



# GA@WORK

Delivered by The NextGen Project

## Procurement Huddle

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March 25, 2026

# Presenters and Support Team



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Deputy Commissioner, State  
Purchasing Division



**Mary Chapman**

SPD Deputy Division Director,  
NextGen Procurement Training  
Lead



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Sr. Training Manager, DOAS –  
State Purchasing Division



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Enterprise Learning Director,  
DOAS



**Rhonda Zubas**

Training Director  
State Accounting Office



**Jamillia Valentine**

Director  
Department of Public Health

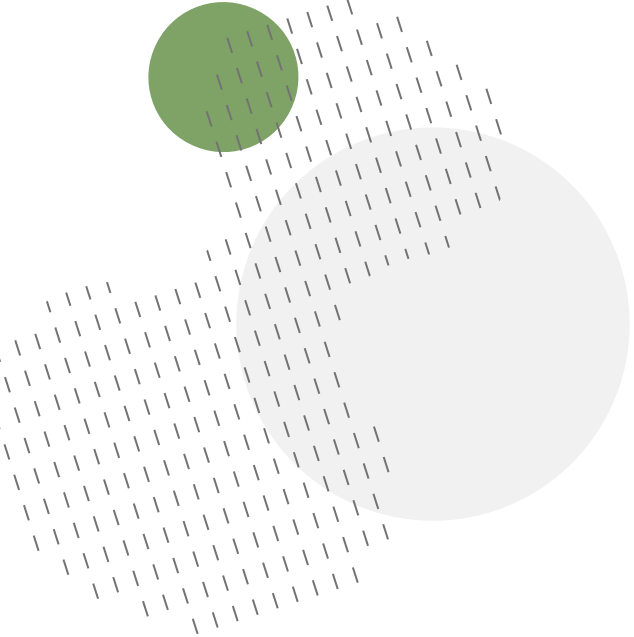


**Marcia Primus**

Deputy Director of Procurement,  
Department of Corrections

# Agenda

- 1 Procurement Training Support
- 2 Key Training Dates and End User Training Support
- 3 Super User Program Overview
- 4 Q&A



# Procurement Training Support

# Scenario 1: Unexpected Courses

You receive your GA@WORK training enrollment notification.  
You log in... excited to get started.



# What would you do next?



But then you notice:

- Courses you weren't expecting
- Courses that don't seem relevant to your role
- You don't see courses you expected to see

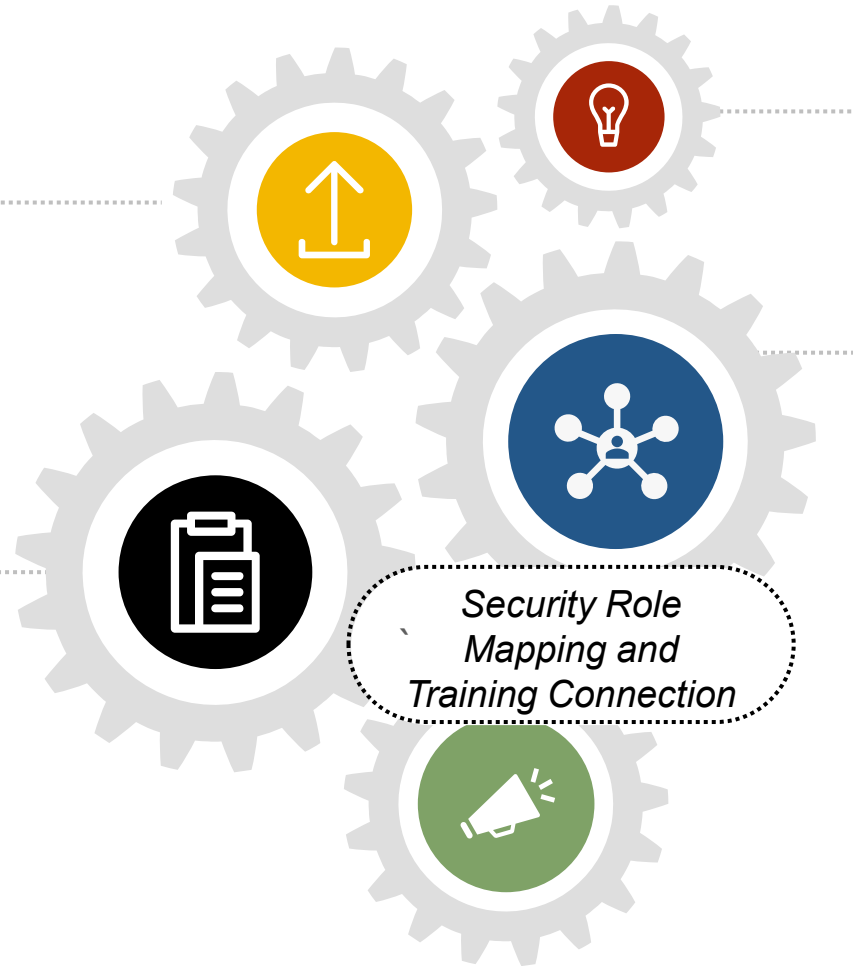


# Security Role Mapping

**GA@WORK records your job details.** It stores basics like your job title/profile and what team you are on.

**Those details place you into an access role/security group,** which controls what you can see and do (and what training gets assigned).

