Finance Strategic Transformation

Fiscal Administrators Meeting

June 1, 2022

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Fiscal Administrators | Today's Agenda

Topic	Today's Agenda Item / Objective	Target Time
Welcome	• Agenda Overview • Project Timeline – Where are We?	5 min

Cutover	• Cutover Overview
	    • Cutover Website demo
	    • Payroll Cutover Dates
		20 min

Role-to-Position Mapping	• Role-to-Position Mapping Update	10 min
GL Balance Conversion	• Upcoming Activities & Limitations	10 min

Fund Balance Ownership	• Overview of Fund Balance Ownership
	    • Sample Report
	    • Upcoming Resources
		10 min

Training Update	• Training Progress	15 min
Finance Solution Center	• Support for Go-Live & Beyond	10 min
Stakeholder Engagement	• Stakeholder Pulse Check • Change Journey Revisited	10 min

FST Project Overview
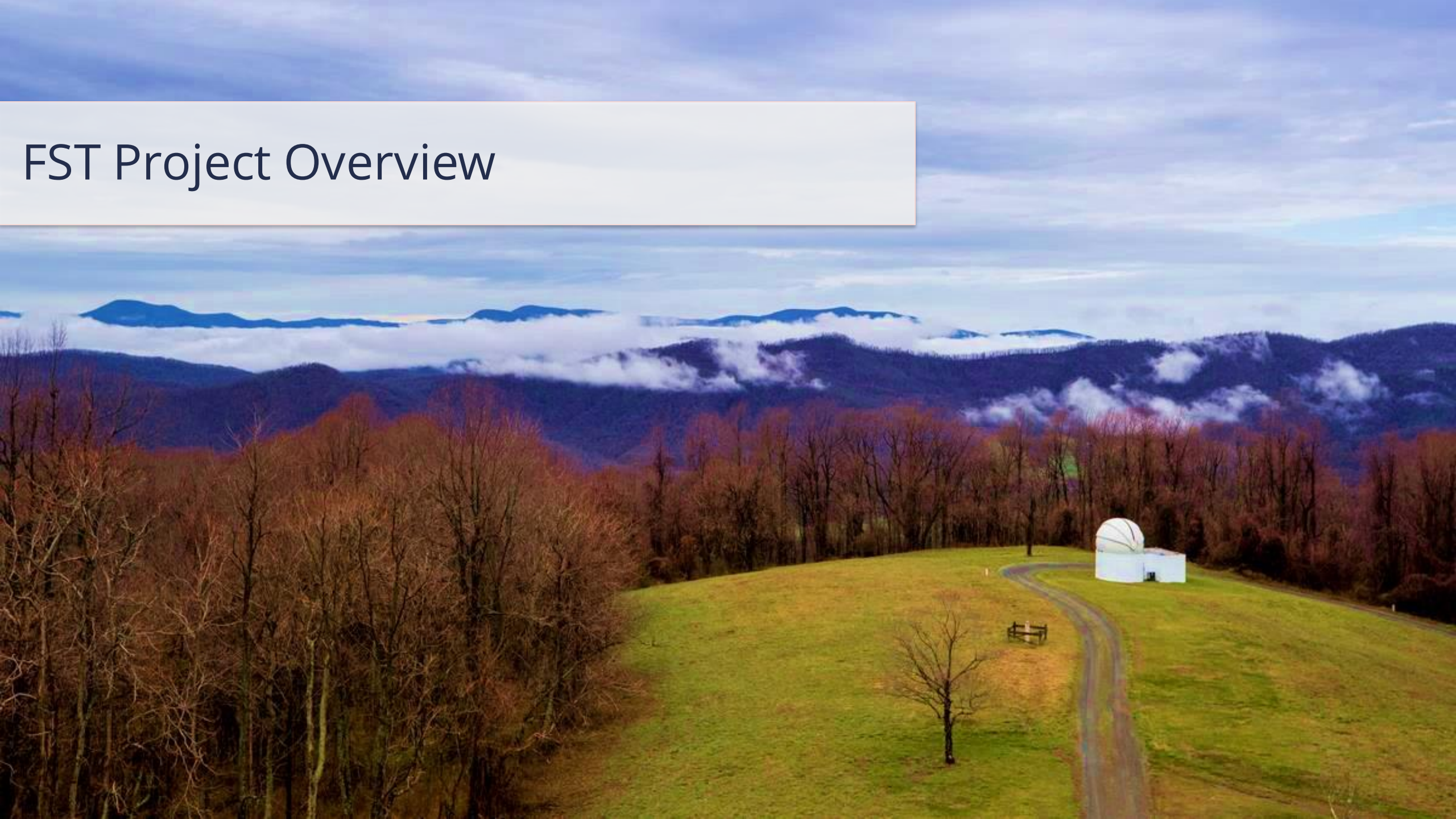
FST Project Overview | What Should I Expect & When?

JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG	SEP	OCT	NOV	DEC

DELIVER   Go-Live   **RUN**

🔵 DEPLOY   🟢 SUPPORT   🟢 STABILIZATION

⭐ **We're Here**

✅ **JAN-MAY** CUTOVER PLANNING

✅ **MARCH 11, 2022** ROLE MAPPING COMPLETE

✅ **APRIL 29, 2022** UER COMPLETION

✅ **MAY** CHANGE READINESS SURVEY

⛔ **JULY 1, 2022** FST GO-LIVE

✅ **JAN-MAY** SYSTEM REMEDIATION TESTING

✅ **FEB 28, 2022** UER KICK-OFF

🔶 **MAY-JUNE** TRAINING

⛔ **JULY 2, 2022** SUPPORT

✅ **FEB-MARCH** HCM/PAY PREP/TESTING

✅ **ARPIL** FST FRIDAYS

< 5 Weeks to FST Go-Live

✅ COMPLETED   🔶 IN PROGRESS   ⛔ UPCOMING

Cutover

Cutover | Launch Approach

Launch Approach

Cycle 1 – Pre-Cutover (5/23-6/28)

Configurations, conversions, integrations, reports, etc. that may be migrated or entered in Production prior to cutover

Cycle 2 – Cutover Period (6/29-7/3)

Configurations, conversions, integrations, reports, etc. that may NOT be migrated or entered in Production prior to cutover

Soft Launch – What & Who (7/3-7/4)

What
- Smoke testing / Shake-out testing
- Controlled Production
- Catch-up Transactions

Who
- FST Project Teams
- Key process owner areas (treasury, HCM transaction center, procurement/AP, controller, etc.)

All Community Access (7/5)

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Cutover | Freezes & Gray Outs Workday HCM / Payroll Impacts

June 29 – July 4

Workday HCM-Payroll Impacts During Cutover

Access to Workday HCM/Payroll will be limited to certain business processes during the core cutover period. HCM / Payroll business processes that will not be available during this period include:

Add/End Additional Job	Hire
Assign Cost Allocations	Job Requisitions
Evergreen Requisitions	Move Workers
Change Job	Requests (e.g., Educ Benefits, EAF, Nursing Clin Lad)
Create/Edit Positions	Request Leave of Absence
Change Org Assignments	Offers
Close Position	One Time Payments
Contract Contingent Worker	Period Activity Pay
Create/Edit Reorganization*	Payroll Accounting Adjustments
Create/Edit Position Restrictions	Security Access Requests Dashboard
Create/Edit Named Professorships	Terminations

***Set Up of Workday Depts and Accounting Strings
Freeze EOD on 5/31/2022**

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Cutover | Pre and Post Go-Live Resources

MAY: PREPARATION

Review: Checklists for areas of work like payroll, expense, grants, and more.

Ask: "What does my area need to do to be ready and have what we need by the time the cutover is in full swing?"

https://uvafinance.virginia.edu/may-2022-workday-financials-calendar

JUNE: DEADLINES

Review: Deadlines for each area of work, chart of cutover deadlines that you can sort by area.

Ask: "What deadlines related to common business processes to be completed in Oracle before go-live should I be aware of?"

https://uvafinance.virginia.edu/june-2022-workday-financials-calendar-0

JULY: CLEAN-UP

Review: Checklists related to clean-up post go-live.

Ask: "What clean-up activities are expected of my area post go-live?"

https://uvafinance.virginia.edu/july-2022-workday-financials-calendar

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https://uvafinance.virginia.edu/finance-strategic-transformation/cutover-resources

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Cutover | Cutover & Payroll: Guidance for Entering Time

Medical Center & UPG bi-weekly Payroll

- **Deadlines for the MC/UPG bi-weekly payroll 07/01 check date must be adhered to.**
- The week of 6/27, the Payroll Department will be unable to process any late timecards or manual adjustments. We are completing the 7/1 payroll in a single day.
- Any missed time will be processed on the next regular Payroll.
- Off-cycle payments will not process until the week of 07/11.

Academic Division bi-weekly payroll

- **All standard time entry deadlines will be followed for the Academic Division bi-weekly pay period end 7/3 (check date 07/08).** Employees should enter all hours by the end of their last day worked in the pay period and submit their time for approval.
- The week of July 4, Payroll will be unable to process any late timecards or adjustments.
- Any missed time will be processed on the next regular Payroll.
- Off-cycle payments will not process until the week of 07/11

Payroll Resources

Cutover Deadlines: https://uvafinance.virginia.edu/finance-strategic-transformation/cutover-resources
Payroll Calendars: https://payroll.vpfinance.virginia.edu/

Role-to-Position Mapping

Role-to-Position Mapping | Update

- The final security role assignments report was distributed to department leaders Thursday 5/26; the due date to submit change requests was Monday, 5/30. Role assignments are now frozen until after go-live.

- All departmental security roles and any associated required training have been outlined in the following resources:

  - Security Roles: Day in the Life Summaries

  - Security Roles & Training Overview

Frequently Asked Questions

If we need to request changes or additions to security role assignments, what is the process? What is the deadline to submit these change requests before go-live?

How are roles assigned to cost centers? What role do cost center hierarchies play in this process?

Have business processes been reviewed to ensure separation of duties? Will there be additional changes to security as a result of this review?

How is delegation setup from the security perspective?

