

What is WBSCM?

WBSCM (Web Based Supply Chain Management System) will replace PCIMS (Processed Commodities Inventory Management System) and related commodity systems and will represent one integrated, scalable and collaborative system with a common database, design and process across all agencies.

WBSCM Go-Live Date

The latest WBSCM Go-Live date continues to be June 30, 2010.

WBSCM Training Special Accommodations Requests

If anyone requires special accommodations to attend any of the training, please email contact information and special requirements to WBSCM@kcc.usda.gov, or include the information on the training form.

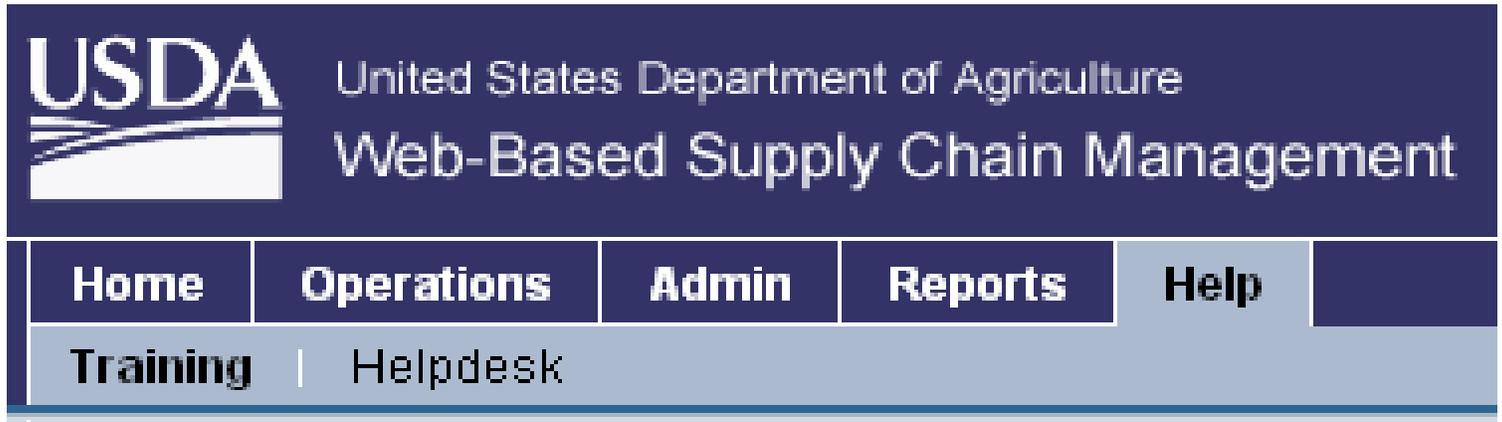
WBSCM User Support Formats

Post-WBSCM Go-Live, external user training and continuous learning support will be readily available and accessible in many formats. This will aid with the transition to WBSCM as well as with the adoption of new processes and procedures. The WBSCM system is designed to operate with a robust user help environment through: an online documentation help, a helpdesk system and context-sensitive help.

User Support: Online Help

All users will access WBSCM through the Internet and will initially be directed to a WBSCM public web site (WBSCM Splash Page). The WBSCM Splash Page will provide a WBSCM Login link and a WBSCM Training Site link as shown in the following screen print.

Once a user is logged on to WBSCM with proper e-authentication credentials, they are directed to the WBSCM Portal Home Page. The functionality that each user can access is determined by their security role and authorizations. Once logged in to WBSCM, a user will select the Help tab (as shown below) from the top level navigation and from the second level navigation bar. The user can select either the Training tab to access training documentation or the Helpdesk tab to receive information on how to contact the Post-Go-Live WBSCM Helpdesk.



User Support: WBSCM Helpdesk

Post Go-live, WBSCM system users will be able to call, email, or fax WBSCM related questions to the helpdesk. The helpdesk will monitor and address WBSCM inquiries through a ticket tracking system. Helpdesk information will be posted on the WBSCM Splash Page and the Helpdesk tab in WBSCM. The helpdesk will provide Level 1, 2 and 3 service desk support. Examples of this support are as follows:

- Level 1 support examples include general navigation questions, location of training or help file documentation, etc.
- Level 2 support examples include application problems, or business process questions
- Level 3 support examples include vendor software and hardware upgrade and patch update requests

User Support: Training Documentation Help

When a user is navigating through WBSCM post go-live, they can view the available training materials by selecting the Help tab and then the Training tab to launch a separate browser window containing all the training documentation. Within this browser window, users will find training documentation first divided between internal and external areas and then further divided by functional area (Finance, Fulfillment, General, and Procurement). Once a specific functional area and course are selected, the help content will be displayed.

The keyword search pulls up relevant documents with that specific keyword in the document name. For example, a vendor searching for "Advanced Shipping Notification" will see a list of training documents with titles containing those exact key words. The wildcard functionality is also available when searching for training documentation.

