EMORY
LIBRARIES & INFORMATION TECHNOLOGY

IT Briefing

June 18, 2015

North Decatur Building

4th Floor Auditorium

IT Briefing Agenda

- Alma + Primo Migration
- COMPASS Update
- Messaging Team Updates
- Graydon Kirk
- Dave Miller
- Jay Flanagan

Graydon Kirk

Project Manager II, Project Management Office

Alma + Primo Migration Project

Implementation Date 12/21/15

Alma + Primo Migration Project

- Part of the Library Portfolio

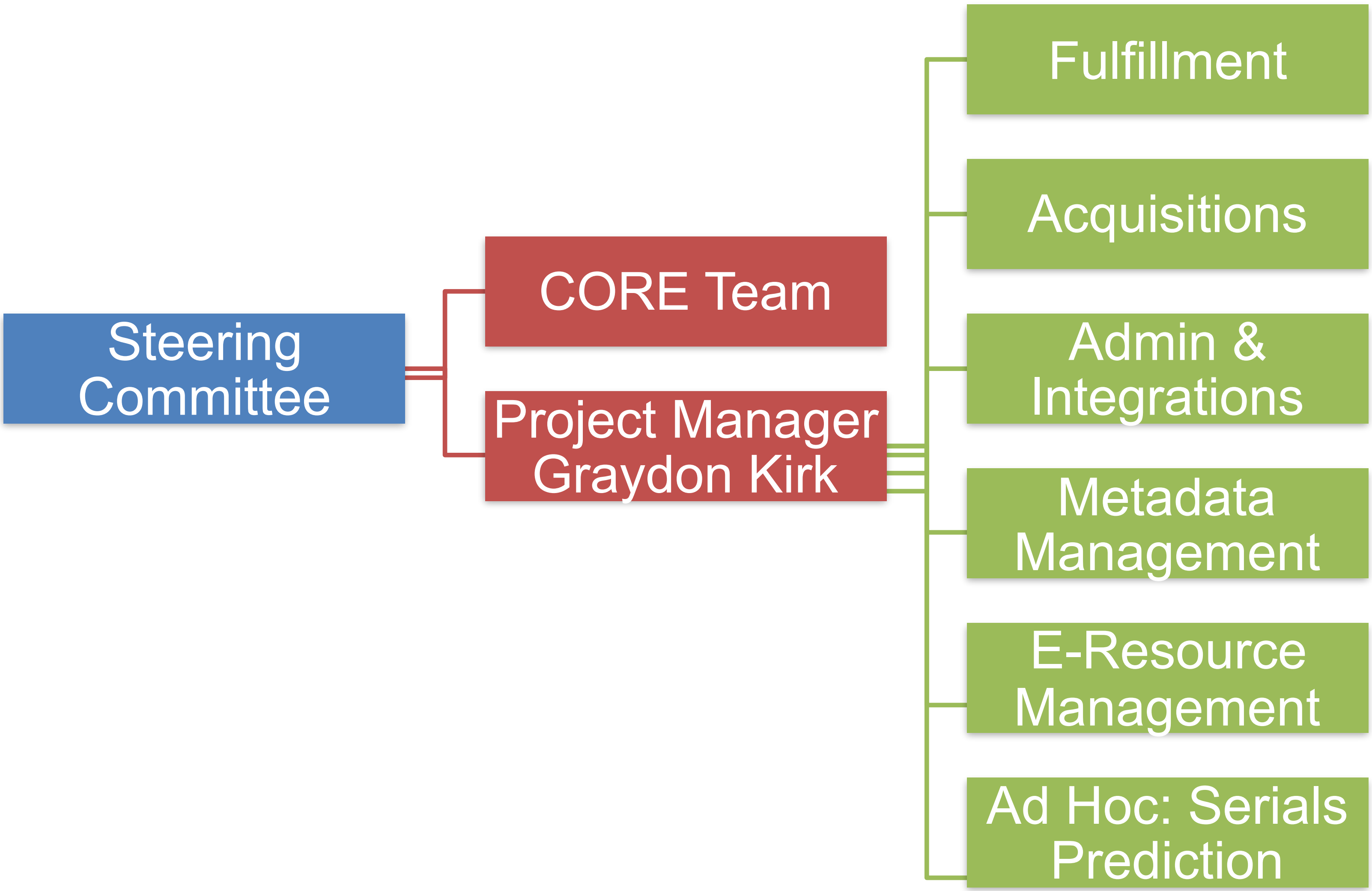
Number	Project Name	Planned Start Date	Planned End Date	Percent Complete
PRJ00052	EZProxy SSO/Authorization for Electronic	2013/12/09	2015/08/11	72.00
PRJ00043	Library Service Center - Program	2013/02/18	2016/03/04	70.00
PRJ00066	Library Service Center - Collections Prep	2013/11/01	2016/07/29	67.00
PRJ00056	Alma Implementation and Migration	2014/06/02	2016/02/09	45.00
PRJ00066	Library Service Center - Technology	2013/11/01	2016/03/04	31.00
PRJ00057	ARTstor Shared Shelf Phase 2	2015/02/02	2015/06/29	18.00
PRJ00458	Fedora Migration	2015/03/02	2016/08/31	9.00
PRJ00046	Digital Repository: Recommend/Implement	2015/02/06	2017/02/03	6.00
PRJ00075	Library Use Reporting	2013/08/20	2016/08/31	0.00
PRJ00093	Electronic Theses & Dissertations (ETD)	2014/10/20	2016/08/31	0.00
PRJ00076	Open Emory	2014/11/17	2016/08/31	0.00
PRJ00075	Emory Finding Aids (Finding Aids)	2015/12/31	2015/04/17	0.00
PRJ00202	The Keep	2014/11/30	2016/08/31	0.00
PRJ00364	Digitized Rare Books (Digitized Books)	2015/02/09	2016/08/31	0.00

- Migrating Aleph to Alma + Primo (same vendor)
- Private Cloud, SaaS, Multi-Tenant, Workflow Based
- Authentication for Shibboleth
- Availability 24 – 7, 365

Alma + Primo Migration Project

- Supports: (new versions supported @ 20% usage)
  - IE 8 & 9
  - Firefox 3+
  - Chrome 6+
  - SSL Encryption (Alma to Primo using SFTP)
- ExLibris Operational Centers Located In:
  - Amsterdam
  - Chicago
  - Singapore
- ISO Certified 27001 & 27002

Alma + Primo Migration



Phase I – Process Mapping & ExLibris Preparation

- **<u>Process Mapping:</u>** September 2014 – April 2015
  - 5 Functional Area Work Groups (FAWGs) Staffed by 34 FTEs
  - Produced 191 Process Maps
- **<u>ExLibris Preparation:</u>** Work-in-Progress
  - ExLibris Configuration Document – Complete and Submitted
  - ExLibris Migration Document – Work-in-Progress
  - Christopher Spalding is Requesting Every Reasonable Item Early (PM Name, Certification Training, etc.)

