# Fiscal Administrators | 11/2/22 Agenda

| Topic | Today's Agenda Item / Objective | Target Time |
|---|---|---|
| **Welcome** | • Welcome/Agenda Overview<br>• Project Overview | 10 min |
| **Top of Mind Discussion** | • Key Items<br>    • Purchase Orders & Invoices<br>    • Fund Balances<br>    • Reporting<br>    • Account Certification<br>    • AskFinance | 45 min |
| **Compliance Helpline** | • Overview & Resources | 10 min |
| **Looking Forward: Stabilization Updates** | • Non-Catalog Requisition – Proposing New Changes<br>• Deferred Items<br>• Stakeholder Adoption<br>    • Adoption Assessment – Key Takeaways<br>    • Office Hours Recap & What's Next<br>    • New and Updated Resources | 15 min |
| **Other Business and Wrap-Up** | • Final Q&A | 10 min |

# Project Overview
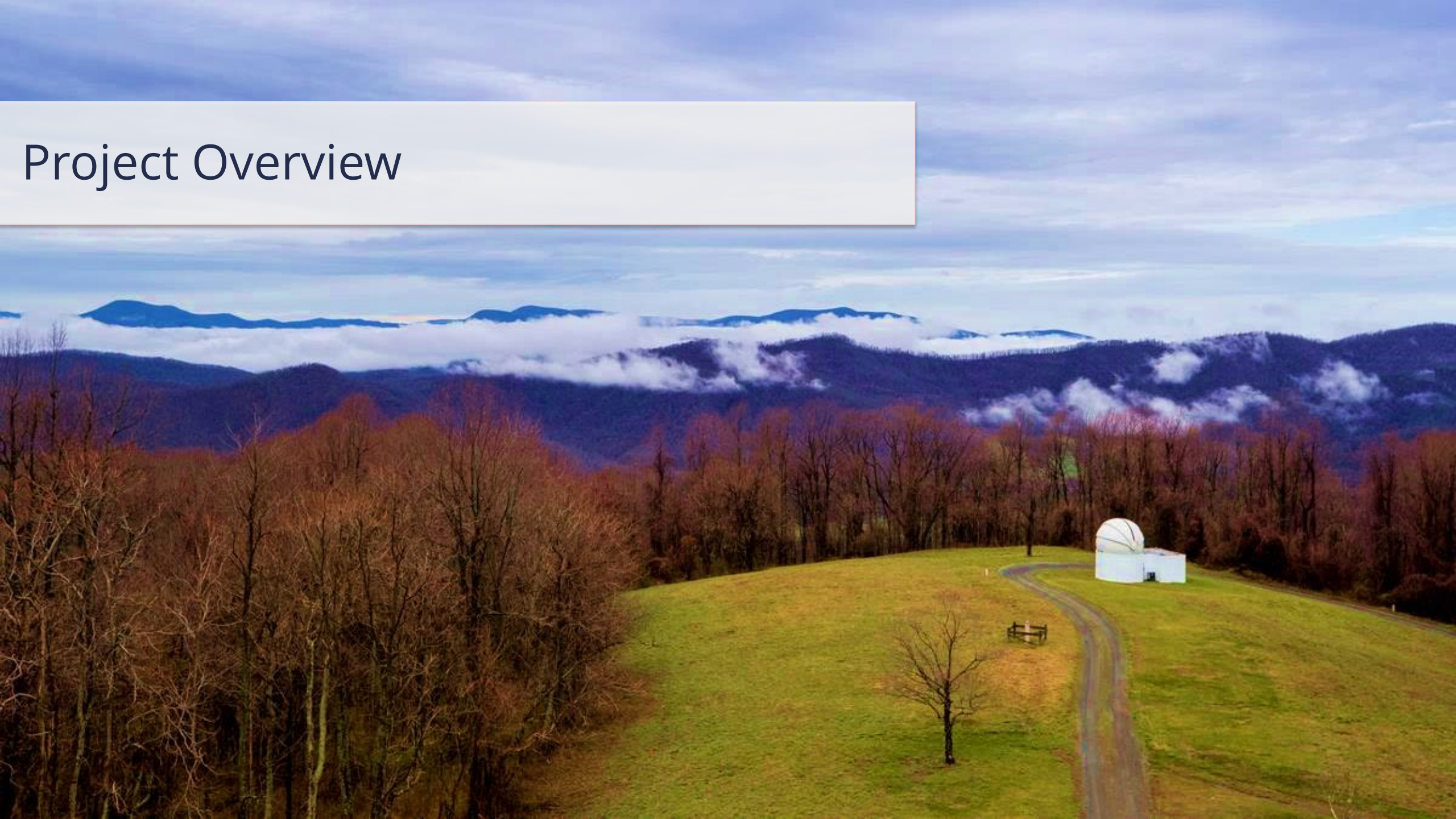
# Project Overview | FST Journey & What's Next

Throughout the Stabilization period, the project team's primary areas of focus have shifted to conducting **knowledge transfer**, looking at ways to enhance **ongoing end user support**, ironing out **known issues**, and ensuring the support team is **prepared for the future state**.

Adopting Workday Financials and adapting to the new processes and responsibilities that come along with this **transformation** is an ongoing process – one that requires continued support and collaboration as we move through our **individual and collective change journeys.** We continue to look to our **School and Unit leaders and stakeholders** to serve as our eyes and ears, providing feedback about the end user experience that **drives our efforts to continuously improve the adoption experience**.

***Thank you** for your hard work and commitment – this transformation would not be possible without each of you.*

| | | | Go-Live | Current Phase |
|---|---|---|---|---|
| **Assessment & Planning** | **Readiness** | **Implementation** | **Hypercare** | **Stabilization** |
| August 2018 – March 2019 | April 2019 – December 2019 | January 2020 – June 2022 | July 2022 – September 2022 | October 2022 – December 2022 |

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# Top of Mind Discussion

# Top of Mind Discussion | Overview

Over the next 45 minutes, we aim to **elevate the top-of-mind items** that we have gleaned from meetings and discussions with stakeholders, **share related resources and guidance**, and **gain a better understanding of additional questions or challenges** that stakeholders are facing related to the following items:

- Purchase Orders & Invoices
- Fund Balances
- Reporting
- Account Certifications
- AskFinance

For each of these topics, we will hear from a **subject matter expert** about top-of-mind items, resources, and guidance, and then will use **Mentimeter polling** to hear from you about additional top-of-mind items, challenges, or questions related to these areas. We encourage you to **share your questions and feedback.**

# Purchase Orders & Invoices

# Top of Mind Discussion | Purchase Orders & Invoices

**Top of mind items/questions from stakeholders related to Spend:**

1. Shipments sent to the wrong "**ship-to" address** (Purchase Requisitions)
2. **Old Purchase Orders** that were not converted
   - Process of **closing purchase orders**
   - Old purchase orders **not converted** resulting in **inability to view them in Workday**
3. **Match exceptions** issues that lead to vendors not getting paid
4. Incorporation of **discounts into purchase orders**

## Resources & Guidance

**Ship-To Address:**
- Change My Work Space / Correct Deliver-to Location QRG – helps users set their address to the correct location and avoid errors in the future

**Old Purchase Orders:**
- Change Purchase Order QRG – walks users through the Create Change Order task, including changes to quantity, cost, Worktags, etc.

**Match Exceptions:**
- View match exceptions from notifications or by running the Find Supplier Invoice report and filtering by Cost Center and exception
- Investigate and identify the reason for the exception by drilling into invoice lines and reviewing all attachments and original documentation
- For POs: Submit a change order request as long as there isn't an invoice already applied to the Purchase Order; this can be used to update the quantity, cost, or worktag information. If you need to add or remove a line or cancel a PO, contact askfinance@virginia.edu
- For Invoices: Contact askfinance@virginia.edu and submit the invoice correction form if you need to cancel, add, or completely change an invoice
- Match Exceptions FAQ – contains frequently asked questions pertaining to Match Exceptions
- Match Exception Investigation and Correction QRG – walks users through the investigation of a supplier invoice match exception, and helps to determine the cause of the exception and initiate the correction for the match exception