An asterisk is inserted at the beginning, middle, or end of the search term(s). If an asterisk is placed at the beginning of the search (e.g., *bid), the system will search for any document name ending in "bid." If an asterisk is placed at the end of the search (e.g., bid*), the system will search for any document name beginning with "bid." If an asterisk is placed on both sides of the search (e.g., *bid*), the system will search for any document name containing "bid" within it, regardless of location.

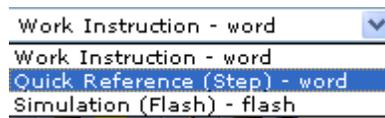
User Support: Context-Sensitive Help

If a user is completing a transaction action in WBSCM Post Go-Live, such as entering a sales order, and needs help completing the order, they can select the Options icon. A drop-down menu will appear with a Help option as shown in the following screen print.

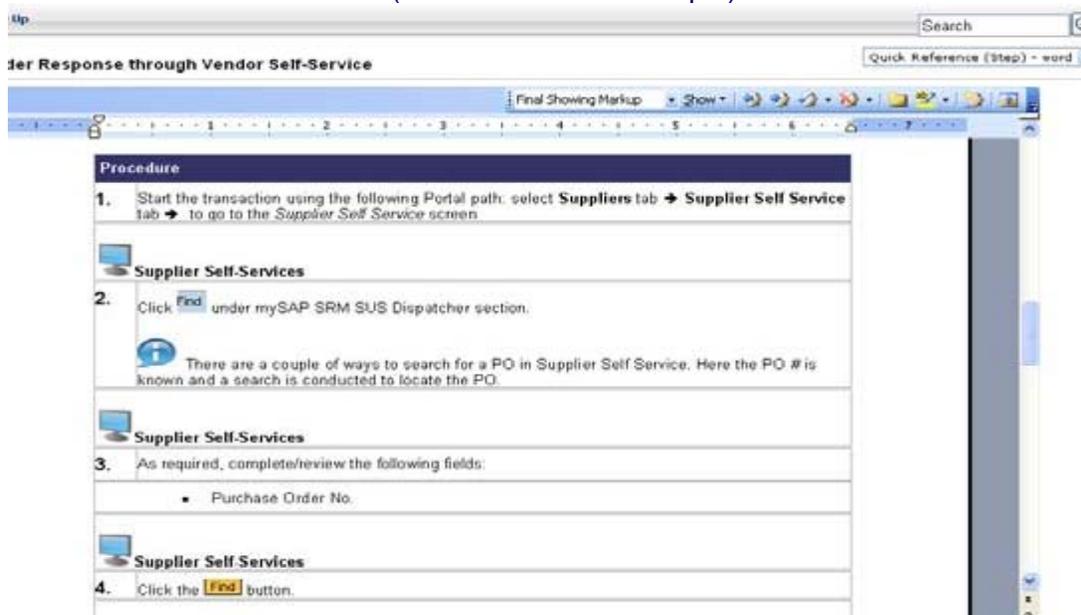


This will launch a separate browser window with all the relevant documents and simulations for that particular transaction. This type of help documentation is referred to as Context-Sensitive Help.

The three types of Context-Sensitive Help resources are work instructions, quick-reference steps, and simulations, either the auto playback or the standard tutorial simulation. A work instruction provides step-by-step instructions on how to complete a task and includes screenshots and field descriptions. A quick reference step document (example below) is similar to the work instruction except screenshots and field descriptions are not displayed. A simulation is a recording of the actual procedure that can be watched in two modes. One mode is without user interaction (auto playback tutorial), and the other mode is with user interaction, where the user can click on certain areas of the simulation when prompted (standard tutorial).



(Quick reference Example)



WBSCM Training Registration

Due to the revised WBSCM GO-Live implementation date of June 30, 2010, we are still encouraging external stakeholders to fill out a training request form and return it to FSA by April 9, 2010. External stakeholders who have already turned in a form do not need to submit a new one unless there are information changes, such as: training recipients, contact information or any other pertinent information. All eligible partners will be contacted as to their request status, assigned times and other training details after April 9, 2010.

The training form can be found on the [WBSCM Program Web site](http://www.fsa.usda.gov/FSA/webapp?area=home&subject=coop&topic=wbs) (<http://www.fsa.usda.gov/FSA/webapp?area=home&subject=coop&topic=wbs>) which can also be accessed through the Commodity Operations Home Page. Please provide your response to WBSCM@kcc.usda.gov.

If anyone requires special accommodations to attend any of the training, please email contact information and special requirements to WBSCM@kcc.usda.gov, or include the information on the training form.

NEXT MONTH:

- Additional External Stakeholders Training Information
- New Terms

We would appreciate receiving your feedback! Please email your WBSCM questions or suggestions to: WBSCM@kcc.usda.gov.