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2	1	Design Authority	DAWN E. ADAMS		G1-21	3		Diane Wilson			G1-21
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		Cog. Eng.									
		Cog. Mgr.									
		QA				3		DOE/RL Reading Room			H2-53
		Safety				3		Hanford Technical Library			P8-55
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Date 9-28-98	Date	Date 9/28/98	

END USER SUPPORT PLAN FOR HANDI 2000 BUSINESS MANAGEMENT SYSTEM

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U.S. Department of Energy Contract DE-AC06-96RL13200

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PEOPLESOFT, PASSPORT

Abstract: Primary objective of the END USER SUPPORT PLAN is to ensure that the end users have access that is reasonable and commensurate with job position functionality in order to perform their work effectively. Another objective is to ensure user support is provided to utilize the new BMS while minimizing significant security risks to BMS. The EUSP becomes effective as of this document's acceptance and will provide guidance through implementation efforts and as a "living document" ...

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V.L. Burkland 9/29/98

Release Approval Date

Approved For Public Release

END USER SUPPORT PLAN
FOR
HANDI 2000
BUSINESS MANAGEMENT SYSTEM

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Date

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Date

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1 INTRODUCTION

1.1 OVERVIEW

The Hanford Data Integration 2000 (HANDI 2000) Project will result in an integrated and comprehensive set of functional applications containing core information necessary to support the Project Hanford Management Contract (PHMC). It is based on the Commercial-Off-The-Shelf (COTS) product solution with commercially proven business processes. The COTS product solution set, of PassPort (PP) and PeopleSoft (PS) software, supports finance, supply, human resources, and payroll activities under the current PHMC direction. The PP software is an integrated application for Accounts Payable, Contract Management, Inventory Management, Purchasing and MSDS. The PS software is an integrated application for Projects, General Ledger, Human Resources/Training, Payroll, and Base Benefits. This set of software constitutes the Business Management System (BMS), a subset of the HANDI 2000 suite of systems.

1.2 PURPOSE

The primary objective of the End User Support Plan (EUSP) is to ensure that the end users have access that is reasonable and commensurate with job position functionality in order to perform their work effectively. Another objective is to ensure user support is provided to utilize the new BMS while minimizing significant security risks to BMS. The EUSP becomes effective as of this document's acceptance and will provide guidance through implementation efforts and, as a "living document", will support the operations and maintenance of HANDI 2000 systems.

1.3 SCOPE

This document encompasses and standardizes the integrated approach for end user support for the BMS. It also identifies the support methods to be used. The scope of security applies to the BMS applications. The BMS is comprised of the following vendor product modules as databases:

<i>Business Management System</i>	<i>Vendor Product</i>	<i>Vendor Modules</i>
Finance Management	PeopleSoft	General Ledger Projects Module
Supply Management	PassPort	Accounts Payable Inventory Management Contracts Management Purchasing
Chemical Management	PassPort	MSDS
Human Resources	PeopleSoft	Human Resources Training
Payroll	PeopleSoft	Payroll Base Benefits

1.4 ACRONYM DEFINITIONS

Acronym	Definition
BMS	Business Management System
CTS	Customer Technical Support
EUSP	End User Support Plan
FDH	Fluor Daniel Hanford, Incorporated
H2K	HANDI 2000
HANDI 2000	Hanford Data Integration Project
HLAN	Hanford Local Area Network
HR/PR	Human Resources/Payroll
HUH	Hanford User Help
LMSI	Lockheed Martin Services, Incorporated
PHMC	Project Hanford Management Contract
POC	Point of Contact
PP	Indus PassPort software
PS	PeopleSoft software

1.5 ROLES AND RESPONSIBILITIES

Roles and responsibilities for end user support will be defined in the following areas:

- End Users
- BMS Patrol
- Customer Technical Support (CTS)
- Training
- Implementation Team

1.6 REFERENCES

HNF-3206	HANDI 2000 Training Plan
Appendix A	Implementation Team Points of Contact
Appendix B	Training Courses
Appendix C	End User Help Process Flow
Appendix D	HANDI 2000 Patrol Points of Contact

2 END USER

2.1 ROLES AND RESPONSIBILITIES

End users are the application users of the BMS systems. They are responsible for reporting any problems they incur with the BMS applications.