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# Top of Mind Discussion | Purchase Orders & Invoices

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**OR**

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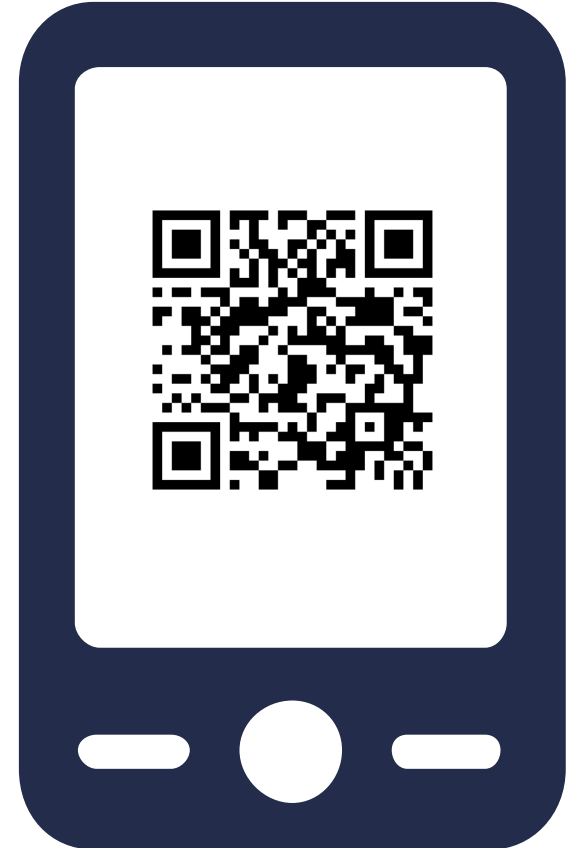
# Fund Balances

# Top of Mind Discussion | Fund Balances

**Top of mind items/questions from stakeholders related to Fund Balances:**

1. Confusion around **following fund balance realignments**, especially when a charge on a project goes in and out to eventually get to **another DN/GF**

2. **Inaccurate fund balances if Schools/Units didn't participate** in the fund balance realignment activities; it was optional but has a significant **downstream impact** and makes it **difficult for faculty to know their balances**

3. Need for simple report that allows faculty to see their **balances by account and research grant**

4. Uncertainty around which reports to utilize in support of monthly balance; in some cases, the **Fund Balance by Cost Center, the Trial Balance by Cost Center, and the Budget versus Actuals** reports **reflect differing ending balances**

5. Confusion around how **balance sheet items** are, or are not, to be **pushed to the Cost Center level**; impacting **development of various reports**

6. Some of the areas of **unknowns related conversion of the balance sheet activity** at the **Cost Center level** for its programs/processes include:

   - SIS student billed receivables (ledger 1301)

   - Accrued Payroll (ledger 2010)

   - Accrued Payroll withholdings (ledger 2011)

   - State and Local Taxes Payable (ledger 2020)

   - Internal Lending Program (loans at the Cost Center level-ledger 2998 )

   - Investment Program (ledger 12xx) – investments, but should fall to the bottom line so we in the units know those balances reside in our Cost Center

## Resources & Guidance

**Fund Balance Reports**
- If users are using the Assignee Worktag to manage balances, then they should use the "Fund Balance by Assignee" report