Security Role Mapping has been completed at regular intervals throughout the project by your organization's Agency Security Partner (ASP).



**Training is assigned based on your job and team.** If your job details match a Learning Program, the training is automatically assigned to you.

## Examples:

- Most future GA@WORK end users assigned a procurement role must complete the Procure to Pay Overview eLearning. There is an exception for the University System of Georgia.
- Agency Contract Administrators in GA@WORK are mapped to the Contract Administrator Learning Program.
- P-Card Administrators and designees in GA@WORK are mapped to the P-Card Administrator Learning Program.

If you feel you, or later someone in your agency has an incorrect role assignment, contact your Supervisor or POC. This is **not** something the training team can correct for you.

# Next Steps

1

## Review your assigned role(s)

Discuss your assigned system role with your direct supervisor/Agency Procurement Officer to confirm assigned procurement roles.

2

## Contact your Agency Security Partner

Contact your Agency Security Partner (ASP) to verify assigned GA@WORK role(s) and, if needed, request to update assigned roles.

3

## Compare with the Role-Based Learning Program

Review the Procurement Role-Based Learning Programs to determine if you have been enrolled in the correct courses.

If you have not been enrolled in the correct courses complete the Learning Help Form.

Role	Courses in Learning Program eLearning   Instructor Led <small>*Does not apply to the University System of Georgia (USG)</small>	Est. Hours
<b>Foundational Learning Programs</b>		
Employee*	Basic Navigation + ESS + Learning	2.5
Manager*	Basic Navigation + HCM Overview + Introduction to Reporting + ESS + MSS + Talent Management + Performance Management + Learning + Recruiting for Managers + Onboarding Setup	8.0
<b>Role Based Learning Programs</b>		
APO/CUPO	GA@WORK Procure to Pay Overview*	1.0

## Procurement Role-Based Learning Programs

# Scenario 2: Registering for ILT

You've been enrolled in your GA@WORK role-based training  
You see your learning programs...



# What would you do next?



But now you're wondering:

- How do I sign up for Instructor-Led Training (ILT)?



# Next Steps

1

## Enroll in assigned ILT Course based on Learning Program

After receiving the Learning Program (Path) Enrollment email notification (from [notify@doas.exceedlms.com](mailto:notify@doas.exceedlms.com)), log in to Team Georgia Learning and locate and select the ILT Course from your assigned Learning Program and Choose from an Upcoming Session.

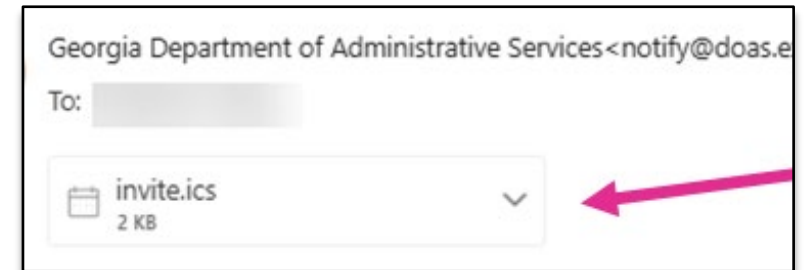


2

## Receive and accept course invitations

After enrollment, you will receive an Email from the Georgia Department of Administrative Services. The Event Invitation includes logistical details of the Course.

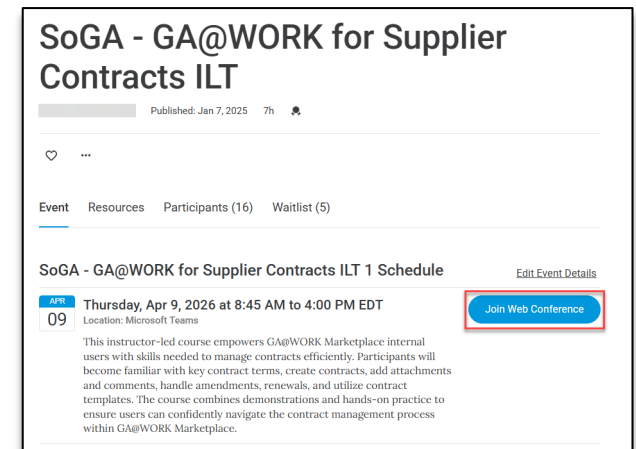
Open the course meeting invitation and click *Accept*. If you click *Decline*, you will be un-enrolled from the course.



3

## Join the Conference and complete assessments

All Procurement ILT will be held virtually. Click Join Web Conference on the date and time of training. After attending the course take the required assessment. Participants will have unlimited attempts to take the assessment to achieve a passing score of **80% or higher**.



# Scenario 3: I'm still not confident

You completed training  
But when it's time to actually perform a task...



# What would you do next?



- You're unsure
- You don't want to make a mistake



# Next Steps

1

## Access help within GA@WORK\*

If you need assistance completing a specific task in GA@WORK, search GA@WORK articles for job aids with step-by-step guidance and screenshots. You can find these by:

1. Using the search bar on the GA@WORK homepage
2. Selecting “View Article” from your search results

2

## Revisit training materials and re-take training courses as needed after July 1

For Instructor-led training, revisit Hands-On Exercise Guide and review recorded trainings/demos as they are made available. Users will be able to retake any eLearnings they have already completed as many times as they like.