2.2 HARDWARE AND SOFTWARE REQUIREMENTS

2.2.1 Minimum Work Station Requirements

Reference the following table for user roles and minimum hardware and software workstation requirements

User type	Definition	Minimum Workstation Requirements
Power User	Personnel utilizing PP or PS applications to accomplish their daily work	PP Client Workstation Pentium 100 Processor 32 MB RAM 60 MB Available Disk Space Windows 95 Portal/97 PassPort Interface 6.0.1 PS Financials Client Workstation PeopleSoft 7.0 SQL*Net for users running Crystal Reports PS HR/PR Client Workstation PeopleSoft 7.0 PeopleTools 7.01 Windows 95 or NT 4.0 SQL Server Driver 2.65.0240 or later ODBC -32 bit SQL*Net for users running Crystal Reports
Periodic User	Personnel who may require PP or PS applications to do some of their work but not necessarily on a daily basis.	PP Client Workstation Pentium 100 Processor 32 MB RAM 60 MB Available Disk Space Windows 95 Portal/97 PassPort Interface 6.0.1 or Portal G PassPort Interface 6.0.1 PS Financials Client Workstation PeopleSoft 7.0 SQL*Net for users running Crystal Reports PS HR/PR Client Workstation PeopleSoft 7.0 PeopleTools 7.01 Windows 95 or NT 4.0 SQL Server Driver 2.65.0240 or later ODBC -32 bit SQL*Net for users running Crystal Reports

Casual User	Personnel who may require PP or PS application on an occasional basis.	<p>PP Client Workstation 486/33 MHz Processor 16 MB RAM 60 MB Available Disk Space Windows 95 Portal/97 PassPort Interface 6.0.1 or Portal G PassPort Interface 6.0.1</p> <p>PS Financials Client Workstation Pentium 100 Processor 32 MB RAM 60 MB Available Disk Space Windows 95 PeopleSoft 7.0 SQL*Net for users running Crystal Reports</p> <p>PS HR/PR Client Workstation Pentium 100 Processor 32 MB RAM 100 MB Available Disk Space PeopleSoft 7.0 PeopleTools 7.01 Windows 95 or NT 4.0 SQL Server Driver 2.65.0240 or later ODBC –32 bit SQL*Net for users running Crystal Reports</p>
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The recommendation is that all users of the HANDI 2000 software have a Pentium 100 processor or better. The faster machines will help significantly in the acceptance of new business processes.

As organizations procure new workstations they should refer to the site standards for new purchases.

2.1.2 Software

In addition to the above software on client workstations, End users must have Hanford Local Area Network (HLAN) access installed. Software Distribution WinInstall Hanford Site Applications will be used to download the appropriate software for PassPort and PeopleSoft to the client workstation.

2.1.3 Training

End users will be trained according to their user level and business need prior to being given access to any of the BMS application production regions. This will be through formal classes and informal training through the Patrol POC's or other power users. For additional information on mandatory training, reference Appendix E, Required Access Training.

2.3 WHO TO CALL

- Business questions – Patrol POC
- Computer application system questions – Patrol POC
- General logging on and printing questions – Customer Technical Support (CTS)

For additional information, reference Appendix C, *End User Help Process Flow*.

3 HANDI 2000 PATROL

The HANDI 2000 Patrol is comprised of individuals who are experts in the affected business areas. Patrol participants fulfill a crucial role in the successful implementation of the BMS. The Patrol provides hands-on help to users within their own projects and facilities. New users will have someone to go to with whom they are familiar and that will be available to them. This will lessen some of the stress associated with using a "new" system. The Patrol's primary function is to service users of the new system – it is not to police the usage of the new BMS system.

3.1 PURPOSE OF HANDI 2000 PATROL

The purpose of the HANDI 2000 Patrol is to promote the successful implementation of the new BMS system and will continue to provide support in the production environment. Users will be instructed to first contact their Patrol POC with business and system questions. The Patrol participants will provide hands-on support to users of the new system. End user support will supplement to user training.

