



WBSCM UPDATE

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FEATURE

WBSCM Readiness: User Support Beyond Training

The previous issues of the WBSCM update featured the agencies' Go-Live collaborative activities focused on getting the WBSCM user community ready and prepared for WBSCM.

The WBSCM team (USDA, USAID and SRA) continues to execute WBSCM testing and training preparation activities.

Post-WBSCM user training and continuous learning support is 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 and will operate with a robust user help environment through a helpdesk system, online training documentation help, and context-sensitive help when performing WBSCM activities and transactions.

User Support: Online Help

All users will access WBSCM through the Internet and will initially be directed to a WBSCM public facing web site (WBSCM Splash Page).

The WBSCM Splash Page will provide a WBSCM Login link and a WBSCM Training Site link (see the WBSCM Splash Page figure in the next column).



WBSCM Splash Page

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 from the top level navigation and from the second level navigation bar. The user can select either the Helpdesk tab to receive information on how to contact the Post-Go-Live WBSCM Helpdesk or the Training tab to access training documentation. (see the figure below).



WBSCM Help Menu

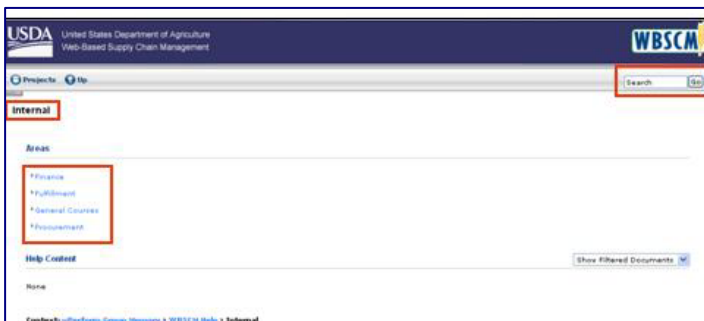
User Support: WBSCM Helpdesk

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. The help desk will address basic questions from navigating WBSCM to more advanced questions and inquiries concerning system support. Helpdesk information will be posted on the WBSCM Splash Page and the Helpdesk tab in WBSCM.

User Support: Training Documentation Help

When a user is navigating through WBSCM, they can view the training materials available to them 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 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 (see figure below).



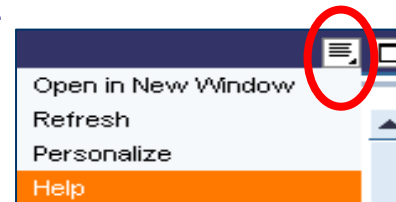
Training Documentation Help

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

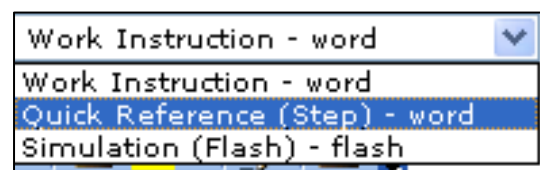
If a user is completing a transaction in WBSCM, such as Enter a Sales Order, and needs help completing the order, they can select the Options icon (see figure below). A drop-down menu will appear with a Help option.



Options Icon

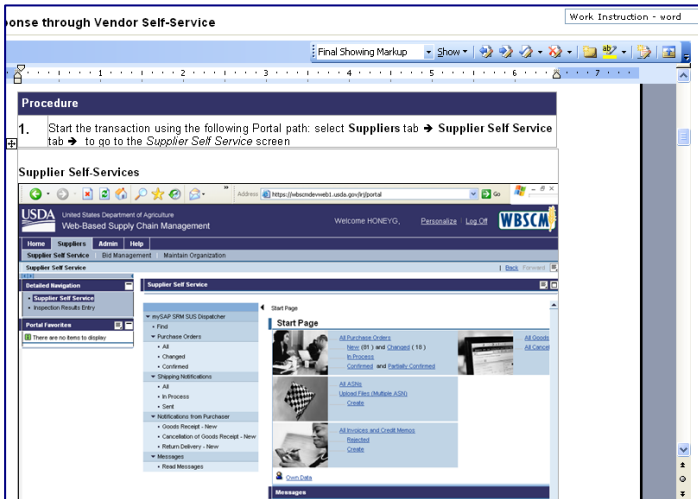
This will launch a separate browser window with all the relevant documents and simulations for that particular transaction. This type of help documentation is referred to as context-sensitive help.

The three types of Context-sensitive Help resources are work instructions, quick-reference steps, and simulations, either the auto playback or the standard tutorial simulations. These resources are defined in the terminology section (see figure below).