3

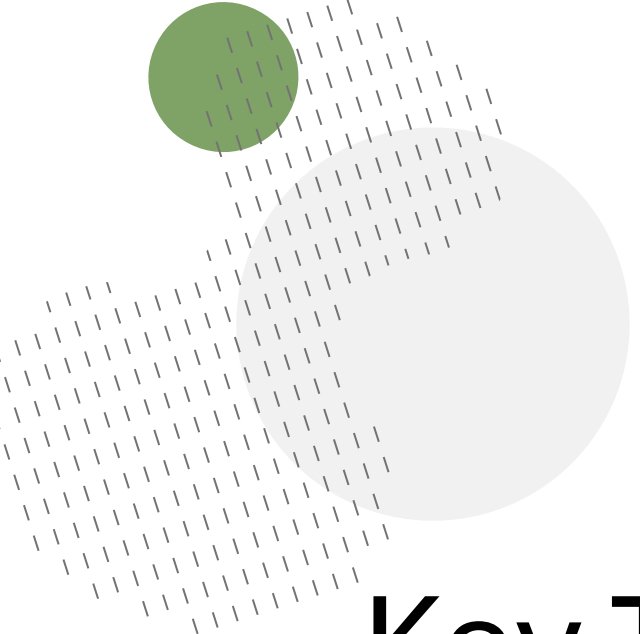
## Reach out to your support network

Reach out to your Manager

Super Users – Your first line of support for system and process questions

Complete the GA@WORK Learning Help Form

**\*Note:** USG employees can access job aids directly from the DOAS website.



# Key Training Dates & End User Training Support

# Explaining GA@WORK Learning Dates

## Training date explanations

It is important that learners complete GA@WORK training **as soon as possible** – do not wait to the last day!

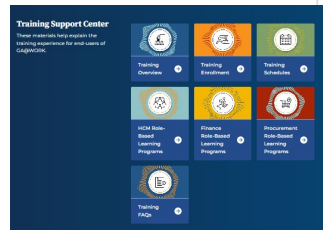
**All assigned GA@WORK training should be completed by June 11.**

**Incomplete training will not be migrated to GA@WORK.**

After go-live, learners who did not complete their assigned learning programs will need to self-enroll and retake incomplete training.

The **Training Support Center** is available on the [GA@WORK Resource Library](#), which houses:

- Learning Programs
- Course Descriptions
- [Ready, Set, Go-live Journey](#)



## Key training dates

**Learners should prioritize completing assigned training as soon as possible.**

**March 2**

Enrollment begins in Employee Foundational Learning Program.

**March 9**

Enrollment begins in Managers Foundational Learning Program.

**March 16**

Enrollment in Role-Based Learning Program(s) begins.



**Remember** to complete required assessment(s) within 3 days of completing an instructor-led training or eLearning.

**April 6 – June 4**

Instructor-led training sessions are ongoing for applicable learning programs.

**May 28**

Team Georgia Learning notifications for the Employee & Manager Foundational Learning Programs show a due date of May 28. Completing the training by this date supports a smoother data conversion and helps learners be prepared for Role-Based Learning Programs, as applicable. Learners are strongly encouraged to complete all assigned courses by May 28.

**June 11**

Learning Programs must be completed for training data to be available on learner transcripts in GA@WORK.

# GA@WORK End User Training Support

## Pre- GA@WORK End User Training Tips

Ensure that you review the Teams Georgia Learning webinar recording to refamiliarize yourself with training course navigation and proper course behaviors prior to completing GA@WORK end user training.

## Web Browser Recommendations and Tips

- Use the Google Chrome web browser to access GA@WORK end user training sessions.
- Ensure Chrome is updated before accessing training; update it if needed.