3.2 HANDI 2000 PATROL ROLES AND RESPONSIBILITIES

Patrol POCs are experts in their appointed business process area and understand the "old" and "new" ways of doing business. They are also expert users of the system application supporting the business process areas. It is important that Patrol POCs have time to provide end user support and that their support is fully endorsed by management. Patrol POCs are responsible for the following:

- Must be available to support users – especially during initial implementation periods
- Must be available for user phone calls
- Provide workstation support locally (at user workstations)
- May provide overview sessions, as appropriate.

3.3 METHOD TO IDENTIFY HANDI 2000 PATROL POCs

FDH has formed an Implementation Team comprised of representatives from each of the major PHMC contractors and projects. The representatives are responsible for providing the Integration Coordinator with the names of the Patrol candidates for their project/facilities for each primary business area they deem necessary, (i.e., buyers, contract, material requisitioning for Supply, P3 and reporting for Finance, and Chemical Management). For additional information regarding Implementation Team members, reference Appendix A, *Implementation Team Points of Contact* and Appendix D, *HANDI 2000 Patrol Points of Contact*.

3.4 PATROL GUIDANCE

Patrol POCs will be attending all applicable courses prior to other users. It is recommended that Patrol POCs participate in system testing, taking place from July through September 1998, enabling efficient and focused familiarization with the computer systems. Reference HNF-3206 HANDI 2000 Training Plan for additional information.

4 CUSTOMER TECHNICAL SUPPORT

4.1 ROLES AND RESPONSIBILITIES

CTS will be fielding user calls. CTS will be handling general user questions and will be provided a list of contacts for each of the BMS applications.

4.2 CUSTOMER TECHNICAL SUPPORT TRAINING

An overview training session will be held for CTS personnel. CTS will determine whether or not they will send any individuals to the application specific training.

4.3 POINTS OF CONTACTS

A list of BMS Points of Contact (POC) names will be provided to CTS. The lists will be comprised of the following information:

- Primary Business POC
- Patrol POC
- Technical POC

4.4 HANFORD USER HELP INFORMATION

Hanford User Help (HUH) information is being collected for the three software products, PassPort, PeopleSoft, and Primavera Project Planner. Each software product has a folder in the HUH directory. Project support personnel have been notified of the location of these files and were asked to provide information in question and answer format to capture this help information. This information will be used to support CTS, patrol team members, project support personnel, and end users.

<http://www.ri.gov:1050/huh/index.htm>

5 TRAINING

5.1 PURPOSE AND SCOPE

Overview training courses are planned for August 1998. Application level courses will be offered in August and September of 1998. Patrol POCs and power users will be scheduled into these classes prior to other users because they play a key implementation roll. They will be providing support to other end users. Upon completion of the overview courses, users will be granted access to a "Practice" region to allow them to become familiar with the systems. For additional training information, reference Appendix B *Training Courses*.

5.2 ROLES AND RESPONSIBILITIES

FDH is responsible for the following:

- Providing training
- Maintaining and updating the training courseware
- Coordinating training schedules
- Preparing training material
- Providing training facilities

6 IMPLEMENTATION TEAM

6.1 PURPOSE AND SCOPE

FDH formed an Implementation Team to serve as the field coordinator for HANDI 2000 rollout. Representatives from each of the major projects will ensure their respective project or function is ready for implementation on October 1, 1998. The Implementation Team will work closely with Project Direction POCs. The Team will evaluate impacts of the new workflow processes and take action to minimize impacts. Each team member will be responsible for assessing their project for impacts and determining training, computer hardware, procedural changes, and communication needs.

The Implementation Team consists of a representative from the following major projects: Spent Nuclear Fuel, Tank Waste Remediation Services, Waste Management, and Facility Stabilization. An Implementation team member is also assigned for the following support functions: Infrastructure and Numatec. Reference Appendix A, Implementation Team Points of Contact.

