

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

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- **Context - IT Strategic Planning**
- **Road to Workday Implementation - Accomplishments**
- **Anticipated Change Management Challenges & Opportunities**
- **Preliminary Implementation Timeline**
- **Other Areas of the IT Plan**







- **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**

Criteria	Oracle Cloud	Upgrade Banner	Workday
Strategic Direction	<ul style="list-style-type: none"> • Product has just come to market for higher education • No live implementations • Traditional vendor-centric product dev. 	<ul style="list-style-type: none"> • Uncertain vendor direction • Slow innovation 	<ul style="list-style-type: none"> • Strong peer group using the product • Rapid innovation and expansion of product • Higher-education-centric product dev. Impressive list of schools involved.
Capability	<ul style="list-style-type: none"> • Comprehensive baseline capabilities in back-office • User interface still evolving • Less capability to configure workflows and requires IT skillset 	<ul style="list-style-type: none"> • Closes some but not all gaps. • Less flexible and configurable 	<ul style="list-style-type: none"> • Extensive capacity to improve processes and data access • Strength in user interface, embedded analytics, and management information • Easy to use workflow configurable by functional staff
Technology	<ul style="list-style-type: none"> • SaaS • Relies on internal integrations vs. real-time upgrades • Some functionality is provided via separate applications not integrated into Oracle Cloud • Some components based on older technology • Non-responsive design 	<ul style="list-style-type: none"> • Interface being modernized but core technology is older and less capable • On-premises 	<ul style="list-style-type: none"> • Rapid product enhancements • Software as a Service • In-memory analytics • Single, seamless product • Designed for mobile • Responsive design
Cost	<ul style="list-style-type: none"> • Higher total cost of ownership • Lack of implementation partner experience increases risk 	<ul style="list-style-type: none"> • Significant costs to upgrade • Lower recurring savings 	<ul style="list-style-type: none"> • \$1 million lower total cost of ownership over five years



