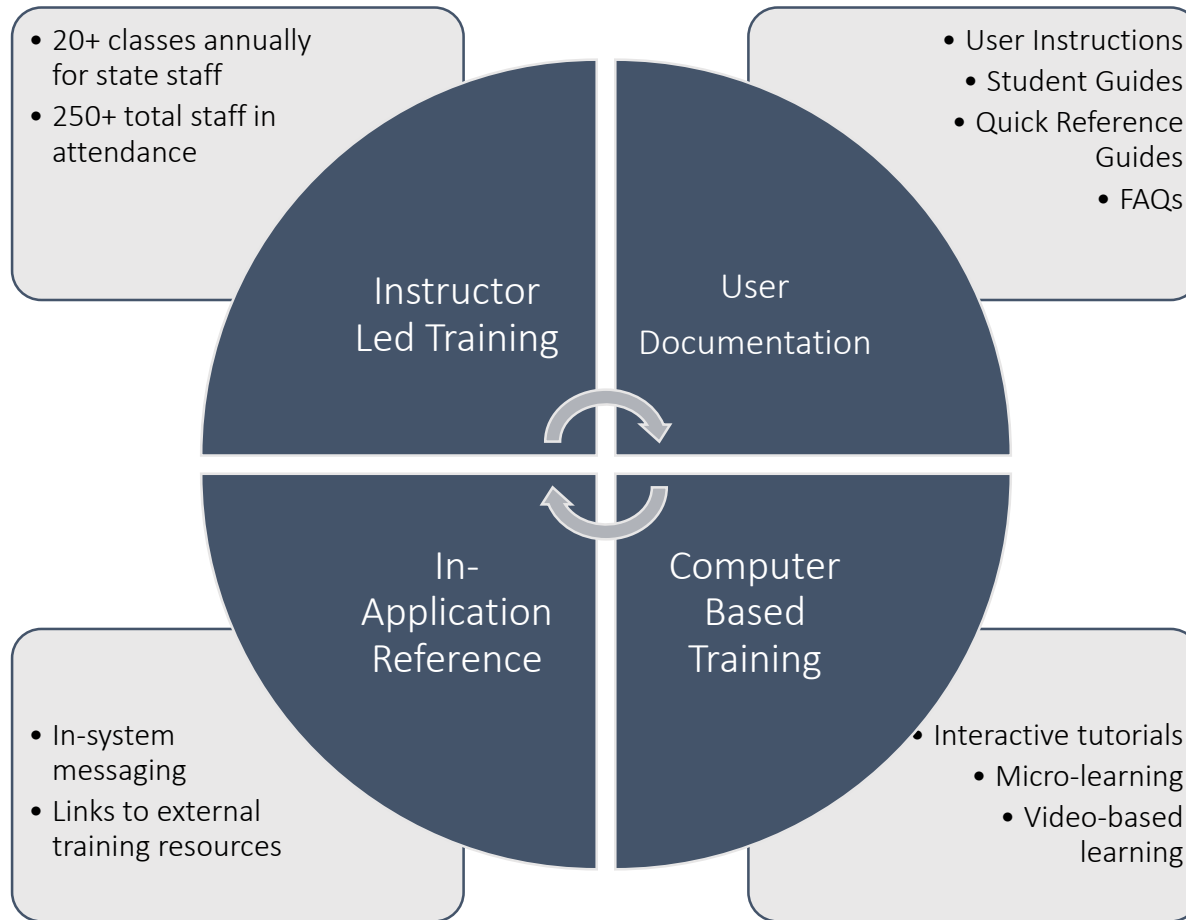
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Support training needs for the portfolio of applications and projects that OFM ITS supports, including:

- 1099-MISC Reporting
- Agency Budget Systems (ABS)
- Agency Financial Reporting System (AFRS)
- Bill Analysis and Tracking System (BATS)
- Capital Asset Management System (CAMS)
- Capital Budget System (CBS)
- ESS Portal Replacement
- Enterprise Reporting (ER)
- Fiscal Note System (FNS)
- Results through Performance Management System (RPM)
- The Allotment System (TALS)
- Travel Expense Management System (TEMS)
- 3 other requests on the backburner
  - HRMS Tax Reporter Class
  - Facilities Portfolio Management Tool (FPMT)
  - Washington Workforce Analytics (WWA)