6.2 RESPONSIBILITIES

The Implementation Team will be responsible for:

- Managing field implementation schedules
- Communicating
 - Process flows
 - Process user roles
 - Equipment requirements and needs
 - Identifying training requirements and needs
 - Any other communication needs as they arise
- Developing recovery strategies for business process changes (including terminology differences and definitions)
- Identifying and communicating affected project/field procedures
- Coordinating the review and changes of affected project/field procedures
- Ensuring primary data loading requirements are satisfied
- Identifying affected personnel
- Ensuring affected personnel
 - Have been provided training opportunity
 - Have adequate desktop tools

It is recommended that team members utilize process owners from the field and BPI participants as resources. For additional information, reference Appendix A, *Implementation Team Points of Contact*.

7 COMMUNICATION METHODS

Communication to the End Users is accomplished in a variety of ways including, but not limited to

- General Employee Overviews (Road Show)
- All-employee emails and bulletins
- Newsletters
- Workshops

7.1 IMPLEMENTATION TEAMS

FDH has formed an Implementation Team to serve as the field coordinator for HANDI 2000 rollout. Each major project has a POC on the Implementation Team. One responsibility of team members is communication. This is comprised of communicating to the field, the forthcoming changes to affected business areas within their projects. In addition, the team communicates the field needs and impacts to FDH and the BMS business process owner representatives.

7.2 NEWSLETTERS

FDH is publishing a newsletter for the HANDI 2000 BMS project from "HANDI Mandy". The Finance sub-project of HANDI 2000 is also publishing newsletters. Reference the H2K home page to have names added to the mailing lists and for additional H2K information. Articles are published in the "Hanford REACH"

7.3 USER GROUPS

It is recommended that user groups are formed and remain active throughout the lifecycle of the BMS.

7.4 PRESENTATIONS

The project teams are performing "road shows" to interested stakeholders, including process owners, users and managers. *Presentations will continue after implementation.*

7.5 END USER FEEDBACK MECHANISMS

Prior to production, End Users are encouraged to provide feedback to the business process owners and their Implementation Team POCs. Upon and after production, End Users are encouraged to continue providing feedback to the business process owners and BMS Patrol POCs, and to participate in user groups.

8 APPENDIX A IMPLEMENTATION TEAM POINTS OF CONTACT

August 12, 1998

Project Implementation Leads

Dana Worthington	Spent Nuclear Fuels (DESH)	376-9831
Jeff Rampon	Spent Nuclear Fuels (DESH)	376-0289
Linda Powers	Waste Management (WMH)	372-3975
Alan Grasher	Facility Stabilization (BWHC)	373-2565
Mike Wells	Tank Waste Remediation System (LMHC)	373-2078
Miriam Steffen	NHC	376-3168
Bruce Lenzer	Infrastructure (DynCorp)	373-3584
Roger Corless	FDH	372-8219
Pat Marmo	FDH	376-1383

HANDI 2000 Contacts

Wendy Scott	HANDI 2000 (FDH)	373-2463
John Bickford	HANDI 2000 (FDH)	373-7664
Ed Gibson	HANDI 2000 (FDH)	376-6567
Scott Bennion	HANDI 2000 (FDH)	376-6755
Dawn Adams	HANDI 2000 (FDH)	376-1005
Bill Bowen	Reengineering (FDH)	372-0182
Bob Aaron	HANDI 2000 Training (FDH)	
Tim Stokes	HANDI 2000 Training (FDH)	373-3302
Chris Hopkins	HANDI 2000 Supply (FDH)	376-3275
Paul Felts	HANDI 2000 Finance (FDH)	376-0367
Chris Wiprud	HANDI 2000 Finance (FDH)	376-0478
Pam Edwards	HANDI 2000 Human Resources (FDH)	376-7175
Mike Stephenson	HANDI 2000 Chemical Management (FDH)	376-3870
Jim Fish	HANDI 2000 Project Management (FDH)	376-0778
Gary Duncan	HANDI 2000 Work Management (FDH)	376-6008
Terri Lutter	LMSI Integration	376-2991
Chris Maiden-Lowe	LMSI Integration	372-0943

Linda Blumer	LMSI Integration/Data Management	376-2836
Pat Baynes	Site Systems Engineering (LMHC)	372-3583
Sandy Evosevich	LMSI	376-7451
Brian Isaacs	LMSI	376-8776
Cynthia Hightower	DESH Training	372-0085
Karolyn Friday	FDH/CIO	376-4077

