

WBSCM UPDATE

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FEATURE

WBSCM Readiness: WBSCM Resources

We are now live with Phase 1 Functionality

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.

This is the last issue of the WBSCM update and focuses on WBSCM Resources after go-live. The WBSCM system itself will operate with a well-built user help environment including a helpdesk system, online training library, and context-sensitive help when performing WBSCM activities and transactions. Additional resources, such as e-learning courses, have been placed in an FTP site.

WBSCM Resources

WBSCM Resources included to help users after go-live are:

- Context sensitive help
- Training library
- Contacting the helpdesk
- E-learning courses on the FTP site

In order to access context sensitive help, the training library, and helpdesk information, users must log on to WBSCM with the proper e-authentication credentials. They are then directed to the WBSCM Portal Home Page.

Once logged into WBSCM, a user will select the Help tab. The user can select either the Helpdesk tab to receive information on how to contact the WBSCM Helpdesk or the Training tab to access training documentation (see the figure 1).



Figure 1

Context Sensitive Help

If a user is completing a transaction in WBSCM and needs help completing it, they can select the Options icon (in the upper right hand corner shown in figure 2). A drop-down menu will appear with a Help option.

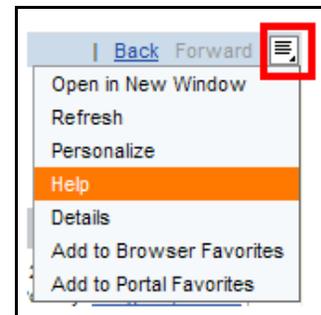


Figure 2

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 types of Context-sensitive Help resources are Cue Cards, Work Instructions, Quick-References (Steps), and Simulations (either auto playback or the standard tutorial).

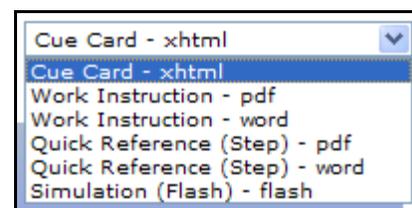


Figure 3

Training Library

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 display all the training documentation.

Depending on a user's role, users will find training documentation divided by specific areas from the left pane such as General, Finance, Internal Fulfillment, Internal Procurement, and External training material. Once a specific functional area is selected, documentation may be further categorized (see figure below).

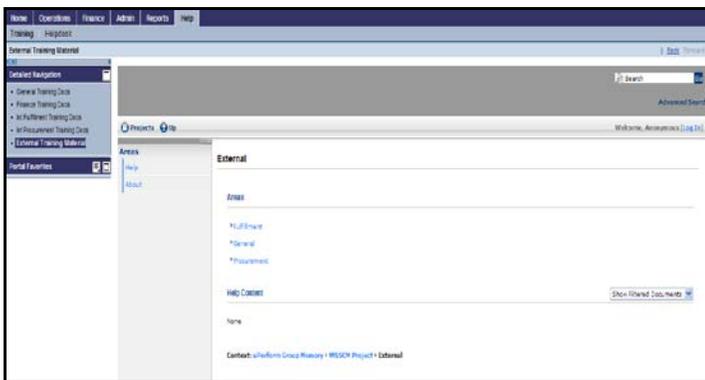


Figure 4

Once a document is selected, the help content will be displayed as shown in Figure 5.

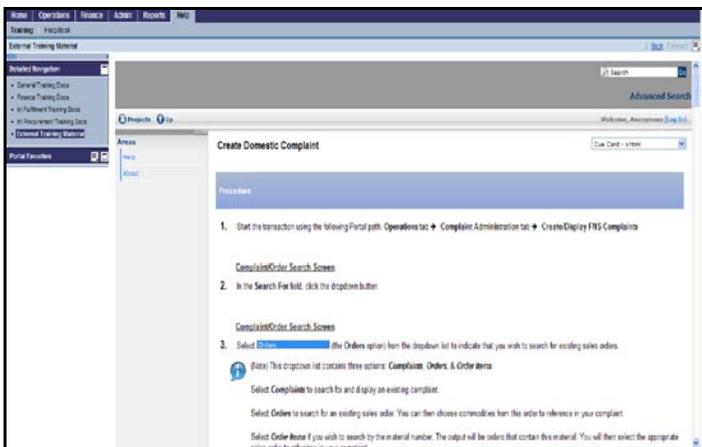


Figure 5

WBSCM Helpdesk

WBSCM users will be able to call, email, or use a web form to submit WBSCM related issues or questions to the helpdesk.

WBSCM Users can contact the WBSCM Helpdesk by:

- Phone (877-WBSCM-4U or 877-927-2648)
- Email (WBSCMhelp@ams.usda.gov)
- Web form link on WBSCM Portal (<https://srai.service-now.com>)

The level 1 Helpdesk reviews and works incidents, and as needed, escalates incidents to level 2 Helpdesk staff. All business process questions and issues are directed to USDA.

FTP Site

An FTP (File Transfer Protocol) site has been identified to store the e-learning courses due to the large file size of some of these courses. The site is <ftp://ftp.ams.usda.gov/WBSCMTraining>.

All e-learning courses (both internal and external) are on this site. This FTP site also includes WBSCM minimum system requirements, WBSCM user Internet Explorer settings, WBSCM Records Management user Internet Explorer settings, and Internet Explorer 7 compatibility view (all under the Communications folder).

Instructions on how to open an e-learning course is also included on the FTP website. The directories are as shown below.

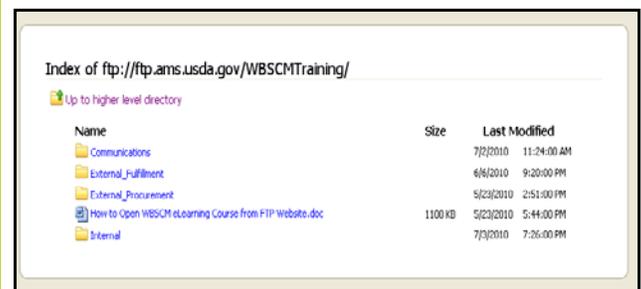


Figure 6

There is no login required to access these courses on the FTP site.



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. All WBSCM information is found on AGNISX or agency-specified sites.

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 on the bottom of the web page.

STATUS CORNER

All external e-learning courses have been uploaded to the FTP site. The following internal e-learning courses have been uploaded:

- FUL430 - USAID Fulfillment View Only
- PRO110 - Procurement View Only
- WBSCM100 - High Level Overview
- WBSCM200 - WBSCM Portal Basic Navigation
- WBSCM300 - WBSCM Reports Basic Navigation
- WBSCM600 - User Administration



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](#).



ED CORNER

WBSCM Terminology

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

E-Learning: E-learning or self-paced web based training courses will include the use of simulations and will be supplemented with online help and supplemental information such as Job Aids.

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.



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