Phase II – Alma + Primo Migration

- **<u>June: Build Foundation</u>** – Project Planning, Sandbox, Watch Videos
- **<u>July:</u>** Lots of Training and Q& A Sessions; Last Third of Month, Initial Data Load and Verification + Set-up Primo Environment
- **<u>August</u>:** More Iterative Training, Testing and Data Verification Configure Primo
- **<u>September</u>:** Workshop ExLibris Preparation: Work-in-Progress Load Alma Data Into Primo then Testing, Testing, Testing
- **<u>October - December</u>**: Execute Cutover Plan (Not received yet)

Alma + Primo Migration Project

Questions

Dave Miller
Director, PeopleSoft Financial Project
Office of Finance Systems & Data Analytics

Compass Outreach Session

Compass Outreach Sessions

level information on approved business cases. We may not be able to answer really specific questions because we are currently in the

row).

*Focus topics for this quarter are the **Accounts Payable** and **Travel and Expense** modules. Focus topics will change as the*

*Sessions are scheduled <u>across campus</u> for convenience, but each session is **open to the entire Emory***

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We'll be back in your neighborhood…

Check the **website** for information on future Compass Outreach Sessions

upgrade.compass.emory.edu

EMORY LIBRARIES & INFORMATION TECHNOLOGY

Agenda

- PeopleSoft History at Emory
- Program Governance
- Why Upgrade Now?
- Program Guiding Principles
- High-Level Roadmap
- What Does This Mean for Me?
- Business Case Inventory:
  - Accounts Payable
  - Travel & Expense

Compass (PeopleSoft) History at Emory

- Compass is Emory's PeopleSoft financial system.
- Compass serves both the University and Healthcare business units.
- Compass was implemented in September, 2009.
- Compass has more than 17,000 users.

2009
Compass Implementation Version 9.0

→

2012
EBI Launch

→

2014
PeopleTools & Infrastructure Upgrade

→

2015-2016
Compass Upgrade Version 9.2

Program Governance

Executive Committee

Provides the highest level of oversight for the project, governed by a charter, which details its function and scope. Provides approval to project change requests, budget requests, or policy/ procedure recommendations submitted by the Steering Committee. Meets monthly to consider issues raised by the Steering Committee.

Steering Committee

Reviews the business needs of the Emory community and scope recommendations from the Project Leadership Team ensure alignment of the two are achieved to the highest degree possible. Serves as a liaison between the user community and the project team. Makes recommendations to the Executive Committee, the project team and the user community to improve the functionality of the system.

Project Leadership Team

Composed of functional and technical subject matter experts from the Emory community and supported by consulting partners. Makes operational decisions, defines the optimal cross-functional system design, and recommends scope and process changes for Steering Committee consideration. Ensures the expressed business needs of the users are considered.

Work Stream Leads

The Work Stream Leads drive the overall design, testing, and implementation of new Compass Upgrade functionality. They provide input on business decisions and processes that affect the design of the system and address the implications of business changes across the University and Healthcare organizations.

Why Upgrade Now?

- Provide continuous operational improvements to the University and Healthcare communities.
- Optimize our investment in the system and take advantage of improved PeopleSoft functionality.
- Pursue opportunities to reduce our cost of ownership through a reduction of customizations.
- Try to provide more intuitive user interactions and expand functionality to better support business needs.
- Evaluate opportunities for process improvements.

Program Guiding Principles

High-Level Roadmap

✓ **Phase I: Fit/Gap**
December 2014-January 2015
- Compare features and functions with user needs.
- Identify customizations for removal and retention.
- Deliver Fit/Gap document with recommended solutions per business area.
- Deliver executive summary Fit/Gap document for all business areas.

Phase III: Test
April 2015-September 2016
- Prepare and execute test scripts.
- Document and follow detailed issue resolution strategy.

Phase V: Stabilization
October 2016-February 2017
- Roll out additional enhancements and updates.
- Provide continuous user support.

✓ Received Board of Trustee (Finance Committee) approval 3/26

Phase II: Design/ Configure/Build
January 2015-February 2016
- Design and configure for future state changes.
- Develop and unit test.
- Configure future state security.

Phase IV: Go-Live & Training
May 2016-October 2016
- Rollout upgrade and train users.

PROJECT START

Continuous Communication and Engagement

Timeline subject to change

What Does this Mean to Me?

Now
- Pay attention to communications (i.e., newsletters, etc.)
- Website
- Key support team members could have

Near Term
- Be diligent about preparing for the change
- Participate in business process change reviews

Future
- Screens will be different. 9.2 has a lot of user benefits - which means it is different!

Stay Connected

upgrade.compass.emory.edu

- Launched May 11, 2015
- Keep current with the latest news & information
- See listening tour item updates
- Look for training information in the coming months

What the Portal will be

Compass Insight newsletter (2nd edition - May 11, 2015

Send emails to

compassupgrade@emory.edu

For any questions, comments, concerns

Accounts Payable

Business Case Review and Project Scope Methodology

- Emory currently has a custom solution to handle Payment Requests for **non PO related items**, such as Honorariums, Speaker Fee, etc, which involves changes to the delivered voucher pages and the use of a 3rd party product called SmartWorkflow.

There are many calls into AP for assistance.

Difficult to find status or payment information

Listening Tour Requests

Make it Easier

Make it User Friendly

Include Enhancements

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Implement the new 9.2 Payment Request functionality

- ❑ Stepped Approach Guides Users
- ❑ Includes Pages to Monitor Request through Processing and Payment

Emory Enhancements to 9.2 Payment Request

1) Non-Employee transactions (**Guest** and **Student** Reimbursements)
2) Wire request capability
3) Handling of Foreign Nationals
4) Ability to add a payment message
5) Ability to set payment handling (such as hold for pick-up)
6) Display of Voucher ID and Payment Status
7) Enhance security to allow for managers to see requests within their area.

- In today’s current system, changes to **<u>Supplier (Vendor) Names</u>** have no specific tracking mechanism, as for date of the change or who made the change. Additionally, there is no way to track <u>historical</u> changes

- There’s no ot **<u>e name change</u>** without the use of this new feature; instead, AP must manually note the change and remember to return to the system on the effective date to make the change manually.

Vendor Name Audit - Recommendation

PeopleSoft 9.2 includes a new process which tracks the history of supplier name changes.

Fields tracked include:
- Supplier Short Name,
- Supplier Name 1,
- Supplier Name 2

Emory needs this information to for both audit and issue research purposes.

Vendor names may change over time, either due to errors which require correction or just due to the vendor changing the name of their company

Emory should turn this new feature on, via configuration, as part of the 9.2 upgrade, and provide training.

