

Case Study:

The City of San Diego



Enabling Employee Performance and Driving Customer Service

Key Takeaways

- Over 150 subject matter experts enabled with ANCILE uPerform® Rapid Recorder to quickly create and update learning content.
- Over 10,000 employees enabled on SAP using ANCILE uPerform help content.
- ANCILE uPerform elearning courses integrated with SAP SuccessFactors.

As the eighth-largest city in the United States and second-largest in California, the city of San Diego (City) has a \$3.2 billion proposed budget for 2016. The City accounts for over 10,000 employees to serve its 1.3 million residents.

The Challenge

The City has implemented various SAP solutions since 2009, including Industry Solutions for Public Sector (ISPS) and

Industry Solutions for Utilities (ISU). Different processes in the areas of Finance, Logistics, and Human Capital Management are supported by these SAP solutions. The City initially used ANCILE uPerform to create and deliver step-by-step work instructions to help their employees master SAP transactions used in day-to-day operations.

The use of ANCILE uPerform was initially limited to the creation of work instructions during the implementation and deployment of SAP citywide. Over time, it became difficult to maintain development resources and make the time to keep content up-to-date. The use of ANCILE uPerform became a sporadic solution to create work instructions for new or custom transaction codes.

The Solution

Fast forward to today. The Enterprise Resource Planning (ERP) Division of the Department of Information Technology, which supports all SAP solutions acquired by the City, has enacted a sustainable SAP training program citywide.

The training program includes the creation and update of work instructions and training materials for each SAP module, delivery of live SAP training classes and workshops, and creation of on-line SAP training courses.

The City's Business Systems Analyst and SAP Functional Manager lead the coordination of support efforts for all SAP-related training for the City's 10,000 employees. All employees use SAP for time reporting. A subset of approximately 3,000 users are power users of the system, completing transactions across modules.

In July 2014, the City was tasked with improving SAP training and introducing a Customer Service Focus to better respond to the needs of the residents. To support this focus, The City realized the need to find a way to not only refresh the City's SAP training – to help employees best do their job and deliver excellent service – but also needed to make it easier to maintain the content going forward. And, new features within uPerform – like audio and video – were now available to enhance content and deliver additional learning outputs.

With the latest version of ANCILE uPerform, The City was able to ease maintenance by empowering subject matter experts. A subset of City employees was enabled to leverage their expertise by using the uPerform Rapid Recorder to create learning content. These power users launch uPerform and start recording their actions in SAP – creating a single-source document and simulation with one pass. The output then runs through a workflow for review and approval. Finally, this content is integrated directly within SAP, allowing City employees to click 'Help' from within the application and get the support they need to complete the transaction.

The City has recently implemented SuccessFactors to provide additional Human Capital Management functionality. Now, the City is supplementing procedural content with elearning courses created in ANCILE uPerform.

Employees click 'Help' from within the application to get the customized guidance they need.

These elearning courses will be exported to SuccessFactors to enable certification printing, tracking, and reporting. The City will further use uPerform elearning functionality to create safety training.

The Results

ANCILE uPerform makes it easy for City employees to create content, saving time and reducing bottlenecks. Easy recording technology connects people in the know with people who need to know.

"It's now easier to keep our content current because we're leveraging the experience of our experts," says The city's Business Systems Analyst. "They have been able to easily create content and incorporate changes, so our users have current content they can trust."

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