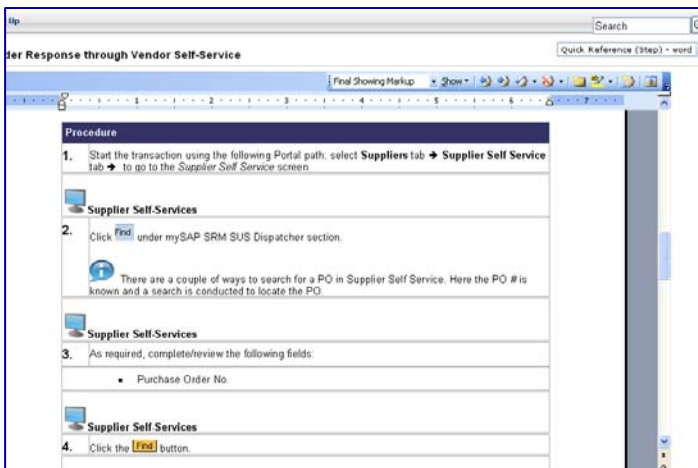
Context-Sensitive Help Resource Types

An example of a work instruction for Purchase Order response through Vendor Self Service is below. A work instruction provides step-by-step instructions on how to complete a task and includes screenshots and field descriptions.



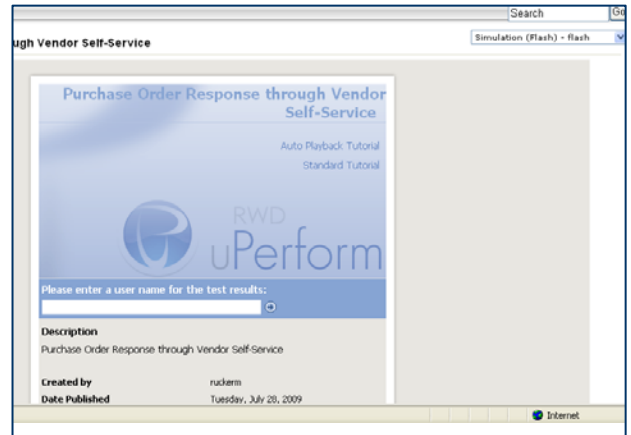
Work Instruction Document

An example of a quick reference step for Purchase Order response through Vendor Self Service is below. A quick reference step document is similar to the work instruction except screenshots and field descriptions are not displayed.



Work Instruction Document

An example of a simulation for Purchase Order response through Vendor Self Service is below. 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).



Simulation Resource Type

If the user selects the standard tutorial link, the simulation will load and prompt the user to select certain key areas on each screen to progress through the course (see figure below).



Auto Playback Simulation

New to WBSCM?

If you are new to the WBSCM team, you can go online and view the [WBSCM Overview Course](#). This course is available by selecting the link above. Topics include WBSCM overview, technologies, basics of the SAP order process, and the program timeline.



What's My Role?

You can gain more insight and awareness into WBSCM functionality through the viewing of online demonstrations (over 30 simulations are available) and general WBSCM information in preparation for training. All WBSCM information is found on AGNISX or agency-specified sites.

STATUS CORNER

The list of playbacks to date can be found in previous editions of the WBSCM Update on the WBSCM Program Website. Recent playbacks in the month of August include the following:

- ❖ Year End Processing



DID YOU KNOW?

...USDA announces Implementation of [Livestock Disaster Assistance Programs](#).

[Programs](#).

... Agriculture Secretary Vilsack Announces Nearly \$5 Million to [Help Low-Income Households Access Healthy, Nutritious Food](#).

...FAS [Food for Progress \(FFP\)](#) program provides U.S. agriculture commodities to developing countries and emerging democracies committed to introducing and expanding free enterprise in the agricultural sector.



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WBSCM Terminology

Work Instruction: A document that provides step-by-step instructions on how to complete a task using explicit directions in addition to contextual information such as screenshots and field descriptions.

Quick Reference Step: A document similar to the Work Instruction except screenshots and field descriptions are not displayed.

Simulation – Auto Playback Tutorial: Plays a recording of the actual procedure that can be watched with no user input.

Simulation – Standard Tutorial: Guide yourself through the simulation by clicking certain areas when prompted.



NEXT MONTH

We will feature the various agencies' activities focused on "WBSCM Go-live Readiness".



ASK US

We'd appreciate your thoughts and feedback! Please email any WBSCM questions or suggestions you have to:

WBSCM@kcc.usda.gov

You can find more WBSCM information on the [WBSCM Program Web site](#).