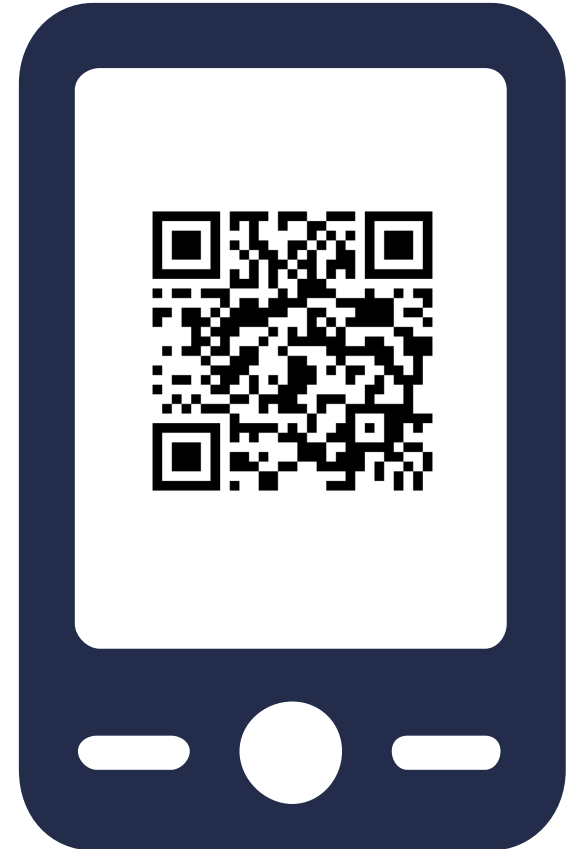# Top of Mind Discussion | Fund Balances

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# Reporting

# Top of Mind Discussion | Reporting

**Top of mind items/questions from stakeholders related to Reporting:**

1. Quantity of data included in reports – users want a **limit to what is displayed**

2. **Report inventory** – a list of reports, a description of what data is included, and what these reports are used for

**Resources & Guidance**

**Report Inventory**

- [Day In The Life Of A Fiscal Administrator (Reporting FAQ)](#) – this guide matches up 1-2 reports with the most frequent daily questions that Fiscal Administrators and business officers need to address; offers a slimmed-down digest of go-to reports

- **Workday RAD in UBI** replaces the Research Admin Dashboard previously available
  - Provides **one-stop financial reporting** for post-award Sponsored Programs for Grants Managers and Analysts
  - Currently contains **Award Attributes, Grant Balances Available, and Expenditure Details**
  - Workday RAD will **evolve** to include additional features over the remainder of the fiscal year

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# Top of Mind Discussion | Reporting

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# Account Certification

# Top of Mind Discussion | Account Certification

**What is Account Certification?**

- The process in Workday for **reconciling your accounts**

**What's the rationale behind Account Certification?**

- COSO Controls Framework would indicate **best practices involve reconciliation** of financial activity
- Supports the **ARMiCs** and **Annual Attestation process** and is foundational components of our control environment
- Supports **UVA Policy FIN-023**: Reconciling Unit Accounting Records
- Departments need to **review and ensure accurate accounting** for activity in their respective units

**What ISN'T Account Certification?**

- It's not a **consolidated P&L report** for your area's activity (although the Account Certification Details report can aid)
- It's NOT an **approval** – but it does provide the opportunity to review and then follow up with correcting actions – you can complete certifications with errors, as long as there is a remediation plan and documentation (notes)
- It is **not a direct replacement of Recon@** as the process and guidance may differ when preparing or approving certifications

**How is Account Certification different from Recon@ ?**

- **Users see the entire ledger** – not just "GA" Activity
- **Funding entries** and **Revenues** are now **more visible**
- With a flat Chart users see **both sides of the entry**, which can be confusing
- Departments' FDM structure can simplify or complicate things; the **more DNs and the more Cost Centers, the more Account Certifications** are required

# Top of Mind Discussion | Account Certification

**Top of mind items/questions from stakeholders related to Reporting:**

1. Omission of **payroll, SIS details, and fund balance/budget vs actuals** in Account Certification view

2. Numerous **manual processes** (e.g., filtering to eliminate 0 ledger accounts and drilling into each line)

3. Confusion around **marking variances** and **filtering out 0 ledger account lines**

**Enhancements we are exploring:**

1. Hiding $0 balances
2. Pre-populate certain ledger accounts
3. Memos on Journals
4. SIS detail – ideally via integrated reporting

**Resources & Guidance**

**Account Certification View**
- **Export the report to Excel** but still **keep the report up on Workday**; this well help you drill into transactions you need more information on. The downloaded excel sheet can also help to "track" what lines you reviewed; for more details refer to this page

