

# Frequently Asked Questions (FAQs) – General Overview

December 2019

## **General Ohio|Buys**

### **What services will be included in Ohio|Buys in 2019?**

The way you requisition services in OAKS today will be carried over into Ohio|Buys. The Services module will be introduced in a later release, however some services from Requisite Procurement Program agencies will be included in 2019. (e.g., OPI modular furniture requests will be fulfilled as a service by creating the requisition in Ohio|Buys and calling OPI for a quote.)

### **My agency has a procurement process in place that works. Why are we doing this?**

Across the State, agencies have separate processes for procurement which makes it challenging to analyze overall State spending and purchasing habits. In addition, suppliers have difficulty learning these various processes across agencies. Going forward, Ohio|Buys will provide a standard way to do business with the State.

### **I don't have a PCard. Why am I receiving updates about Ohio|Buys?**

Early Adopter Agency Leads have worked with their Agency's Organizational Change Management practitioner to develop a communications strategy for their particular agency. Some agencies may choose to broadcast information to a wider audience than Ohio|Buys users originally impacted in December 2018. Additional users will be added in later releases.

### **Who can I talk to for details about what's changing for my group?**

Each Early Adopter Agency has a lead contact – the contact list can be found on the Ohio|Buys website.

### **What is an Early Adopter Agency?**

An Early Adopter Agency is a State Cabinet Agency that has agreed to lead the way on the new Ohio|Buys system. They are willing to work through the new system challenges and potentially two ways of working in the short term. These agencies get to support the alignment of procurement processing for the State and realize the early benefits of standardization and transparency in procurement.

### **What is the Central Design Group?**

This group represents half of the Early Adopter Group and includes agencies with the most complex procurement processes (often due to multiple locations). This team includes DAS, OBM, DOT, DMHAS, DPS and DRC. They are helping to develop the Core Model of procurement processes. The project team's State Business Analysts are also included to represent the remaining Early Adopter Agencies and will work with those agencies to address their specific needs.

### **What is the “Core Model”?**

The Core Model represents a set of procurement processes that are standardized across State agencies. This serves as a platform upon which the Ohio|Buys solution can be commonly developed and efficiently deployed to meet the needs of Agencies, as well as local governments. The State’s “Core Model” is projected to represent close to 90% of the total solution, while localizations will represent 10% or less.

### **How much customization was required for Ohio|Buys in Ohio?**

The first design principle discussed in every Design Session is “*Configure first, customize second.*” This helped the entire team stay focused on adapting processes that would allow for configuration both across the 90% Core Model and within the 10% of agency-specific needs. This focus would help the platform remain stable, prevent a heavily-customized version of the software and increase sustainability.

### **What is the Build Review group?**

The Build Review group is the other half of the Early Adopter Group with a focus on the more complex processes outlined by the Central Design Group. This group includes the agencies that will review the first build of the Ohio|Buys system to see how their complex processes were accommodated and determine what approval levels make sense for their agency. This takes place in “All Early Adopter Agency Workshop” settings.

### **Why didn’t all Early Adopter Agencies directly participate from the beginning?**

When mapping various processes into the Core Model, we know the larger the group participation the slower the design sessions will go. By working with the largest, most complex agencies first and including project team members who can also represent the smaller agency needs, the Central Design Group can stay small and work quickly within our tight project deadlines.

### **How can my agency get involved now?**

Because of the aggressive timeline and Core Model approach, the project is not looking for additional design participants. However, this is an ideal time for agencies to take a look at their processes, make sure there is alignment across the agency, confirm all processes are documented, and determine if there are areas of improvement that could be tackled now. In 2020, the Ohio|Buys State Project Team will begin reaching out to remaining Cabinet Agencies to discuss next steps in participation.

### **What should I do if I have a question about the project?**

The Ohio|Buys Project Team has created an email box to review any questions and connect the right team resource to answer it. Some common questions may become FAQs and posted to the project website. All questions should be sent to:

**OhioBuys@das.ohio.gov**

### **Will the OBM Pcard app impact Ohio Buys?**

The OBM Pcard app will not be implemented until after the Ohio|Buys solution goes live. Once implemented, the hope is that the Pcard app will be fully integrated into the Ohio|Buys solution.

### **How long can I be inactive before I will be logged out of Ohio|Buys?**

Ohio|Buys' timeout is set at 30 minutes. If you are inactive for longer than 30 minutes, you will be timed out and required to log back in to Ohio|Buys.

### **What is the cutover process for in-progress requisitions that have not been completed on Go-Live day?**

These requisitions will remain in OAKS.

### **Can a requester also be an approver in the workflow?**

Yes, an individual user could be assigned multiple profiles e.g. Requester and Fiscal Approver.

### **Will a PCard Requisitioner also be a Requester?**

It is possible. Agency leadership will determine which users are given PCards, along with which Ohio Buys profile the user will have. There is no linkage / dependency between the two.

### **Will an Ohio|Buys Agency Administrator be able to select or choose different workflows?**

Each agency has the option to customize its agency purchase requisition approval workflow. Agency purchase requisition approval rules are managed and maintained by Agency Administrators.

## **Schedule**

### **What is the schedule for the Ohio|Buys system releases?**

The first release of Ohio|Buys – formerly known as eProcurement and eMarketplace, took place in December 2018. The larger scope of Order-to-Pay will happen at the end of 2019, Sourcing Management and Contract Management with Spend Analysis (including RFP) will take place in early 2020.

## **Training**

### **Will eLearning courses be assigned to Ohio|Buys users?**

Using project-provided training guides by role, users should visit the Ohio|Buys website to find their role-based learning curriculum. Once you have your curriculum, you can search for Ohio|Buys courses in your Learning Management System library.

### **Will users have access to courses not associated with their role?**

Users can search for and launch additional eLearning courses if interested.

### **Will eLearning courses be available for review AFTER completion?**

Users can revisit completed courses for review, and will be able to fast-forward through to review specific sections and topics of interest.

### **How do I access/link to the Ohio|Buys solution?**

As an Early Adopter Agency, the Ohio|Buys solution will be available via MyOhio>My Workspace>Applications>Apps. The tile is called Ohio | Ohio|Buys.

As an Initial Supplier Partner, you will receive an email with a link to access Ohio|Buys. Login information will also be included in Job Aids. Initial Supplier Partners can also reach Ohio Ohio|Buys at: [www.supplier-Ohio|Buys.ohio.gov](http://www.supplier-Ohio|Buys.ohio.gov)

### **Where can I find training?**

All Ohio|Buys training for Early Adopter Agencies is web-based and is available through the State's Enterprise Learning Management (ELM) system and Ohio Learn. Please access the ELM or Ohio Learn and search by keyword *Ohio Buys* to find all associated training modules.

For suppliers, all training including videos and quick reference guides can be found at <https://das.ohio.gov/Divisions/General-Services/Procurement-Services/Ohio|Buys>

### **Can I take training for Ohio|Buys if I am not in an early adopter agency?**

Web-based training is not restricted across the State. However, to learn more about the Ohio|Buys solution, video demos are available at:

<https://das.ohio.gov/Divisions/General-Services/Procurement-Services/Ohio|Buys>