# GA@WORK End User Training Support

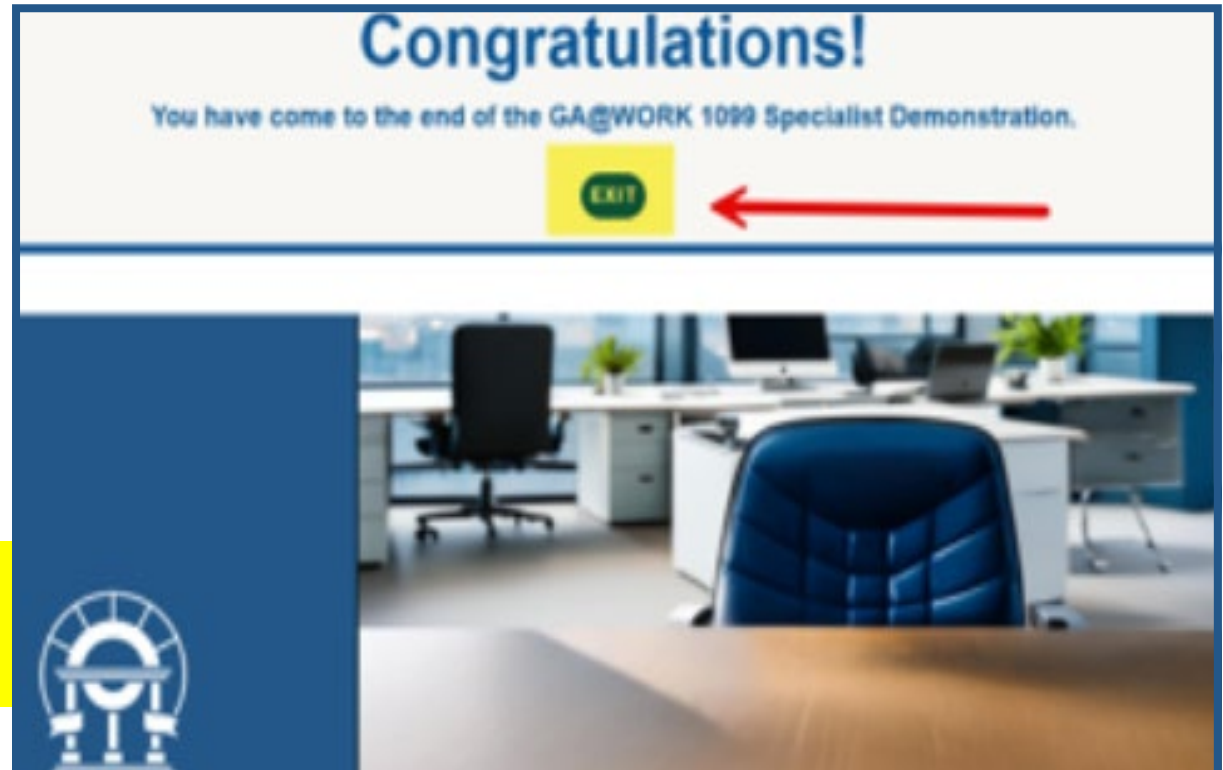
## Training Course Behavior Tips

- ✓ Always exit your course if you need to step away, your progress will be saved.
- ✓ Click the **X** in the top-right corner to properly close a course.
- ✓ After completing a course, click **Exit** to ensure completion is recorded.



**Please do not sit idle within GA@WORK end user training courses.**

- ✓ If a course is left idle or not closed properly, clear your browser cache before retaking it.



# GA@WORK End User Support

## Troubleshooting Tips & Getting Help

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If you continue to experience issues after training:

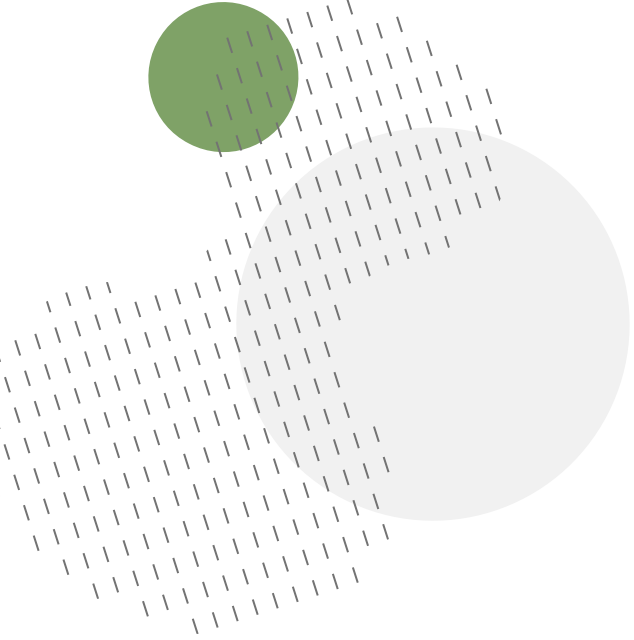
- ✓ **Submit a Learning Help ticket**
- ✓ Visit: [service.doas.ga.gov/app/LearningHelp](https://service.doas.ga.gov/app/LearningHelp)
- ✓ Or scan the QR code to get support

### **Need help fast?**

Scan the QR code to submit your request directly.



**Scan to submit a ticket!**



# Super User Program Overview

# GA@WORK Super User program overview

The GA@WORK Super User Program will establish a group of resources within agencies to provide front-line support to their end users at go-live and beyond.

## Description

### Objectives

- Identify and develop a group of resources to provide frontline support within agencies. This program will be open to all agencies. These Super Users will be empowered to provide support to end users for go-live and beyond; to communicate how internal processes may be impacted by GA@WORK functionality and to promote sustainable knowledge transfer and internal GA@WORK capability building.
- Provide first-line, **agency specific support** for **HCM, Finance** and **Procurement** to address complex workflows in large/diverse agencies throughout the state and provide feedback to Super User Support Team
- Ensure internal agencies processes are followed

### Outcomes

- A dedicated support team open to all agencies that enables ongoing knowledge transfer and strengthens internal capabilities, **fostering long-term self-sufficiency among end users**
- Complex, agency specific, HCM, Finance and Procurement workflow issues are resolved efficiently, enabling agencies to **maintain smooth operations** and **receive support tailored to their specific needs**
- Users encounter fewer challenges, leading to **reduced help desk tickets and a more efficient, positive experience with GA@WORK**

# The role of a Super User

Super Users will serve as a resource leading up to go-live and beyond to support agency level end user adoption and continued system engagement with GA@WORK.



