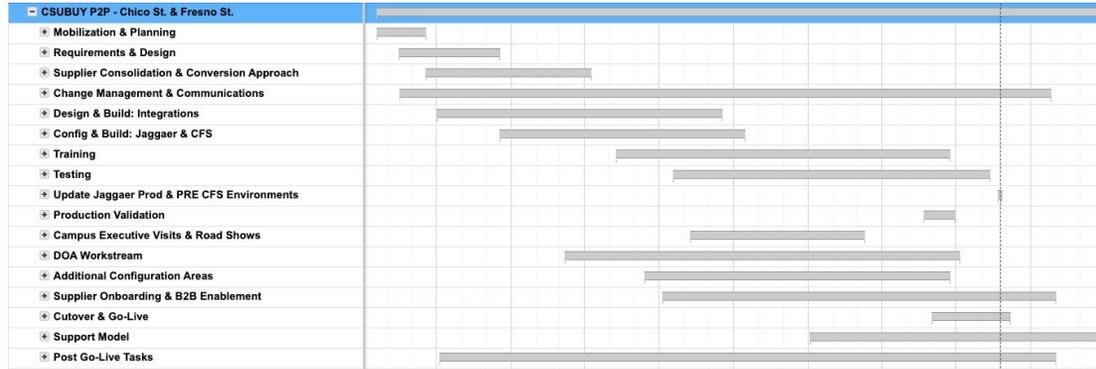




p2p.calstate.edu

Procure-to-Pay (P2P) Objectives
 Implement strategic, standardized process
 Increase efficiencies by eliminating manual touchpoints
 Mitigate risk and increase cost savings



CSUBUY Procure-to-Pay (P2P) Hypercare

The following chart shares the activities that will be executed during P2P Hypercare.

Hypercare Activities				
Activity Name	Description	Format	Available For	Support Teams
Office Hours	• Weekly office hours to ask questions and/or mitigate issues in a live setting	Zoom	All	CSUBUY Support Team Core Project Team Campus Facilitators
End User Support	• Support channel for all end-users to submit questions and issues.	ServiceNow	End Users	CSUBUY Support Team
Operational Support	• Support channel for all operational-users to submit questions and issues.	Slack	Operational Users	CSUBUY Support Team
Weekly FAQ's Tip of the Week	• Weekly Communication Based on the Frequently Asked Questions in Office Hours and Support • Utilize FAQs via Smartsheet, • Weekly Tips & Tricks Email	Smartsheet FAQs Weekly Email Blast	All	Campus Facilitators Campus Project & Change Leads Change Management Core Team
Success Metrics	• 30 Day, 60 Day, 90 Day Adoption Metrics Reporting	Email	Executive Leadership	Campus Sponsors Core Team System Administrator

Click [here](#) to see full details of the [Hypercare Support Plans](#).

Recently Completed



- Completed UAT Testing Review & Sign-off
- Conducted Training including: Procurement, AP, Supplier Management, Campus Users & Approvers
- Finalized integration documentation
- Completed peer review and QA of Integration Migration Packages
- Communicated Go-Live Schedule for CSU Campuses

In Progress



- Finalize Supplier Validation Decision Matrix
- Finalize and communicate Hypercare Support plans
- Production Migrations for:
 - Integrations
 - CSUBUY Configurations

Coming Soon



- Production Validation Tests
- Chico & Fresno Go-Live
- Execute Hypercare Support

Risks



Click [here](#) to access the Projects Risks that are currently being monitored