

CSU The California State University

CSUBUY 

A COLLABORATIVE PROCURE TO PAY MARKETPLACE

CSUBUY Change Lead Go Live Check-In #2

February 26, 2024



Agenda

Topic
Mini-UAT
Training Overview
Hypercare / Support Plan
Readiness Survey #2
Q&A

Mini-UAT

What to Expect:

- Review the System Introduction Video
- Execute User Experience Scenarios
 - Duration: 2 Hours
 - Validate questions to confirm understanding of processes in system
- **Note:** Scenarios provide guidance on how processes are performed in the system, not to test the functionality of the system.
- Office Hours (post User Experience Scenarios)
 - Duration: 1 Hour
 - Opportunity to ask questions/clarifications

Mini-UAT TEST Scenarios:

1. Update User Profile – Default Location / Ship To
2. Searching for a Document (PO) and Checking the Status
3. Create a Requisition from a Punchout Supplier – Waxie
4. Create a Requisition using a Form Supplier (Good)
5. Create a Requisition using a Form Supplier (Service)
6. Create a Requisition using a Form Supplier (Facilities / Construction)*

**Only to be completed by individuals in the facilities department.*

Mini-UAT

Mini-UAT

Read the scenario and follow the workflow to answer the questions to validate the scenario. There are six (6) scenarios to complete. If at anytime you have questions, please post them in the chat or ask in the Zoom. Use the Test Site below for SSO access to CSUBUY.

SSO LINK (Test Site): <https://usertest.sciquest.com/apps/Router/SAMLAUTH/CalStateUniv>

csubuy-test.calstate.edu

SYSTEM INTRODUCTION VIDEO (please watch until 6:14):

https://csyou.calstate.edu/groups/csubuyP2P/layouts/15/guestaccess.aspx?guestaccessToken=YhtnCyNeIQKxcvqtn8N WGvngmIxlRZWygCbV1j%2bAurY%3d&docid=2_1f82ab8d7c4704730bbde222eade2581c&rev=1

#1: Update User Profile – Default Location / Ship To

Scenario: All users will need to setup their default ship to location in their user profile settings. If not completed, a user will need to provide their ship to location at checkout for each requisition.

Workflow:

1. Log into CSUBUY by clicking on the SSO link above.
2. From your homepage, click on the user silhouette in the upper right corner of the screen.
3. A dropdown menu will appear, Select “View My Profile”.

Mini-UAT

Disclaimer:

Please be advised the CSUBUY Test Environment should only be used during the dedicated time frame for Mini-UAT. If you should choose to access it after this session, please proceed with caution, and understand it is a test environment. With a test environment, changes will be made periodically from the technical team to test configuration changes. As a result, we are not able to confirm the scenarios or other actions will continue to be successful, and without errors. If you should continue to access the test environment, you will need to follow up with the CSU project team members for support, as the functionality may not work as it did during Mini-UAT.

CSUBUY: Hypercare Duration

Go-Live: < March 26th, 2024 >

Hypercare Duration: 1-Month post Go-Live

MARCH							APRIL						
S	M	T	W	T	F	S	S	M	T	W	T	F	S
					1	2		1	2	3	4	5	6
3	4	5	6	7	8	9	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27
24	25	26	27	28	29	30	28	29	30				
31													