## Become a Program Influencer

- Positively influence the transition to GA@WORK and quickly support end user questions/concerns regarding the new system
- Provide feedback to Super User Support Team to ensure end user needs are met



## Provide Subject Matter Expertise

- Complete Super User orientation and training to become familiar with new business procedures and processes
- Review the Training Curriculum from an end user's perspective. Raise any agency specific nuances that may need to be addressed in **agency level training**. Understand the agency-specific guidance that end users will need at their respective agency.
- Access early bird training for new functionality



## Collaborate with Internal Agency-Specific Training Teams

- Participate in expanded GA@WORK training to build system knowledge and skills
- Understand and communicate to their agency any agency-specific guidance that might be needed to supplement training

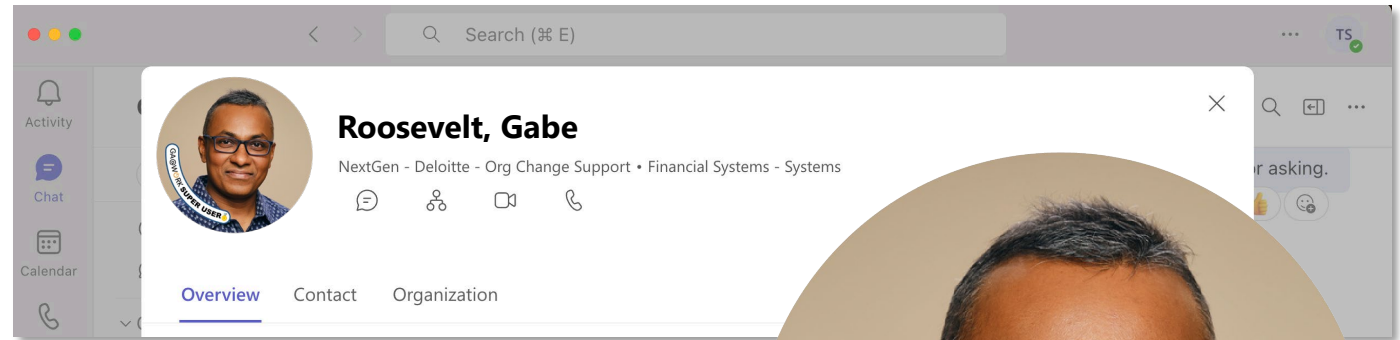


## Provide Agency-Level Post Go-Live Support

- Become an extension of the GA@WORK support team post go-live and support additional end user training at your agency for agency employees, as necessary
- Continue to engage with the Super User support team and play a primary role in agency end user support and GA@WORK training sustainment

# Super User Badge

For use on Microsoft profile image and email signature



## Gabe Roosevelt

Director

Office of External Affairs

Georgia Department of Example

470.555.0000 (M)

[gabe.roosevelt@dept.ga.gov](mailto:gabe.roosevelt@dept.ga.gov)

[dept.ga.gov](http://dept.ga.gov) | [Twitter](#) | [Facebook](#) | [Instagram](#)



# Super User Experience



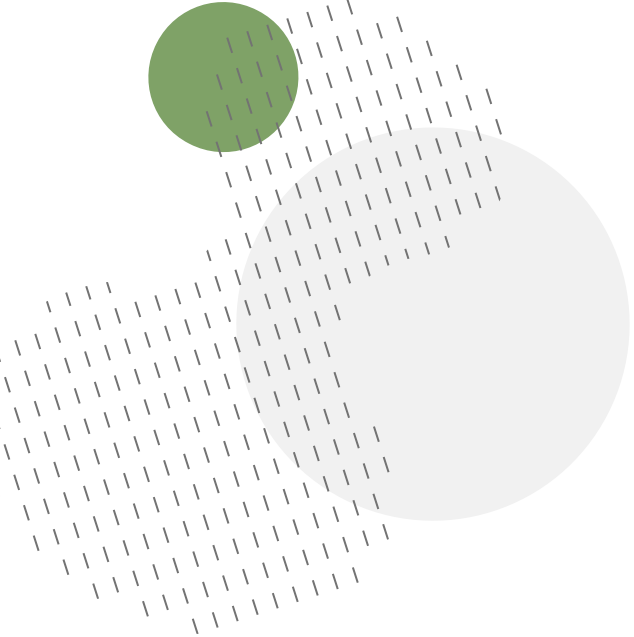
**Jamillia Valentine**  
Director  
Department of Public Health