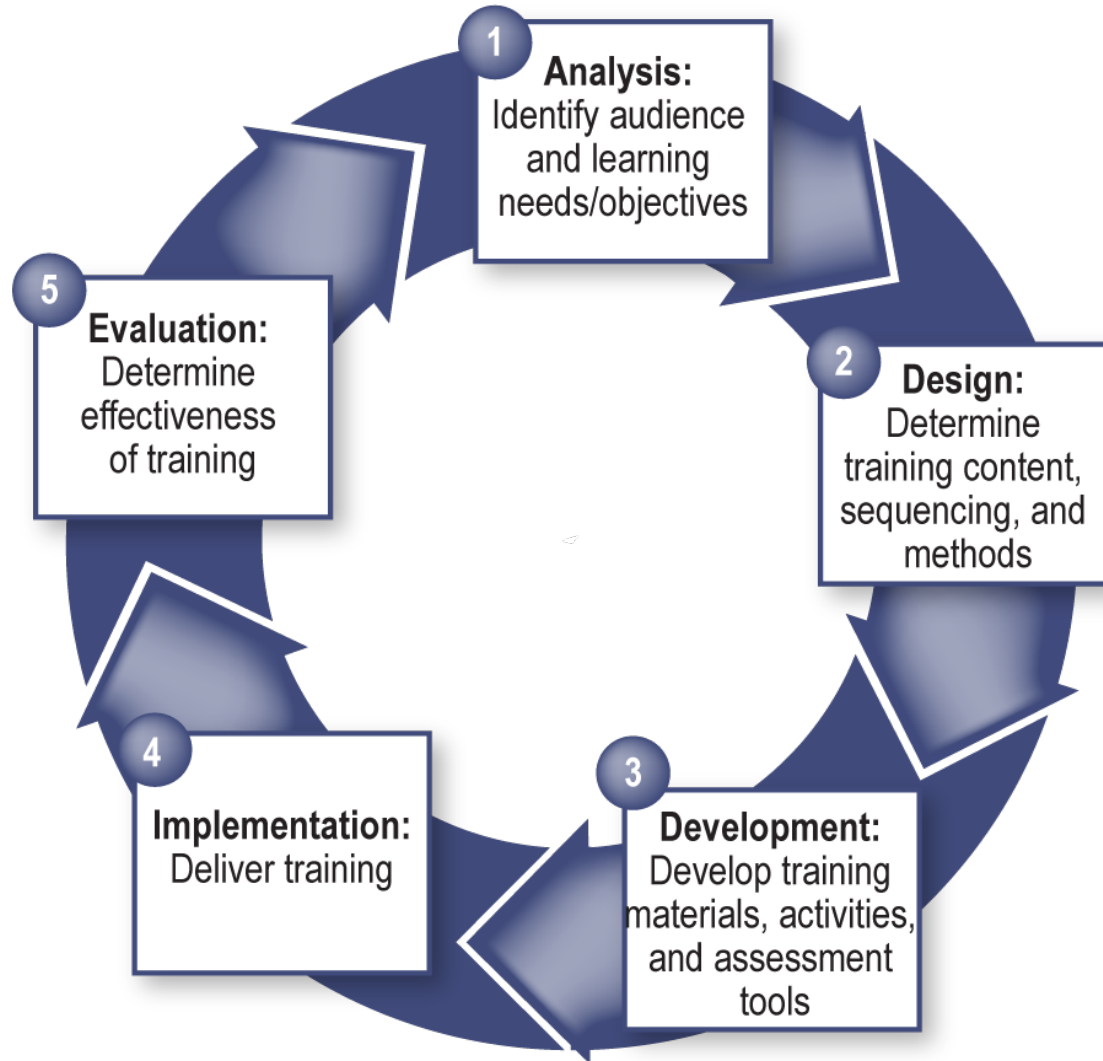
# TRAINING PROGRAM OVERVIEW

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# ADDIE METHODOLOGY

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# TRAINING RESOURCES

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## Business Analyst Manager

- Manages Trainer and System and Business Analysts
- Training material review/approval
- Training champion

## Enterprise Applications Trainer

- Coordinates training effort
- Training material development
- Training delivery

