Treasurer’s Town Hall

J. Michael Gower
Executive Vice President for Finance & Administration
and University Treasurer

Camden Campus Center
April 19, 2016
Agenda

• Transformation at-a-Glance
  – Financials Management
  – Procurement
  – Human Resources / Payroll
  – Budget
  – Change Management Strategies

• Transition to Outlook

• How You Can Be a Part of the Process

• Q&A
TRANSFORMATION AT-A-GLANCE
Financials Management

• **System Testing**
  – **Objectives for system testing**
    • Learn functionality of new system and business processes it supports
    • Validate new system supporting business processes
    • Identify system issues and work with testing team to resolve
    • Confirm end-to-end cycle with interfacing systems
  – **Testers selected, invited to kick-off meetings** – April 18, 19 and 22
  – **Testing cycles**
    • **SIT1**: April 25-May 20
    • **SIT2**: June 20-July 22
    • **User Acceptance Testing**: August 22-September 16
Financials Management

• **University-Wide Road Shows**
  – To be led by Steve DiPaolo, Controller and Project Champion for the Cloud Financials Management project
  – **Overview and recorded demos**
  – **Seven sessions across the University between May 2-11**
    – Camden May 4
    – New Brunswick/ Piscataway May 2 (College Ave) May 10 (Livingston) May 11 (Busch)
    – Newark May 3
    – RBHS May 3 (Newark) May 6 (New Brunswick)
Financials Management: Transaction Flow

**Transaction Types**
- Time and Labor
- Internal Source Systems
- Journal Entries
- Project Detail

**PeopleSoft (HR / Payroll)**
- Employees
- Commitment Accounting/Payroll
- Time and Labor
- Benefits

**SciQuest**
- Procurement Data

**Oracle Cloud**
- Journal Entries
- Cloud Sub-ledgers
- Source Systems
- Manual Project Detail
- Bank Statements
- Grants

**RAPPS**
- Pre-awards

**Data Warehouse**
- General Ledger Balances
- Project Detail
- Payroll Detail
- Reporting
Procurement: Procure-to-Pay

• Preparing for Testing
  – Testing: May 30 - August 19
  – User Acceptance Testing: September 5 - 28
  – Planning for training
  – Developing conversion strategy

• Next Steps
  – Prepare for campus road shows to be held in June
Procurement: Expense Management

• Preparing for Testing
  – SIT1: April 25 - May 20 (key users from design sessions)
  – SIT2: June 20 - July 22 (Super Users)
  – User Acceptance Testing: August 22 - September 16 (select user groups)
  – Planning for training

• Next Steps
  – Prepare for campus road shows to be held in June
Procurement: Transaction Flow

**Transaction Types**

- **Purchasing needs**
  - SciQuest
    - Requisitions
    - Purchase Orders
    - Receipts
    - Invoices
    - Suppliers
  - Oracle Cloud
    - Procurement
      - SciQuest data, and approval to pay invoice
    - Payments
    - Expense
      - Expense requests
      - Payments
  - PeopleSoft (HR / Payroll)
    - Employees
  - Data Warehouse
    - Procurement and Expense
      - Accounts Payable and Purchase Orders
    - Transaction Detail
    - Suppliers
    - Chart of Accounts Values

- **Payment requests from external systems, i.e. student and patient refunds**

- **Expense requests**

Payment requests from external systems, i.e. student and patient refunds.
HR / Payroll: Transaction Flow

**Transaction Types**

- Time and Labor

**PeopleSoft (HR / Payroll)**
- Employees
- Commitment Accounting/Payroll
- Time and Labor
- Benefits

**Oracle Cloud**
- Payroll Journal Entries
- Payroll Project Detail

**Data Warehouse**
- GL Balances
- Project Detail
- Payroll Detail
- Reporting
Budget (Responsibility Center Management, Hyperion)

• Hyperion Planning Tool is live

• Responsibility Centers began budgeting for FY17 in late March
  – Continue to analyze, partner with Chancellors to finalize budgets

• Cost Centers completed preliminary FY17 budgets Fall 2015
  – Received updated budget information in early April
  – Will begin re-budgeting based on new information in early May

• FY17 budgets will be finalized in mid-May
Change Management: Training Approach

Central Training
- Financials
- Procurement
- HR and Payroll

University-Wide Training
- Oracle Financials Management
- SciQuest 101
- PeopleSoft

Transactions • Processes • Reporting

Post-Training Support: Office Hours, Job Aids, Help Desk
Change Management: Training Delivery Phases

Five phases of an effective training approach

 Prepare Me  Tell Me  Show Me  Let Me  Help Me

Before Training  During Training  On the Job

- Testing experience
- Roadshows
- Communications
- Classroom dialogue
- Process overview and context
- Course slides
- Live system (training environment)
- Transactional demonstrations
- Live system (training environment)
- Process flows
- How it fits into my work
- Hands-on exercises
- Practice in training environment
- Exercise data sheet
- Support email / phone/live chat
- Simulations
- Post Go-Live Support
- Training sandbox and exercises

April/May  June/September  September/Ongoing
Change Management: Key Elements to Training Strategy

A comprehensive training solution includes the following key elements:

- Process
- Documentation
- Attendance
- Tracking
- Campuses
- Roles
- Access to Training
- Availability
- Classrooms
- Class Schedule
- Projectors, PCs, etc.
- Instructors
- Curricula
- Courses
- Modules
- Instructor-Led Training
- Hands-on activities
- E-learning
- Process Documentation
- Attendance Tracking
- Training Tools
- Super Users
- Virtual Help Desk
- Chat Room
- Logistics
- Support
- Audience
- Content
- Delivery
- Tools

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Transition to Outlook

Goals
• Implement single, university-wide e-mail and calendar platform for faculty, staff, guests
• Improve collaboration across campuses, schools, departments and units; calendar management; e-mail discovery/Open Public Records Act requests
• Consolidate existing 50+ e-mail services

Progress to Date
• Secured e-mail environment in Microsoft Cloud
• Successfully converted Office of Information Technology (500 accounts)

Next Steps
• Beginning transition for RBHS (10,000 accounts)
• Partner with IT to gather mailbox information, confirm transition schedules
  – Camden planned for early-mid summer
Next Steps

• Conduct interviews for training manager
  *(Now)*

• Perform testing for all systems
  *(May – September)*

• Host road shows for Financials Management
  *(May 2-11)*

• Prepare for Procurement and HR / Payroll road shows
  *(to be held in June)*

• Continue Outlook rollout
How You Can Be a Part of the Process

• Send questions, suggestions and feedback to:
  – finance@rutgers.edu

• Contact a Business Advisory or School/Unit Representative Group member

  Visit University Finance & Administration site for mailbox addresses and contacts

• Attend road shows for the projects

• Contact me

finance.rutgers.edu/
Questions?
Next Treasurer’s Town Hall

Monday, May 23
10:00 - 11:30 a.m.
College Avenue Student Center (126 College Avenue)
Multipurpose Room