



# IRIS INSIGHT

IRIS - Providing Insight to Alaskans

June 2013

## FAQs

### What is workflow in IRIS?

In IRIS, workflow refers to the approval of documents. When you submit a request, IRIS automatically routes the document through the review and approval process to the appropriate user or group of users. The approval process may include a **sequential** set of approvals where each approval is obtained in sequence or a **parallel** set of approvals where approvals may be obtained concurrently from different users or groups. For example, if a document requires multiple approval types (such as financial and need approval), IRIS can send the document to both approvals at the same time. This would be a parallel approval. If any one of the approvers reject the document, the document is returned to the user who originally submitted the document.

### How will credit cards and OneCard transactions work in IRIS?

For SOA employees who have OneCards, the process will work very similar to how we handle them today. If you are a OneCard Administrator, managing accounts will be established for OneCards. There will be a table where you can clear charges. Unreconciled OneCard charges will be posted to department suspense accounts. DOA/DOF will pay the bank daily with these suspense accounts for rebate purposes.

### For more FAQs visit:

<http://doa.alaska.gov/dof/iris/faq.html>.



## Learn

# Alaska is Live!!!

On June 5th, the State's new learning management system, LearnAlaska, went live! LearnAlaska offers a central course catalog, a student registration system for course enrollment and wait-listing, transcript management, and new options for the delivery of online course content. In addition to these training features and functions, LearnAlaska will provide the IRIS Project with a robust tool to manage its extensive training efforts.

Currently, courses offered through the Department of Administration's Divisions of Personnel and Labor Relations (DOP&LR) and Finance (DOF) are administered in LearnAlaska. The system is designed to be flexible enough to allow for the addition of other State training programs. The LearnAlaska Team plans to meet with agencies to discuss adding more training programs once the initial period of stabilization is complete.

*"We are excited for the options that the LearnAlaska learning management system offers as a platform for State employee training. The tool is scalable, flexible, and offers a wealth of possibilities for new training content as its use grows."*

- Amanda Webb-Thomas  
Enterprise Administrator

We populated the system with employee data using the AKPAY database, so all State of Alaska employees have access to browse LearnAlaska and register for available training sessions. Records of student completions in TrainAlaska have also been loaded into LearnAlaska. However, maintenance of student transcript data for the Division of General Services (DGS) Procurement Officer Training Program will be divided between TrainAlaska and LearnAlaska until the DGS training program can be moved to LearnAlaska.

Administration of LearnAlaska will be shared between DOP&LR and DOF with Tim Parker, Amanda Webb-Thomas and Holly Cox serving as the Enterprise Administrators. A governance group responsible for evaluating changes to the system, voting on planned enhancements, and enforcing system standards, will be formed when additional training programs are on-boarded. Similar to the administration of the system, the Help Desk is staffed by members of DOP&LR and DOF. Issues and questions may be submitted to a shared email account: [LearnAlaska.HelpDesk@alaska.gov](mailto:LearnAlaska.HelpDesk@alaska.gov) or by telephone at 907-375-7700. For more information about LearnAlaska, please visit: <https://learn.alaska.gov/portal>

## When does IRIS Training Begin?

The short answer: For most IRIS users, training will start next spring. The longer answer: Some users will receive training sooner on topics such as how to build their department's reports and how to use IRIS for successful participation in User Acceptance Testing (UAT), since UAT is scheduled for the first quarter of 2014.

As the IRIS Change Management Team focuses on training activities and plan creation, input is requested from each department. At the recent GO Plan meetings, each department was asked to fill out a training needs assessment, which is just one example of how input is being gathered. The information we receive from the assessment will be leveraged by the IRIS Team to help ensure we get the *right training* to the *right people* at the *right time*.

We're working hard right now to make sure that if you need to use IRIS when it goes live next year, you'll be ready. Please watch for regular training and/or FAQ updates in upcoming newsletter issues and on the IRIS website: <http://doa.alaska.gov/dof/iris/faq.html>.