CSUBUY: Hypercare Activities

Hypercare Activities

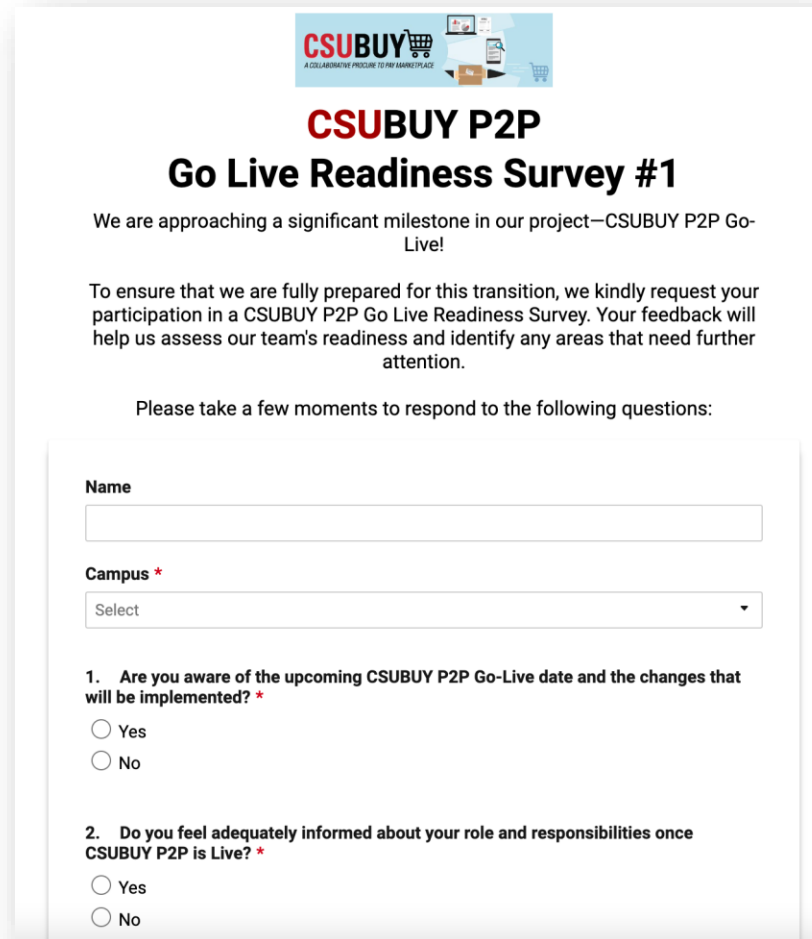
Activity Name	Description	Format	Available For	Supported By
Office Hours	<ul style="list-style-type: none"> Weekly office hours to ask questions and/or mitigate issues in a live setting 	Zoom Fridays: 2PM – 3PM Live Training Tuesdays: 10AM to 12PM	All	CSUBUY Support Team Core Project Team Campus Facilitators/Power Users
End User & Operational Support	<ul style="list-style-type: none"> Support channel for all campus users to submit tickets 	ServiceNow	All	CSUBUY Support Team (Brian G. / Thomas Ayres)
Power User Communication Channel	<ul style="list-style-type: none"> Support channel for Campus Power Users to ask questions Support for internal dialogue, sharing, and visibility <u>between</u> Campus Powers Users 	Slack csubuy-hypercare	Campus Power Users	CSUBUY Support Team (Brian G. / Thomas Ayres)
Weekly FAQ's Tip of the Week	<ul style="list-style-type: none"> Weekly Communication Based on the Frequently Asked Questions in Office Hours and Support Utilize FAQs via Smartsheet, Weekly Tips & Tricks Email 	Smartsheet FAQs Weekly Email Blast	All	Campus Facilitators Campus Project & Change Leads Change Management Core Team
Success Metrics	<ul style="list-style-type: none"> 30 Day, 60 Day, 90 Day Adoption Metrics Reporting 	Email	Executive Leadership	Campus Sponsors Core Team System Administrator

CSUBUY: Transition to Long Term Support


The Core Project Team and the CSUBUY Support Team will provide training and support the Campus Facilitators & Campus Power Users as they transition to Level 1 support long term.

Support Level	Support Type	Support Description
Level 1	Campus User Support (Campus Facilitators / Campus Power Users)	Provides campus level support that includes: <ul style="list-style-type: none"> ○ Basic Navigation and Questions such as how to find orders, vouchers or suppliers ○ Assist with end user training ○ Create Service Now tickets for all items that require additional assistance and/or escalation
Level 2	CSUBUY Comprehensive Support (CSUBUY Support Team)	Provides escalated level support that were submitted by Super Users on a Campus through Service Now: <ul style="list-style-type: none"> ○ Resolve Service Now questions and/or escalations within CSUBUY ○ Escalate issues to Jaggaer Support and/or CFS Integration Support ○ Resolve punchout catalog issues with suppliers and Jaggaer ○ Create new supplier catalogs and support localization of supplier catalogs ○ Modifications of CSUBUY Configuration including workflow ○ Review, evaluate, and testing of quarterly Jaggaer Enhancement releases ○ Identify and create enhancements based on support questions submitted and/or requests ○ Train and Support Super User Community
Level 3	CFS Integration Support (CFS Support)	Provides support to tickets submitted by CSUBUY Comprehensive Team which may include: <ul style="list-style-type: none"> ○ CFS Expertise ○ Troubleshoot and resolve integration errors between CSUBUY and CFS ○ Provide support to CSUBUY upgrade and enhancement releases where applicable (3 Enhancement Releases/Year) ○ Provide support for the necessary CFS upgrades activities as it relates to the integrations between CSUBUY & CFS

CSUBUY Readiness Survey #2



The image shows a survey form titled "CSUBUY P2P Go Live Readiness Survey #1". At the top, there is a logo for CSUBUY with the tagline "A COLLABORATIVE PROCURE TO PAY MARKETPLACE". Below the logo, the title "CSUBUY P2P Go Live Readiness Survey #1" is displayed in bold. The text of the survey explains that the organization is approaching a significant milestone and requests participation in the survey to assess readiness. It includes two questions with radio button options for "Yes" and "No".

CSUBUY  A COLLABORATIVE PROCURE TO PAY MARKETPLACE

CSUBUY P2P Go Live Readiness Survey #1


We are approaching a significant milestone in our project—CSUBUY P2P Go-Live!

To ensure that we are fully prepared for this transition, we kindly request your participation in a CSUBUY P2P Go Live Readiness Survey. Your feedback will help us assess our team's readiness and identify any areas that need further attention.

Please take a few moments to respond to the following questions:

Name

Campus *

Select 

1. Are you aware of the upcoming CSUBUY P2P Go-Live date and the changes that will be implemented? *

Yes

No

2. Do you feel adequately informed about your role and responsibilities once CSUBUY P2P is Live? *

Yes

No

Please distribute February 26th to be completed by March 1st!

[Readiness Survey #2](#)

