



>
accenture

**NEW JOINER
ONBOARDING DECK**

THE ACCENTURE WAY AT **CARDINAL HEALTH**

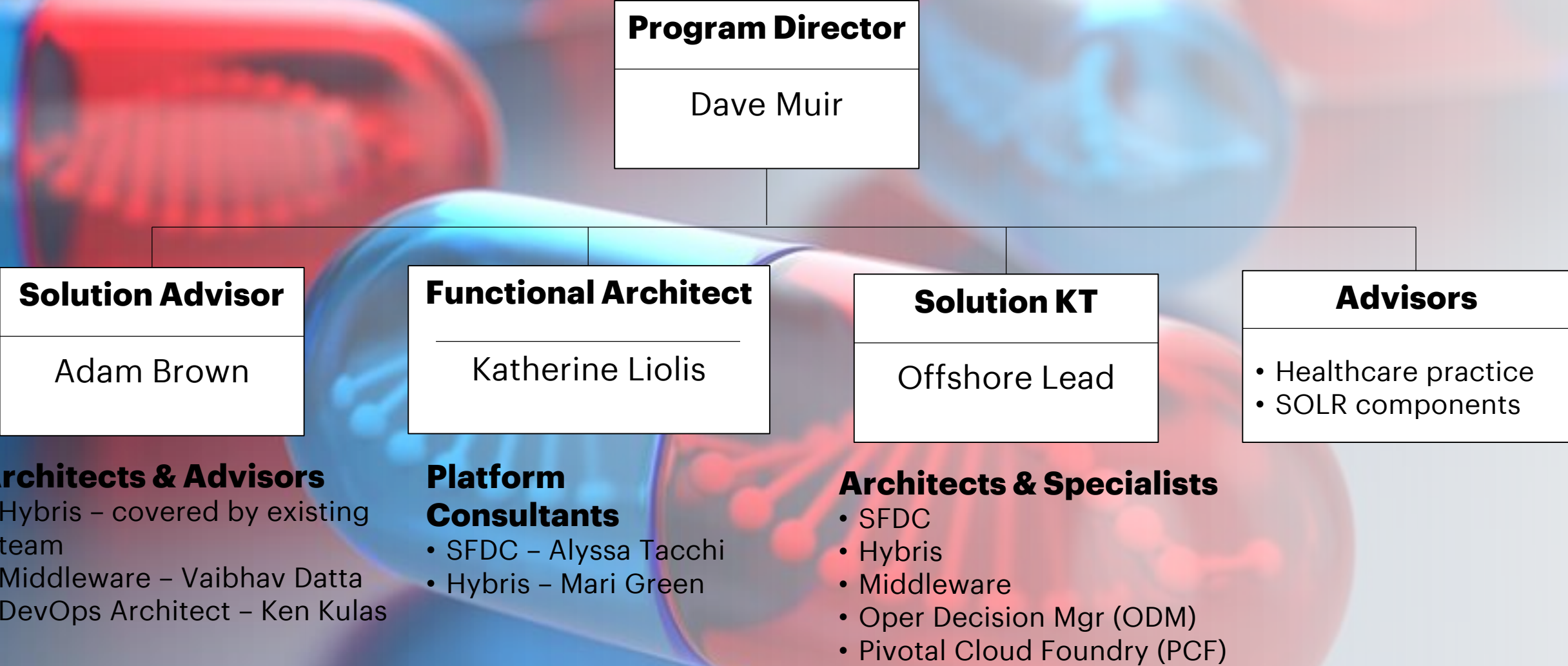
WELCOME TO CARDINAL HEALTH

AGENDA

- Cardinal Health Overview
- Accenture's History with Cardinal Health
- Recent Account Transformation – Pivot to New IT
- Cardinal Leadership Organization Chart / Structure
- Accenture Account Organizational Chart
- Links, Lists, and Resources