Vendor Validations (Financial Sanctions/ SAM) - Overview

Federal regulation from the Office of Foreign Assets Control (OFAC) requires that suppliers be validated against a Specially Designated Nationals (SDN) list prior to payment.

Emory would like to implement the PeopleSoft delivered **Financial Sanctions Validation** functionality to perform this check when setting up new suppliers, as well as when vouchering invoices. Use of this functionality will flag a vendor that is on the sanctions list, and will hold up transactions for review until they can be fully vetted.

The Federal government also requires validation of vendors receiving Federal Funds, such as those on grants or research which are funded by the US Government. The US Federal Government General Services Administration (GSA) developed software called **System for Award Management (SAM)** which maintains a list of federally registered vendors/contractors and their status with the federal government. This validation needs to be automated, and is provided in PeopleSoft 9.2.

Vendor Validations (Financial Sanctions/ SAM) - Recommendation

Implement the delivered ***PeopleSoft Financial Sanctions*** at the Installation Level, which will allow for sanction validations to be done on various transactions within PeopleSoft.

Emory should use Visual Compliance as the validation sourc e using web messaging to provide the most comprehensive, real-time check available. This is delivered functionality.

Implement, Auto mated SAM Validation for checking certifications of vendors which may be paid using federal funds

Alternatively, Visual Compliance could provide a file for loading into PeopleSoft, but the web method is recommended as it provides checks against the latest updates and is more cost effective.

Currently, Emory is using J.P. Morgan as their procurement card supplier and is using J.P. Morgan's **PaymentNet** as their procurement card reconciliation system. This system is external, has a completely different interface than other systems in use at Emory and requires a **separate login and password**.

J.P. Morgan removes older, unreconciled items from the system, making it extremely difficult and resource intensive for Emory to gain access to such transactions. Emory wants these transactions to be available until such time they are reconciled.

Users frequently forget ID and Passwords, which results in a lot of administrative effort to assist them with setting up account, password resets, and general instruction.

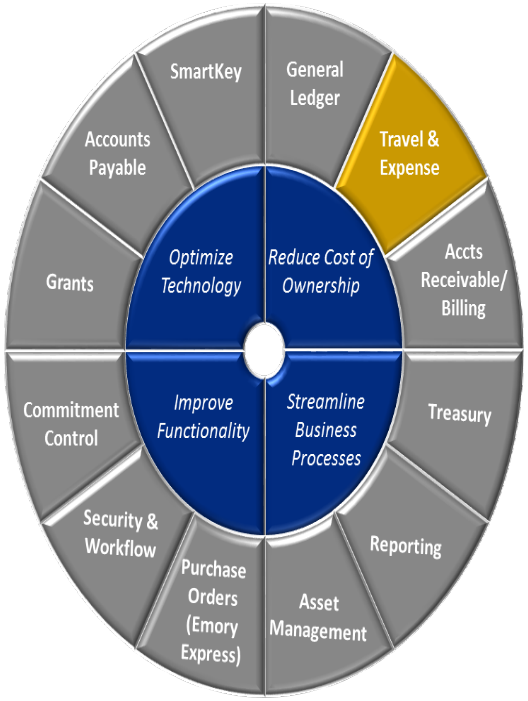
- Implementing the Procurement Card functionality within PeopleSoft will eliminate the need to have a separate ID and sign-on, as PeopleSoft users can use **single sign-on.**

- The Procurement Card functionality within PeopleSoft will retain all of the transactions, regardless of how old or if they have/have not been reconciled. Existing accounting rules are enforced and daily manual interfaces are eliminated. Should help remove barriers to reconciliation, resulting in higher compliance while reducing errors.

Additional Approved Business Cases – Accounts Payable

- Overview and Recommendations are available for review.
- Check the website: upgrade.compass.emory.edu

Accounts Payable Business Cases
Check Printing and Single Pay Card
Vendor Attachments
Supplier Audit
Supplier Hierarchy
AP Operational Dashboard

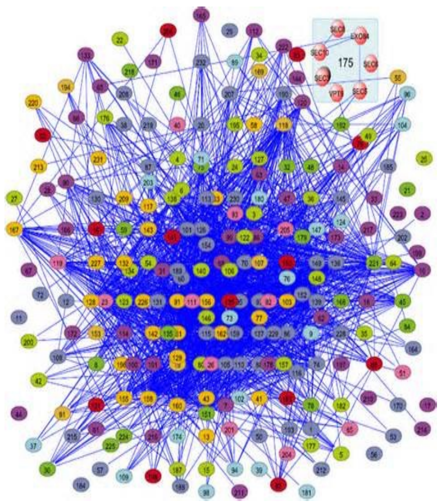


Travel & Expense

Business Case Review and Project Scope Methodology

Expense Reporting User Interface - Overview

Emory has too many complex customizations and we can't maintain them or upgrade them!



There are too many clicks or 'drill downs' required to populate an expense transaction.

31 Listening Tour Items specifically about Expense Entry.

Dislikes

- Too many clicks to get to the accounting detail.
- Not enough location information – line level location if possible
- Simplify populating attendees on expense report.

Likes

- Being able to do a split on wallet or other expenses for alcohol or other reasons.
- Ability to attach receipts to travel expense reports.
- Not having to store corporate card receipts for 7 years
- Insight into the status of Expense reports throughout the process

