

R2S2 - What's in it for YOU?

Getting Acquainted and Prepared

Greetings and Gratitude

Thank you for carving out time to spend with us today.

This is the first in a series of bi-weekly sessions for us to share R2S2 updates, listen to your ideas and concerns and answer questions about the new service. These sessions will help us develop training, job aids and other support tools to assist with a smooth transition to R2S2. We look forward to working with you,

Sarah Walton and Michelle Kirwan, your OCM Team

Session Objectives

- › Get Acquainted
- › Share R2S2 Purpose
- › Listen to Your Ideas and Concerns
- › Review Go-Live Timeline
- › Gauge R2S2 Readiness
- › Answer R2S2-Related Questions
- › Learn How We Can Help You Prepare for R2S2

R2S2 Core Team

- › The **DPR Lead Project Manager (PM)** oversees the R2S2 Project and partners with the vendor, **Xerox**, for successful project planning and implementation.
- › **DPR Subject Matter Experts (SMEs)** are staff with authority, and more knowledge than most, in a particular functional area, e.g., camping.

R2S2 Core Team

- › **Business Analysts (BAs)** analyze an organization or business and document processes and systems, to help ensure successful integration with technology.
- › **Organizational Change Management (OCM)** staff cultivate understanding and support for change with a focus on the people side of things.

The R2S2 Core Team works closely with Xerox to advocate for and ensure configuration and delivery of a quality product that will meet DPR's business needs.

Project Purpose

R2S2 was chartered to:

- › Replace the existing reservation system
- › Modernize how visitors reserve and experience California's state park facilities and activities
- › Integrate reservations and point-of-sale services
- › Improve self-service for reservations and overall service delivery at Parks throughout the State

Project Objectives

R2S2 will:

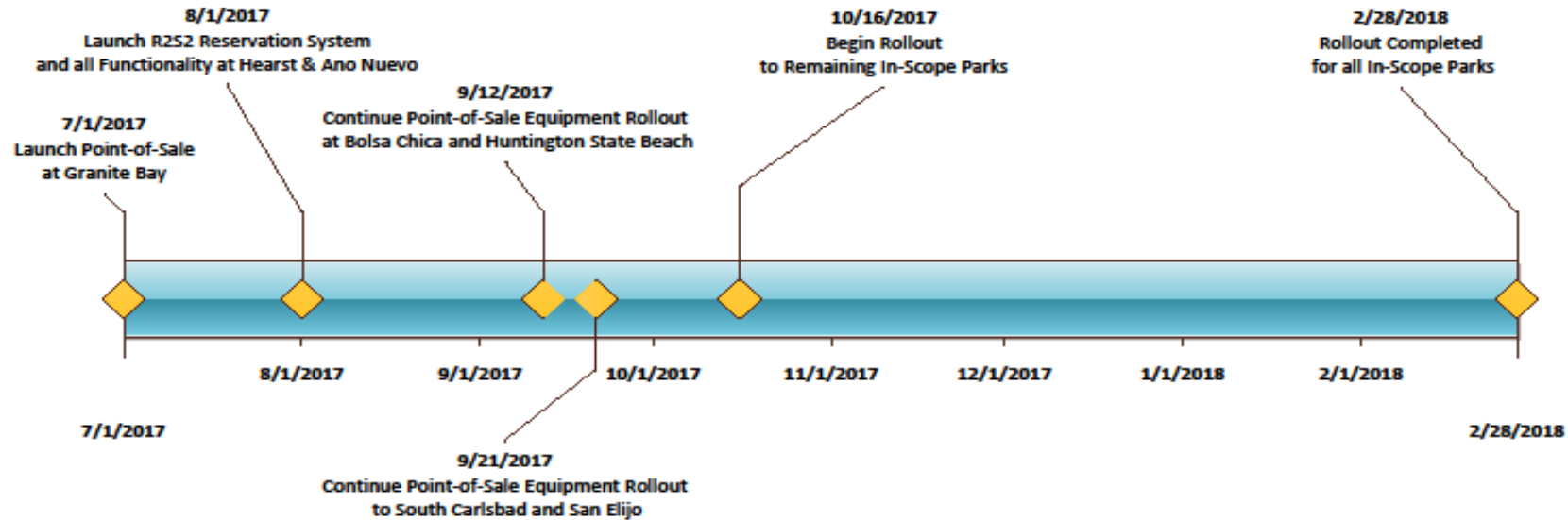
- › Computerize fee collections and point-of-sale services
- › Provide and support hardware, software, and infrastructure for point-of-sale activities and fee collections
- › Automate revenue tracking and accounting
- › Reduce risk of error

Project Objectives - Continued

R2S2 also will:

- › Streamline workflow and reduce turnaround times
- › Capture performance metrics
- › Improve Customer Satisfaction
- › Provide access to real-time data to manage and sell camping and tours

R2S2 Go Live Timeline



As of January 2017, R2S2 is in the midst of project configuration and system functional testing. DPR Subject Matter Experts are participating in configuration sessions to help define business processes, business rules, and application or service requirements based upon their knowledge, experience and area of expertise. Testers are working with R2S2 to ensure it is functioning as expected during this phase.

July 1, 2017, DPR will begin using Point-of Sale (POS) equipment at Folsom SRA Granite Bay. This will allow us to test the equipment in a real-time environment and will help us identify and resolve any issues before the August 1, 2017 go-live at Hearst Castle.

On August 1, 2017, the R2S2 online reservation component will “go-live” for Parks staff and visitors. All R2S2 functionality, including POS equipment, will be activated at Hearst. Following a six-to-eight week acceptance period at Hearst, POS equipment will be activated at Bolsa Chica and Huntington State Beach day use locations. Shortly thereafter, South Carlsbad and San Elijo camping locations will begin using new POS equipment and complete R2S2 functionality.

Between October 16, 2017, and February 28, 2018, POS equipment and R2S2 functionality will be deployed in phases to the remaining in-scope Parks and fee collection locations. The Parks must have electricity and internet capability to achieve full use of R2S2. POS devices are the hardware and software necessary to use R2S2 including: desktops, mobile devices, tablets, scanners, printers, cash drawers and card readers.

We invite you to contact the R2S2 Team at: DPR.R2S2@Parks.ca.gov or visit our internal webpage at: www.parks.ca.gov/r2s2 for more R2S2 information.



Contact the R2S2 OCM Team

For the most current R2S2 information, log on to the R2S2 website at:

www.parks.ca.gov/r2s2

If you have questions, send us an email at:

DPR.R2S2@Parks.ca.gov