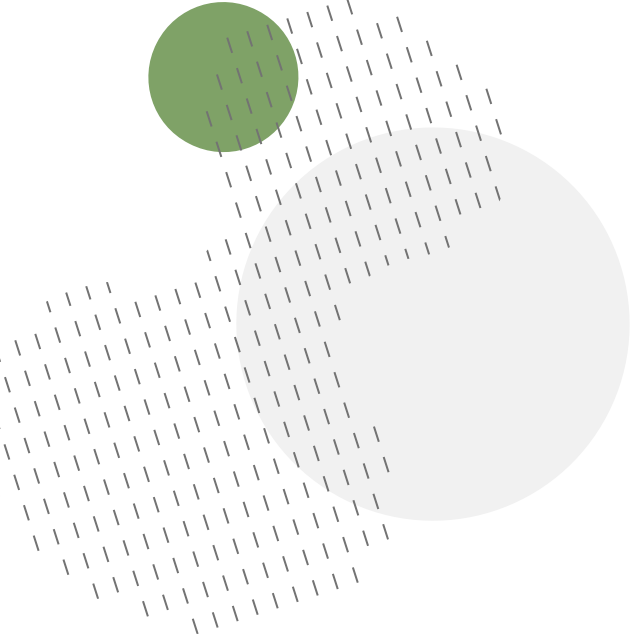
# Super User Experience

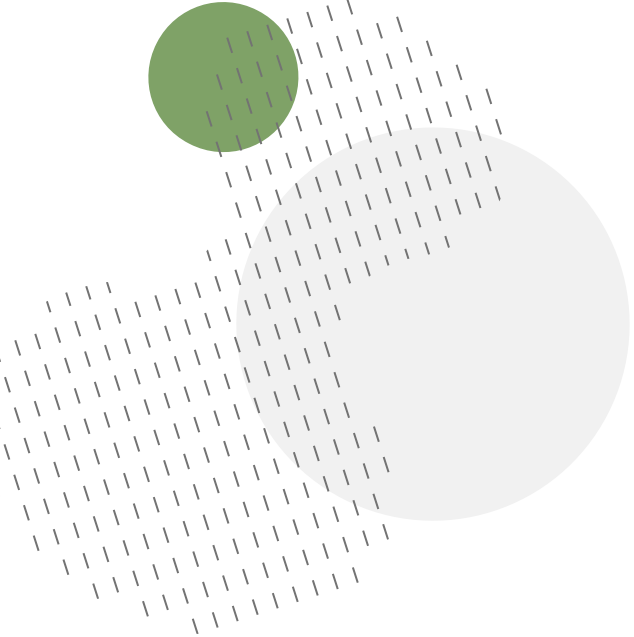


**Marcia Primus**

Deputy Director of Procurement,  
Department of Corrections







# Reminders

# Continuing Education Units (CEUs)

1

Attend SPD webinars to earn one (1) CEU for every 50 – 60 minutes.

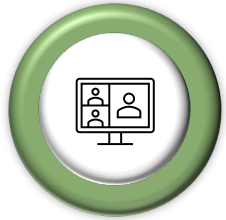
2

Self-report external credits using direct link (Sept. 2025):  
[https://doas.exceedlms.com/student/external\\_credits](https://doas.exceedlms.com/student/external_credits)

3

Questions? Contact us at [georgia.learning@doas.ga.gov](mailto:georgia.learning@doas.ga.gov)

# Mark Your Calendar!



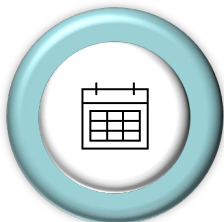
## Upcoming Procurement Huddles

- April 22, 2026



## Learning Cutover Transition

June 11, 2026



## GA@WORK Go Live

July 1, 2026



Scan to register for upcoming Huddle Meetings



Scan to access previous Huddle Meetings

# Data Cleanup

## Update Contact Information

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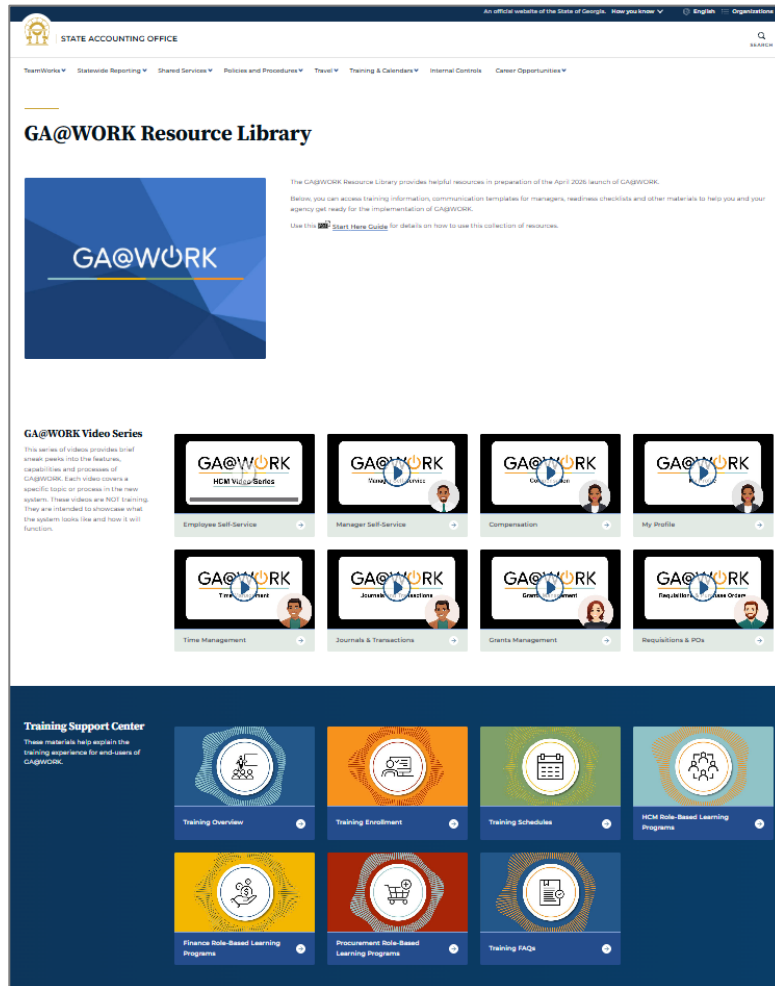
Please update contact information in TeamWorks to prevent it from appearing on your GA@WORK profiles and being visible to suppliers.

## Complete your agency's 2027 contract renewals in TeamWorks by June 1, 2026

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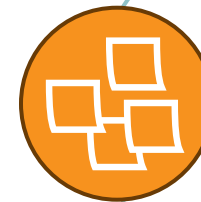
This will ensure the latest contracts are converted to GA@WORK and reduce the need for catch-up contracts. A quick reference guide will be sent in a follow-up email.