## System and Business Analysts

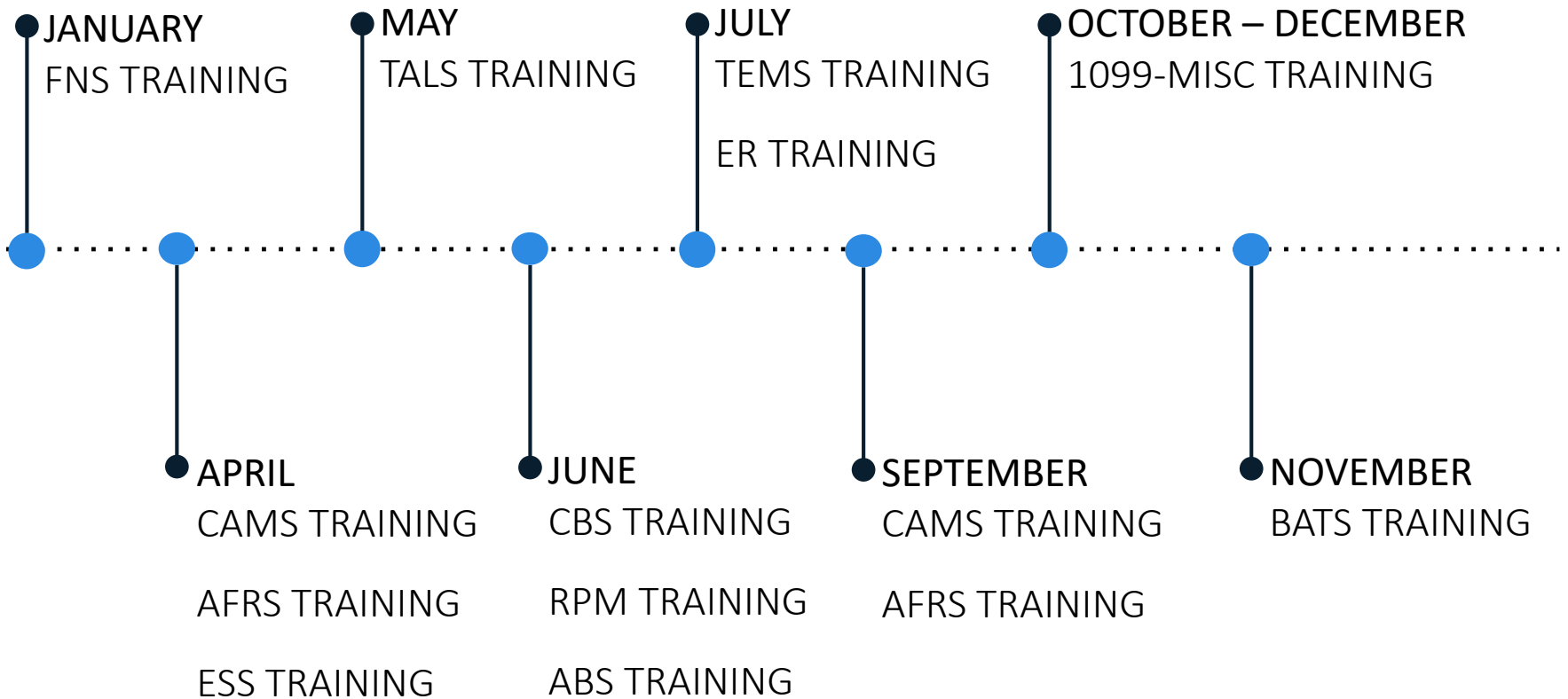
- Training material development
- Training delivery

## Collaborating SMEs

- Training material development
- Training delivery

# TENTATIVE TRAINING CALENDAR

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# STATUS

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## Where we currently are

- FNS Training completed in January
  - Customer Satisfaction (CSAT) Rating: 93%
    - My goal is 85%, or 4.25 out of 5
  - Net Promoter Score (NPS): 33, considered “good” by global standards
  - Good numbers considering the 6-week constraint
  - Don’t expect the CSAT to increase year over year
- CAMS, AFRS, TALS, ESS in the pipe

# MY LESSONS LEARNED

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## How to:

- Mitigate contract assumptions that aren't practical or desired
- Avoid duplication of development effort
- Collaborate with other training initiatives
- Continually process improvement
- Understand the willingness of the students to learn
- Use proven delivery and teaching methods
- Manage customer expectations

