Business Administrators’ Forum

September 22, 2016
11:00 a.m. – 12:30 p.m.

Wake Forest University
410 Benson
Welcome

Presenter:  Sharon Anderson, Financial Services

Administrative Technology Update

Presenters:  Mur Muchane, AVP & CIO, Carmen Canales, AVP & CHRO, and Brandon Gilliland, AVP for Finance & Controller

Budget Update

Presenter:  Shannon Badgett, Director, Budget and Financial Planning

Process Changes for Accounts Payable and Procurement Services

Presenters:  Allison Belton, Director, Accounts Payable & Linda Nichols, Budget Analyst, Procurement Services

Business Administrator Training Program Update

Presenter:  Jennifer Rogers, Learning & Development Specialists, Finance Systems

BAF Meeting Strategy, FY17

Presenter:  Sharon Anderson, Financial Services
Administrative Technology Update
Mur Muchane, Carmen Canales, & Brandon Gilliland

Business Administrators’ Forum
September 22, 2016
• Context - IT Strategic Planning

• Road to Workday Implementation - Accomplishments

• Anticipated Change Management Challenges & Opportunities

• Preliminary Implementation Timeline

• Other Areas of the IT Plan
Finance and HR systems emerged as a leading pain point requiring immediate action.
• Current Banner HR and Finance systems have significant capability gaps impacting business intelligence, efficiency, and collaboration

• Require a constellation of “bolt-on” solutions

• Substantial effort to maintain technology

• Significant manual, paper-based non-standard processes and shadow systems

• Unsupported, home grown budget system

• Uncertain vendor direction
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Oracle Cloud</th>
<th>Upgrade Banner</th>
<th>Workday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Direction</td>
<td>• Product has just come to market for higher education</td>
<td>• Uncertain vendor direction</td>
<td>• Strong peer group using the product</td>
</tr>
<tr>
<td></td>
<td>• No live implementations</td>
<td>• Slow innovation</td>
<td>• Rapid innovation and expansion of product</td>
</tr>
<tr>
<td></td>
<td>• Traditional vendor-centric product dev.</td>
<td></td>
<td>• Higher-education-centric product dev. Impressive list of schools involved.</td>
</tr>
<tr>
<td>Capability</td>
<td>• Comprehensive baseline capabilities in back-office</td>
<td>• Closes some but not all gaps.</td>
<td>• Extensive capacity to improve processes and data access</td>
</tr>
<tr>
<td></td>
<td>• User interface still evolving</td>
<td>• Less flexible and configurable</td>
<td>• Strength in user interface, embedded analytics, and management information</td>
</tr>
<tr>
<td></td>
<td>• Less capability to configure workflows and requires IT skillset</td>
<td></td>
<td>• Easy to use workflow configurable by functional staff</td>
</tr>
<tr>
<td>Technology</td>
<td>• SaaS</td>
<td>• Interface being modernized but core technology is older and less capable</td>
<td>• Rapid product enhancements</td>
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<tr>
<td></td>
<td>• Relies on internal integrations vs. real-time upgrades</td>
<td>• On-premises</td>
<td>• Software as a Service</td>
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<tr>
<td></td>
<td>• Some functionality is provided via separate applications not integrated into Oracle Cloud</td>
<td></td>
<td>• In-memory analytics</td>
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<tr>
<td></td>
<td>• Some components based on older technology</td>
<td></td>
<td>• Single, seamless product</td>
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<tr>
<td></td>
<td>• Non-responsive design</td>
<td></td>
<td>• Designed for mobile</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>• Responsive design</td>
</tr>
<tr>
<td>Cost</td>
<td>• Higher total cost of ownership</td>
<td>• Significant costs to upgrade</td>
<td>• $1 million lower total cost of ownership over five years</td>
</tr>
<tr>
<td></td>
<td>• Lack of implementation partner experience increases risk</td>
<td>• Lower recurring savings</td>
<td></td>
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</tbody>
</table>