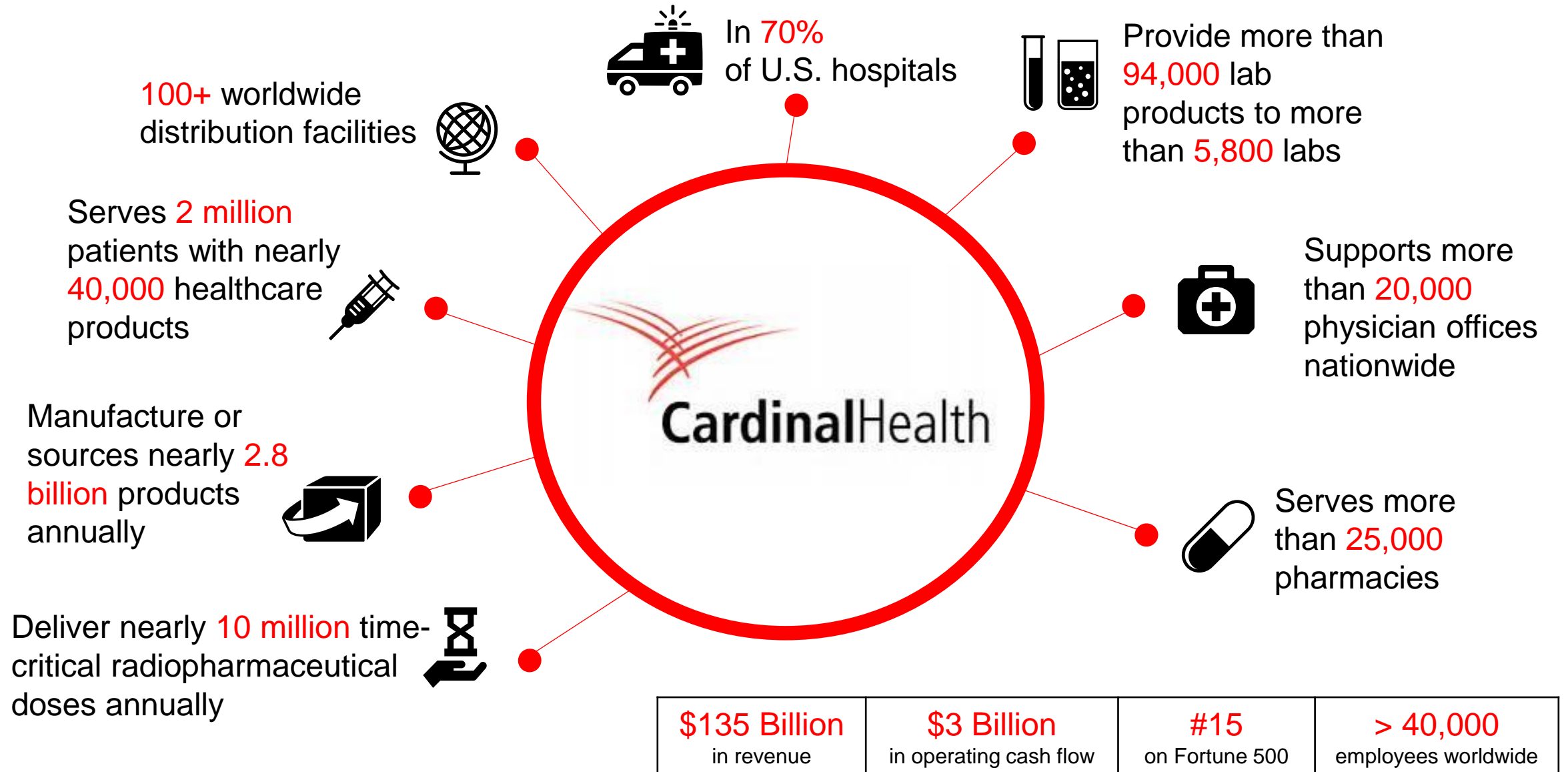
ACCENTURE TEAM

TEAM STRUCTURE



CARDINAL HEALTH OVERVIEW

CARDINAL HEALTH IS A FORTUNE 500 HEALTH CARE SERVICES COMPANY BASED IN OHIO US, SPECIALIZING IN DISTRIBUTION OF PHARMACEUTICALS AND MEDICAL PRODUCTS.



CARDINAL HEALTH – AT A GLANCE

FAST FACTS

- **CARDINAL HEALTH IS A PUBLICLY LISTED TOP 50 GLOBAL COMPANY SPECIALIZING IN HEALTHCARE SERVICES AND WHOLESALE DISTRIBUTION.**
- **FOUNDED IN 1971. THE COMPANY SERVES MORE THAN 60,000 HEALTHCARE SITES DAILY AND HAS OVER 50,000 CUSTOMERS IN NORTH AMERICA.**
- **ONE-THIRD OF ALL DISTRIBUTED PHARMACEUTICAL, LABORATORY AND MEDICAL PRODUCTS IN THE U.S. AND PUERTO RICO FLOW THROUGH THE CARDINAL HEALTH SUPPLY CHAIN**
- **PRODUCTS SOLD – PHARMACEUTICALS VIA THEIR DISTRIBUTION BUSINESS AND MEDICAL SUPPLIES (GLOVES, IV SOLUTIONS, LAB SUPPLIES) VIA THEIR MED DIVISION.**
- **CUSTOMERS - SUPPLIERS AND MANUFACTURERS THRU PHARMA SOLUTIONS, PATIENTS THRU DTP RETAIL PLATFORM, CARDINAL HEALTH PHARMACIES, CONSUMER HEALTHCARE PRODUCTS, HEALTHCARE PROVIDERS, CLINICAL TRIALS LOGISTICS, CHANNEL MANAGEMENT INTELLIGENCE – DATA SERVICES, VACCINES DISTRIBUTION FOR CENTER FOR DISEASE CONTROL, GOVERNMENT**
- **KEY COMPETITORS – MCKESSON, AMERISOURCEBERGEN CORP (ABC), HENRY SCHEIN**