**Dashboard Time Limit**
- To avoid losing your changes when reviewing Account Certification, click the "**Save for Later**" button

**Account Certification Best Practices**
- **Account Certification FAQ** provides common questions related to Account Certification along with answers provided by SMEs
- You **do not need to verify every line** if it was **approved beforehand**. If you see revenue ledger accounts for **Grants**, you can ignore these
- You will need to **reconcile Projects and other worktags** with funding source reclassification transactions; for guidance and details refer to this page
- Review the **Account Certification FAQ**, **Workday Corrections Decision Tree**, and other **Account Certification resources**

# Top of Mind Discussion | Account Certification

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# AskFinance

# Top of Mind Discussion | AskFinance

**Top of mind items/questions from stakeholders related to AskFinance:**

1. **When can I expect a response from UVAFinance? Does it vary by tier? At what point should users reach out to follow up on status?**

   *The user success team strives for a **same-day response** to inquiries received before 4pm, Monday-Friday, and aims to **resolve or escalate cases within two business days***

2. **How can I get my issue resolved or escalated more efficiently?**

   ***Provide as much detail as possible** about the issue(s) you are experiencing; include the **worktags you are using** and any **resources you have already referenced** to aid you in the transaction; **attach images or other pertinent documents***

3. **What is the best method to follow up or provide additional details on my support case?**

   *Email follow-ups should be **sent in response to the autoreply** generated when you submitted your case or the last related message from UVAFinance; you may also call the solution center at **434-924-3400***

4. **My case was closed by UVAFinance but I did not receive a response or the response I needed. How should I proceed?**

   *Find the **original autoreply** for your case or the last related email you received and **send a reply noting your concern** with the case closure*

## Resources & Guidance

**AskFinance Blog Post**
- Updates from the UVAFinance Solution Center blog post provides FAQ related to AskFinance

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# Top of Mind Discussion | AskFinance

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# **Why is Compliance Reporting Important?**

Healthy culture of compliance

- –We can't investigate what we don't know

Everyone has a responsibility to report and cooperate with investigators

- –Federal Sentencing Guidelines
- –[UVA Code of Ethics](#)
- –Compliance Policies

# What are "Compliance Concerns"?

- Legal/regulatory noncompliance (federal, state, local, other)

- University policy violations

- Fraud and financial improprieties

- Research misconduct

- Conflicts of interest

- Disclosure of confidential information

- Inappropriate use of University resources

# Where Should I Report My Concern?

- Tell your supervisor

- Contact the office responsible for that compliance area

- Alert the Assistant Vice President for Compliance

- Submit your report through the Compliance Helpline

**800-235-8700**

COMPLIANCE RESOURCE CENTER

report.virginia.edu

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# Compliance Helpline

# Compliance Helpline Webform

report.virginia.edu

UVA COMPLIANCE HELPLINE

To inform the University of any unethical behavior or policy violation, you may use the **UVA Compliance Helpline** to submit a report securely and confidentially (and anonymously, if desired). The compliance team in either the Academic Division or the Health System (based on the nature of the report) will receive your Helpline submission and will work with the relevant office to appropriately and respectfully investigate your concern.

UVA COMPLIANCE HELPLINE

**Just Report It!**
*EOCR/Title IX, Student Affairs/ODOS, Clery/Youth Protection*

**Respect @UVA**
*Employee Relations (HR)*

**Report a Barrier**
*ADA Coordinator*

**Guardian App and TipSubmit**
*UVA Police Department*

**Be Safe**
*UVA Health*

**Patient Experience**
*UVA Health*

# Compliance Reporting – Intake Methods



Compliance Helpline webform

Compliance Helpline 800-number

Direct Contact (Email, Phone, Walk-in)

Referral from other offices

State Fraud, Waste & Abuse Hotline

Compliance incident management system (SafeGrounds)

Referral to other offices

Investigation

Resolution

Reporting

# SafeGrounds Community

- Compliance – Academic Division and Medical Center

- Human Resources/Employee Relations

- Equal Opportunity and Civil Rights
  - Title IX
  - ADA
  - Discrimination/Harassment/Retaliation