GL Balance Conversion
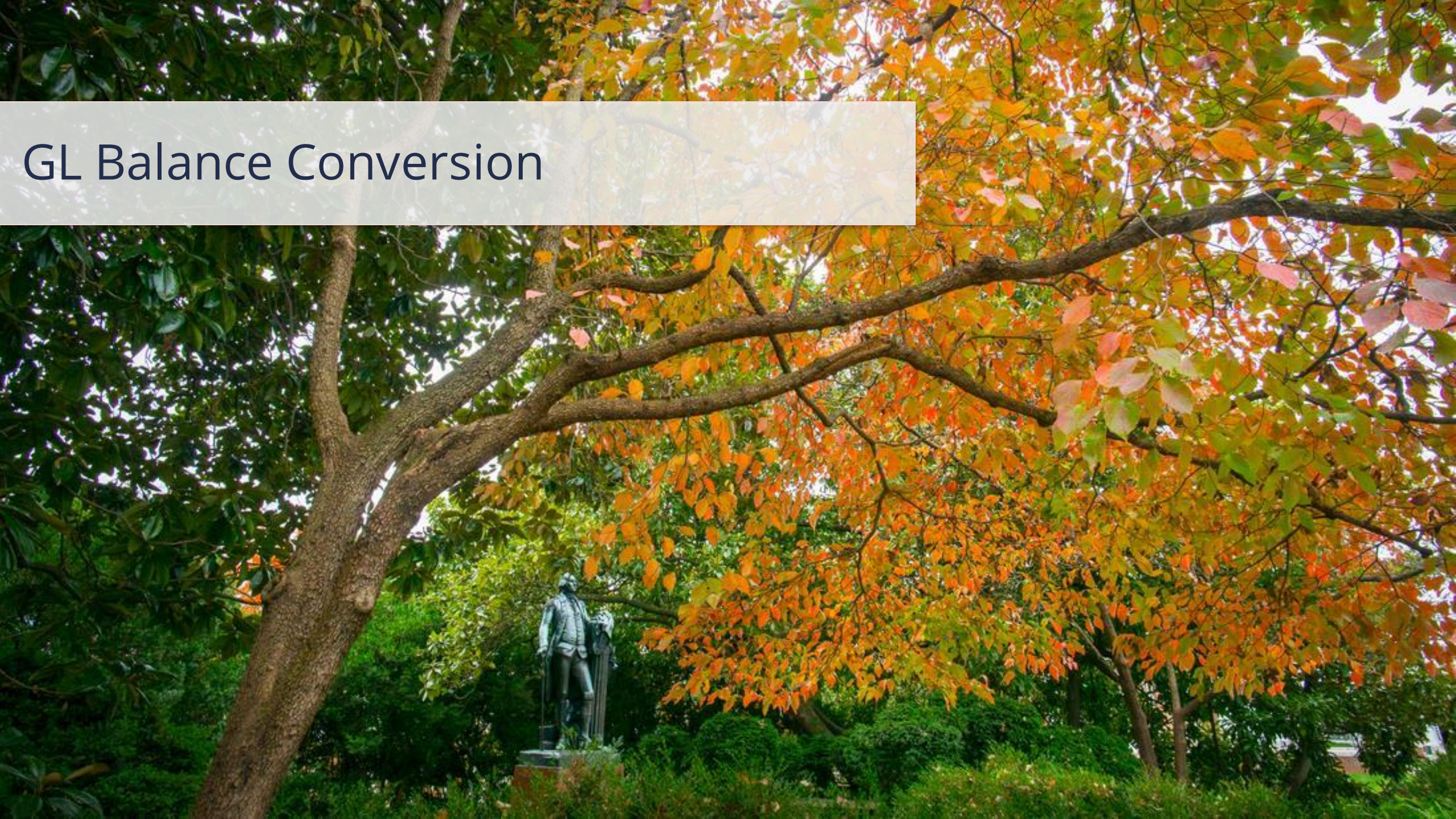
GL Balance Conversion | Upcoming Activities & Limitations

At Go-Live

- Fund balances will be available in Workday at a **Cost Center, Fund, Gift, and Designated level**. Optional worktags will not be on balances.

- Team working on process for converting ITD on the **Project** worktag (capital projects) and will be loaded in a similar manner as the Gift/Designated balances.

- Schools/Units will work over the course of the summer **to attach optional worktags** (Project, Program, Activity, Assignee) or correct cost center mapping as needed.

- These entries will be made in prior year and rolled forward so **FY23 transactional reporting will not be impacted by this work**.

- **FY23 Budgets** from Adaptive will not be available in Workday until **mid-August**.

Impact

- The FDM team continues to refine default mappings and engage units on how to realign balances.

- **Until your unit completes fund balance realignment** – which will take *at least* the first two months of the fiscal year – you will **not have detailed balances or budgets** for answering faculty questions about balances available.

- Fund balance reports in Workday will be changing over the first couple of months while this activity is happening.

- You will be able to run reports in UBI for ending Oracle balances as of **June 30, 2022**.

- The structure of the current "BBA" report will change to reflect **both Fund Balance Available AND Budget Variance**.