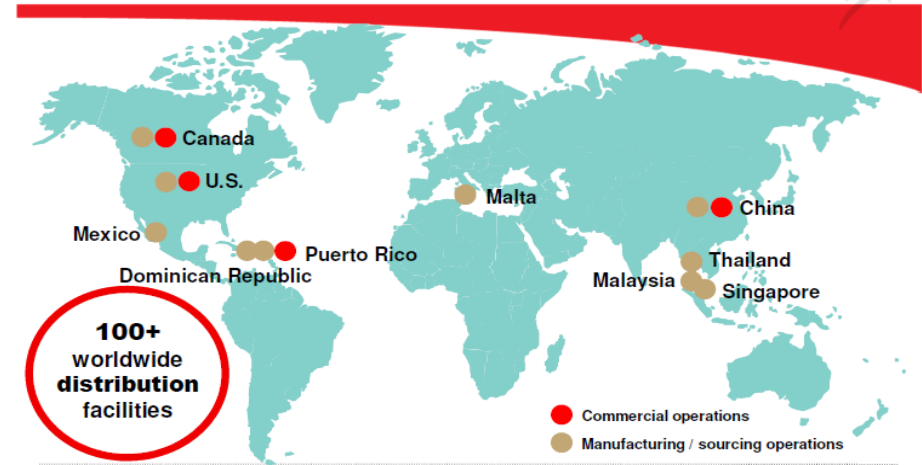
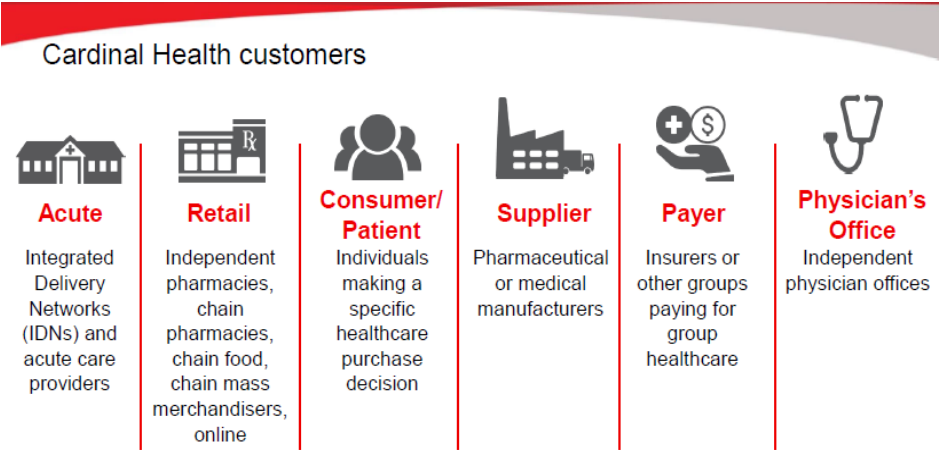
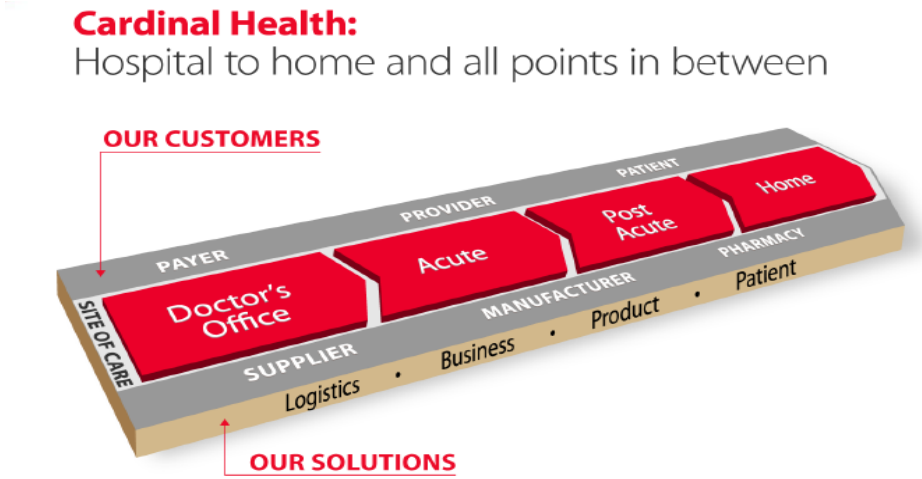
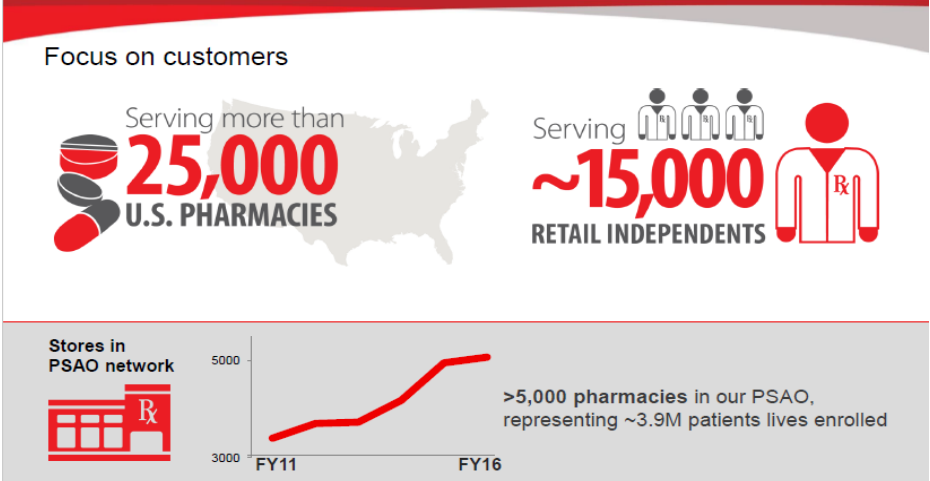
PHARMACEUTICAL SEGMENT

Our Pharmaceutical segment consolidates pharmaceuticals from hundreds of manufacturers into site-specific deliveries to retail pharmacies, hospitals, mail-order facilities, physician offices, surgery centers and long-term and other alternate care facilities. Through this segment, Cardinal Health offers the most secure, efficient and economical source of pharmaceuticals, specialty plasma products and value-added services to healthcare providers and pharmaceutical manufacturers. Cardinal Health also operates the world's largest network of nuclear pharmacies and is expanding its positron emission tomography (PET) agent manufacturing capabilities to support new drug development and the future of personalized medicine. In addition, about 200 hospitals across the U.S. outsource the management of their inpatient pharmacy to Cardinal Health because of our proven expertise and track record of improving efficiency and safety within inpatient pharmacies.

MEDICAL SEGMENT

In addition to delivering medical-surgical products to ambulatory care centers, physician offices, clinical laboratories and hospitals across the U.S. and Canada, the Cardinal Health Medical segment also manufactures high-volume replenishable products such as gloves, gowns, surgical drapes, scrubs and fluid management products. In addition, the Medical segment includes the Cardinal Health surgical and procedural kitting operations that assemble all necessary single-use surgical products and apparel for specific procedures into one kit, allowing clinicians to focus on the patient. The value-added services offered by the Medical segment also reflect the consultative approach that Cardinal Health takes with healthcare providers to improve efficiency and safety across their operations.

