

# OSCAR Implementation Communication Plan

Communications will go out to the following throughout implementation:

## **VENDOR GROUPS:**

- **Group 1** – sole proprietors and private corporation POs *with and without* ICAs
- **Group 2** – sole proprietors and private corporation contracts without client detail
- **Group 3** – sole proprietor/private corporation contractors with detailed invoices
- **Group 4** – all remaining HSD contractors with detailed invoices

## **COUNTY:**

- **DIVISION** – project managers/primary contacts for affected vendors, Division Directors
- **WORK UNITS** – HSD Help Desk, HSD Fiscal, HSD Business Analytics
- **County Counsel, CAO, Auditor** as necessary

# OSCAR Implementation Communication Plan

## FY18-19 Q4 - June

- 1) **VENDORS: ALL** - General email from HSD CCU Mail announcing phased roll out of OSCAR invoicing during FY19-20. Inform vendors generally what OSCAR is; which component of OSCAR (invoicing) will be rolled out in the upcoming fiscal year; and that they will receive additional communications a quarter prior to the roll out of the phase that directly affects them. Outline by vendor groups.
- 2) **VENDORS: Group 1** - Targeted email to Group 1 vendors indicating their invoices will be part of FY19-20 Q1 phase of OSCAR roll out. Email will indicate their specific CCU analyst (primarily Beth Landes) will contact them directly with additional details. Lessons learned from this phase will be used to begin development of policies, procedures, and user guides for wider distribution in later phases of the roll out.
- 3) **HSD: Division** - CCU to touch base with affected Division re OSCAR implementation (primarily Administration & ALTC POs).
- 4) **HSD: Fiscal** - CCU provides brief update in monthly Fiscal/CCU/Division meetings

# OSCAR Implementation Communication Plan

## FY19-20 Q1

- 1) **VENDORS: Group 1** - CCU analysts will provide technical assistance to Group 1 vendors re: OSCAR invoicing.
- 2) **HSD: CCU** - Develop policies, procedures, and user guides for wider distribution in later phases of the roll out.
- 3) **VENDORS: Group 2** - Targeted email going out to Group 2 vendors re FY19-20 Q2 phase of OSCAR roll out. Email will indicate that specific CCU analyst will contact them directly with additional details.
- 4) **HSD: Division** - CCU will touch base with divisions re: OSCAR invoicing roll out to their affected vendors.
- 5) **HSD: Fiscal** - CCU provides brief update in monthly Fiscal/CCU/Division meetings

## FY19-20 Q2

- 1) **VENDORS: Group 2** - CCU analysts provide technical assistance to Group 2 vendors.
- 2) **VENDORS: Group 1-2** - Distribute policies, procedures, and user guides to Group 1-2 vendors.
- 3) **VENDORS: Group 3-4** - Targeted email to Group 3 vendors re: FY19-20 Q3 phase of OSCAR roll out. Targeted email to Group 4 vendors re: FY19-20 Q4 phase of OSCAR roll out. Email will indicate their specific CCU analyst will contact them directly with additional details.
- 4) **HSD: Division** - CCU touch base with Divisions re OSCAR invoicing roll out to their affected vendors.
- 5) **VENDORS: ALL** - Communicate re: training opportunities.
- 6) **VENDORS: groups 1-3** - Communicate to all participants up to this point re: plan to use OSCAR for certain aspects of semi-annual reports in FY19-20 Q3.
- 7) **HSD: Fiscal** - CCU provides brief update in monthly Fiscal/CCU/Division meetings