Expense Reporting User Interface - Recommendations

Expense Entry screen delivered in

informationa l customizati ons to the Entry

Rollout the Mobile Expenses application

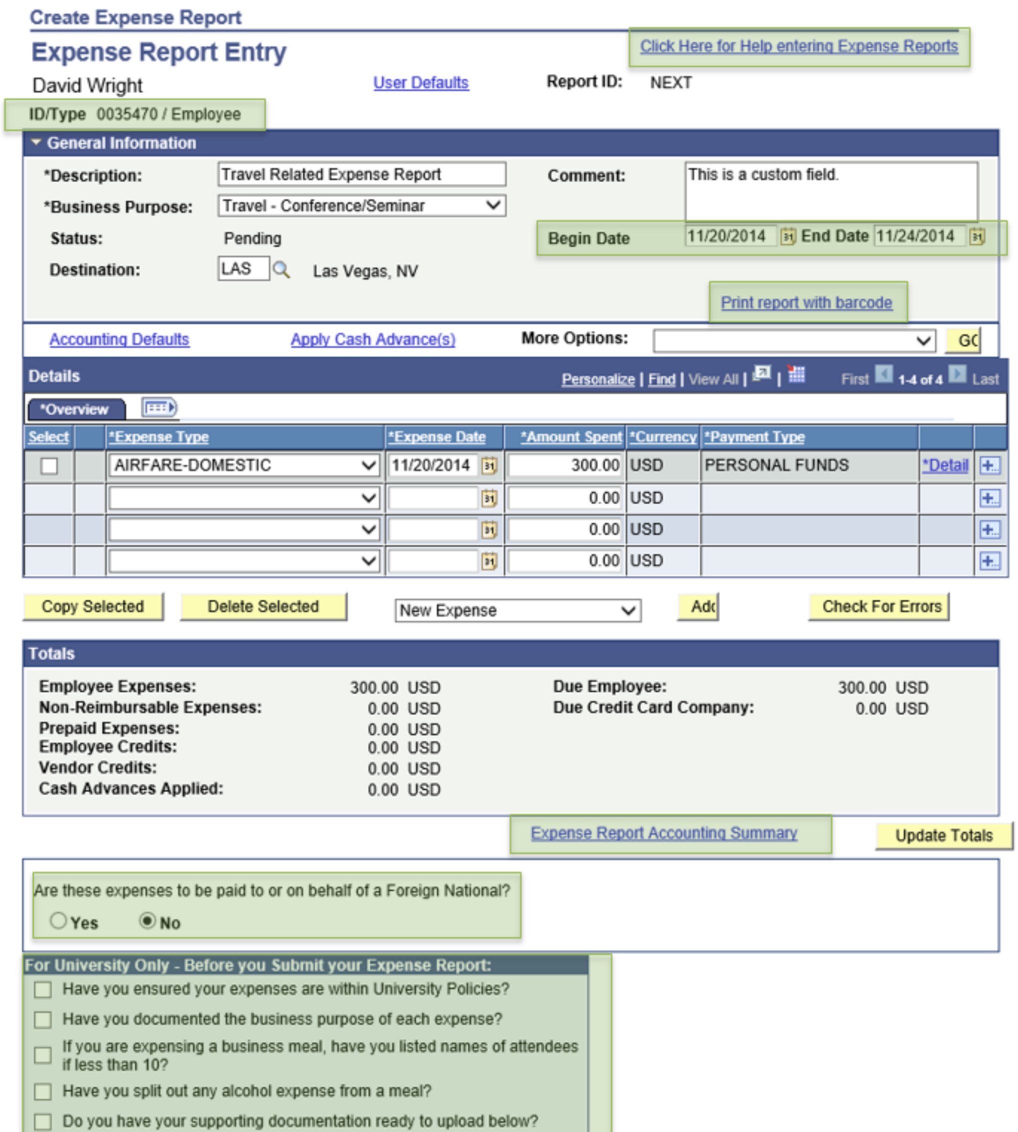
Report.

Expense Report User Interface

Impacts		
People	Module Support	Minimal support required because of moving to delivered functionality.
	Central Administration	
	Campus Users	Greatly improved and streamlined User Interface that reduces the drill down and clicks required to complete an Expense report.
Process	Module Support	Greatly reduced support requirements because of using delivered functionality without customizations.
	Central Administration	
	Campus Users	The delivered 9.2 Expense Entry screen is much more user-friendly than the existing screen in 9.0.
System	Module Support	Future upgrades for patches and enhanced functionality could be implemented with minimal retrofit and testing effort.
	Central Administration	
	Campus Users	New features and functionality could be delivered easily with future PUMs.
Training	Module Support	
	Central Administration	
	Campus Users	Requires significant re-training effort for users of the Expenses module.

Expense Report User Interface -

Current Interface: A lot of modifications/customizations that we can see, and many more we cannot