- Clery Compliance/Youth Protection

- Threat Assessment Team

- Student Affairs/Dean of Students

# Compliance Helpline

## UVA Compliance Office

**Gary Nimax**
Assistant VP for Compliance
nimax@virginia.edu
434-243-8992

**Steve Sherman**
Data & Compliance Analyst
steve@virginia.edu
434-924-3849

Email: compliance@virginia.edu
Website: compliance.virginia.edu
Reporting Options: report.virginia.edu

Looking Forward: Stabilization Updates

# Looking Forward: Stabilization Updates | Non-Catalog Requisition

**Issue:** Currently, if a Procurement Shopper creates a **requisition for a non-catalog order in Jaggaer** for **both Goods and Services**, when the data integrates from Jaggaer to Workday, Workday **only allows Goods lines to flow**

**Impact:** Any invoice that contains a Service line will hit a **match exception** when matched to the Purchase Order in Workday
- There are currently **over 2,000 invoices** sitting in a **match exception status**
- **25%** of total match exceptions are the result of the Goods/Services mismatch issue
- This has caused **significant delays in invoice processing**

**Identified Solution:** The recommendation is to **transition to a hybrid approach**, utilizing Workday's non-catalog order process for both Goods and Service lines, and Jaggaer for catalog orders

## Expected Outcomes

- Fewer invoice **match exceptions**
- Improved **payment turnaround** time to suppliers
- Reduced **manual invention** in invoice processing by both end users and PSDS staff
- Fewer **inquiries** and **Salesforce cases**
- Improved **visibility** of questionnaire responses to Buyers
- Clearer **procurement guidelines** (e.g., all non-catalog orders will be done directly in Workday)

## Implications

- Users will be required to complete the non-catalog requisition **questionnaire in Workday**. They will not have the ability to assign a cart. They must hold a Workday Procurement role
- A small number of users will need to be assigned the **Procurement Shopper role** in order to complete a non-catalog requisition
- If a user creates a non-catalog requisition and then punches out to Jaggaer to add a catalog line, the requisition will create **two separate purchase orders**

## Next Steps

- Finalize decision
- Functional team will
    - Proceed with **configuration** changes
    - **Test** all changes
- OCM team will
    - Prepare **training materials**
    - **Communicate changes** that impact the user experience to impacted stakeholders

