Next Generation MFMP

MFMP Customer Support Operational Innovations
Status: Ongoing

Release 1 - ServiceNow CRM Implementation
Status: COMPLETE (Nov. 1)

LogMeIn Live Guide Co-Browsing Implementation
Status: COMPLETE (Jan. 3)

MFMP FAQ Bot Implementation
Status: IN PROGRESS (March 28, 2022)

MFMP Live Agent Chat
Status: COMING SOON (July 2022)

Operational Innovations

Nov 2021
New customer relationship management tool

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VIP Cloud Transformation

March 2022

Combined vendor registration, VBS, OSD certifications, and enhanced billing and collections

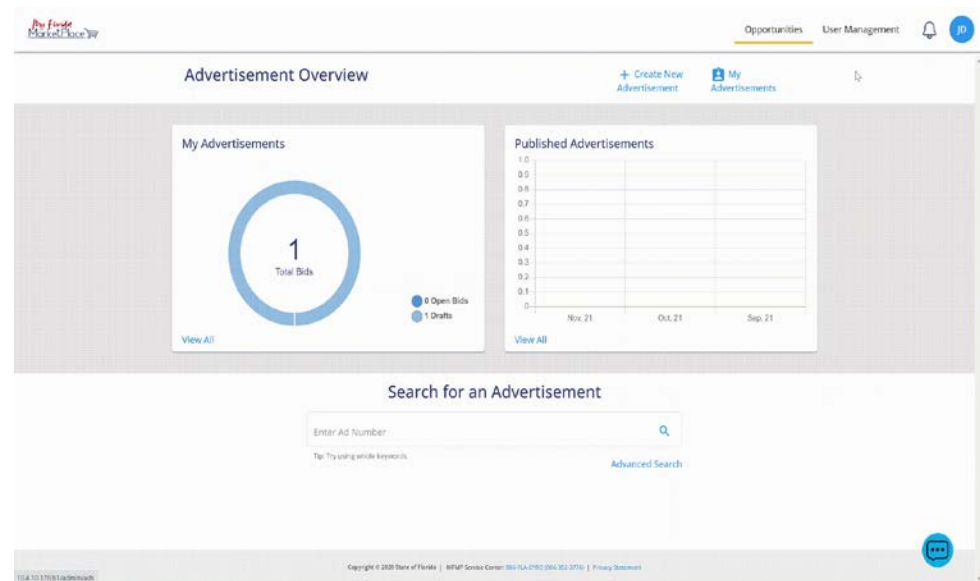## Release 2: VIP Cloud Transformation
Status: **IN PROGRESS**

Key Activities

✓ Stakeholder Design Workshops

✓ Design Review & Approval

- [Development & Testing]

- User Acceptance Testing

- End-User Training

- Conversion Activities - Feb. – March 2022

- **Go-Live – March 28, 2022**
  - **VBS Retirement**

Creating an Advertisement

Customer Engagement

- Communication plan execution – January – March 2022

- Next Gen VIP Training - February – March 2022

- Customer Roundtable Meeting (CRT) – Feb. 10, 2022

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**Procurement
Cloud
Transformation**

July 2022

Unified Buying
and Invoicing,
Sourcing,
Contracts, and
enhanced
reporting

Release 3: AOD Cloud Transformation
Status: IN PROGRESS

Key Activities

- ✓ Stakeholder Design Prototype Workshops

- Design Review & Approval

- Development & Testing

- User Acceptance Testing

- End-User Training

- Conversion Activities – May - June 2022

- **Go-Live – July 2022**

Buying and Invoicing Updates

P3   Status: DEMONSTRATED
Dec. 14, 2021

- ✓ Using eForms in Guided Buying

- ✓ Viewing Accounting Fields in MFMP

- ✓ Purchasing via P-Card

- ✓ Contract Compliance with Release and No Release contracts

Customer Engagement

- Customer Roundtable Meeting (CRT) - Feb. 10, 2022

- Next Gen AOD Training – May - June 2022

Next Generation MFMP

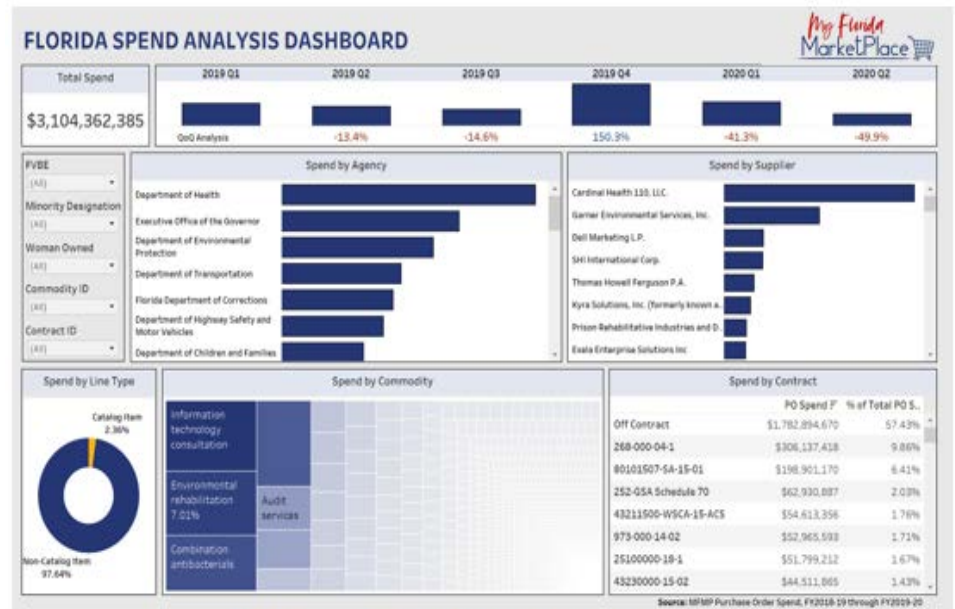## Release 3: AOD Cloud Transformation
Status: IN PROGRESS

Procurement Cloud Transformation

July 2022

Unified Buying and Invoicing, Sourcing, Contracts, and enhanced reporting

Key Activities

- ✓ Stakeholder Design Prototype Workshops

- Design Review & Approval

- Development & Testing

- User Acceptance Testing

- End-User Training – May - June 2022

- Conversion Activities – May - June 2022

- **Go-Live – March 28, 2022**
  - **VBS Retirement**

Sourcing and Contracts Update

The Sourcing and Contracts modules will be rolled out in a pilot and sprint approach when Next Gen MFMP is implemented in July 2022. The following agencies are included in the pilot:

- Department of Children and Families
- Department of Highway Safety and Motor Vehicles
- Department of Management Services
- Department of Corrections
- Fish and Wildlife Conservation Commission

Customer Engagement

- General Prototype Session – Jan. 20, 2022

- Prototype 3 – Feb. 1, 2022

- Pilot Agencies Training – June/July 2022

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Procurement Cloud Transformation

July 2022

Unified Buying and Invoicing, Sourcing, Contracts, and enhanced reporting

Release 3: MFMP Reporting
Status: COMING SOON

Key Activities

- Design Review & Approval

- Development & Testing

- User Acceptance Testing

- Conversion Activities

- **Go-Live – July 2022**

Sample Tableau Dashboard