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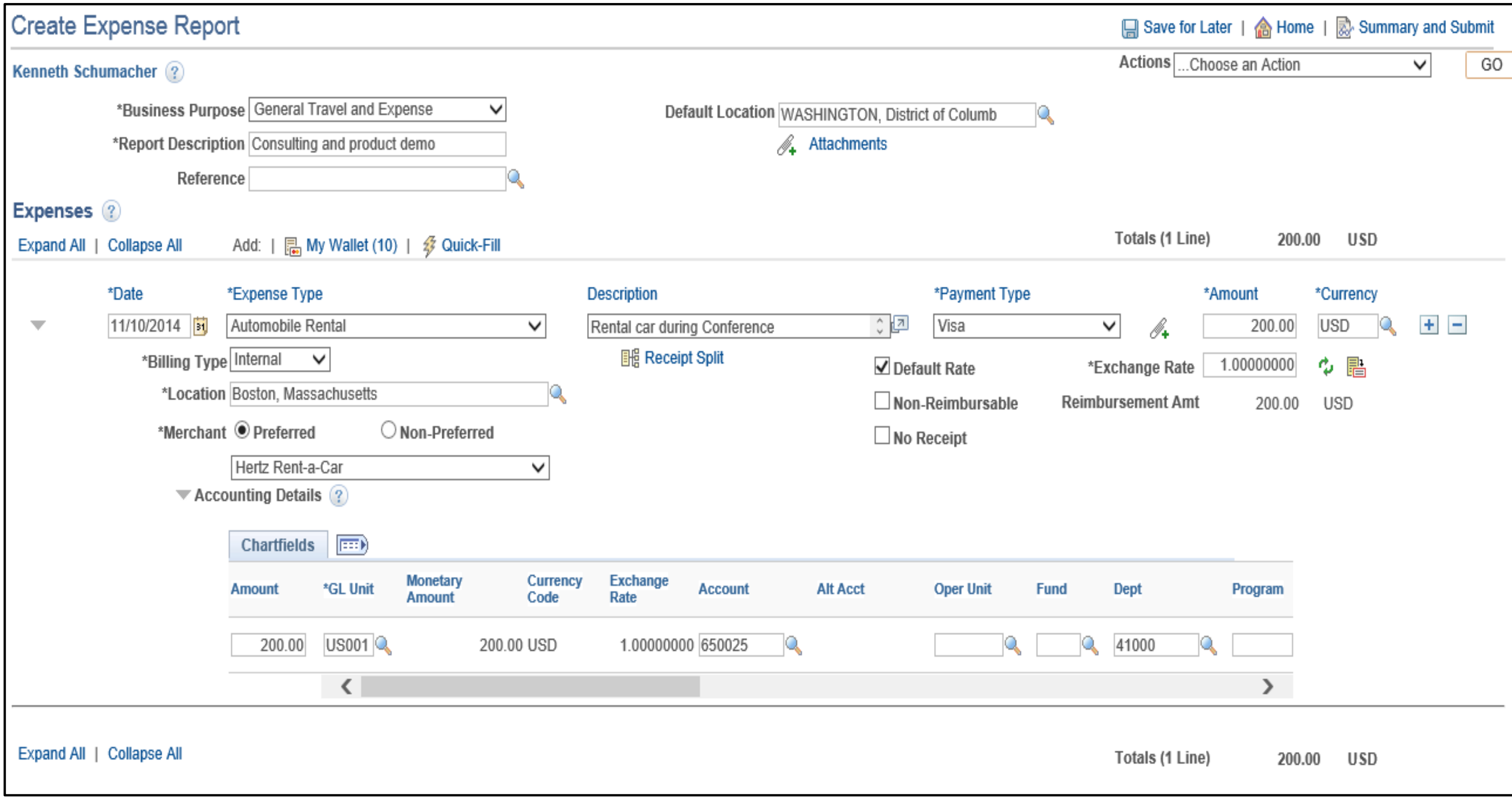
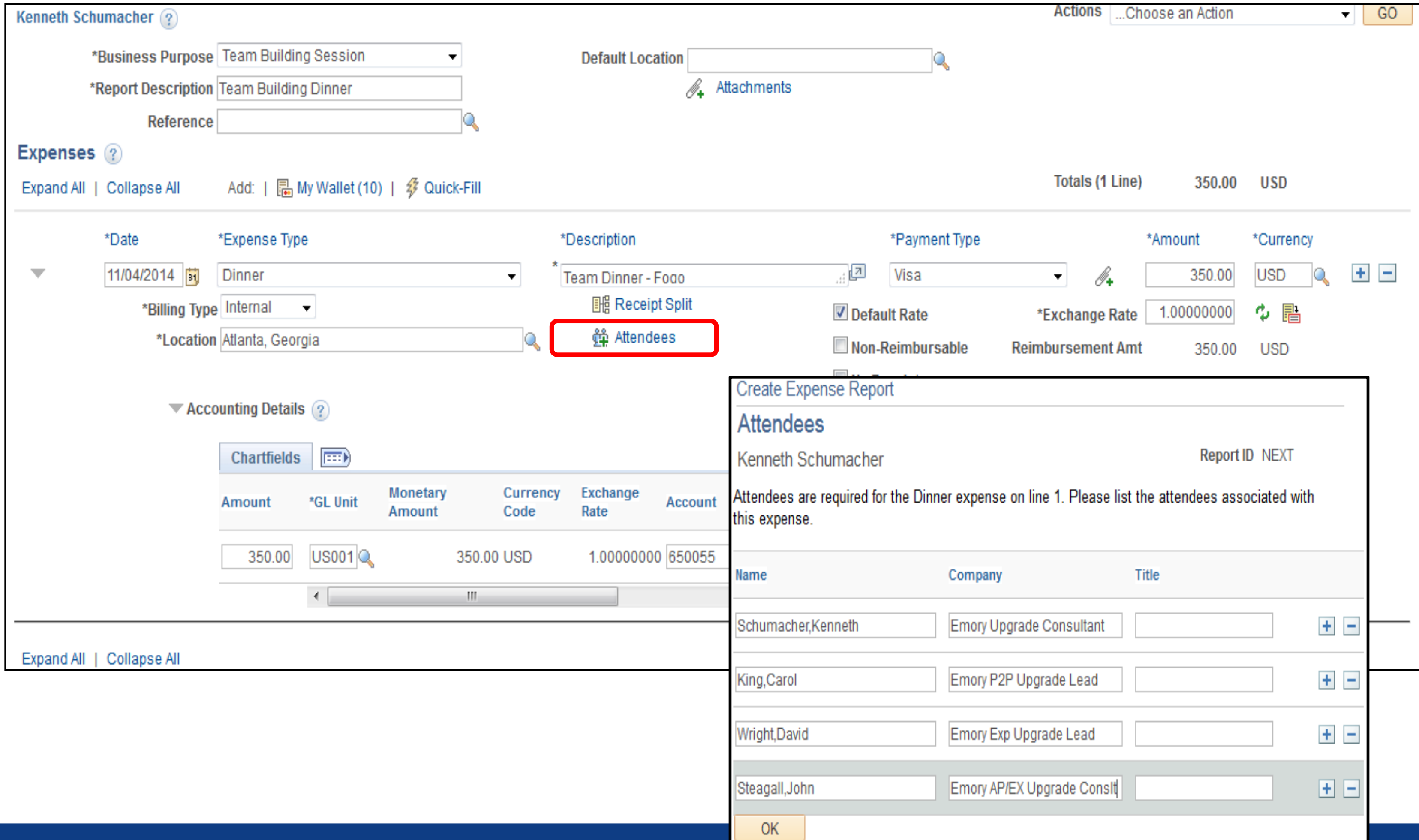
Expense Entry Interface