CARDINAL HEALTH'S FOCUS



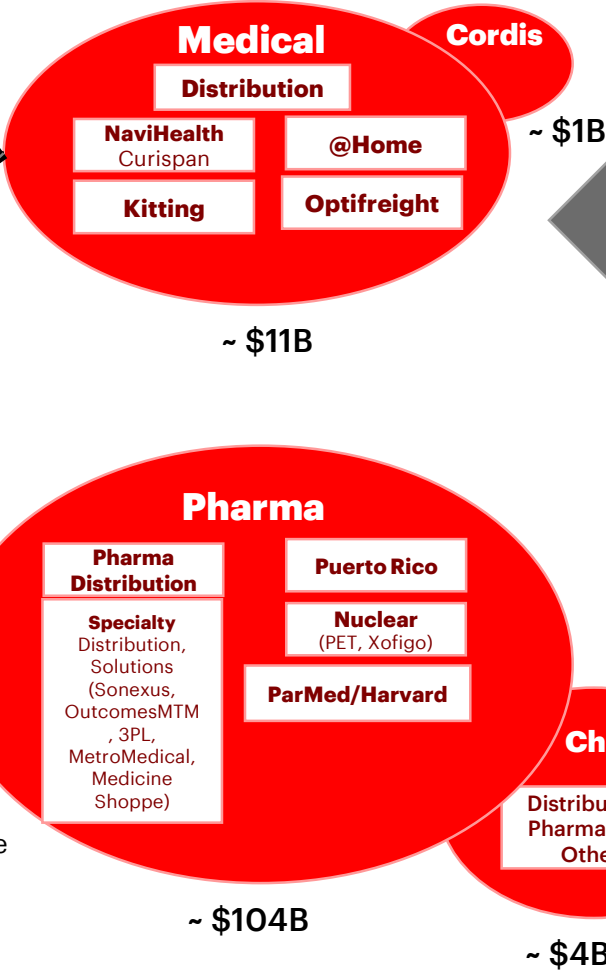
CARDINAL STRUCTURE AT A GLANCE

OVERVIEW OF THE CORE OF CARDINAL'S BUSINESS

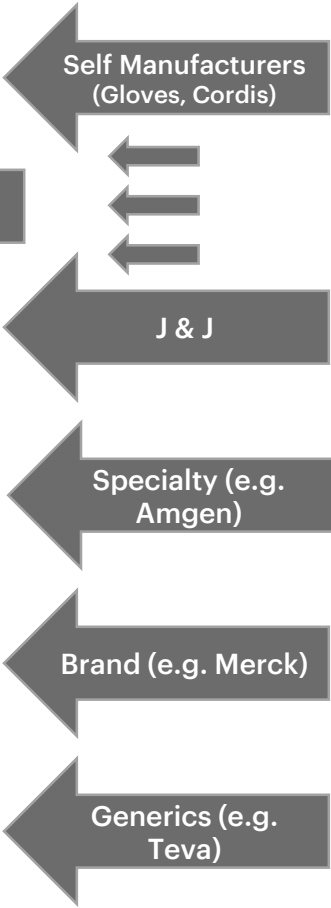
Customers



Core



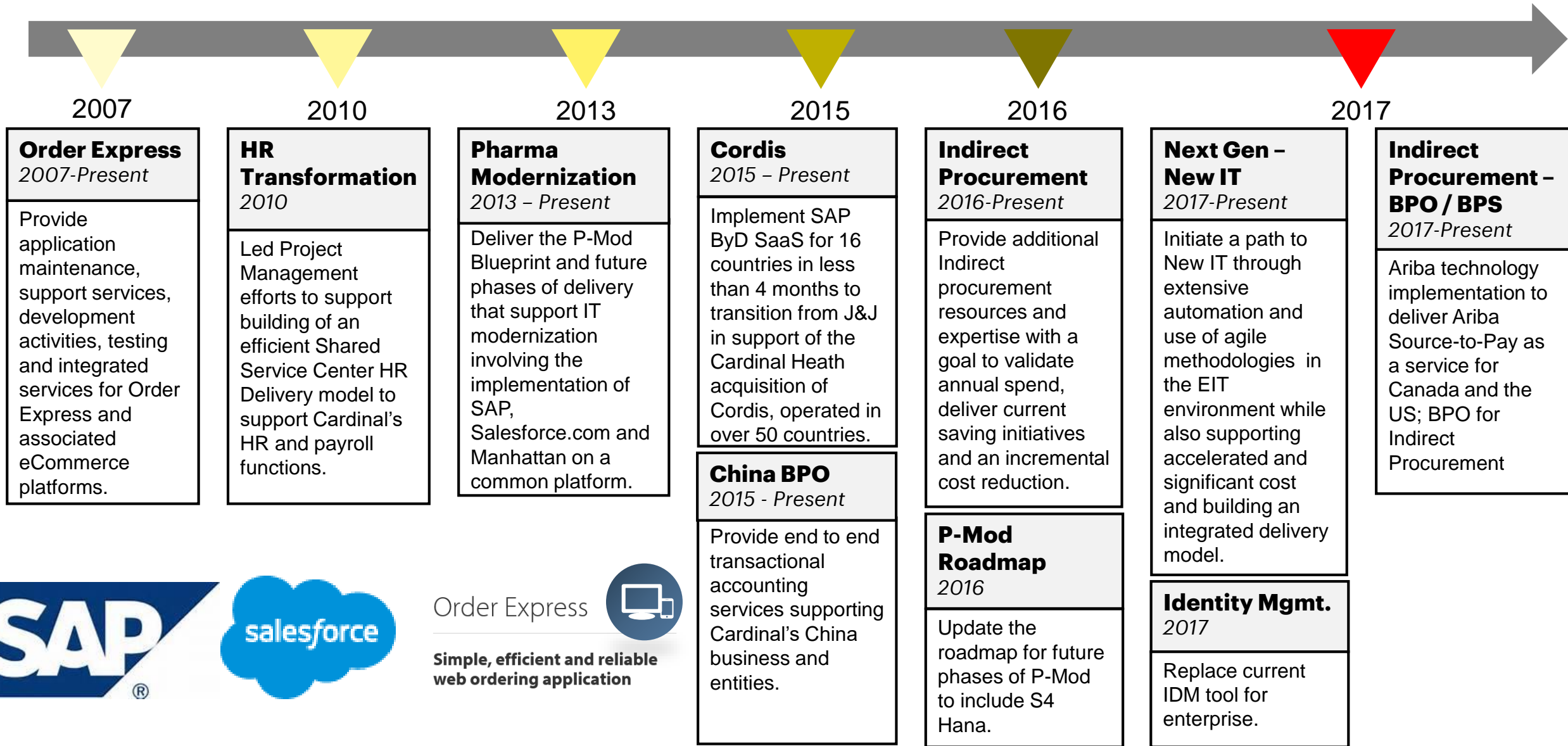
Supplier



— Weight is relative revenue

● Major business entities

ACCENTURE HISTORY AT CARDINAL



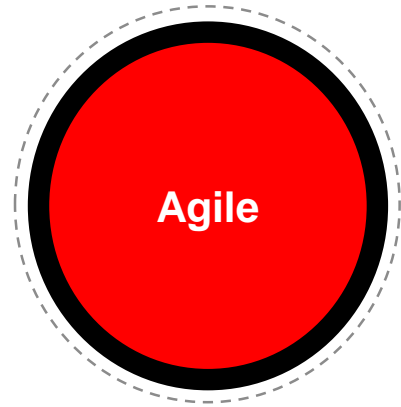
Order Express



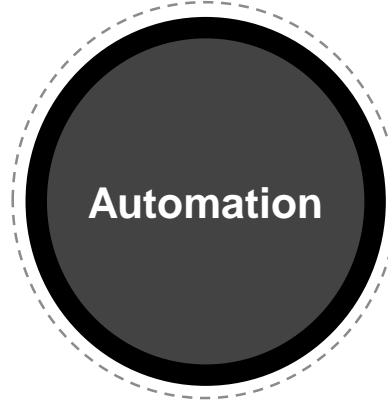
Simple, efficient and reliable web ordering application

CARDINAL HEALTH – GROWTH IN THE NEW

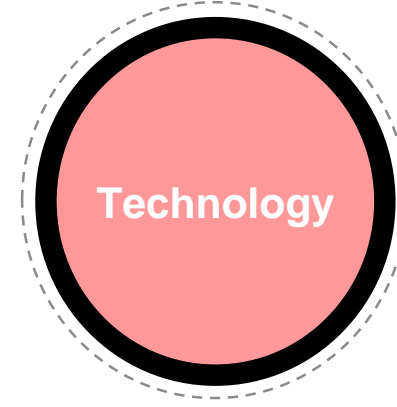
GOAL – USE OUR NEW IT EXPERIENCE WITH TO COLLABORATIVELY WORK WITH THE CLIENT TO DEVELOP A PATH FOR CARDINAL HEALTH TO BECOME THE POSTER CHILD FOR NEW IT.



Agile Transformation
Agile Ways of Working
Scaled Agile Framework
(SAFe) for SAP
DevOps



myWizard
SAP Bots
Splunk
Worksoft for Test Automation
Touchless testing platform
Robotic Process Automation (RPA)



S/4 Hana
Suite on Hana
SAP Leonardo
ARIBA
Data Analytics
Internet of Things (IoT)
Artificial Intelligence (AI)
Cloud Migration

THE NEW IT PROGRAM OVERVIEW

Expectation from Cardinal – All new and existing work should embody the principles of Growth in the New as noted below.

Design Principles



Provide **significant savings** from Year 1 while improving speed and quality of services delivered



Implement a **simplified and integrated service delivery model** to improve quality of service and user experience



Leverage Accenture myWizard to drive extensive automation across EIT landscape



Support a culture of sustained innovation as we pivot CAH to being the poster child for New IT

Accelerate Enterprise IT at Cardinal by pivoting on these three pillars:

Culture Embracing New IT

Uplifting Talent

Technology Enabled Innovation



COST



Accomplish Lean and Efficient IT

SPEED



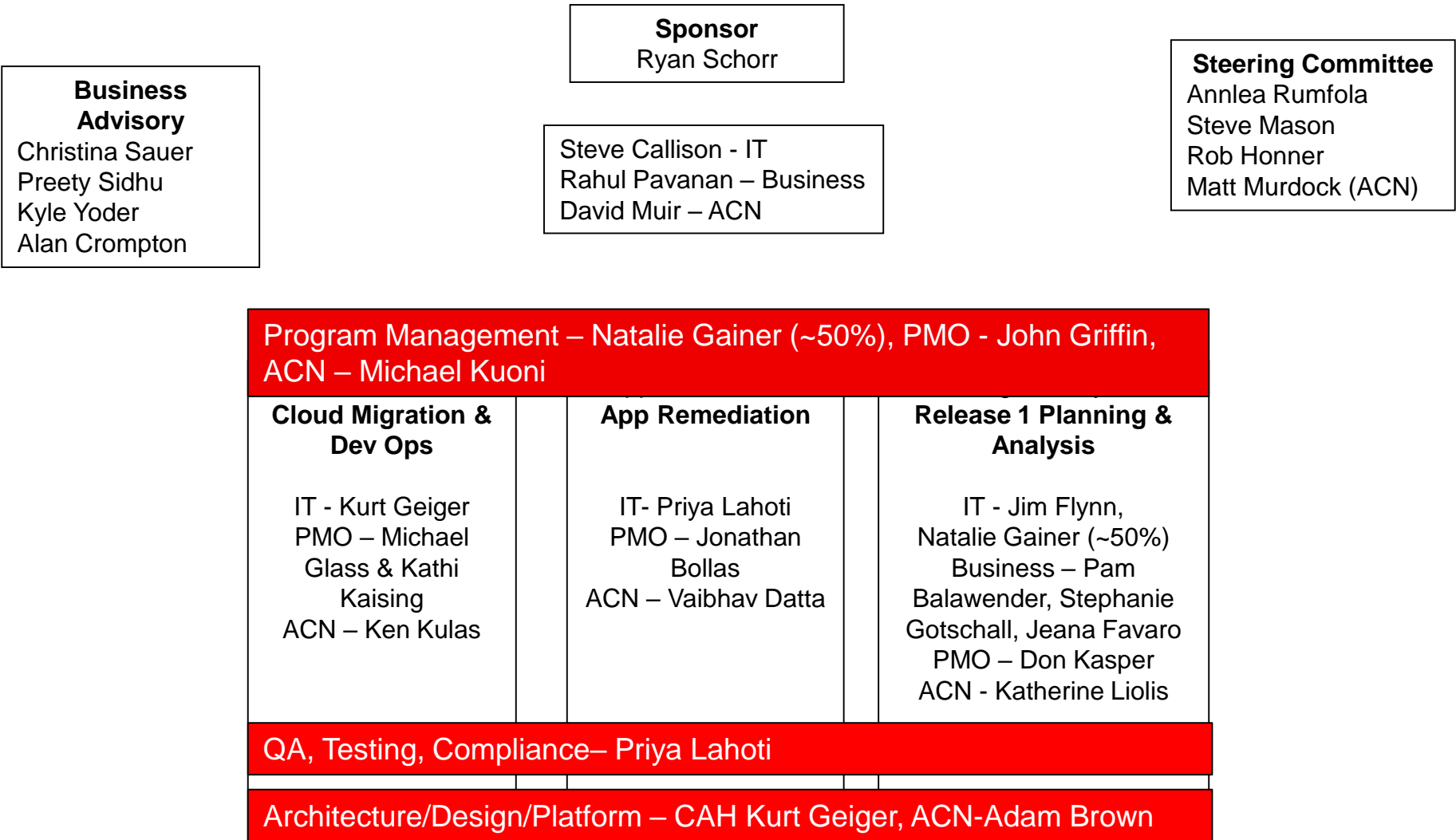
Enable IT to Accelerate Business

VALUE



Be CAH's trusted partner to achieve New IT

EPST PROGRAM – ORGANIZATIONAL OVERVIEW



CLIENT DATA PRIVACY

***IMPORTANT NOTE** – Each team member has to read through CDP policies /control details and ensure that these are adhered to. On completion provide acknowledgement on the link received over mail as part of on-boarding.

Dos

- Ensure access for client production environments have the adequate level of security controls.
- Use only Accenture/Client approved devices to access client confidential data.
- Secure the media (including hardcopies that contain client data) in a lock & key storage.
- If locations of any confidential documents need to be shared in an email, use only encrypted email. Provide the links only for sites where secure access exists to retrieve confidential documents.
- Take full responsibility for Client Data and follow Accenture Security Directives as notified.
- Protect client data in your possession – on laptops, backup devices, approved portable or recordable media, paper files and print outs.
- Learn client/project specific details of access restrictions and information security policy guidelines.
- If you sign project specific Non-Disclosure Agreement (NDA), understand the terms and conditions.
- Inform your Project supervisor (if you are a team member) or inform your Senior Exec. (if you are a PM/DL) for any security violation in your project that you become aware of.

Don'ts

- Don't share passwords/user ids or client provided secure tokens.
- Don't send confidential/Accenture/Client data (codes, documents etc.) from or to a private e-mail account, via Text, Instant Message, SMS, etc.
- Don't share project/client information with others not involved in that work.
- Don't use client data for any purpose other than to provide specified services to the client and in accordance with client instructions.
- Don't keep any client related information on your personal PCs/Laptops/other media devices. Don't keep any client/project information after getting released from a project/client work.
- Don't use information pertaining to a specific client/project beyond the intended purposes, unless:
 - you have checked first with Contract Management or Legal Team to ensure that Accenture has a right to reuse these materials;
 - you are certain that there are no client specific data embedded within those materials.
- Don't tailgate/enter a secured bay, if you aren't granted access in a formal basis. Swipe your badge while entering/exiting such bays.
- Don't print client confidential data/information on a common printer that you don't monitor as you print it.
- Don't share your laptops containing Accenture/client data to other resources/personnel either within or outside of Accenture.
- Don't leave devices containing Accenture/client data unattended, without securing them first.

HIPAA TRAINING

HIPAA stands for the Health Insurance Portability and Accountability Act. It is a US law designed to provide privacy standards to protect patients' medical records and other health information provided to health plans, doctors, hospitals and other health care providers.

- Due to the nature of the systems and data required on the program, each resource is required to complete HIPAA training.
- There is mandatory training issued by the Cardinal Health and administered through the Enterprise Cardinal Health training portal.
- Each Accenture resource is required to complete this training as soon as it becomes available.
- HIPAA data should only be accessed on an as-needed basis and should only reside in Stage or Production environments.
- HIPAA data (patient data) should remain in Cardinal Health environments at all times.