Why Workday?
Accomplishments - Visits & Consultations
Highlights of Sierra Cedar

• Higher Education Experience (50% of all higher education Workday deployments)
• Experience with multiple deployment strategies providing WFU flexibility
• Project team talent
Executive Sponsor
Hof Milam

Steering Committee
Beth Hoagland
Brandon Gilliland
Carmen Canales
Emily Neese
Mur Muchane
Phil Handwerk

Project Director
Vincent Seidita

WFU Project Manager
Phil May

Implementation Partner
Sierra Cedar

Accomplishments - Governance Structure

Executive Sponsor

Steering Committee

Operational Advisory Groups

Project Director
WFU Project Manager

Campus Advisory Groups

Implementation Partner

Team Leads & SMEs
Dedicated Implementation Space

• Six Offices

• Ten Cubicles

• One Conference Room

• One Large Training Room

• Kitchen
Change Management Challenges & Opportunities

• Sierra Cedar to support change management:
  • Communication plan
  • Stakeholder engagement
  • Training

• Appoint a University Change Management Leader

• To achieve greater collaboration and operational excellence, fully embrace Workday and adopt standardized “best practices”

• Setting expectations
  • Priority will be on delivering core services
  • Operations will be challenged
  • Potential operational work backlog
  • Patience, it’ll be worth the wait if we do it “right”
# Workday Timeline

To be adjusted for actual start and go live dates.

|---------------------|---------------|--------------|--------------------------|---------------|-----------------|--------------------|
• Incremental Improvements to Banner Student
• Evaluation of Workday Student
• WFU is a Strategic Advisor to Workday for Workday Student
• Additional Investments:
  – Classrooms/Learning Spaces
  – High Performance Computing
  – IT Disaster Recovery
  – Internet Redundancy
  – Desktop backup
  – Network Security
  – Telecommunications
Closing Remarks & Questions
• Changes in the Budget Office
• FY17 Budget Review
• FY18 Operating Budget Process
Not So Recent Changes

• Budget and Financial Planning reports to the Office of Strategy and Operations
  • Emily Neese, AVP

• New team members
  • Wendy Harper
  • Buffi Vestal
Please contact Budget & Financial Planning at budget@wfu.edu should you need to refer to content from today’s presentation.
Process Changes for Accounts Payable and Procurement Services

Allison Belton, Accounts Payable
Linda Nichols, Procurement Services

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• **Process Changes**
  • Supplier setup
  • Receiving process

• **Benefits of making the change**
  • Aligning duties with the natural flow of the P2P process
  • Organizing and analyzing our supplier database
  • Increasing visibility into contracts
  • Improving supplier relationships
• **Review of process:**
  - Types of supplier setups – Corporations and Individuals
  - New Supplier Request form in Deacon Depot
  - Documentation – current W9 or W8, contracts/signed agreements, certificates of insurance and contact information

• **Importance of Documentation:**
  - Verify not on debarred list
  - Accuracy for tax purposes
  - Prevents duplicates in database

• **How to contact Procurement Services about supplier questions:**
  - procure@wfu.edu
  - UBUY (x8289) helpline, option 4
Receiving Process

• Review of process:
  • What is the difference between receiving and a receipt?
  • What are the two types of receipts in Deacon Depot?

• How Accounts Payable will contact you about the receiving process
  • Receipt reminders outside the normal receipt notification process will be an email through Deacon Depot

• How to contact Accounts Payable about receiving questions
  • Email AP at ap@wfu.edu
  • UBUY helpline option 3
• Updates to the Existing Process
  • Receipt Corrections
    • We can create negative receipts as corrections versus using a return

• Receipt Notifications
  • What does the process do?
  • Why is the process important?
  • Our commitment:
    • Review the process in the upcoming months and evaluate the timing and number of emails
Business Administrator Training Update
Jennifer Rogers

Business Administrators’ Forum
September 22, 2016
We’re Live!
3

Quick Facts

1

7

Lessons

Hours to complete entire course

Topics
Thank You!