Fund Balance Ownership
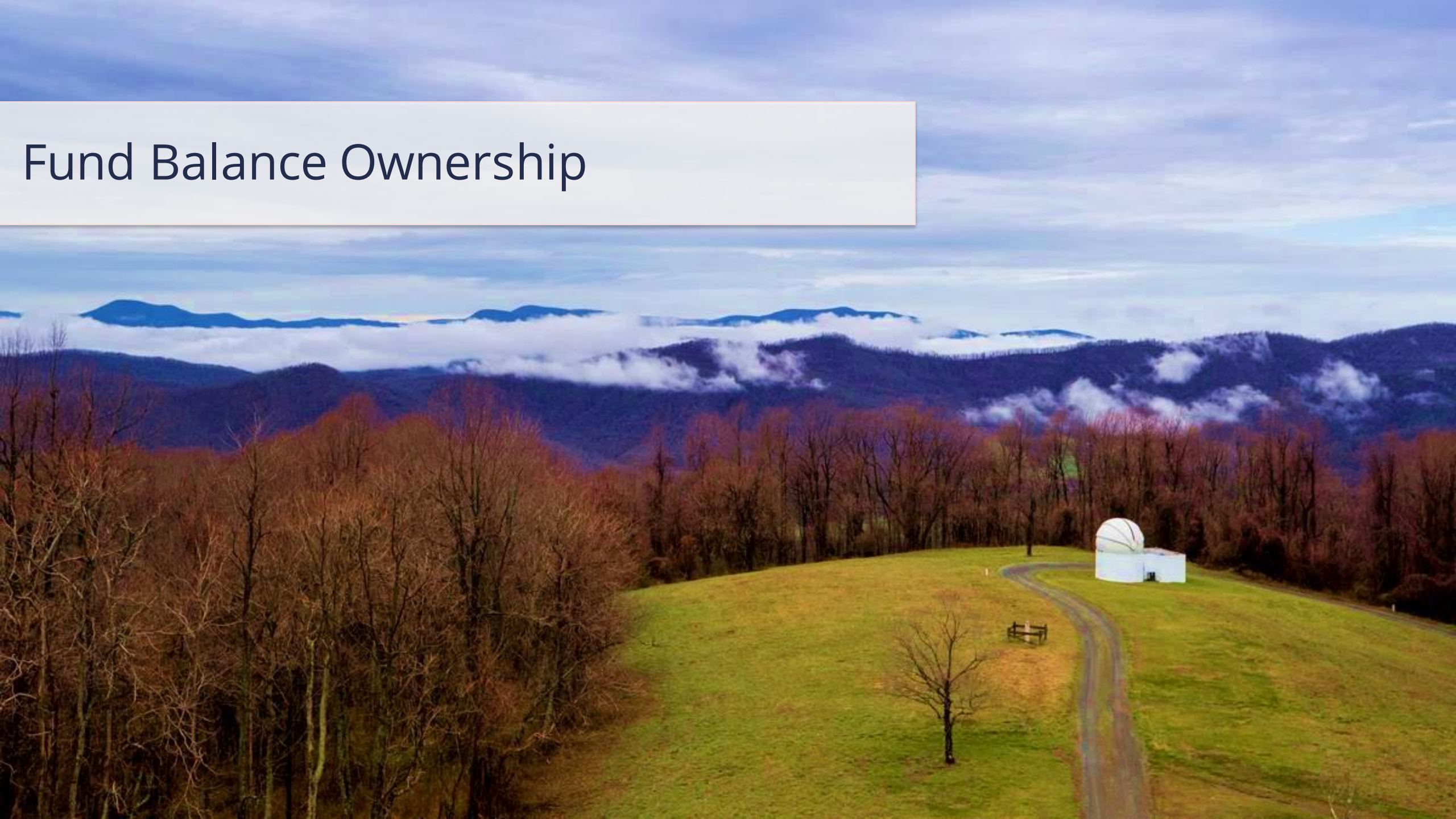
Fund Balance Ownership | What does this mean?

Budget

Comes from Adaptive daily (starting August 17).

Tells you the plan, and only the plan. The unit is responsible for ensuring funds are available.

The budget (plan) allows you to monitor spend against expectations using budget vs actuals reporting.

May be adjusted for a variety of reasons (e.g., new information, new initiatives, permanent base adjustments, etc.).

Actuals

Results of transactions made in Workday. Pulled back into Adaptive after each month end.

