Treasurer’s Town Hall

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

Paul Robeson Campus Center
June 13, 2016
Agenda

• Transformation at-a-Glance

• Changes to Business Processes

• Managing Change

• How You Can Be Involved

• Q&A
TRANSFORMATION AT-A-GLANCE
Administrative Information Systems
Financial, Procurement and Human Resources and Payroll Environment

Procurement (SciQuest)
- Accounts Payable Director
- Supplier Manager
- Req/Ord Manager
- Sourcing Director
- Contract Compliance

Budgeting (Hyperion)
- HFM
- HPCM
- DRM
- Planning

Human Resources and Payroll
- PeopleSoft

Oracle Cloud Financials
- Procurement
- Cash Management
- Accounts Payable
- Projects & Grants
- Expense
- Accounts Receivable

Oracle General Ledger

Data Warehouse

NOTE: HFM (Hyperion Financial Management), HPCM (Hyperion Profitability and Cost Management), DRM (Data Relationship Management), Planning (Hyperion Planning)
CHANGES TO BUSINESS PROCESSES
What Does It Mean to Me?

**Greater detail and transparency associated with transactions**
- Drill down from general ledger to sub-ledgers (Oracle Cloud) to see detailed accounting entry transactional information
- See detailed requisitioning and expense management transactional information for end-to-end process
- More aligned procedures for Human Resources

**Greater ability to control expenditures**
- Systems provide robust controls to manage transactions more closely before they impact financials
  - Oracle Projects
  - SciQuest (system controls and workflows)

**Enhanced reporting capabilities**
- Enhanced, real-time reporting and more data to support analysis and decision making
  - Oracle Projects
  - SciQuest and Oracle Expense
- The migration to PeopleSoft for Human Resources will allow for consolidated and enhanced reporting to support analysis and decision making
Business Process Changes

Create and Manage Projects (Financial Management)

People and Process Implications

- Ability to track multiple projects
- Transactions will be processed in projects module and systematically transferred to general ledger in summary

What It Means to Me…

- Increased detail and transparency associated with transactions
- Greater control of transactions and expenditures
- Ability to drill down from general ledger to supporting transactions projects sub-ledger
- Additional set-up required before transactions can be recorded
- Need to establish guidelines to assist units with tracking projects
Business Process Changes
Time and Labor Reporting (Human Resources and Payroll)

People and Process Implications

• Elimination of paper time sheets
• Only hourly and overtime eligible employees need to report time

What It Means to Me…

• Employees will use KRONOS*, WebClock or submit a manual report to department time keeper for PeopleSoft entry
• Assigned time keepers and approvers will coordinate reporting and approval of all time for employees
• Employees verify PTO via self-service
• Approvers must verify ARS before approving PTO requests

*Existing departments/users only
# Business Process Changes

*Expense Entry (Expense Management, Procurement)*

## People and Process Implications

- Expenses can be entered directly online by employee, or delegate, via financial system (Oracle).
- Receipts can be uploaded electronically.
- Retention of paper receipts determined by units.
- Student and non-employee expenses (i.e., patient refunds) will be processed in procurement system through check request (outside of expense process).

## What It Means to Me…

- Ability to track and report on expenses.
- Ability to enter expenses details via mobile device.
- Pre-approval process within units may continue.
- Elimination of manual entry and scanning for Accounts Payable processors.
Business Process Changes
Create Requisition (Procure-to-Pay, Procurement)

People and Process Implications

- Units will submit requisition, quick order, or goods or service request form through SciQuest*
- Electronically routed to department approver, based on dollar amount thresholds
- PO created, or requisition electronically routed, for additional approvals

*Sole source requires justification form

What It Means to Me…

- Increased efficiency as a result of electronic routing for approval
- Flexibility for units to have a secondary approver
- Increased visibility into status of request
MANAGING CHANGE
A New Way of Working

Where We Are Today
• Transformation requires changing how we get work done (practices, organizations)
• Vast and diverse population with significant needs for ongoing education and intensive training
• Successful implementation requires personal ownership and accountability by everyone

What We Must Do
• Empower units to modify practices to align with new business processes
• Standardize practices within schools, departments and units as much as possible
• Establish networks of change agents to mobilize this effort, and communities of practice to share best practices
• Provide tools and resources to enable change to occur locally
Training Objectives

Design, develop and deliver training that will enable users to:

- Understand the benefits and business drivers
- Understand business process changes
- Recognize “what’s in it for me” and how to make it fit into an individual’s daily work tasks
- Develop critical knowledge of the new tools and reports available

The training program will focus on the following key areas:

- Provide a foundation for all impacted business areas and subsequent system releases
- Develop role-based training workshops,
- Provide hands-on activities
- Environments that will support additional practice
Training Curriculum Approach
Focus on system, process and role-based training

Curriculum

Program Overviews

System Overviews

Instructor-led / Webinars: Focus on business processes and system procedures users need to know to effectively perform their jobs “day one” of go-live; includes job aids, and “day-in-the-life” exercises

E-learning / Simulations: Source for on-going training and support through e-learning that incorporates hands-on simulations

Office Hours: More in-depth review of specific questions and concerns

Delivery Approach

Pre-training Communications: Overview of new systems and key changes via Treasurer’s Town Halls, road shows

Instructor-led / Webinars: Basic navigation and high-level process overviews
Training Strategy Update

• Selected course registration system for enrolling and tracking

• Curriculum for each project under review
  – Human Resources and Payroll 3-4 classes for units
  – Procurement 3-4 classes for units
    • Procure-to-pay, expense management, invoice imaging
  – Financial Management 8 classes for units

• Materials for workshops and web-based courses are under development

• Room logistics are being finalized on each campus
Communications: Awareness, Education and Engagement

• Messages from President Barchi and Mike Gower
• Finance and Administration Website (finance.rutgers.edu)
• Road shows
• Newsletters
• Treasurer’s Town Hall

Launched a new Website!

cornerstone.rutgers.edu
Next Steps

- Continue testing cycles for all projects  
  *(Ongoing through September)*

- Socialize, partner with units to manage change needed to operationalize new business processes  
  *(June through post-go live)*

- Coordinate content, logistics and delivery for road shows and information sessions  
  *(Now-August)*

- Develop training curricula and materials, implement logistic plan to support delivery  
  *(Now-October go live)*
HOW YOU CAN BE INVOLVED
How You Can Be Involved

• **Stay connected**
  – Cornerstone website
  – Road shows
  – Newsletters
  – Treasurer’s Town Hall

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

• **Reach out to a Business Advisory or School/ Unit Representative Group member**
  Visit Cornerstone for contacts

• **Email us**
Questions?
Next Treasurer’s Town Hall
Wednesday, July 20
9:00-10:30 a.m.
Rutgers University–New Brunswick
Cook Student Center
Multipurpose Rooms ABC