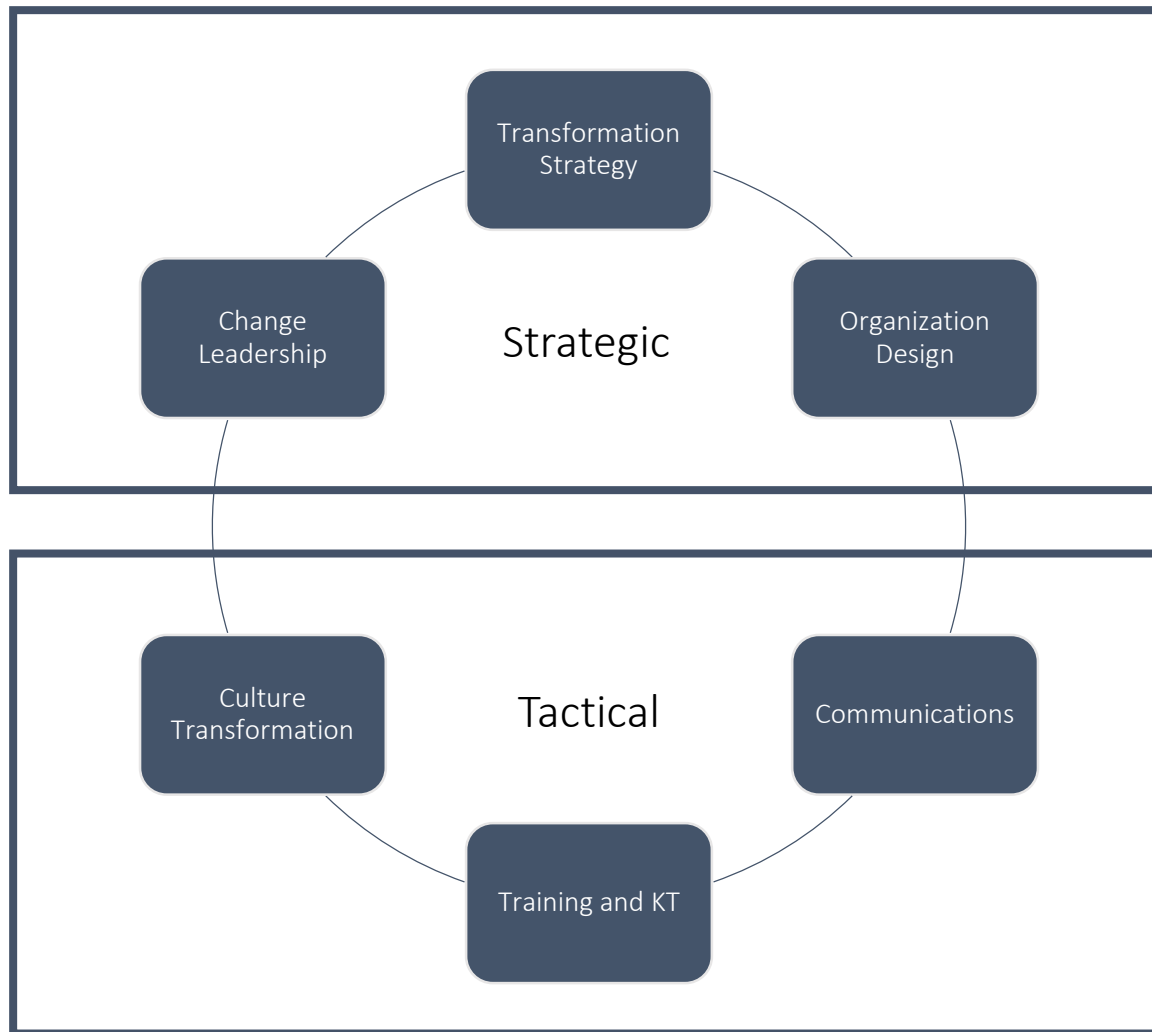
# WHERE CAN WE IMPROVE?

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Continued collaboration with SMEs and System Analysts  
Exploring ways to broaden our effectiveness with OCM

# OCM AND TRAINING

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# THE GOALS OF TRAINING

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Customer confidence in supporting and using the new solution

Positive and compelling learning experience

Increased enthusiasm

# HOW WE ACHIEVE RESULTS

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## People

Enthusiasm

Benefits

Individual Success

## Process

Job Focus

80/20 Rule

How vs. Why

## Tools

People

Online

Printed

# “THE 3 Cs”

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## Customer

- I prioritize Customer Relationship Management

## Contract

- I ensure that we have the same goal and expectations as our customer

## Creditability

- I conduct myself with transparency and honesty, knowing that I am doing the “right things right”



# FOR MORE INFORMATION:

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## OFM

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