As a general rule, funding from central will be budgeted and transferred in actuals to the recipient unit.
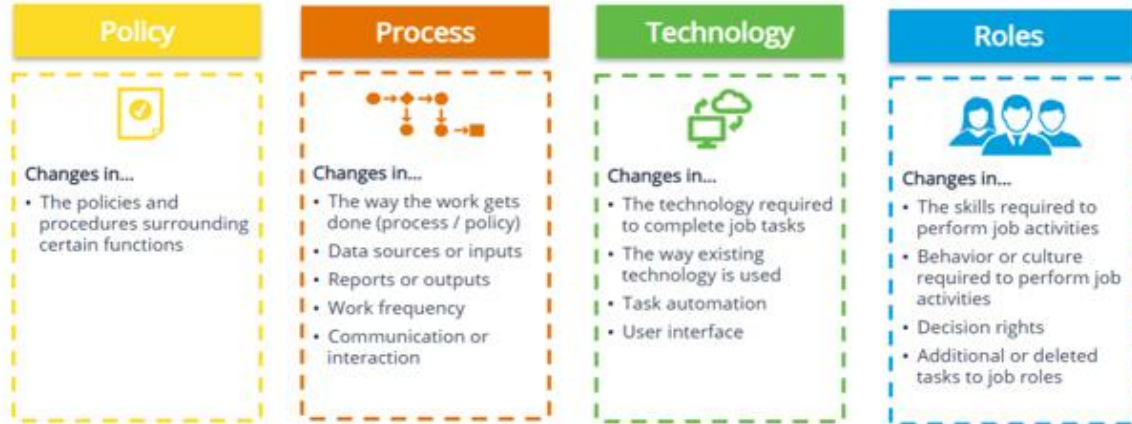
Units will choose the extent to which they will transfer funding to subunits.

If units have both the funds transferred, along with any revenues received directly, they can utilize fund balance reporting.

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Fund Balance Ownership | Resources: FAQ

Fund Balance Ownership FAQ
Last Updated May 13, 2022

Fund Balance Ownership Frequently Asked Questions
FY23

Policy	Process	Technology	Roles
Changes in...	Changes in...	Changes in...	Changes in...
• The policies and procedures surrounding certain functions	• The way the work gets done (process / policy) • Data sources or inputs • Reports or outputs • Work frequency • Communication or interaction	• The technology required to complete job tasks • The way existing technology is used • Task automation • User interface	• The skills required to perform job activities • Behavior or culture required to perform job activities • Decision rights • Additional or deleted tasks to job roles

Technology Questions:

Which reports should I use to monitor my funds?

Reports for fund balance monitoring are in development and will be available in different forms in Workday, UBI, and Adaptive. Workday reports will be used for day-to-day operational balance reporting. UBI may be used for more detailed reporting of fund balances, especially with large datasets. Adaptive will be used for fund balance reporting and projection, especially in relation to budget and multi-year financial planning.

Process Questions:

What are the benefits of this change?

Expendable fund balance reporting enabled – Units have the ability to accurately report on funds available without needing to wait for year-end settlement and carryforward calculations. In combination with the FDM, anyone with reporting access can run a trial balance on any combination of FDM worktags at any time.

Policy and Procedure Questions:

What is a fund balance?

A fund balance is a unit's available cumulative net position, inclusive of operating surplus (deficit), and/or carryforward. Fund Balances appear in the General Ledger and may also be referred to as Expendable Fund Balances. Fiscal Year End (FYE) Fund Balances only include actuals; any other time throughout the year, Fund Balances include all Workday obligations and Workday commitments (what is expendable).

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Fund Balance Ownership | Resources: Transaction Processing

Fund Balance Ownership Transaction Processing Guide
Last Updated May 13, 2022

Fund Balance Ownership
Transaction Processing Guide
FY23

This guide is intended to provide detailed transaction information on funds transfers occurring across the University of Virginia. As updates are made to the document, a new version is distributed showing an updated version date in the header. Previous versions are archived and changes since the last version are listed below.

Last version date: n/a

Changes since the last version:
- This is the first version of the document.

Contents

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Fund Balance Ownership| Next Steps: Implementation

Upcoming Items

- Budget Officers will submit any requested clarifications or edits for FAQs and/or Transaction Processing by Friday 6/3
- OFP&A will post first copies of FAQs and Transaction Processing document by EOD Tuesday 6/7
- Budget officers & teams will determine how they will implement fund balance ownership in each unit
- Units will communicate internally how they will be implementing fund balance ownership

OFP&A Support Options

- Office Hours aimed at budget officers – open and/or sign-up
- Facilitated information sessions with units
- Resource updates (e.g., FAQs)
- Other?

Training Update

Training Update | Training Overview (May 2-May 27)

Training began in early May and is in full swing. As of **Friday, May 27th**, **1059 users have** attended an instructor-led or a self-paced course; there have been a total of **2351 course completions**.
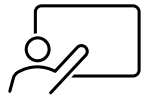
Instructor-Led Courses

9 — **9 of 10** instructor-led courses launched

49 — **49 of 110** instructor-led sessions completed

110 — Instructor-led sessions scheduled May-June

Self-Paced Courses

6 — **6 of 19** self-paced courses deployed in Workday Learning

1009 — Users have completed Introduction to Workday Financials

Quick Reference Guides

71 — Quick Reference Guides are being finalized and in process of being published on website

What We're Hearing

"I feel so much better about being able to help my colleagues!"

"The activities we walked through on our own really helped in gaining an understanding on how to navigate Workday and complete the tasks at hand."

"I went in today feeling comfortable with this subject for costing allocation and now I feel like I can do this with even more confidence."

"I am glad to have access to the tenet for a while. I will make use of it!"

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Training Update | Associated Required Training by Security Role

Training courses were designed only for those roles that execute high impact transactions in Workday, meaning that **not all security roles will have associated required training**. All self-paced courses will be available in Workday Learning and all learning materials will be posted on the [Workday Finance Training](#) webpage by **mid-June**.