# Looking Forward: Stabilization Updates | Deferred Items

In the weeks leading up to UVA's go-live for Financials, the project team **deferred any remaining in-progress items** to minimize the risk to cutover. Once go-live was complete, the team **resumed working these items** in order of priority. In addition, the FST team has been **addressing new issues** coming in via AskFinance and Office Hours.
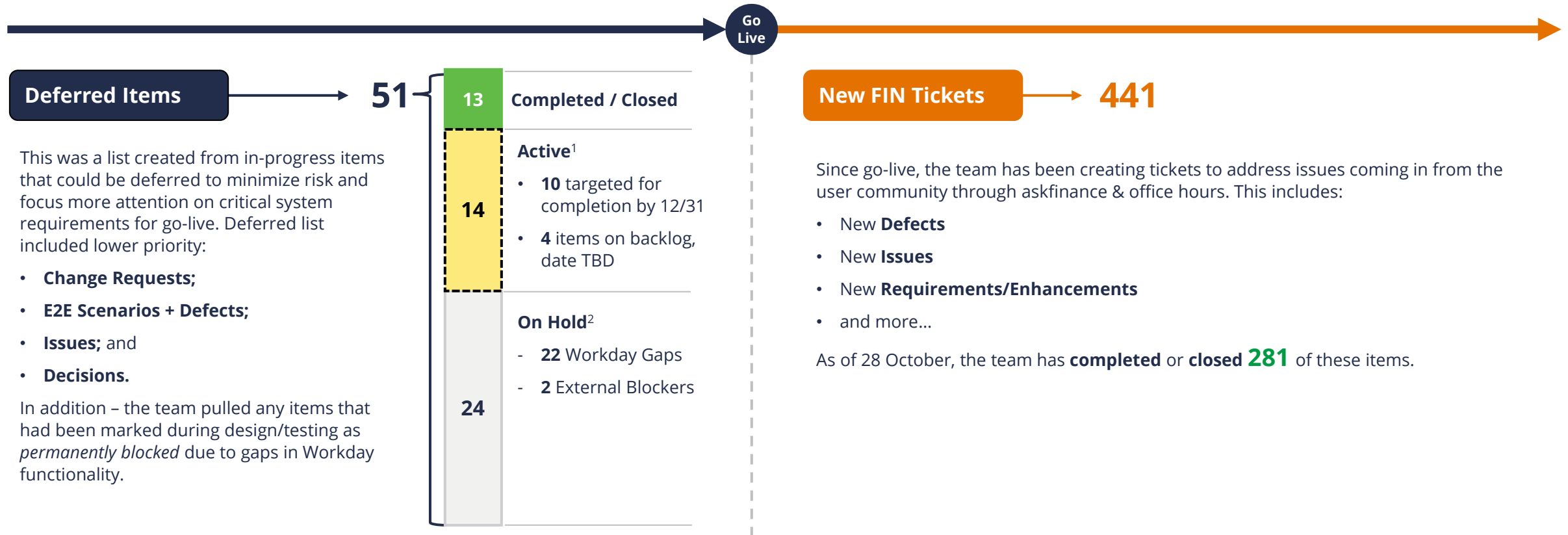
**Go Live**

## Deferred Items

**51**

| | |
|---|---|
| **13** | **Completed / Closed** |
| **14** | **Active**[1]<br>• **10** targeted for completion by 12/31<br>• **4** items on backlog, date TBD |
| **24** | **On Hold**[2]<br>- **22** Workday Gaps<br>- **2** External Blockers |

This was a list created from in-progress items that could be deferred to minimize risk and focus more attention on critical system requirements for go-live. Deferred list included lower priority:

- **Change Requests;**
- **E2E Scenarios + Defects;**
- **Issues;** and
- **Decisions.**

In addition – the team pulled any items that had been marked during design/testing as *permanently blocked* due to gaps in Workday functionality.

## New FIN Tickets

**441**

Since go-live, the team has been creating tickets to address issues coming in from the user community through askfinance & office hours. This includes:

- New **Defects**
- New **Issues**
- New **Requirements/Enhancements**
- and more…

As of 28 October, the team has **completed** or **closed 281** of these items.

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# Looking Forward: Stabilization Updates | Stakeholder Adoption

The team gathered and analyzed data from **qualitative** sources (20+ Focus Groups, 150 Office Hours sessions) and **quantitative** sources (Workday reports, communications metrics, Salesforce cases, WalkMe user interactions) to produce a **comprehensive analysis of the current state of user adoption**. Four **key themes** emerged from the adoption analysis:

### Awareness

Overall, there are **high levels of awareness** around available **learning materials and engagement activities**. Overall, these activities have proven to be effective in raising stakeholder awareness of **system enhancements** and **support** available. **Limitations in the system's usability** due to conversion issues/processing backlog cause users to **doubt their awareness and understanding** of the system.

### Workday FIN Knowledge & Competencies

Learning materials have enabled users to **build foundational knowledge** of Workday; **continuous improvement of materials** will help expand this knowledge. Engagement opportunities allow users to get their questions answered and **learn about new or unfamiliar system functionalities**. As users interact with the system by completing transactions and exploring new functionalities, their Workday **competency continues to expand.**

### Alignment & Expectations

Stakeholders demonstrate a desire for **more recognition of the challenges they face** through **transparent communications**. Additional opportunities to engage with functional leads, trainers, and FST team leadership will likely address stakeholders' **desire for additional information**. Issues with accuracy of data cause stakeholders to **doubt the transparency of certain functionalities**.

