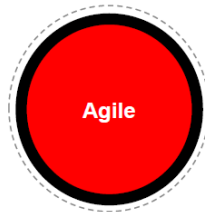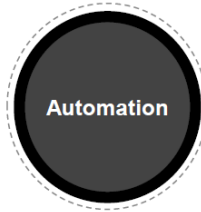# CARDINAL HEALTH – GROWTH IN THE NEW

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

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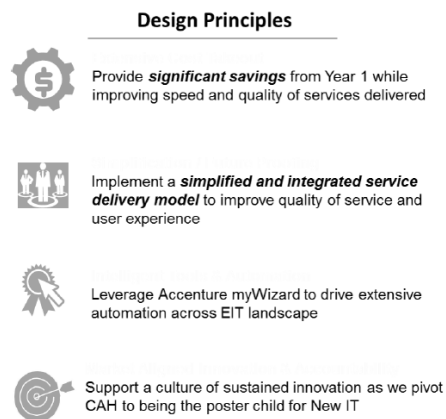Agile Ways of Working
Scaled Agile Framework
(SAFe) for SAP
DevOps

Automation

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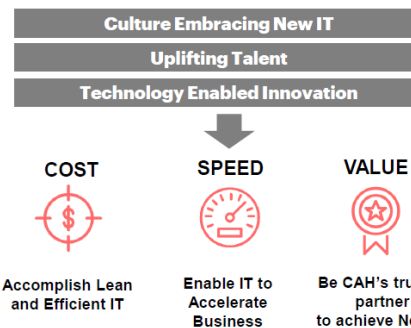Robotic Process Automation (RPA)

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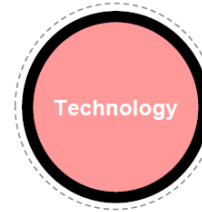
S/4 Hana
Suite on Hana
SAP Leonardo
ARIBA
Data Analytics
Internet of Things (IoT)
Artificial Intelligence (AI)
Cloud Migration

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

Sponsor
Ryan Schorr

Business Advisory
Christina Sauer
Preety Sidhu
Kyle Yoder
Alan Crompton

Steve Callison - IT
Rahul Pavanan – Business
David Muir – ACN

Steering Committee
Annlea Rumfola
Steve Mason
Rob Honner
Matt Murdock (ACN)

Program Management – Natalie Gainer (~50%), PMO - John Griffin, ACN – Michael Kuoni

Cloud Migration & Dev Ops	App Remediation	Release 1 Planning & Analysis
IT - Kurt Geiger PMO – Michael Glass & Kathi Kaising ACN – Ken Kulas	IT- Priya Lahoti PMO – Jonathan Bollas ACN – Vaibhav Datta	IT - Jim Flynn, Natalie Gainer (~50%) Business – Pam Balawender, Stephanie Gotschall, Jeana Favaro PMO – Don Kasper ACN - Katherine Liolis

QA, Testing, Compliance– Priya Lahoti

Architecture/Design/Platform – CAH Kurt Geiger, ACN-Adam Brown

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

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 Outl
(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

1. Select Active Time Cards
2. Create New Time Card
3. Select start of week date (it is always a Monday)
4. Click magnifying glass to select Task
5. Select the task for time entry
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	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	<u>Arrivals</u> – (*Monday*) **Plan to be in office prior to 12pm** <u>Departures</u> – (*Thursday*) **Plan to leave office no earlier than 3pm** 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 **Dress Code:** Business casual
Rental Cars	Rental Cars can be purchased at airports ***Carpooling is recommended!***
Additional Information	Traveling Job Aid– Hiring Managers Hiring Manager Memo Travel Job Aid Contractor Travel Quick Reference Guide

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

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.

IMPORTANT LINKS

Cardinal SharePoint Link
https://collab.cardinalhealth.net/CookieAuth.dll?GetLogon?curl=Z2FsitesZ2FPModZ2FDeliverablesZ2FFormsZ2FGroupByTeam.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