Instructor-Led Training**

	Course Title	Security role
1	Accounting Journals and Accounting Adjustments	Accountants
2	Ad Hoc Bank Transactions	Cost Center Deposit Specialists
3	Customer Accounts	Customer Billing Specialists & Customer Contract Specialists
4	Expense Reports For Expense Ambassadors	Expense Data Entry Specialists
5	Gift Creation	Unit Gift Managers
6	Grants Management	Grant Managers
7	Internal Service Delivery	Internal Service Delivery Data Entry Specialists
8	Payroll Accounting - Costing Allocation	Payroll Costing Managers & Payroll Costing Specialists
9	Payroll Accounting – HCM Subtasks	Payroll Costing Managers
10	Petty Cash Account Replenishment	Petty Custodians

Self-Paced Training

	Course Title	Security role
1	**Introduction to Workday Financials***	**All employees**
2	Account Certification	Grant Financial Analyst, Grant Account Certifier, Cost Center Fiscal Specialist, Cost Center Manager, Project Budget Specialist, Unit Gift Manager (non-allocated gifts). and Project Budget Manager.
3	**Introduction to Budgeting in Adaptive Planning**	**All employees**
4	Cost Center Manager Approval	Cost Center Managers
5	Customer Contracts and Billing Installments	Customer Contract Specialists
6	**Expense Reports**	**All employees**
7	Payroll Accounting - Accounting Adjustments	Payroll Accounting Adjustment Specialists
8	**Purchase Requisition – Employee as Self**	**All employees**
9	Purchase Requisitions, Purchase Orders & Supplier Invoice Requests	Procurement Shoppers
10	**Reporting**	**All employees**

Each of the above courses will address **reports relevant to the transactions** covered in the course.

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*Prerequisite to be taken before any role-specific training courses
**Each instructor-led course will also be available as a self-paced course by mid-June

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Training Update | What Resources Are Available?

Which roles do not have associated training?

Award Analyst
Cost Center Financial Analyst
Grants Compliance Reviewer

Internal Service Provider Manager
Multi Funding Source Access
P2P Approver

Senior Department Finance Approver
Sponsored Programs Manager (Cost Center)

What other resources are available?

Introduction to Workday Financials	Security Roles: Day in the Life Summaries	Quick Reference Guides (QRGs)	Forthcoming additional courses	Office Hours	Workday Digital Assist	Course Slides	FST Friday Q&A, Recordings & Slides
Enroll in and complete Introduction to Workday Financials and any other self-paced course available in Workday Learning.	Access the Security Roles: Day in the Life Summaries resource to learn more about the actions users can execute in Workday based on their security role(s).	Review relevant Quick Reference Guides (QRGs) related to Workday navigation, approvals, dashboards, delegation, and more.	Complete any additional courses that may be forthcoming. (All self-paced courses available in Workday Learning by mid-June.)	Attend Office Hours for additional Workday demonstrations and opportunities to practice transactions in the system.	Utilize Workday Digital Assist, which offers on-screen process guidance and step-by-step assistance in real time.	Access course slides from all published instructor-led and self-paced courses under the course title accordion items on the training webpage.	Review the FST Friday Q&A document and the recordings and slides from FST Friday sessions for role-based day-in-the-life previews of specific Workday topics.

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Training Update | Finance Reporting Training Resources

There are numerous training related resources available for **finance reporting**. These resources are in the form of stand-alone training, quick reference guides, and as part of instructor-led and self-paced courses.

Finance Reporting Training

This is a **self-paced course** that will be available for employees on Workday Finance Reporting. The objectives covered in the course are as follows:

- Provide an overview of Workday reports and Fiscal Admin Dashboard

- Explain how to access reports and dashboards in Workday

- Add and manage favorites for reports

- Explain and review the various report and dashboard functionalities

Training Materials

Quick reference guides (QRGs) provide **step by step guidance** for Finance reports. Specific QRGs related to reporting have been developed:
- Reporting Functionality
- Fiscal Admin Dashboard
- Grant Admin Dashboard

Reporting Topics Incorporated into All Other Finance Courses

Each instructor-led and self-paced training course provides a list of **reports related to the transactions** covered in the course and **how to run a report** in Workday.

Training Update | What is Your Role?

We appreciate your help **socializing learning materials** that are available to employees holding finance roles in Workday. You can help by **sharing the following resources** with your Schools and Units:

Security Roles & Training Overview – Share this resource that contains information about the **required training courses** associated with each security role, **the self-paced courses** that are available and relevant to all employees, and additional learning resources.

Employee as Self Self-Paced Courses – Encourage staff in all departments to register for self-paced training courses intended for all employees, including *Introduction to Workday Financials*; *Purchase Requisition – Employee as Self*; and *Reporting*

Course Materials – Direct staff to reference materials including Quick Reference Guides and the PDFs of course slides, both of which are posted to the training webpage

Finance Solution Center

Finance Solution Center | Overview

The Finance Solution Center is UVA Finance's **centralized**, first **human point of contact** for most support requests. Users may seek support by emailing askfinance@virginia.edu.