### Support & Collaboration

Stakeholders' active role in providing feedback to help continuously improve learning resources has encouraged **collaboration** and promoted **shared ownership of adoption activities.** Engagement opportunities have empowered stakeholders to **share the challenges their Schools and Units are facing** and **leverage their colleagues to problem solve**.

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# Looking Forward: Stabilization Updates | Stakeholder Adoption

Office Hours, which have been held regularly each week since July 11th, wrapped up this Monday, October 31st. A total of **217 Office Hours sessions** were facilitated during this timeframe; our trainers and facilitators supported **over 3,000 Office Hours attendees** by **answering questions**, **conducting live demos**, **providing resources**, and **facilitating collaborative discussions**. Thank you to those who facilitated and attended these sessions!

### Five Most Highly Attended Office Hours, July-October



| Category | Attendees |
|---|---|
| Expenses/Procurement | 834 |
| Accounting (Account Certification, Journals, Adjustments) | 603 |
| Payroll (Costing Allocation, Adjustments, HCM Subtasks, PAA) | 365 |
| Reports & Dashboards | 319 |
| Grants Management | 198 |
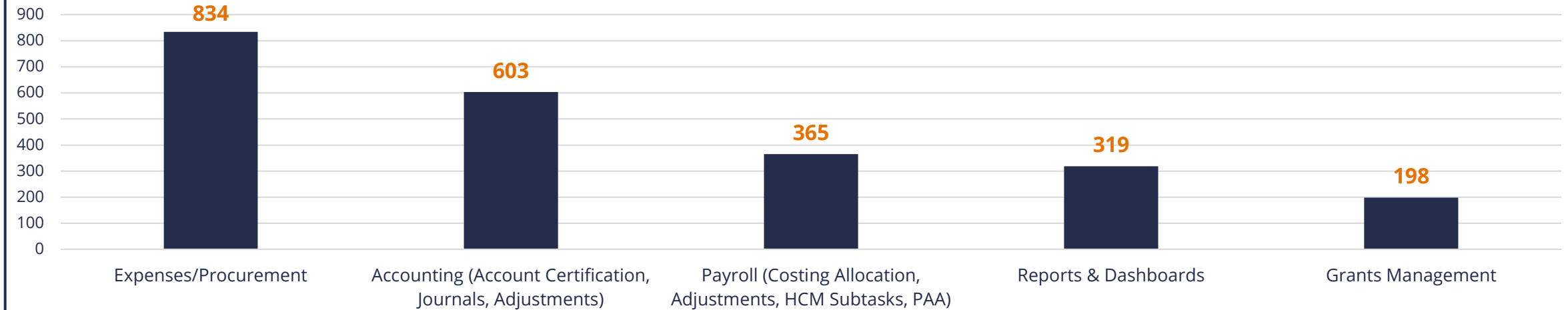
**New Support Opportunity – 1:1 Time with a UVAFinance Trainer!**

To continue to support our stakeholders as we go through this learning journey, instead of continuing open office hours, we will be offering **individual 1:1 time with a UVAFinance training team member in November and December** for assistance with **specific, situational questions**. Stakeholders can schedule a meeting directly on the training page by following the instructions under *Time with a Trainer*.

# Looking Forward: Stabilization Updates | Learning Resources Updates

The Training Team **regularly monitors and updates** QRGs and other learning resources to ensure guidance provided is as clear, specific, and accurate as possible. The resources below have been **recently developed**:

### Workday Financials Self-Paced Training Cheat Sheet



**What is it?** A resource stakeholders may use to determine which self-paced Workday Financials course(s) will best address their questions. The courses outlined include both security role-specific training and general Workday FIN training

**Who is it for?** Any end user who is looking to learn more about Workday Financials tasks and transactions

**Access here**

### Workday Corrections Decision Tree



**What is it?** A decision tree that maps out corrections paths for certain Workday Financials tasks

**Who is it for?** Any end user with a finance role

**Access here**

### Accounting Cheat Sheet



**What is it?** A resource designed to help determine when to perform an accounting adjustment

versus creating or reversing a journal in Workday

**Who is it for?** Users holding the Accountant role

**Access here**

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Thank you!