## FY19-20 Q3

- 1) **VENDORS: Group 3** - CCU analysts provide technical assistance to Group 3 vendors re: OSCAR invoicing.
- 2) **VENDORS: Group 3** - Distribute policies, procedures, and user guides to Group 3 vendors.
- 3) **VENDORS: Group 4** - Targeted reminder email going out to Group 4 vendors re: FY19-20 Q4 phase of OSCAR roll out. Email will indicate their specific CCU analyst will contact them directly with additional details.
- 4) **HSD: Division** - CCU will touch base with divisions re: OSCAR invoicing roll out to all remaining contracts.
- 5) **VENDORS: ALL** - Reminder email to all vendors re: training opportunities.
- 6) **HSD: CCU** - Develop policies, procedures, and user guides re: all other aspects of OSCAR.
- 7) **HSD: Fiscal** - CCU provides brief update in monthly Fiscal/CCU/Division meetings

## FY19-20 Q4

- 1) **VENDORS: Group 4** - CCU analysts will provide technical assistance to Group 4 vendors re: OSCAR invoicing.
- 2) **VENDORS: group 4** - Distribute policies, procedures, and user guides to Group 4 vendors.
- 3) **VENDORS: ALL** - Communicate with vendors roll out of other aspects of OSCAR (contract development within OSCAR)
- 4) **VENDORS: ALL** - Distribute policies, procedures, and user guides re: all other aspects of OSCAR.
- 5) **VENDORS: ALL** - Communicate to all participants up to this point re: plan to use OSCAR for certain aspects of their annual reports in FY20-21 Q1.
- 6) **HSD: Fiscal** - CCU provides brief update in monthly Fiscal/CCU/Division meetings

# OSCAR Implementation Communication Plan

## FY20-21 Q1

- 1) **VENDORS: ALL** - CCU analysts will continue providing technical assistance re: invoicing.
- 2) **VENDORS: ALL** - Reminder email to all vendors re: training opportunities (if budget permits continued availability).
- 3) **COUNTY:** Communicate with CAO and County Counsel re: any anticipated impact OSCAR may have on contract format (if any).
- 4) **HSD: Fiscal** - CCU provides brief update in monthly Fiscal/CCU/Division meetings

## FY20-21 Q2

- 1) **VENDORS: ALL** - Communicate to vendors that all FY21-22 agreements to be developed utilizing OSCAR. This will also include performance measurement changes that will be implemented in FY20-21Q3 as part of the contract renewal cycle.
- 2) **HSD: Division** - Communicate to divisions that all FY21-22 agreements to be developed utilizing OSCAR. This will also include performance measurement changes that will be implemented in FY20-21Q3 as part of the contract renewal cycle.
- 3) **ALL Users** - Begin collecting feedback from users re potential system improvements to be implemented in FY21-22, if budget permits.
- 4) **HSD: Fiscal** - Communicate with Fiscal plan to discontinue any concurrent invoicing process so OSCAR will be the sole invoicing tool beginning FY20-21 Q3. CCU provides brief update in monthly Fiscal/CCU/Division meetings

## FY20-21 Q3

- 1) **VENDORS: ALL** - Reminders to vendors that all FY21-22 agreements to be developed utilizing OSCAR. This will also include performance measurement changes that will be implemented in FY20-21Q3 as part of the contract renewal cycle. .
- 2) **HSD: Division** - Reminders to divisions that all FY21-22 agreements to be developed utilizing OSCAR. This will also include performance measurement changes that will be implemented in FY20-21Q3 as part of the contract renewal cycle.
- 3) **ALL Users** - Continue collecting feedback from users re potential system improvements to be implemented in FY21-22 if budget permits.
- 4) **HSD: Fiscal** - CCU provides brief update in monthly Fiscal/CCU/Division meetings

## FY20-21 Q4

- 1) **ALL Users** - Continue collecting feedback from users re potential system improvements to be implemented in FY21-22 if budget permits.
- 2) **HSD: Fiscal** - CCU provides brief update in monthly Fiscal/CCU/Division meetings

# OSCAR Implementation Communication Plan

FY21-22 and onwards

## Additional communication to divisions and contractors:

- 1) OSCAR should be viewed as "living ecosystem" that will require ongoing evolutionary changes to meet evolving HSD contracting needs.
- 2) Continued OSCAR development may include direct connectivity to HSD's Key Performance Indicator system and any community dashboard.