Agents in the Finance Solution Center...

- **Gather** customer information
- **Analyze** the problem to **identify** the cause
- **Solve** the problem if there is a documented solution/answer
- **Escalate** cases to the appropriate specialist if it cannot be resolved

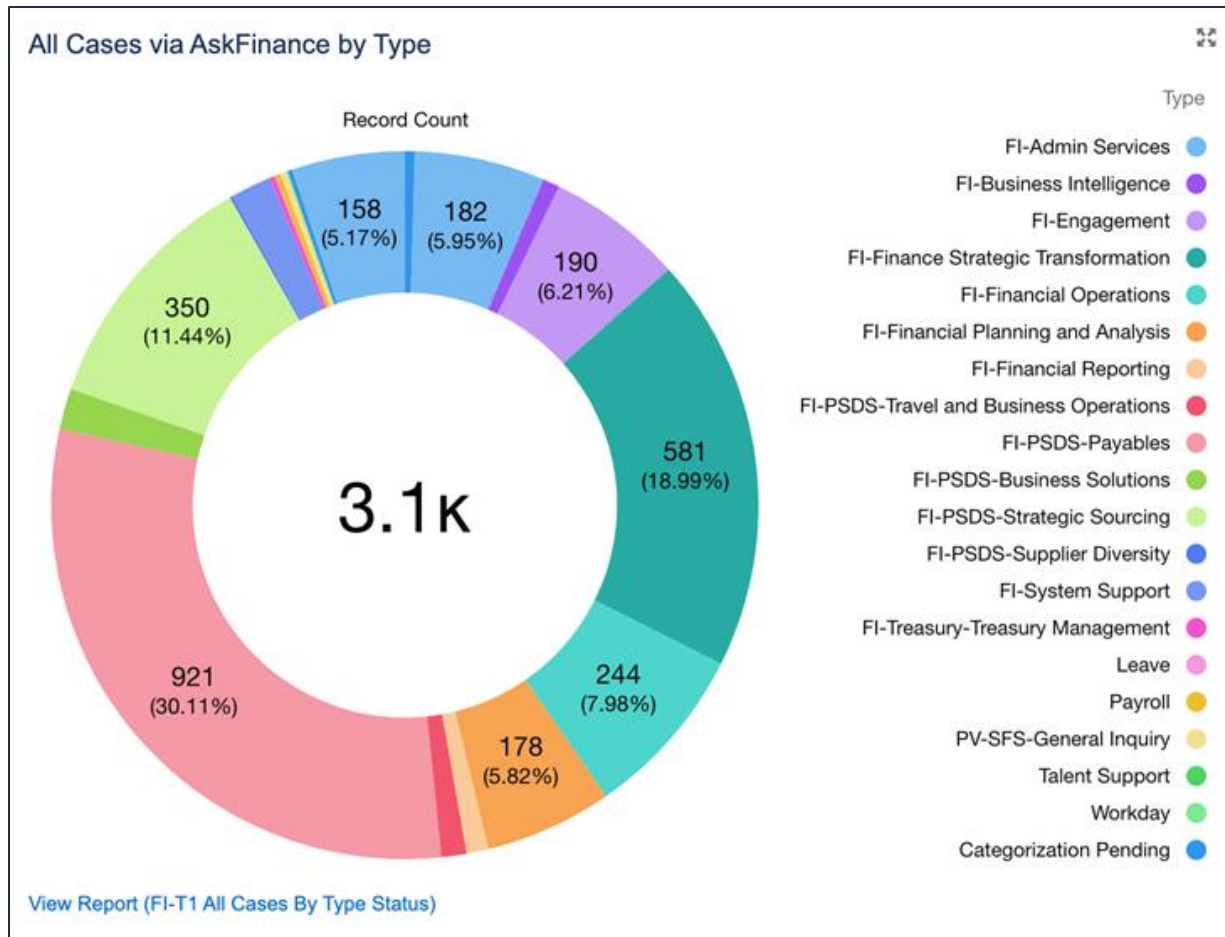Soft launch was March 14, 2022. As of May 26, 2022, the Finance Solution Center has logged **3100+ cases**.

Finance Solution Center Impact

- ✓ Dedicated full-time team to support your questions
- ✓ Single point of entry for all UVAFinance inquiries (Workday and others)

- ✓ Live person response when calling
- ✓ Monitored queues to ensure prompt response and resolution

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Finance Solution Center | Cases in Salesforce

Cases in Salesforce since March 15th Launch of Finance Solution Center

All Cases via AskFinance by Type

Record Count

3.1k

- 158 (5.17%)
- 182 (5.95%)
- 190 (6.21%)
- 350 (11.44%)
- 581 (18.99%)
- 921 (30.11%)
- 178 (5.82%)
- 244 (7.98%)

Type
- FI-Admin Services
- FI-Business Intelligence
- FI-Engagement
- FI-Finance Strategic Transformation
- FI-Financial Operations
- FI-Financial Planning and Analysis
- FI-Financial Reporting
- FI-PSDS-Travel and Business Operations
- FI-PSDS-Payables
- FI-PSDS-Business Solutions
- FI-PSDS-Strategic Sourcing
- FI-PSDS-Supplier Diversity
- FI-System Support
- FI-Treasury-Treasury Management
- Leave
- Payroll
- PV-SFS-General Inquiry
- Talent Support
- Workday
- Categorization Pending

View Report (FI-T1 All Cases By Type Status)

Greatest Volume Areas

- **Procurement**
- **Accounts payable**
- **FST Mapping/Security**

Our ability to **provide meaningful support** leading up to, and beyond, go-live is due in part to the Finance Solution Center's early launch.