New, more intuitive, Expense Report entry



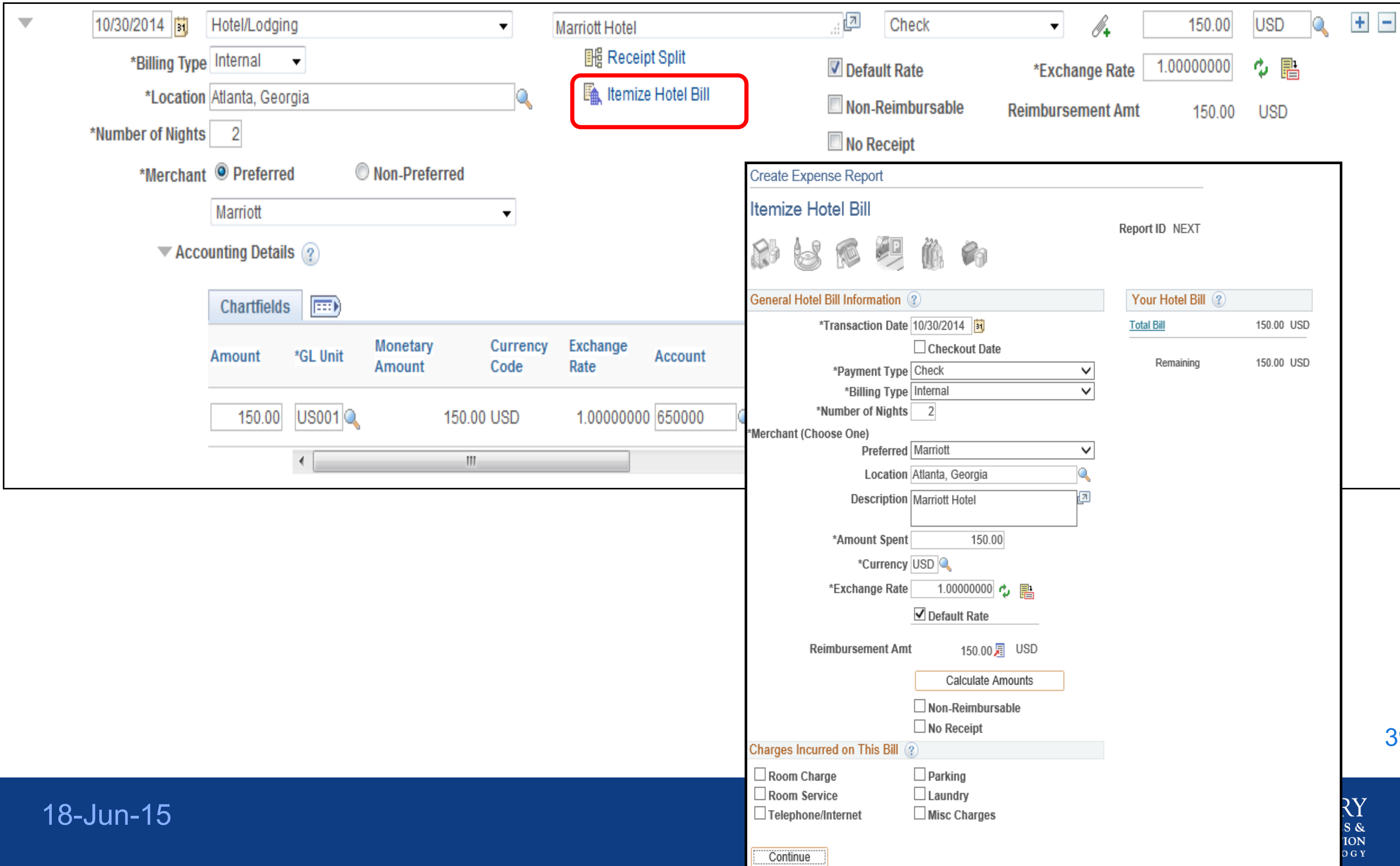
Expense Entry Interface

Meal Attendees



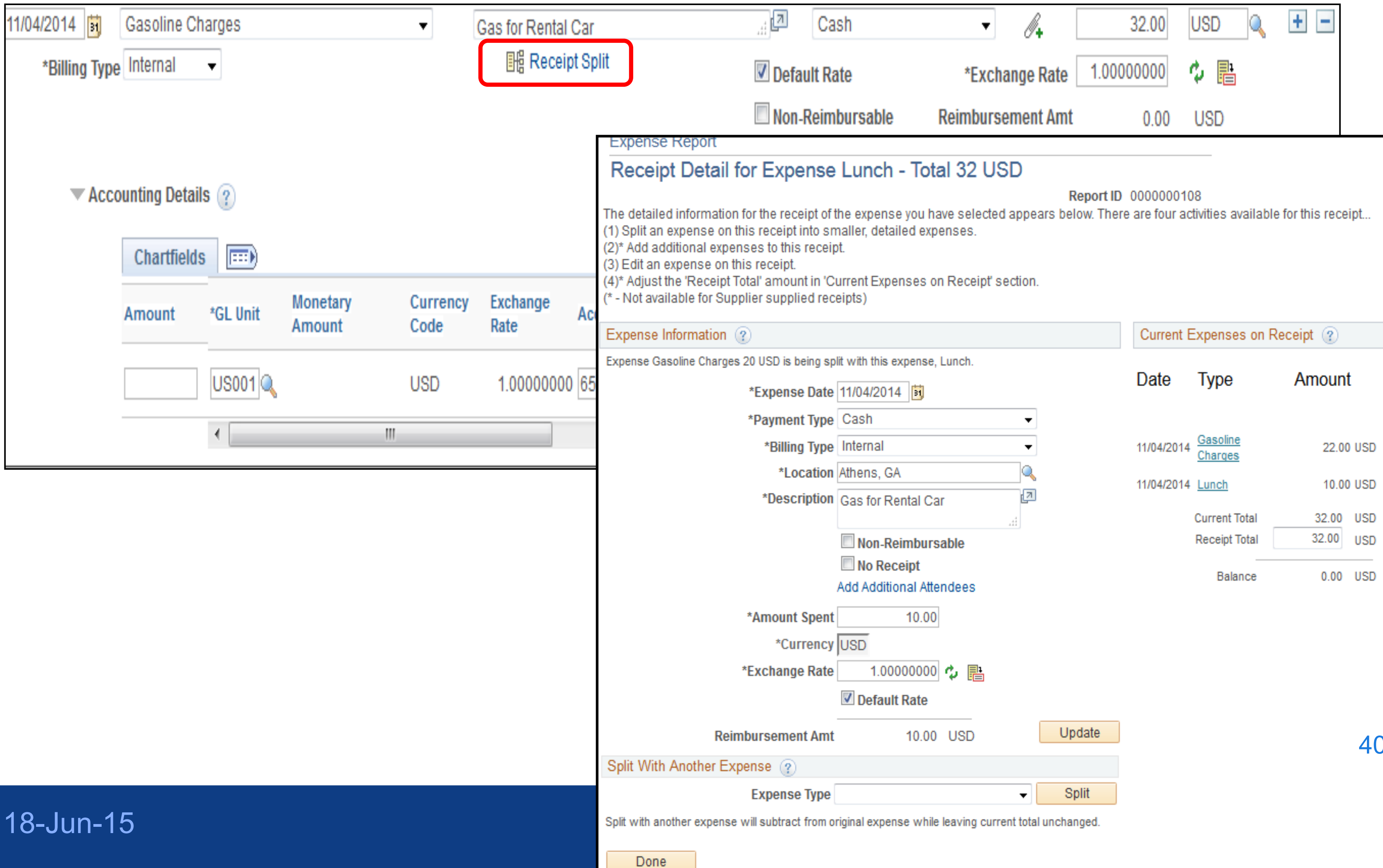
Expense Entry Interface

Itemize Hotel Bill



Expense Entry Interface

Receipt Split

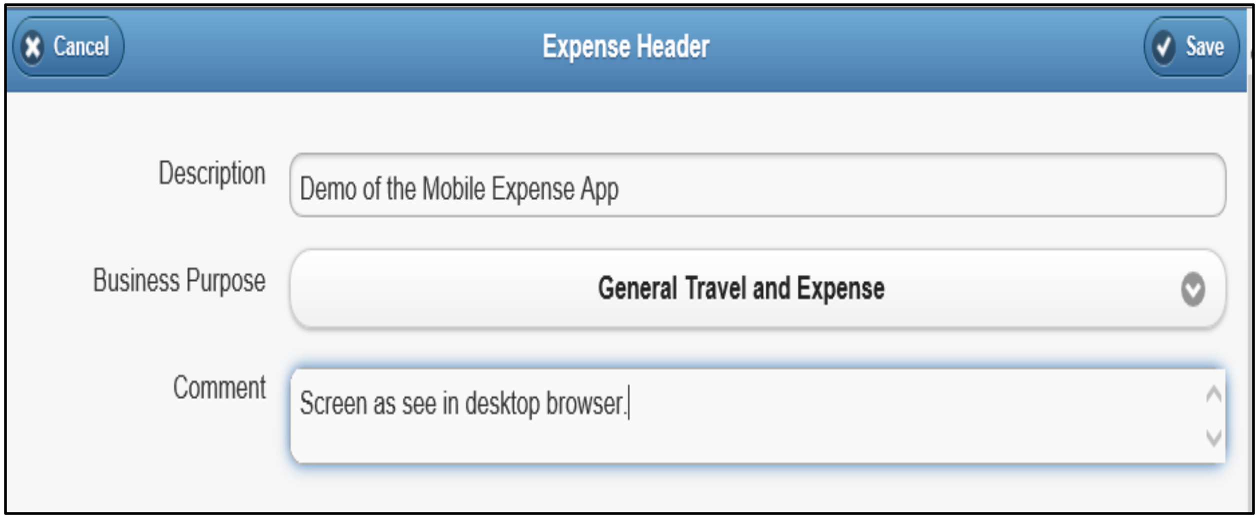


Expense Entry Interface

Mobile Expenses Application

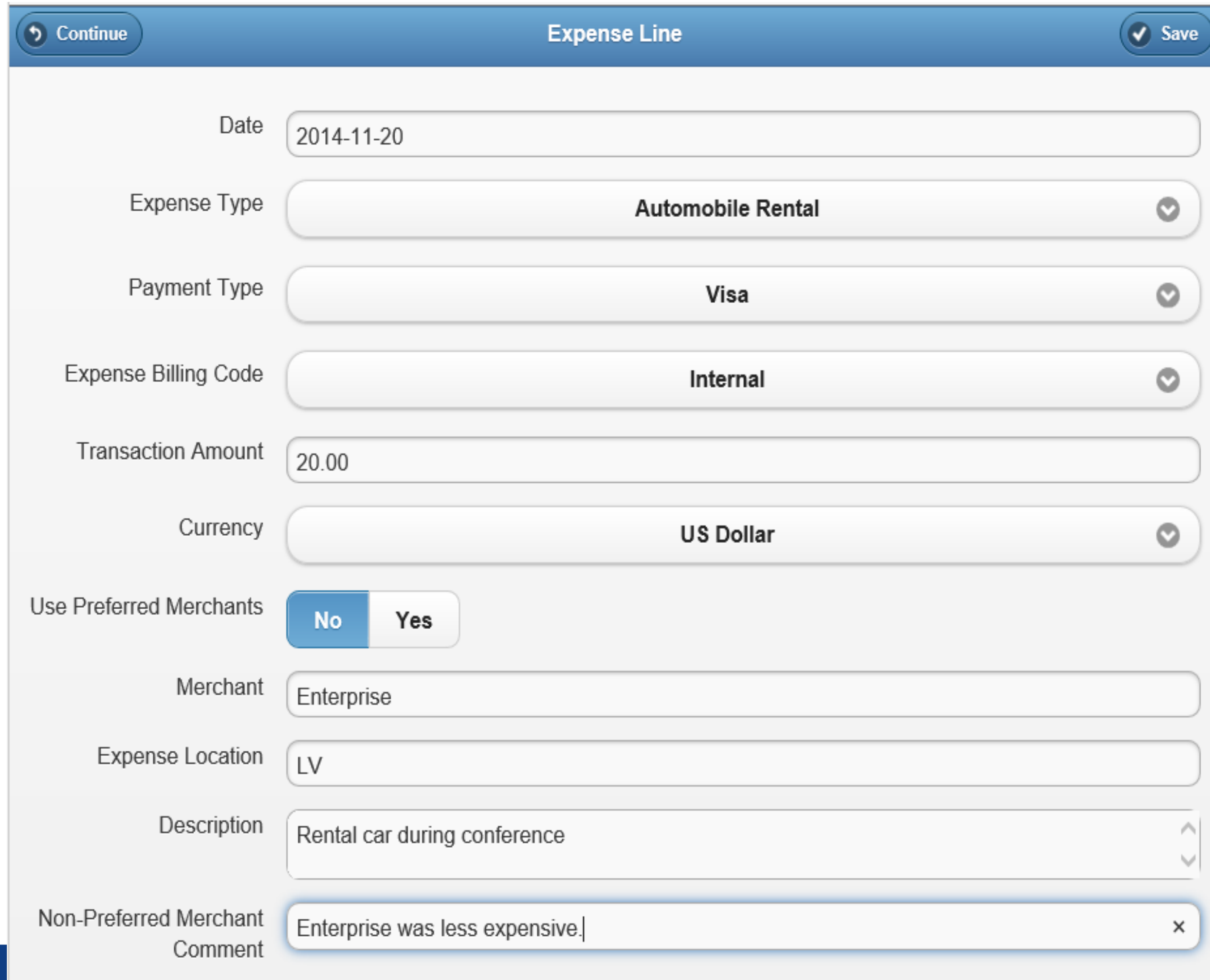
Expense Entry Interface

Mobile Expenses Application – Create an Expense Report



Expense Entry Interface

Mobile Expense Application – Add a line



Mass Proxy Maintenance - Overview

- Individuals have the ability to submit, or view, Expense Reports on behalf of others as a proxy.
- 70% of the Expense Reports submitted in FY 2014 were submitted by a proxy.
- We need a relatively simple way to create and maintain proxies.

Table A: FY 2014 View of Expense Reports submitted

Submitted For	Reports	% of Total
Submitted for Other	47123	70%
Submitted for Self	20530	30%
Grand Total	**67653**	**100%**

Mass Proxy Maintenance - Recommendation

"We recommend that we enhance and improve our current Mass Proxy maintenance process to better meet Emory's business needs while maintaining controls and security checks for the proper delegation of proxy authority."

