Salesforce: LSCM's New, Updated askGPO

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Who is on the project team?

- Representatives from throughout GPO
  - IT
  - Programs, Strategy & Technology

- Library Services & Content Management (LSCM) contacts for more information, questions, suggestions
  - Lara Flint, Outreach Librarian, SME on project team lflint@gpo.gov
  - Susan Miller, Product Owner, project team skmiller@gpo.gov

- CoreSphere is the integration vendor for Salesforce

Why is LSCM doing this project?

- With the new smarter, updated technology askGPO will provide all users - FDLs, Federal agencies, public – with additional resources and tools that will be more user friendly

  - Current platform is 14+ years old

  - Salesforce is a premier Customer Relationship Management tool, used by Federal agencies and private sector. We are using Salesforce proven tools and services designed for the specific needs of Federal agencies and customizing the CRM for our customers.

  - Salesforce will help GPO consolidate all our information about FDLs (our customers)

What are the benefits of askGPO for LSCM and GPO?

- As LSCM's primary communication tool for the FDLP, the new askGPO platform will allow LSCM to:

  - Build a collection of information about our FDLs to improve our services to you

  - Bring data together in one place and improve communication

  - Maintain a record of activities with individual libraries that could provide solutions/assistance useful to other libraries

  - Manage and focus our overall FDLP strategies to respond to library needs

What are the benefits for askGPO customers?

- What's not changing – we answer all your questions

- A more user-friendly environment
  - Streamlined inquiry process
  - Better, more automated knowledge base for commonly asked questions
  - Fewer categories!
  - Portal page for each FDL

- Create a historical repository of inquiries, requests, responses
  - See previous inquiries from your library
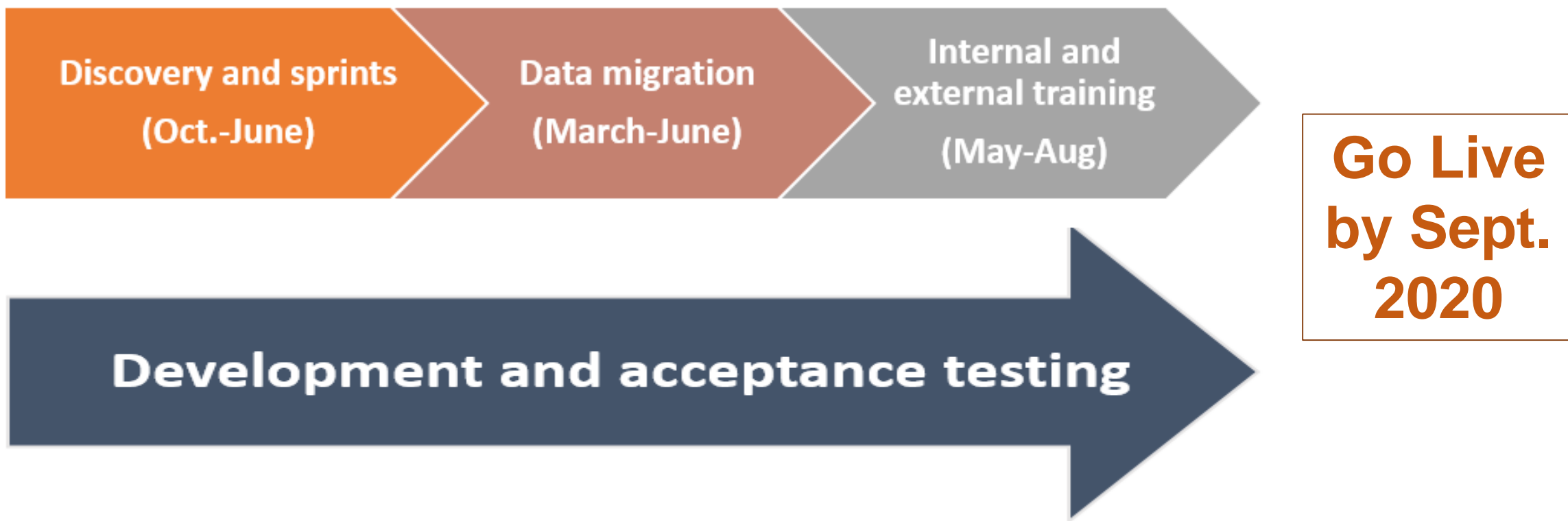 - Quick access to historical documents

What is the timeline?

- Initial blanket purchase agreement awarded in 2017

- Task Order 1 (discovery, detailed requirements and user stories) completed in 2018

- Task Order 2 (building the interface, data migration) began in October 2019 and is underway
  - 9 development sprints (6 completed so far), regular demonstrations to LSCM staff
  - Training, internal and external (May to August) and more webinars like today's
  - Migration of current askGPO data will begin in task order 2 and continue into task order 3
  - Federal Depository Library Directory data updates, some new editable fields for libraries

- The new askGPO tool will go live by September 2020

- Task Order 3 is in the future, slated to begin around October 1, 2020
  - Continued migration of library information and data
  - Federal Depository Library Directory integration

Timeline

Discovery and sprints (Oct.-June)	Data migration (March-June)	Internal and external training (May-Aug)

Development and acceptance testing

Go Live by Sept. 2020

Implementation

- Each Federal depository library will get an individual account in Salesforce
  - LSCM will keep you updated and send initial login information prior to implementation

- As we prepare for the roll out, training and documentation will be provided on the new interface for FDLs
  - July/August 2020
  - Fall Federal Depository Library Conference
  - Webinars and webcasts

- Regular updates will be provided through FDLP News & Events and at FDLP conferences

What will I see in this webinar?

- An overview of the new Salesforce platform and how all users submit an askGPO inquiry

- A depository library sample page

- Web forms that can be completed in Salesforce

Demonstration of the new askGPO

Questions?