Labor Relations

Gerald Saskowsky	Labor Relations (FDH)	373-1813
Keith Smith, Jr.	HAMTC	376-6965

Project Direction POCs

Dave Eder	WM POC (Project Direction)	376-0755
Jerry Bosley	TWRS POC (Project Direction)	373-5177
Jeff Rampon	SNF POC (Project Direction)	376-0289
Marcella Baumann	Facilities Stabilization POC (Project Direction)	372-3672
Phil Townsend	Infrastructure POC (Project Direction)	373-3718
Mike Skriba	Numatec POC (Project Direction)	376-8192

DOE POCs

Andy Wirkkala	DOE Asst. Mgr. For Facility Transition	373-7835
Paul Mendez	DOE Financial Management Division	376-6645

9 APPENDIX B TRAINING COURSES

COURSE MATRIX Inventory Management

Training Breakdown By Functional Group

FUNCTIONAL USER GROUP	Inventory Mgmt Specialists	Warehouse Mgmt	QC Receiving Inspections	Chemical Inventory Specialist
Inventory Management	INV-001 085040	INV-002 085045	INV-003 085050	INV-004 085055
System Basics Review	X	X	X	X
System Administration Set-Up	X			X
Standards & Procedures	X			X
Master Catalog – View-Only		X	X	
Master Catalog – Create/Update	X			X
Warehouse Location Data	X	X		X
Material Reservation – D208	X			
Vendor Data – View-Only	X	X	X	X
Vendor Data – Create/Update				
Material Request	X	X	X	X
New Item Initiation – D209	X		X	X
Electronic Reorder Notice	X			
Purchase Requisitions	X		X	X
Receiving	X	X	X	X
Over, Short, Damaged & Discrepant (OSD&D)	X	X	X	X
QC Inspection/UTC	X	X	X	X
Uniquely-Tracked Commodities				
Warehouse Distribution	X	X		X
Stock Putaway – Quick Putaway	X	X		X
Pick Backlog – Pick Backlog Scheduling & Pick Upload	X	X		
On-Demand Pick Request	X	X		X
Pick Consolidation & Issue	X	X		X
Parts/Tool Issue & Return	X	X	X	X
Material Movement Within Warehouse	X	X		X
Returns to Vendors	X	X	X	X
Replenishments Min/Max Reorder Points	X			
Cycle Counting	X	X		X
Forecasting	X			
Reporting & Analysis Tools	X	X	X	X

Training Group Breakdown By Functional Group

FUNCTIONAL USER GROUP:	Office Support	Requisitioners	Reviewers and Approvers	Buyers	Buyers	Contract Administrators	Purchasing Administrators	Buyer Technical Reps
<i>COURSE IDENTIFICATION</i>	GENERAL SUPPLIES	CON & PUR REQS	REVIEW & APPROVE REQS	BUYERS CONTRACTS REQUESTION	BUYERS PURCHASES REQUESTION	CONTRACT ADMIN REQ	PURCHASE ADMIN REQ	BUYER TECH REPS - REQS
Previous Course ID And Approved Course ID	GEN-001 085000	CON/PUR1 085005	CON-002 PUR-002 085010	CON-003 085015	PUR-003 085020	CON-004 085025	PUR-004 085030	CON-005 PUR-005 085035
Introduction	X	X	X	X	X	X	X	X
Setting Up Contract Data				X		X		X
Contract Requisitions		X	X	X		X		X
Requisition Backlog			X			X		
Request for Proposal						X		
Contract Processing			X			X		
Contract Amendments						X		
Payment Authorization						X		X
Request For Vendor Evaluation		X	X		X		X	
Material Requests	X	X			X		X	
Open Requisition Backlog			X		X			
Purchase Award Processing			**		X			
Purchase Orders			**		X			
Blanket Purchase Orders					X			
Auto Award Purchasing					X			
Expediting Purchase Orders					X			
PO Revisions and Cancellations		X	X		X			
Request for Quotation					X			
Recording Vendor Bid Responses					X			
Management Reporting		X	X		X	X		X
* Managing AAA's	X	X	X	X	X	X	X	X

* Indicates that this material is not part of the standard INDUS Training Courseware but is a requirement.