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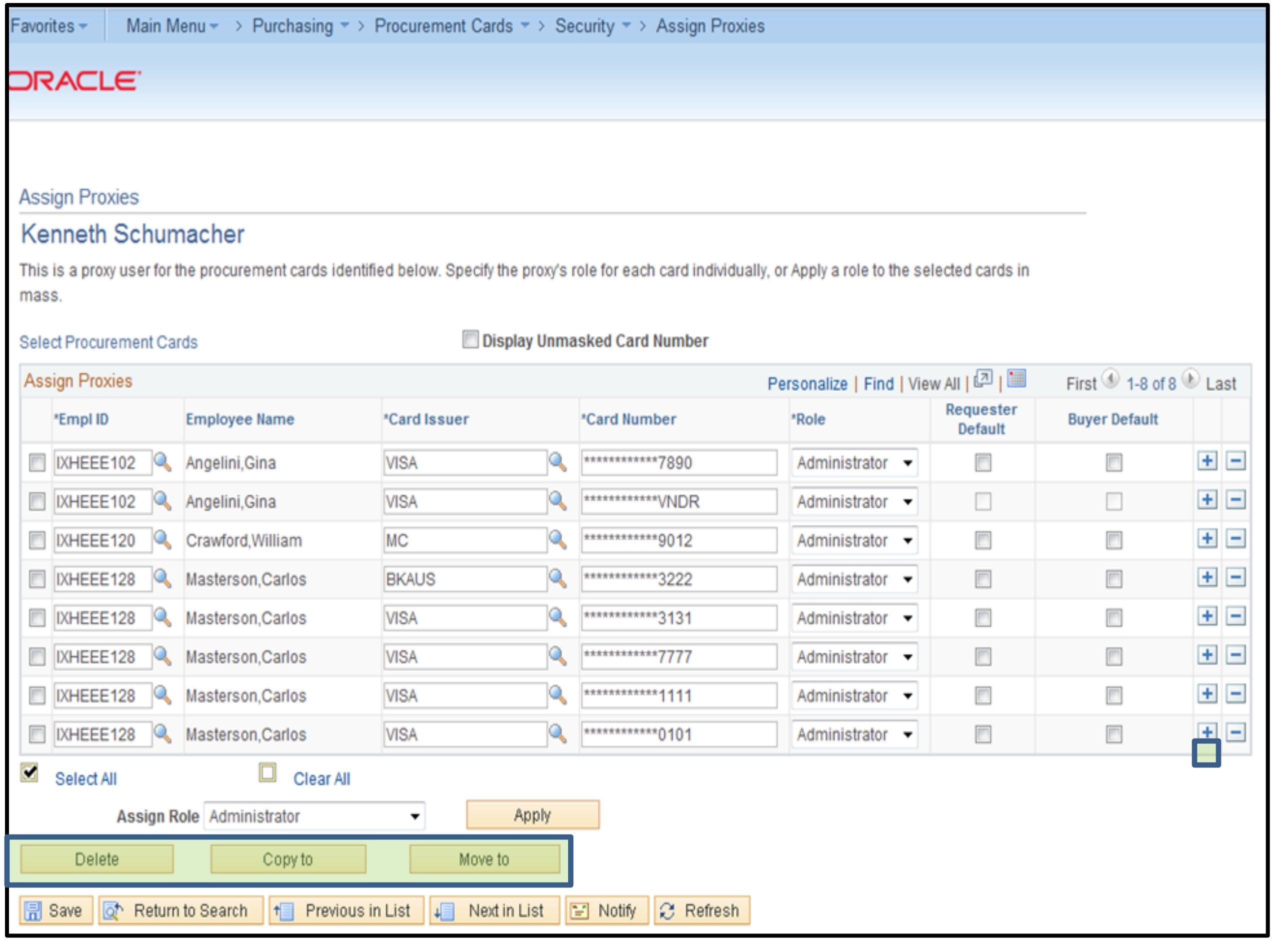
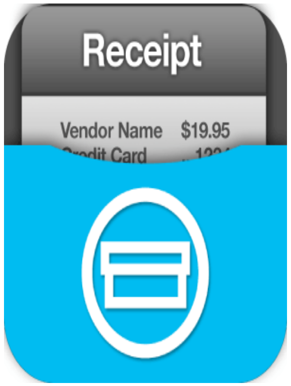
Mass Proxy Maintenance Page



Expense Report Summary - Overview



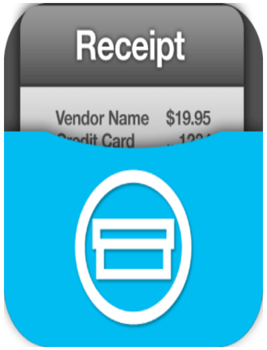
- Emory Customization were made to the PeopleSoft 9.0 Expense Report Accounting summary and show the Expense line items along with the accounting information.
- There are multiple customizations to the Expense Report Entry screen that have been added and do not exist in 9.2 Expenses. These customizations include the Begin/End Dates, ID Type and the Corporate Card holder message at the top of the Expense sheet.

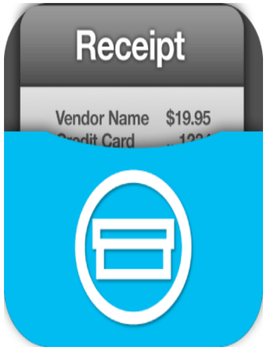
Key Information Requested

- Program or Event chartfields,
- Sheet Header information that could be used to help identify the trip being reviewed.
- Begin/End date fields are currently stored in custom fields that are entered by the submitter of the Expense report. This can lead to incorrect keying and there is also existing code within the Expense Report Entry screen that is checking the Transaction dates against the Being/End Date, which is unnecessarily causing errors to occur.

Expense Report Summary - Recommendation

- Develop a new Expense Report Summary page that will incorporate all of the customized data points that have been added to the Expense Entry screen as well as show the accounting detail for the expense transactions on the Expense Report.





- Develop a new XML Publisher (XMLP) report based on the existing ‘Print Report with Barcode’ and add all of the accounting data. The full string of chartfields should be shown along with the Expense Type, Merchant, Amount, Transaction Date and additional comments made at the expense line level.

Additional Approved Business Cases – Expenses

- Overview and Recommendations are available for review.
- Check the website: upgrade.compass.emory.edu

Expense Business Cases
Employee Load and Validation
Corporate Card Load
Year End Processing

Thank you for attending this Compass Outreach Session!

Check the **website** for information on future Compass Outreach Sessions

upgrade.compass.emory.edu

Compass Update

Questions

?

Jay Flanagan

Manager, Enterprise Email & Messaging

Messaging Team Update

365 Updates

- New VDT for EHC on target for completion by Sept. 1, 2015
- Moves to begin towards the end of September
  - EHC, SOM, SON, Yerkes and any stragglers that somehow got missed
- Archive Moves Completed
  - Global archiving end of calendar year or early next year

LDS

- LDS now in production
- We are ready to work with you to move your application
- Contact LDS-Migration@emory.edu
- 9 have completed the move to LDS Prod, 53 are in progress and 8 have not started
- https://wiki.service.emory.edu/pages/viewpage.action?pageId=90937569
- We have been reaching out to those groups who have not started their moves
- Complete all moves by Sept. 1, 2015

PW Expiration / Reset

- Required expiration coming this fall
- Ongoing password reset every 365 days
- PCI users every 90 days
- No exceptions
- Communication ongoing
- Spread Sheet and General Data on Wiki
  - https://wiki.service.emory.edu/display/infrastructure/Active+Directory+-+Password+Change+Statistics

CLUTTER

- Do you have lots of unread email in your mailbox? Messages that you like or need to get, but don't necessarily need or have time to read? If you are like me, you have a lot of these types of messages. To help with these types of messages, Microsoft is introducing a new service in Office 365 on or about June 15th called CLUTTER.
- Clutter is similar to how Outlook/Hotmail and Gmail create focused / primary Inboxes - and moves other less important email to a secondary folder/view. It lets you prioritize your focus on the more important emails.
- What is Clutter: https://emory.service-now.com/ess/kb_view.do?sysparm_article=KB04915
- How to enable/disable clutter: https://emory.service-now.com/ess/kb_view.do?sysparm_article=KB04917

"Do it. Reply all."

Questions?

Thank you for coming!