BROWN



GEORGETOWN UNIVERSITY

Yale



Washington
University in St. Louis

Carnegie
Mellon
University



UNIVERSITY of
ROCHESTER



TEXAS

The University of Texas at Austin



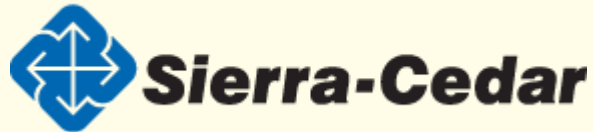
Wellesley
COLLEGE

UNIVERSITY
OF MIAMI



Bucknell
UNIVERSITY





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

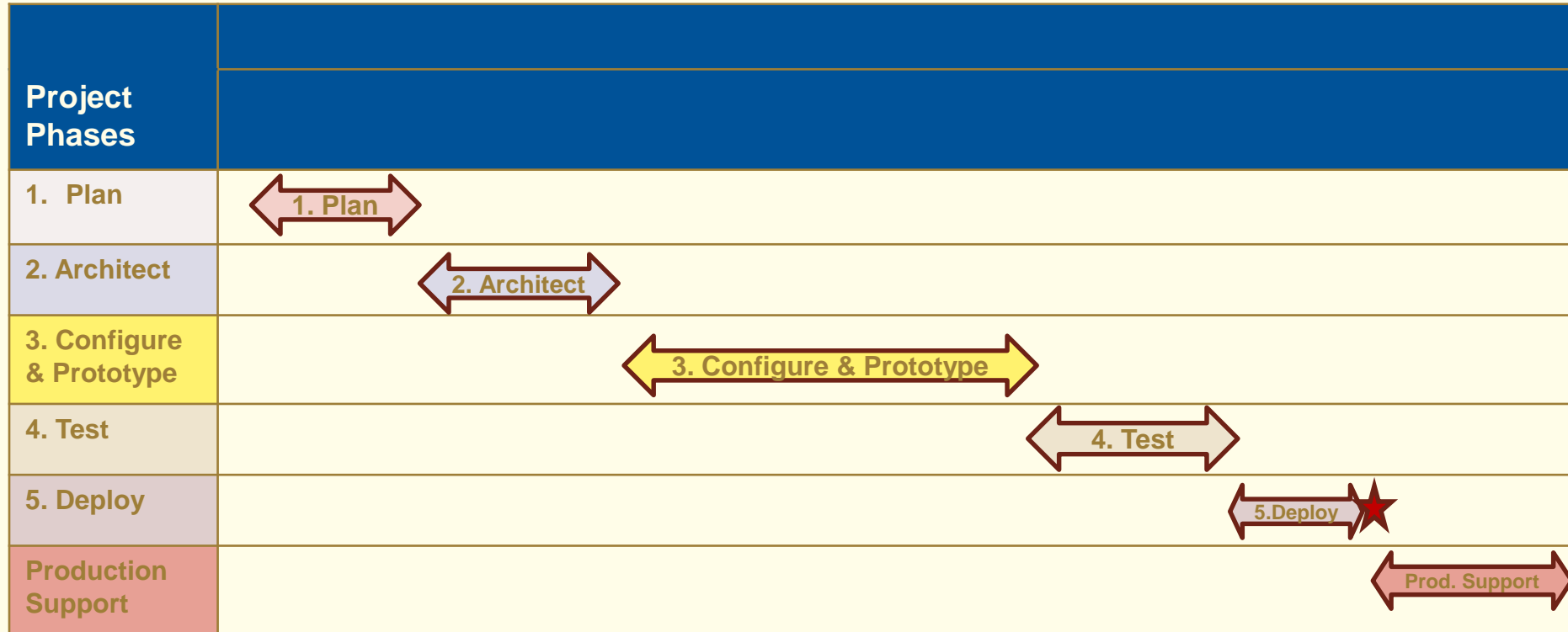
Dedicated Implementation Space

- **Six Offices**
- **Ten Cubicles**
- **One Conference Room**
- **One Large Training Room**
- **Kitchen**



- **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”**

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

Budget Update

Shannon Badgett

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- **Changes in the Budget Office**
 - **FY17 Budget Review**
 - **FY18 Operating Budget Process**
-