** Indicates - OVERVIEW

An 'X' in the column defines the required training for the specified job function.

FINANCE COURSES

Course Number: FIN-001

Fiscal Year Startup Workshop, Rev. 1

Purpose Statement

To provide the detailed information project control/financial staff and management need for fiscal year end/start-up.

Description

This session will instruct all project control/financial management and staff on how to *apply* the new set of business practices, to fiscal yearend/startup. Topics covered will cross organizational boundaries such as Finance, Planning, Acquisitions, and Contracts. As an example, see *last* year's topics listed below. This year's should be similar, but take into account new system impacts.

• Planning/Budgeting for Home Office Support	• Codes/Crosscharging	• Accrual Process
• Setting up Purchase Orders/Task Orders	• Direct Funded Activities	• New RL WBS
• Month-end Reporting/Processing Schedule	• Rate Changes/Structure	• HANDI
• FDH Reporting Requirements	• Planning/Budgeting for Enterprise Company Work	• P3 Conversion
• Facility	• Request for Service (RFS) Process	• Reference Materials
	• Capital Accounting	• Question & Answer

Audience

Project control/financial management and staff who are involved with the control, monitoring, and reporting of budget, performance, and cost of projects.

Classroom Resources and Planning

Time: ~3 Hrs

Methods: Lecture and discussion

NOTE: It is anticipated that at least four of these workshops will be held, both in the outer areas and downtown.

Course Number: FIN-002
Project Reporting and Information Sources, Rev. 1

Purpose Statement

To inform and instruct project control/financial management and staff on utilizing the HANDI 2000 PERF and Soft Reporting(or SR replacement) reporting tools at their disposal.

Description

This course will provide reference materials on business practice, coding structure, and terminology changes, but will focus on the reporting tools available beginning 10/1/98. It will cover the reporting capabilities available, what kind of information is housed where, how to access the information and navigate in the various reporting tools. The course will also provide points of contact and other resources for additional information. NOTE: Recognizing the overall reporting infrastructure is still being worked, it is anticipated "reporting tools" may include, but not be limited to, HANDI, PERF and Soft Reporting replacement.

Classroom Resources and Planning

Time: ~ 4 Hrs

Methods: Lecture, discussion, and computer demonstration,

Pre-Requisite: This course will be a pre-requisite for Course No. FIN-003, Advanced Project Control Data Sources.

NOTE: This course replaces # 005005, FDS Overview & Soft Reporting. Lab time will also be provided.

Course Number: FIN-003
Advanced Project Data Control Sources, Rev. 1

Purpose Statement

To inform and instruct project control/financial management and staff on interpretation of report data and research of detailed transaction records.

Description

This course should increase the understanding of how a transaction flows through the new system(s) so that staff can find the information they need to control, monitor, and report the budget, performance, and cost of projects. Using case scenarios, participants should learn to:

- Locate or generate specific reports/information
- Exporting data to products such as Excel.
- Interpret report data to identify potential problem areas
- Research problem areas to their source for purposes such as variance reporting, correction, change control, etc.
- The process to resolve questionable data or charges.

The course will also provide points of contact and other resources for additional information, including reference to guiding procedures.

Audience

Project control/financial staff whose *primary job function* is the control, monitoring, and reporting of budget, performance, and cost of projects.

Classroom Resources and Planning

Time: ~ 4 Hrs

Methods: Lecture, discussion, and hands-on computer practices.

Pre-Requisite: Course No. FIN-002, Project Control Data Sources.

