

MFMP Customer Support Operational Innovations

Status: Ongoing

Operational
Innovations



Nov 2021

New customer
relationship
management tool



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)**

Release 2: VIP Cloud Transformation

Status: **IN PROGRESS**

VIP
Cloud
Transformation

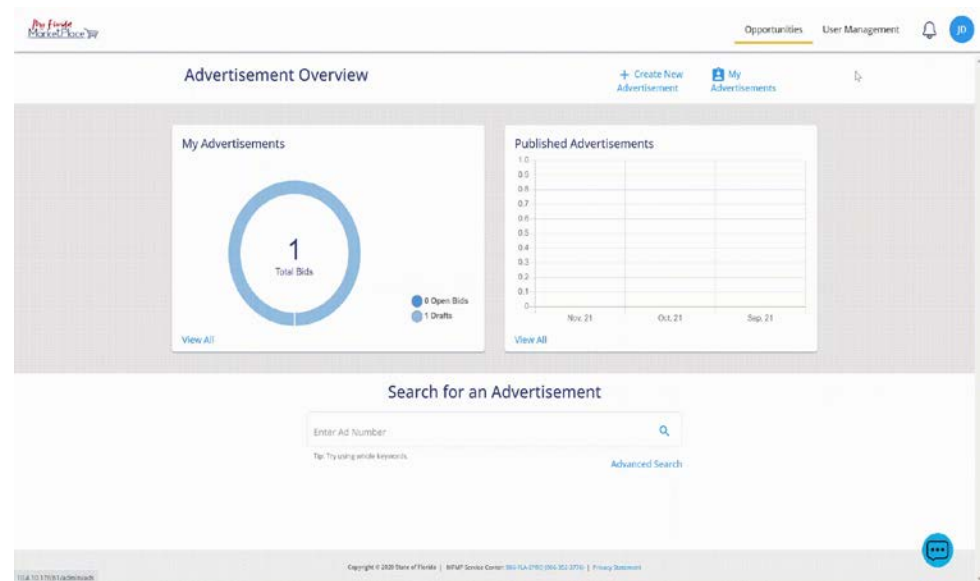
Key Activities

- ✓ 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**

March 2022

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

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

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
- Conversion Activities – May - June 2022
- **Go-Live – July 2022**

Buying and Invoicing Updates



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

Release 3: AOD Cloud Transformation

Status: **IN PROGRESS**

Procurement
Cloud
Transformation

July 2022

Unified Buying
and Invoicing,
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Key Activities

- ✓ Stakeholder Design Prototype Workshops
 - Design Review & Approval
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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

Next Generation MFMP

Release 3: MFMP Reporting Status: COMING SOON

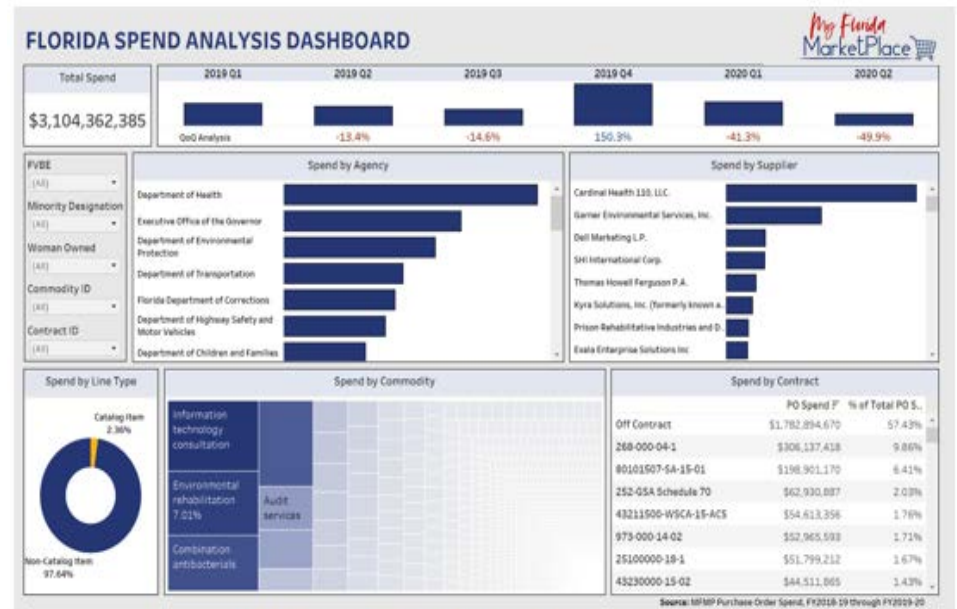
Procurement
Cloud
Transformation

July 2022

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

Key Activities

- Design Review & Approval
- Development & Testing
- User Acceptance Testing
- Conversion Activities
- Go-Live – July 2022



Sample Tableau Dashboard