- **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

- **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

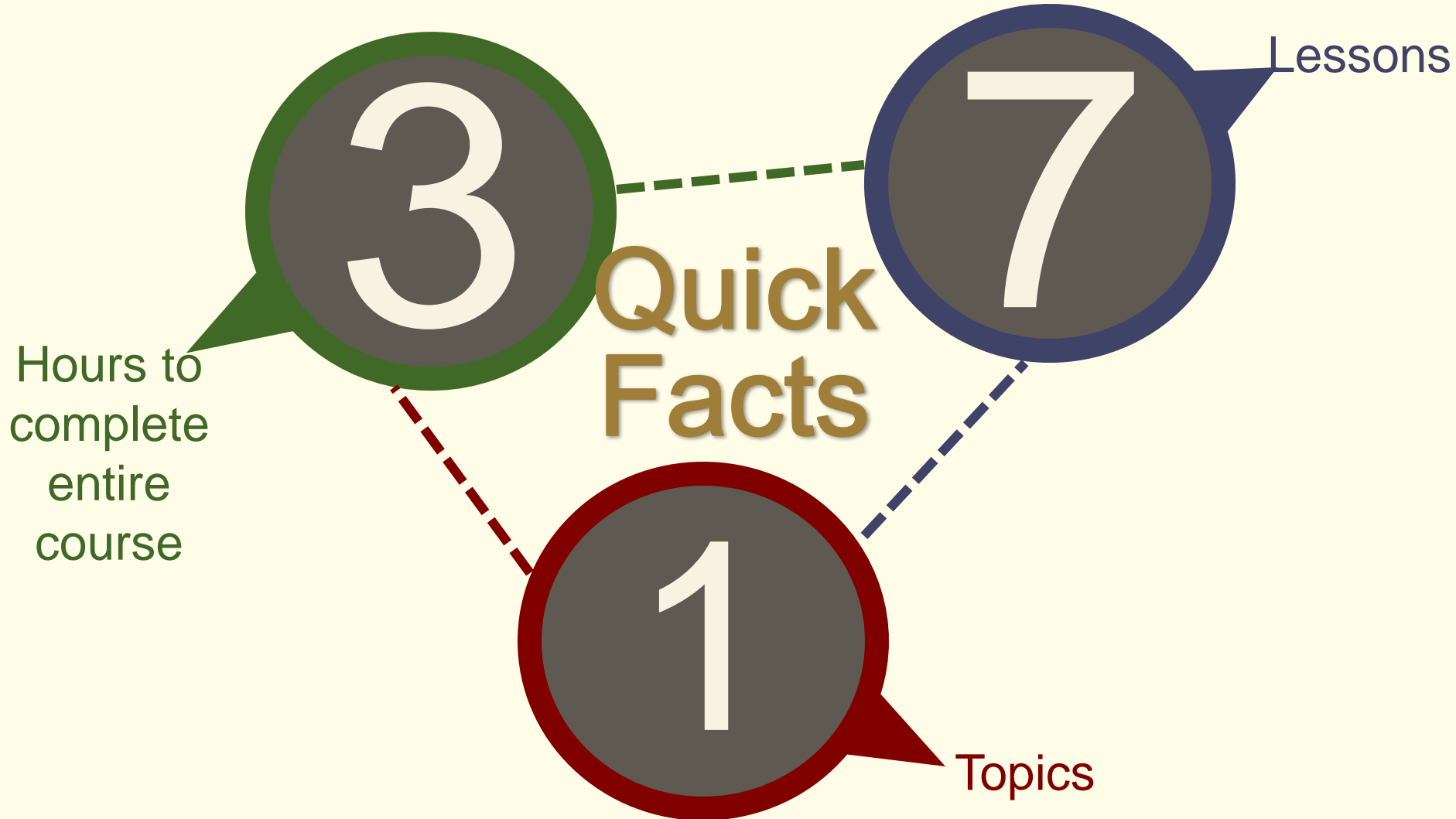
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We're Live!



- 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

Content Hierarchy



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 all" 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.

Course Content

[Expand All](#) | [Collapse All](#)

Lessons	Status
1 Welcome!	<input type="checkbox"/>
2 General Financial Services Information	<input type="checkbox"/>
3 Accepting Payments/Student Financial Services	<input type="checkbox"/>
4 Accounting	<input type="checkbox"/>
5 Budgeting Fundamentals	<input type="checkbox"/>
6 Paying People	<input type="checkbox"/>
7 Procure to Pay	<input type="checkbox"/>

Descriptions



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](#)

Topic Progress: ● ○ ○ ○ ○ ○

[← Back to Lesson](#)

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

[Mark Complete](#)

[← Previous Topic](#) [Next Topic →](#)

[← Previous Lesson](#) [Next Lesson →](#)



Estimated Completion Times



Accounting

April 27th, 2016 | [Edit](#)

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.

[Course Home](#)

Lesson Topics

- What is a C-FOAPAL?
- Cognos Financial End User Rep
- Fixed Assets
- Utilizing Journal Entries

What is a C-FOAPAL?

April 27th, 2016 | [Edit](#)

Topic Progress: ● ● ● ● ●

[← Back to Lesson](#)

This topic will cover the different elements that assist Financial Services with coding all financial transactions to ensure proper use of funds and accurate reporting.

Completing this topic along with the accompanying exercise should take approximately 10 minutes.

[Course Home](#)

[Begin](#)

[← Previous Lesson](#) [Next Lesson →](#)



Navigation

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This course
rocks!
You have to
check it out!!

BAF Meeting Strategy

Sharon Anderson

Business Administrators' Forum

September 22, 2016



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November 2016

February 2017

April 2017

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.