## Results Are In - Satisfaction Survey 2

Earlier this month, the IRIS Project conducted its second bi-annual Satisfaction Survey to assess stakeholder satisfaction to date with the IRIS Project effort. The initial survey in November 2012 set the baseline and identified several focus areas, which the team has worked to address prior to conducting the second survey. The survey was sent to commissioners, deputy commissioners, ASDs, division directors engaged in the IRIS Project effort, SFOA members, APOG members and IRIS Business and Technical Leads.

We saw a 63% increase in the response rate from Survey 1 to Survey 2. Survey 1 had a response rate of 14.6%, while Survey 2 had a response rate of 23%. Additionally, the level of satisfaction increased on 13 out of 14 questions, with the final question maintaining a 4.0+ out of 5 approval rating.

The survey also included sections for survey participants to write comments. Interestingly, the themes identified in the responses were similar to the ones we received from the survey sent to all State of Alaska employees last month to gauge overall awareness of the IRIS

Project. The responses indicate that we are moving in the right direction and need to continue to work on addressing questions and concerns regarding implementation and communicating information in a clear and timely manner.

**Thank you to everyone who responded to the survey!**

[IRIS.Project@alaska.gov](mailto:IRIS.Project@alaska.gov)

## TEAM MEMBER SPOTLIGHT:

This month we are featuring IRIS team members Fred Fisher and Nena Thomas. Fred is the IRIS liaison for Health & Social Services and Nena is the liaison for the Alaska Court System, Governor's Office, Legislative Affairs.



**Meet Fred Fisher:** I began working for the State of Alaska in 1975 and have served in the Departments of Labor, Community and Regional Affairs, Governor's Office, OMB, Commerce

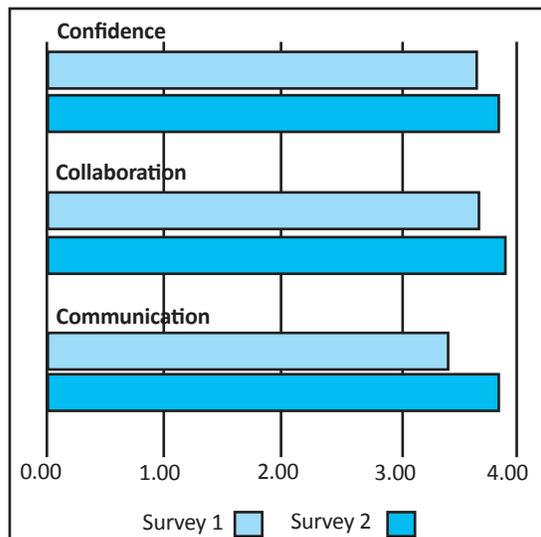
(ASMI), Legislative Finance, Law, Health and Social Services, Fish and Game, Public Safety, Transportation and (now) Administration. I've mostly performed accounting and budget related work with an occasional foray into general administration. I worked on the conversion from PBA, the old state accounting system, to AKSAS in 1985. My hobbies include sailing, hiking, traveling, Nordic skiing and cycling.

### Meet Nena Thomas:

I was raised in Juneau and, after completing a Master's in Arts Administration in southern California, I began working for the State of Alaska in the early 90's. I took a 10



year break to raise a family and pursue a different career path in Portland, Oregon. My husband and I returned to Juneau in 2010 where I served as the Contracts Supervisor for the Procurement Section at H&SS. This invaluable experience led me to the IRIS Procurement team just under a year ago. Project work is so different from anything I've ever done. It has been a fascinating change for me and has challenged my thinking. I enjoy the close-knit relationships of working on a team and I am super-excited at the efficiencies that IRIS promises to bring to the State. Outside of work, I enjoy doing Pilates, Yoga and watching classic films.



The above graph compares the overall satisfaction ratings for both Survey 1 (November 2012) and Survey 2 (June 2013). Participants rated on a scale of 1-5 with 1=Strongly Disagree, 2=Disagree, 3=Neutral, 4=Agree, and 5=Strongly Agree.

<http://doa.alaska.gov/dof/iris>