# GA@WORK Resource Library



## Who is the GA@WORK Resource Library for:

- Everyone, this is not behind a firewall!
- <https://sao.georgia.gov/gawork-resource-library>



## What's on the GA@WORK Resource Library:

- Videos and demos
- Change impacts
- Crosswalks
- Glossaries



## Suggested uses:

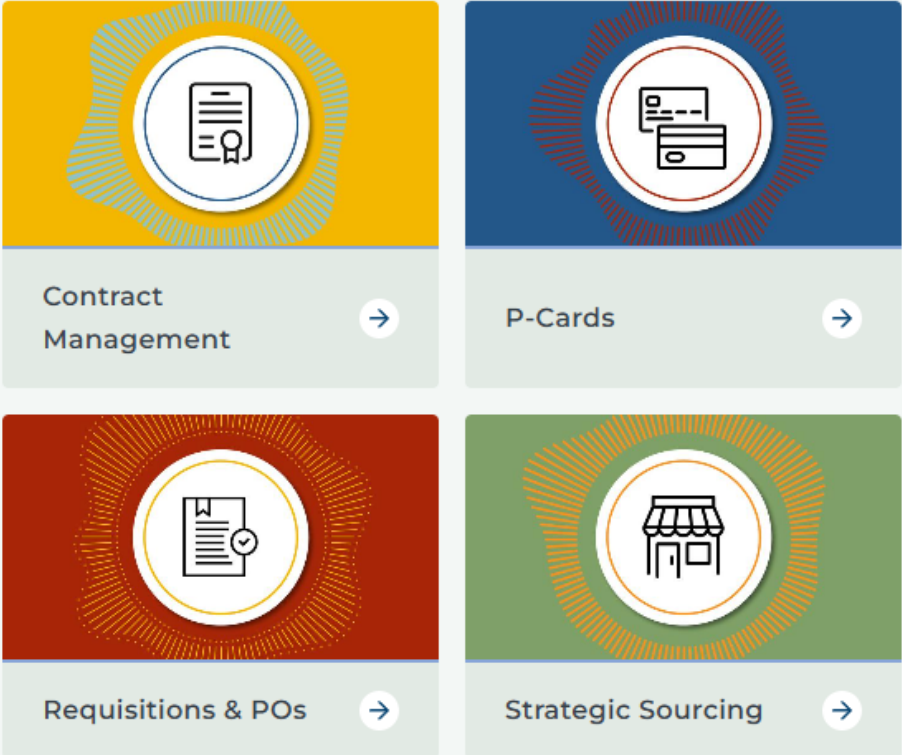
- Use the Start Here guide on the homepage to talk about this resource to your agency
- Select and share a video link to expand awareness of GA@WORK to your colleagues
- Review Procurement business area resources with specific agency teams to generate interest and engagement





# Procurement Professionals Toolkits

Use these materials as needed and remember to revisit this site periodically as new resources will be added throughout the month.

**Procurement Professionals**

Click on the tile for information about a specific business area. Each tile links to a toolkit of change impacts, crosswalks, glossaries, FAQs and other resources for Procurement professionals to use to help them in their transition to GA@WORK.



 Contract Management →	 P-Cards →
 Requisitions & POs →	 Strategic Sourcing →

## What's here now:

- Change impacts
- Crosswalks

## What's coming soon:

- Glossaries
- Demos of business processes
- *Additional areas!*

**Remember:** These materials are NOT TRAINING. Instead, they help these users prepare for training and working in GA@WORK.

# GA@WORK stay in the know!



Send any questions to [Nextgen Support](#) (select General Question)

<https://service.doas.ga.gov/app/AskNextgenSupport>



Check out the NextGen website: [sao.georgia.gov/NextGen](http://sao.georgia.gov/NextGen)



Subscribe and read the monthly NextGen Newsletter



Follow us on LinkedIn:  
**@ GA State Accounting Office**

**@ Georgia DOAS State Purchasing Division**

# GA@WORK contact us!

Initiatives	Email	Contact if you...	When you'll hear from us...
<b>NextGen Data Validation</b>	<a href="mailto:nextgen_datavalidation@sao.ga.gov">nextgen_datavalidation@sao.ga.gov</a>	<ul style="list-style-type: none"> <li>• Need to submit data validation resources</li> <li>• Need to submit data validation completion</li> <li>• Need assistance in completing requests</li> <li>• Have questions about the validation process</li> </ul>	<ul style="list-style-type: none"> <li>• Resource requests</li> <li>• Information and updates</li> <li>• Meeting invitations (e.g., kickoff/support)</li> </ul>
<b>NextGen FDM</b>	<a href="mailto:nextgen_fdm@sao.ga.gov">nextgen_fdm@sao.ga.gov</a>	<ul style="list-style-type: none"> <li>• Need to submit Foundation Data Model (FDM) resources</li> <li>• Need assistance in completing requests</li> <li>• Have questions about FDM</li> </ul>	<ul style="list-style-type: none"> <li>• Information requests and updates</li> </ul>
<b>NextGen Sourcing/Procurement</b>	<a href="mailto:agency.sourcing@doas.ga.gov">agency.sourcing@doas.ga.gov</a>	<ul style="list-style-type: none"> <li>• Need to submit procurement resources</li> <li>• Need to submit completed procurement or sourcing requests</li> <li>• Have questions about contracts</li> <li>• Need assistance in completing procurement requests</li> <li>• Have questions about the procurement process</li> </ul>	<ul style="list-style-type: none"> <li>• Resource requests</li> <li>• Information and updates</li> <li>• Meeting invitations (e.g., kickoff/support)</li> </ul>
<b>NextGen Security Role Mapping</b>	<a href="mailto:nextgen_secmap@sao.ga.gov">nextgen_secmap@sao.ga.gov</a>	<ul style="list-style-type: none"> <li>• Need to submit Security Role Mapping resources</li> <li>• Need to submit completed security role mapping requests</li> <li>• Need assistance in completing requests</li> <li>• Have questions about the security role mapping process</li> </ul>	<ul style="list-style-type: none"> <li>• Resource requests</li> <li>• Information and updates</li> <li>• Meeting invitations (e.g., kickoff/support)</li> </ul>