Since March, the team has refined its ability to **troubleshoot issues** well in advance of go-live, helping **prepare us for the upcoming critical period** during which case counts are expected to increase.

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Stakeholder Engagement

Stakeholder Engagement | Poll Instructions

We will be using the Mentimeter app to capture some of your responses today

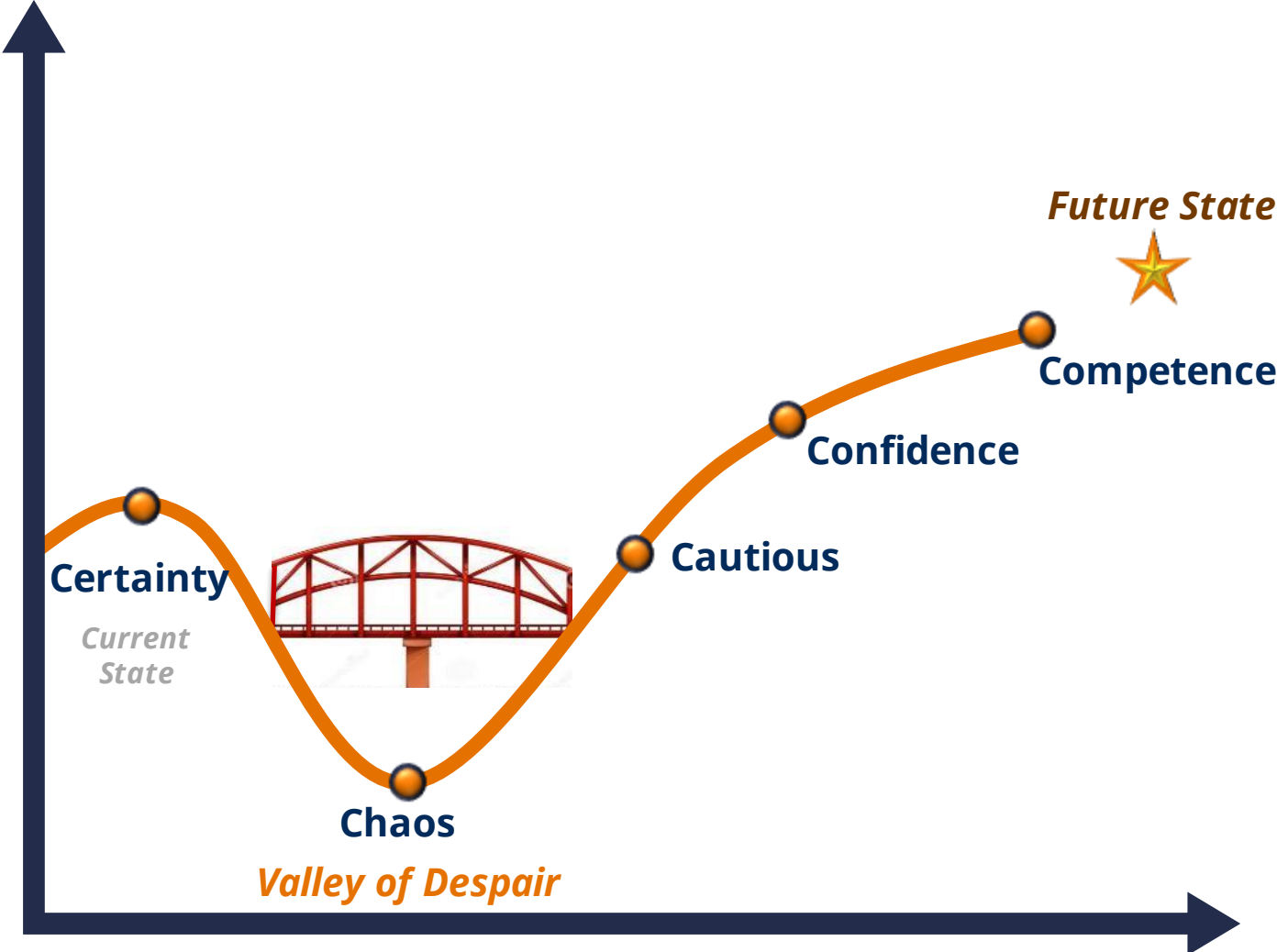Scan the QR code with your smart phone camera to respond

OR

Go to www.menti.com and enter the code 2761 2782

Note: When putting in the code above, remember to put the space in between.

Stakeholder Engagement | The Change Journey

Future State

Competence

Confidence

Cautious

Certainty

Current State

Chaos

Valley of Despair

Thank You for Attending!