





Introducing: New FIET Opportunities

As stated in our project kickoff bulletin on November 7, 2023, Financial Management Services (FMS) has started the S/4HANA migration project called FMMI Intelligent Enterprise Transformation (FIET). This project represents a significant investment in our future, and our customer agencies will play a pivotal role in facilitating this change. With that in mind, we are reaching out early in the project to request individuals from our agencies to serve as Change Champions and Super Users.

What Are the Expectations?

We are introducing two agency-level opportunities as part of the FIET project: the Change Champion and the Super User. Details around the responsibilities, qualifications, and time commitment of each are below. These roles may be played by the same person or by different people.

	Responsibilities	Qualifications
 Change Champion <i>Targeting at least 1 from each agency</i> <i>Expected time commitment: Approximately 1 hour/week through May 2025</i>	<ul style="list-style-type: none">Communicates FIET project updates and high-level system changes to end usersSets positive tone for FIET and encourages users to embrace changeCollects questions and feedback from end users to share with FIET project teamAttends weekly O&M meetings to receive FIET project key messages and share questions from agencies	<ul style="list-style-type: none">Well-connected to agency end usersKnowledge of agency needsBaseline understanding of FMMIKnowledge of agency functions and processesMust be a USDA FTE
 Super User <i>Targeting at least 2 from each agency</i> <i>Expected time commitment: Approximately 2–5 hours/week through May 2025</i>	<ul style="list-style-type: none">Supports test script review (May 2024)Participates in System Integration Testing and Production Readiness Testing (May 2024, Aug 2024, Nov 2024)Supports training delivery by answering questions and coaching colleagues during the training sessions (Dec 2024 – Feb 2025)Provides ongoing support to impacted users (Feb 2025 and beyond)	<ul style="list-style-type: none">Experience designing and managing business processesExpertise in at least one FMMI functional areaKnowledge of agency functions and processesAt least one Super User must be a USDA FTE; others may be contractors if needed

A side-by-side comparison of the Change Champion and Super User can be seen below, for further clarity:

	Change Champion	Super User
Communicates FIET program updates to agency	✓	
Collects questions and feedback from end users to share with FIET Program Team	✓	
Gauges effectiveness of FIET communications	✓	
Advises on how processes are used by agencies		✓
Ensures processes align with business needs		✓
Supports functional workshops, data validation, etc.		✓
Agency representative	✓	✓

Please see the [attachment](#) for more details on the Super User opportunity.

What's in it for you?

Serving as a Change Champion or Super User offers several benefits to you as an individual and to your agency:

- Be a voice for your agency as part of the FIET project
- Be the first to know what is changing with FIET
- Exposure to new ideas and best practices
- Opportunity to work with colleagues from across the organization
- Opportunity to make a meaningful impact on the organization

The Ask

As an agency key contact, you may be an ideal candidate to serve as a Change Champion, a Super User, or both. We invite you to consider serving in these roles or to suggest strong candidates. Please send your recommendations of potential FIET Change Champions (at least 1) and Super Users (at least 2) to the [Directives and Training Branch](#) by **end of day Wednesday, December 13, 2023**.