10 APPENDIX C END USER SUPPORT PROCESS FLOW

BMS Support Process

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11 APPENDIX D HANDI 2000 BMS PATROL POINTS OF CONTACT

Company / Project	Supply - Buyers	Supply - Contracts	Supply - Material Requests / Catalog	Finance - P3	Finance - Reports	Chemical Management	Human Resources
FDH	Mike D. Taylor Bob Moore	Lois Hill	Chris Hopkins Kim Schultz Brent Wagner	Larry Andros Margaret Davis Don Layfield Chris Wiprud Kevin McIntosh Joe Tarcza	Larry Andros Margaret Davis Don Layfield Chris Wiprud Kevin McIntosh	Mike Stephenson	Pam Edwards Didi Staudacher Connie Ratliff
BWHC / Facility Stabilization and Advanced Reactors	Anne Thompson	Anne Thompson	Gerald Maiuri	Liesa Kinsey	Paul Bodmer Kay Barron Janie Salazar	Dennis Turner	Joan Eckert
DESH / Spent Nuclear Fuels	Dana Worthington	Bob Willard	Bob Willard	Clyde Gilson	Clyde Gilson	Phil Colgan Chuck Detrick	N/A
DYN / Infrastructure	Rob Sheehy Stan Cottrell	Stan Cottrell	TBD (2101M) TBD (400/4732A) Paulette White(1163) Erma Vaughn(1163)	JoAnn Crigler Sheri Stolle	Cliff Stice	Robyn Currier Brian Dixon	Josie Villa
LMHC / Tank Waste Remediation System	Renee Finke Alice Hendrickson Laurie Cortez	Ralph Wood Laurie Cortez	Renee Finke Laurie Cortez	Mike Lewis Jim Blethan	Al Gotschalk Heather Schut Linnea Williams	Steve Staley Troy Hanford John Hasson	Carrie Locke
NHC	Miriam Steffan TBD	TBD	Linda Gibson	Roy Brogdon Dwight Carter	Pam Fitzgibbons	N/A	N/A
WMH / Waste Management	Tracey Burch	Kelli Gler	N/A	N/A	N/A	N/A	N/A

12 APPENDIX E FUNCTIONAL POINTS OF CONTACT

Product	H2K Process	H2K Functional POC	Business Owner POC	Business Owner
Peoplesoft	Financial	Paul Felts 376-0367	Kevin Adamson 376-6967	Roger Corless 376-8219
	Payroll	Didi Staudacher 376-2346 Pam Edwards 376-7175	Todd Beyers 376-2815	Mike Byrd 376-1596
	Base Benefits	Becky Calapristi 376-7946 Pam Edwards 376-7175	Dorothy Hansen 376-8180 Harry Lacher 376-7156	Gordon Beecher 372-8234
	HR	Becky Calapristi 376-7946 Pam Edwards 376-7175	Dorothy Hansen 376-8180 Harry Lacher 376-7156	Gordon Beecher 372-8234
	Training	Lucy Reed 372-2407 Pam Edwards 376-7175	Joann Brown 372-0167	Jim Gamin 376-1910
PassPort	Supply - Inventory	Shari Bultena 376-4034 Chris Hopkins 376-3275	Dick Boehning 373-4036 Bill Laughery 376-1557	Kirk Higgenson 372-2503
	Supply - Purchasing & Contracts Module	Kim Schultz 376-0466 Chris Hopkins 376-3275	Mike Taylor 376-6483	Pat Marmo 376-1383
	Supply - Accounts Payable	Brent Wagner 372-3620 Chris Hopkins 376-3275	Debbie Long 376-6262	Mike Byrd 376-1596
	Chemical Management / MSDS	Ken Jaten 373-9027	Mike Stephenson 376-3870	Mike Stephenson 376-3870

13 APPENDIX F REQUIRED ACCESS TRAINING

Required Access Training

Function	GEN001	PUR-001	PUR-003	PUR-003	PUR-004	PUR-005	CON-001	CON-004	CON-003	CON-004	CON-005	INV-001	INV-002	INV-003	INV-004	MSDS-001	AP-001
Required Training																	
Buyers				X													
Buyer Manager										X							
Contract Administrator				X													
Contract Administrator Manager										X							
Inventory Management Specialist												X					
Inventory Manager												X					
Inventory Management System Administrator												X					
Warehouse Storekeeper													X				
QC Inspection														X			
Chemical Inventory Specialist															X		
Warehouse Manager													X				
Treasury																	X
AP Invoice Auditor																	X
AP Payment Approver																	X
AP System Administrator																	X
Finance Integration System Administrator																	X
MSDS System Administrator																X	
Purchasing and Contract Management System Administrator				X						X							