• Judy Burkhard
• Barbara Collie
• Kim Couch
• Luci Hill
• Marie Isaacs
• Gina Jarrett
• Melissa Mickles
• Irene Picconi

• Crystal Reid
• James Smith
• Debora Snyder
• Erica Talley
• Rolisa Tutwyler
• Lesley Whitener
• Vicky Zickmund
How We Do Business at Wake

April 8th, 2016 | Edit
Course Status: In Progress

This course serves as an introduction to policies and procedures that guide the financial business of Wake Forest University. Anyone who has financial responsibilities as a part of their role with the University is welcome to take this course. To access this course:

- You may use the browser of your choice, but be sure to disable pop-up blockers.
- Log in with your WIN credentials.
- Begin the course!
  - Click a lesson title to review that lesson and the associated topics, or click the “expand” link to see the different topics under each lesson.
  - Lessons are listed below in order of hierarchy, but can be completed in any order.
  - As you review each topic within a lesson, be sure to click the “Mark Complete” button to capture your progress and easily see where you left off.

<table>
<thead>
<tr>
<th>Course Content</th>
<th>Expand All</th>
<th>Collapse All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lessons</td>
<td>Status</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Welcome!</td>
<td>✓</td>
</tr>
<tr>
<td>2</td>
<td>General Financial Services Information</td>
<td>✓</td>
</tr>
<tr>
<td>3</td>
<td>Accepting Payments/Student Financial Services</td>
<td>✓</td>
</tr>
<tr>
<td>4</td>
<td>Accounting</td>
<td>✓</td>
</tr>
<tr>
<td>5</td>
<td>Budgeting Fundamentals</td>
<td>✓</td>
</tr>
<tr>
<td>6</td>
<td>Paying People</td>
<td>✓</td>
</tr>
<tr>
<td>7</td>
<td>Procure to Pay</td>
<td>✓</td>
</tr>
</tbody>
</table>
Accepting Payments/Student Financial Services

April 8th, 2016 | Edit

In this lesson, you will learn about how Wake Forest accepts payments and where payments are received. For this lesson, you will need to use your knowledge of navigating the Financial Services Website to download the following forms:

- Departmental Deposit Form
- Travel & Entertainment (T&E) Form
- Expenditure Voucher Form

If you have not yet reviewed the Financial Services Web Resources topic, you can do so here.

Completing all of the topics in this lesson should take approximately 75 minutes.

Course Home

Lesson Topics

- Where is the Cashier’s Window?
- Making a Departmental Deposit
- Workplace Safety While Transporting
- Receiving a Reimbursement
- Obtaining Petty Cash

Making a Departmental Deposit

April 8th, 2016 | Edit

This topic covers the highlights of the Departmental Deposit Administrative Policy and Procedure to ensure proper acceptance and reporting of assets. This includes whether you are submitting a deposit of funds received by your department, or you need to reimburse the department for an expenditure.

Completing this topic, including the activity, should take approximately 20 minutes.

Course Home

Begin

← Previous Lesson  Next Lesson →

← Previous Topic  Next Topic →
In this lesson, we will cover some of the key accounting activities that will assist you as you prepare necessary financial information for Financial Services.

To complete the activities found throughout this lesson, you will need to use your knowledge of navigating the Financial Services Website to download the following forms:

- Cognos Financial Reporting Quick Guide
- Campus Financial Reporting Instruction Manual
- Is this a Fixed Asset document
- Monthly/Quarterly/Annual closing deadlines calendar
- Journal Entry Form

If you have not yet reviewed the Financial Services Web Resources topic, you can do so here.

**Completing all of the topics in this lesson should take approximately 60 minutes.**
Navigation

• Course player buttons
  • Next & previous
  • Resources

• Pop Up Blockers

• Web links
  • Course home
  • Previous & next topics
  • Previous & next lessons
  • Downloadable notes pages
Getting the Word Out

This course rocks!
You have to check it out!!
BAF Meeting Strategy

Sharon Anderson

Business Administrators’ Forum
September 22, 2016
Your input is essential as we continue to collaborate and discuss items of interest so that we can improve how we do business at Wake. So, please continue to send along suggestions, questions, and topics you want to hear about, know about, or discuss with others.