# GA@WORK contact us!

Initiatives	Email	Contact if you...	When you'll hear from us...
<b>NextGen Supervisory Organization (Sup_Org)</b>	<a href="mailto:nextgen_suporg@sao.ga.gov">nextgen_suporg@sao.ga.gov</a>	<ul style="list-style-type: none"> <li>• Need to submit supervisory organization resources</li> <li>• Need to submit completed supervisory organization data requests</li> <li>• Need assistance in completing requests</li> <li>• Have questions about the supervisory organizations</li> </ul>	<ul style="list-style-type: none"> <li>• Resource requests</li> <li>• Information and updates</li> <li>• Meeting invitations (e.g., kickoff/support)</li> </ul>
<b>NextGen Testing</b>	<a href="mailto:nextgen_testing@sao.ga.gov">nextgen_testing@sao.ga.gov</a>	<ul style="list-style-type: none"> <li>• Need to submit SIT or UAT testing resources</li> <li>• Have questions about the testing process</li> </ul>	<ul style="list-style-type: none"> <li>• Resource requests</li> <li>• Information and updates</li> <li>• Testing invitations</li> </ul>
<b>NextGen Training</b>	<a href="mailto:nextgen_training@sao.ga.gov">nextgen_training@sao.ga.gov</a> <a href="https://service.doas.ga.gov/app/LearningHelp">https://service.doas.ga.gov/app/LearningHelp</a>	<ul style="list-style-type: none"> <li>• Need to submit any pre-go live training related questions</li> <li>• Need to submit any follow up required</li> <li>• Need assistance in completing requests from the training team</li> </ul>	<ul style="list-style-type: none"> <li>• Resource requests</li> <li>• Information and updates</li> <li>• Meeting invitations (e.g., kickoff/support)</li> </ul>

# GA@WORK contact us!

Program/Project	Email	Contact if you...	When you'll hear from us...
<b>NextGen</b>	<a href="mailto:nextgen@sao.ga.gov">nextgen@sao.ga.gov</a>	<ul style="list-style-type: none"><li>• Have general questions about the NextGen project, or GA@WORK</li><li>• Need change management support</li><li>• Have questions about training</li><li>• Want to submit questions to our FAQ list</li></ul>	<ul style="list-style-type: none"><li>• Meeting invitations (Townhalls, NCN)</li><li>• Project updates</li><li>• Information requests</li></ul>
<b>NextGen PMO</b>	<a href="mailto:nextgen_pmo@sao.ga.gov">nextgen_pmo@sao.ga.gov</a>	<ul style="list-style-type: none"><li>• Are responding to a meeting invitation</li></ul>	<ul style="list-style-type: none"><li>• Meeting invitations (project activities)</li></ul>

# SPD stay in the know!

Please use the following mailboxes to submit questions and requests:

<a href="mailto:procurementhelp@doas.ga.gov">procurementhelp@doas.ga.gov</a>	Technical issues with the Georgia Procurement Registry, JAGGAER Sourcing Director or Team Georgia Marketplace™
<a href="mailto:spdpolicy@doas.ga.gov">spdpolicy@doas.ga.gov</a>	Questions regarding the Georgia Procurement Manual, special approvals, etc.
<a href="mailto:cardprograms@doas.ga.gov">cardprograms@doas.ga.gov</a>	Questions regarding the Statewide Purchasing Card (PCard) program, plan amendments, and special approvals
<a href="mailto:Georgia.learning@doas.ga.gov">Georgia.learning@doas.ga.gov</a>	Questions about training, requests for access, issues with Learning Management System (LMS)
<a href="mailto:Doas.audits@doas.ga.gov">Doas.audits@doas.ga.gov</a>	Questions about audits, etc.
<a href="mailto:Agency.sourcing@doas.ga.gov">Agency.sourcing@doas.ga.gov</a>	Requests for assistance with solicitations, requests to exceed DPA, approval of sole sources more than \$500,000, etc.



*thank  
you!*

# Data Cleanup

## Update Contact Information

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Please update contact information in TeamWorks to prevent it from appearing on your GA@WORK profiles and being visible to suppliers.

## Complete your agency's 2027 contract renewals in TeamWorks by June 1, 2026

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This will ensure the latest contracts are converted to GA@WORK and reduce the need for catch-up contracts. A quick reference guide will be sent in a follow-up email.