ONBOARDING ACTIVITIES

STAFF ONBOARDING PROCESS

1. To proceed with onboarding request, forward below information to PMO lead, currently: chris.Koepsel@Accenture.com

First Name	Last Name	Date of Birth	Accenture Email	Accenture ID	Enterprise ID	Start Date	Projected End Date	Product Area	New IT Role	CAH Hiring Manager
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2. Onboarding will be initiated, triggering notification email.
3. PMO will share the details with Cardinal hiring manger for Cardinal side onboarding. Full onboarding takes approximately 1-2 days from time of submission.
4. Onshore resources will have to complete a drug test and background check. They will receive emails from ACN CSS team and HireRight to complete the check.
5. Cardinal hiring manager will submit the IDM and AWS requests which will provision the following.
 - i. Network ID: Network ID for the user as: firstname.lastname
 - ii. Email Account: Email account for firstname.lastname@cardinalhealth.com
 - iii. ServiceNow Default access to raise access request, report IT issues, time reporting
 - iv. AWS Virtual workstation. Details in activation email.
 - v. Laptop & VPN Laptop and VPN access for onshore users



* Please note that it will take up to 24 hours for the email account to get activated after creation.

6. **Once Resource has User ID** (which will be communicated to his external email ID or shared with his Accenture manager). User will need to update password
7. Next step will be raising required SAP access and Tools request from ServiceNow.
8. For SAP User ID would be different from Webmail/Cardinal access. The credentials will be communicated on the user's Cardinal Email once the access is provisioned XXXXXX (SAP)

****Help desk to resolve any issues arising, phone number 1-866-300-4357." ****

If there are challenges in reaching the helpdesk, a ticket in Service Now can also be raised with complete details of issue/requirement.

HELPFUL GUIDES FOR GETTING STARTED AT CARDINAL

Description	Document
As part of the onboarding process, you will receive a Cardinal EID/email. To set up your Cardinal email in your Outlook app, use this job aid.	 Setting up dinal Email in Outk
(Onshore Only) Site Badge	Email Don Kasper requesting badge Donald.Kasper@cardinalhealth.com
(Onshore only) Booking a conference room in a Cardinal building	 Booking a Conference Room

TOOLS: LINKS AND INSTRUCTIONS

Jira/Confluence Access -

- Follow steps on confluence <https://confluence.cares.cardinalhealth.net:8443/pages/viewpage.action?pageId=7864532>

AWS Workstation access

- Follow steps on confluence <https://confluence.cares.cardinalhealth.net:8443/display/AI/Developer+Workstation+-+Amazon+Workspace>

PCF Access -

- Access to PCF is a little complicated. It is not currently integrated with Active Directory. You need to attempt to log in to the portal (<https://login.system.cf.np.cahcloud.net/login>) with your enterprise id, which of course will fail. But this does create a shadow account in PCF, which can then be enabled.

NewRelic Access –

- It is managed through AD/Service Now. The procedure is here: <https://confluence.cares.cardinalhealth.net:8443/display/AI/New+Relic>

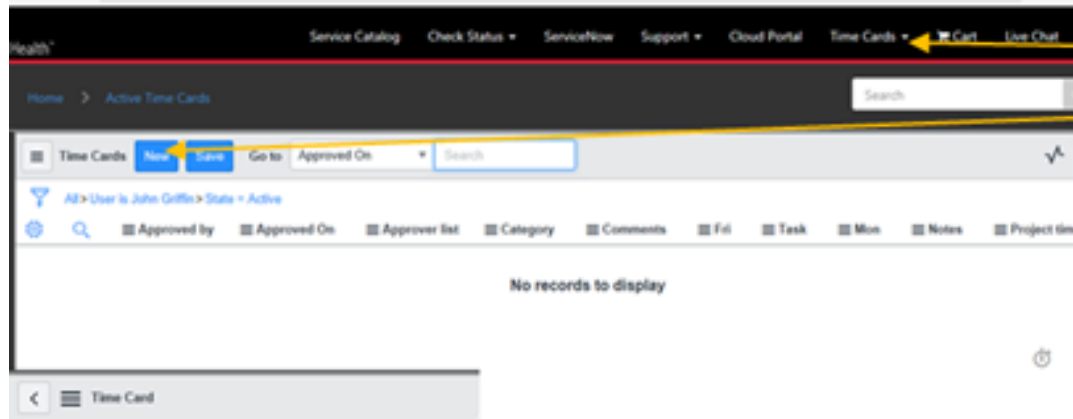
Splunk Access -

- It is managed through AD/Service Now. The procedure is here: <https://confluence.cares.cardinalhealth.net:8443/display/AI/Splunk+Indexes+and+Active+Directory+Groups>

Team forge Access

- Follow these steps <https://confluence.cares.cardinalhealth.net:8443/display/AI/Requesting+Team+Forge+Access>

SERVICENOW TIMESHEET GUIDE



Week starts on: 2018-12-10

State: Active

User: [User Selection]

Category: Task Work

* Task: [Task Selection]

Phase: [Phase Selection]

3. Select start of week date (it is always a Monday)

4. Click magnifying glass to select Task

PRJ/TASKG183452	EPST Cloud Migration and DevOps - EXP	Active	Edgepark System Transformation
PRJ/TASKG183449	EPST Cloud Migration and DevOps - CAP	Active	Edgepark System Transformation
PRJ/TASKG183448	EPST R1 Analysis and Design - CAP	Active	Edgepark System Transformation
PRJ/TASKG183451	EPST R1 Analysis and Design - EXP	Active	Edgepark System Transformation
PRJ/TASKG183453	EPST Remediation - EXP	Active	Edgepark System Transformation
PRJ/TASKG183458	EPST Remediation - CAP	Active	Edgepark System Transformation

