

## DEFINITION OF A SUPER USER

A SUPER USER is an individual in an organization that is the “resident expert” for a system and/or business process.

A SUPER USER is the first person to call for help when you are learning a new system or process.

A SUPER USER engages and assists with training co-workers so that they are comfortable with new systems and processes.

A SUPER USER represents you.



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## superUSERS

Do you know someone who is:

- A strong communicator?
- An advocate of continuous improvement?
- A high performer?
- Respected by colleagues?
- Patient with others?
- Dedicated to the success of your organization?
- Detailed oriented?
- A troubleshooter, resolving issues and fixing problems?
- Reliable?

Then turn the page for a  
great opportunity »





## Super users are the go-to experts

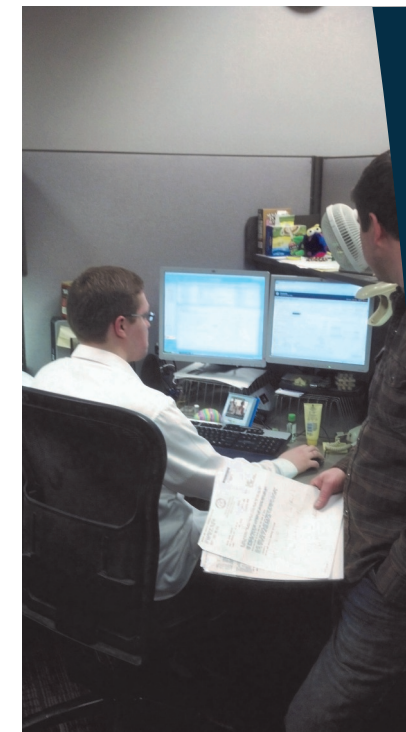
### CONNECTING YOUR OFFICE TO THE MNLARS INFORMATION YOU NEED

You play a significant role in the successful implementation and ongoing support for MNLARS. That is why Driver and Vehicle Services (DVS) and MN.IT Services want to offer you the opportunity to become truly engaged in the process of putting MNLARS into action, by naming someone from your office as your super user.

Super users are your go-to experts, the first level of assistance when questions arise during training or when you need help completing a

transaction. They have a solid understanding of your business processes and a knowledge of how MNLARS will work with those processes.

Your super user will ease the transition to MNLARS for your office and will be your representative on the MNLARS project. Select your super user and notify us today! Contact Elizabeth Ossers at 651-201-7584 or by email at [elizabeth.ossers@state.mn.us](mailto:elizabeth.ossers@state.mn.us)



### CHARACTERISTICS OF SUCCESSFUL SUPER USERS

- CARES FOR THE SUCCESS OF YOUR ORGANIZATION
- CARES ABOUT YOUR PROCESS TEAM'S SUCCESS
- CURIOSITY
- ADAPTABLE TO CHANGE
- LOVE OF LEARNING
- DETAIL ORIENTED

## improve satisfaction with a super user

### ESTIMATED TIME INVESTMENT

Super users will invest about 24 hours in training. Much of it can be done over the computer in your office. The training prepares super users for the role they will play at your office when you "go live" with MNLARS and includes:

- MNLARS Self-registration and Application
- Microsoft Lync—a communication software tool that lets you talk, share desktops and programs, and work together with your colleagues in real-time from your own computer
- Ticketing System Overview—how to manage requests for help using the tool that is supported by MN.IT Services at DPS
- Super User Support Processes

**Practice Environment.** Super users are asked to commit to spending at least one hour a day in the practice environment to improve and maintain their knowledge of the MNLARS application.

**Testing.** Super users have the opportunity to be part of User Acceptance Testing (UAT). Super users can conduct UAT from their own office computer.

### GETTING STARTED

We are so excited to begin the super user program for the first release of MNLARS. It will help to ensure a smooth and customer-centric rollout while providing an expert right in your office.

**Contact: Elizabeth Ossers**

**Email:** [elizabeth.ossers@state.mn.us](mailto:elizabeth.ossers@state.mn.us)

**Phone:** 651-201-7584

**By:** Wednesday, September 4



Once you provide us with the name of your super user and their contact information, our next step is to schedule training for them.

Training will begin in mid-September and prepares super users for their part in the MNLARS Release 1 process.

### KEY SUPER USER RESPONSIBILITIES

- Provides the first line of support for users on training and processes
- Tracks support questions and submits them to the state
- Assists you and the state with scheduling and tracking of training activities
- Participates in MNLARS System User Groups and Process Leadership Committees to review the system and process changes
- Actively participates in UAT for new system functionality
- Helps to communicate the availability of new process and system features



### NOT JUST TECHNOLOGY

Super users are not just about technical skills. They need to have good communication and business skills as well so that they can engage their co-workers in the process.



### TWO WAY STREET

Communication isn't a one way street. For any project to be successful, we need to have effective communication that fosters creative problem solving and teamwork.



### QUESTIONS?

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