5. Select the task for time entry

Time Card - 2018-12-10

Week starts on: 2018-12-10

State: Active

User: [User Selection]

Category: Task Work

* Task: EPST Remediation - CAP

Mon: [Time Entry]

Tue: [Time Entry]

Wed: [Time Entry]

Thu: [Time Entry]

Fri: [Time Entry]

Save Submit for Approval

6. Enter time for this task by day of week

7. Click Save or Submit for Approval as appropriate

8. Repeat steps 2 thru 7 for all time records

TRAVEL INFORMATION/LOGISTICS

Recommended Hotels	<ol style="list-style-type: none"> 1. AC Hotel by Marriott Cleveland Beachwood 300 Park Ave Suite 200, Beachwood, OH 44122 2. SpringHill Suites Cleveland Solon 30100 Aurora Road, Solon, OH, 44139
Airport/Flight Times	<p><u>Arrivals</u> – (Monday) Plan to be in office prior to 12pm</p> <p><u>Departures</u> – (Thursday) Plan to leave office no earlier than 3pm</p> <ol style="list-style-type: none"> 1. Cleveland Hopkins International Airport 5300 Riverside Dr, Cleveland, OH 44135 2. Akron-Canton Airport 5400 Lauby Rd, North Canton, OH 44720
WBS	Please ask your supervisor and PMs for the WBS you should charge your time to.
Office Address	1909 Summit Commerce Park Twinsburg, OH 44087 <u>Dress Code:</u> Business casual
Rental Cars	Rental Cars can be purchased at airports *Carpooling is recommended!*
Additional Information	<div>     </div> <div> Traveling Job Aid- Hiring Managers Hiring Manager Memo Travel Job Aid Contractor Travel Quick Reference Guide </div>

IMPORTANT LINKS

Cardinal SharePoint Link

<https://collab.cardinalhealth.net/CookieAuth.dll?GetLogon?curl=Z2FsitesZ2FPMModZ2FDeliverablesZ2FFormsZ2FGroupByTeam.aspx&reason=0&formdir=5>

Cardinal Webmail

<https://mail.cardinalhealth.com/owa/>

Link to change initial password

<https://my.cardinalhealth.net/Pages/default.aspx>

Link to Access VPC:

<https://myworkspaceOH.cardinalhealth.net>

ServiceNow

<https://cardinal.service-now.com/navpage.do>

SRT

SRT 1: 1-855-241-2663 ,97139# - <https://meet.cardinalhealth.com/gmb-srt-line1/PIDBWHF2>
SRT 2: 1-855-241-2663 ,78806# - <https://meet.cardinalhealth.com/gmb-srt-line2/7AAT6WU2>
SRT 3: 1-855-241-2663 ,74684# - <https://meet.cardinalhealth.com/gmb-srt-line3/M4WLC1UP>
SRT 4: 1-855-241-2663 ,17806# - <https://meet.cardinalhealth.com/gmb-srt-line4/X2WREEII>
SRT 5: 1-855-241-2663 ,65688# - <https://meet.cardinalhealth.com/gmb-srt-line5/GTB653BK>
SRT 6: 1-855-241-2663 ,66917# - <https://meet.cardinalhealth.com/gmb-srt-line6/ODO2KA7H>
SRT 7: 1-855-241-2663 ,68022# - <https://meet.cardinalhealth.com/gmb-srt-line7/YOTRFRPN>

ACCENTURE DISTRIBUTION LISTS

List Name	List Address	Description
Cardinal NewIT PMO	Cardinal.NewIT.PMO@accenture.com	This group is intended for all NewIT PMO resources.
Cardinal eComm Onshore	CardinaleComm.Onshore@accenture.com	Onshore eComm Team (not including executives)
Cardinal Health Exec All	CardinalHealthExecAll@accenture.com	Distribution List of All US MD/SM's assigned to Cardinal Health
Cardinal Health US	CardinalHealthUS@accenture.com	Cardinal Health All US Team Members (including Executives)
Cardinal Health Offshore	CardinalHealthOffshore@Accenture.com	Cardinal Health Offshore Members
Pharma Corp SAP Support	PharmaCorpSAPsupport@accenture.com	Pharma Corp SAP Support group
PMOD SAP Support	PmodSAPsupport@accenture.com	SAP support group for PMOD
SFDC Support	SDFCsupport@accenture.com	Support team for SFDC
Cardinal Shared CFM	CardinalSharedCFM@accenture.com	CFM team

ADDITIONAL RESOURCES

For questions regarding onboarding, please contact Cardinal.NewIT.PMO@accenture.com.

Number to call to reset Cardinal Password: 614-757-4357

24x7 Cardinal IT Support no. +1-866-300-4357 to report incidents or reset password.

Cardinal References

[Accenture Cardinal Health SharePoint](#)

***Please note that different projects may have different onboarding requirements – discuss with your lead if you have questions.**

Life Sciences / Industry References

[Life Sciences Innovation](#) and [Innovation Navigator](#)

[Life Sciences Market Fact Pack](#): Current stats and facts about our industry and clients

STAFF OFF BOARDING PROCESS

1. To proceed with offboarding request respective **Project lead** has to raise request in Sharepoint offboarding tool. Details required are -

First Name	Last Name	Accenture Email	Cardinal ID	Roll Off Date	Roll Off Reason	Client Informed? **	CAH Hiring Manager
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****If Client was informed, an email notification sent to the client must be attached****

2. Return Cardinal ID to receptionist.
3. Ensure all expenses have been accounted for and submitted.
4. PMO will share the details with Cardinal hiring manger for Cardinal side offboarding.