Workflow
WorkCenters
Training Plan

January-February 2016
Compass Outreach Sessions

Purpose:
To engage the Emory community and provide information on the upcoming changes to Emory’s financial system: Compass.

**Compass 9.2 (coming Fall 2016).**

Topics:
Focus topics for this quarter are the Workflow, WorkCenters modules with a sneak peek at the training plan. Focus topics will change as the project progresses.

Audience:
Sessions are scheduled across campus for convenience, but each session is open to the entire Emory community.
Agenda

- Compass Upgrade Project Status
- Workflow Overview
- WorkCenters Overview
- Training Plan Overview
- Q & A
- Staying Connected
Program Guiding Principles

- Promote shared ownership, collaboration, and communication
- Fully evaluate functionality and impacts
- Represent the enterprise (University & Healthcare)
- Be transparent
- Understand the business need and unintended consequences
- Consider impact to constituents and related budgets
- Encourage improved functionality, safeguarding valued existing solutions
Testing builds confidence that the system & user are ready to Go Live

*TM - Test Moves: A series of tests to ensure the system functions correctly, works with external systems, and supports business processes and policies accurately.
UNIFIED WORKFLOW
Listening Tour Comments -
~35 suggestions for improvement

Approvers cannot make edits to journal entries or vouchers to process correctly. Instead, must reject journal entry and send back to originator which is not efficient.

Easier workflow process desired; needs to provide more flexibility

Your project can be hit by another department or operating unit without your knowledge. Then you are left with the responsibility to clean it up.

Approver needs ability to see purpose and transaction detail on one page

Different workflow rules between types of transactions is confusing.
Emory uses a SmartERP workflow solution.

Workflow is used for Expense, Payables, Journal and EPEX approvals.

Online Journal Entries and Budget Transfer Journals route differently from Accounts Payable and Expenses.

This makes it possible for online journal entries to route and post without all of the affected departments having visibility into the dollar amounts that will hit their department.

Lack of uniformity creates confusion and increases rework.

Emory incurs an additional third party cost for SmartERP.
Roles
• **Roles describe how people fit into the workflow.** A role is a class of users who perform the same type of work, such as administrative assistants or managers. Roles direct the work to types of people rather than to individuals.
  • Roles remain stable, even as people change jobs.

Rules
• **Rules determine which activities are required to process your transactions.** The business rules typically specify which roles do which activities.
  • You implement rules through workflow events, that evaluate a condition and trigger a notification (a routing) when appropriate.

Routings
• **Routings specify where the information goes and what form it takes:** Routings work through the levels and departments at Emory to bring together all of the roles that are necessary to complete transactions.
Roles – Rules - Routing

Proposed Workflow for Compass 9.2 Upgrade

- **PREPARED SUBMITS**
  - **ACCOUNTING REVIEW**
    - **PROJECT REVIEW 1**
      - $0.00 - $X.XX - X.XX
    - **DEPARTMENT REVIEW 1**
      - $0.00 - $X.XX
  - **DEPARTMENT REVIEW 2**
    - $X.XX - X.XX
    - **ETCETERA**
      - 3, 4, 5 %
    - **SCHOOL/CEO REVIEW**
      - $50,000 ?
      - $100,000 ?
      - $10,000 ?
      - (depends on unit)
  - **SCHOOL/CEO REVIEW 2**
    - **NEXT LEVEL UP**
  - **CONTROLLERS OFFICE**
    - **WHATEVER BUSINESS RULES...**

Optional steps per project. Only comes into play when a project but still optional.

Accounts, program, except line description defaults.

Can add but not delete attachments. Accounting locked.

Jec 7/16/14
Recommendation - Unified Workflow

1. **ALL WORKFLOW ROUTINGS WILL BE BASED ON DEPARTMENT**

2. **NEW OPTIONAL ROLES FOR ACCOUNTING CHECKER AND PROJECT LEVEL APPROVERS**

3. **FLEXIBLE DOLLAR LEVEL APPROVAL ASSIGNMENTS**

**Benefits**
- **Consistent** workflow is available for all transactions
- **Validation** of accounting data at system entry points
- Local transactions are visible to all affected Departments
- Reduces rework
- Eliminate license fees from SmartERP
Unified Workflow – Future State

Expense Reports, Payment Requests, Payment Vouchers, Journal Entries, Budget Transfers

- **Gatekeeper**: Checks for correct SpeedType, accounting and supporting documentation before sending to approvers.
- Accounting Checker can change Account and Description fields, rather than denying back to submitter.

New (Optional) Role: Accounting Checker

New (Optional) Role: Project Approver

- Dollar approval limit thresholds may be different than those at Department level.
- Allows visibility into transactions that impact projects at critical points.

- All Workflow routes by DEPARTMENT
  - Workflow no longer cares where you live.
  - Approval stops will differ between departments and even among transaction types within a department.

Each Business Unit chooses the $$ stop points for approval.

Remove SmartERP workflow, which requires yearly maintenance fees.
Unified Workflow: Accounts Payable and Expense Reports

**STUDENT SERVICES DEPARTMENT HAS THE OPTION OF ADDING:**
- Accounting Checker
- Project Level Approvers
- Additional department approvers at selected dollar thresholds

**John (User ID JSCOTT) works for Student Services**
- John submits a Payment Request for $7,450
- Payment Request is routed through Department Approvers

**Scenario #1 - Future State**

- OR -

**Example**
General Ledger - Journal Reclassification

**Workflow is based upon the submitter’s User ID (not Department)**

**Scenario #2 - Current State**

Destiny realizes a travel expense has been posted to the wrong department
- Destiny submits a Journal Entry to move the expense from Dept. A to Dept. B
- Journal Entry is routed through her workflow

- Destiny submits Journal Entry from Dept. A to Dept. B.
- General Ledger Supervisor Approval (no dollar minimum)
- General Ledger School Approval >$10K

Central Finance Approves Journal Entry

Dept. B is not automatically included in workflow

Dept. B is not aware that an expense has been posted to their dept. until it hits their books and Dept. B will need to research to ensure accuracy
Journals are routed by Department and include approvers from all impacted Departments.
Central Finance rules and routings will vary depending on the transaction type and will be required over a certain dollar threshold.

Future Transactions Requiring Project and Department Approvals

[Example: 45K Journal Entry]

Key

Assigned approver(s) are required:
If no approvers are found, the transaction will kick out to the workflow administrator.

Assigned approver(s) are optional:
If no approvers are found, the transaction will skip this step and route to the next step.

*Central Finance rules and routings will vary depending on the transaction type and will be required over a certain dollar threshold.
Future Transactions Requiring Project and Department Approvals

[Example: $45K Journal]

Key

Assigned approver(s) are required:
If no approvers are found, the transaction will kick out to the workflow administrator.

Assigned approver(s) are optional:
If no approvers are found, the transaction will skip this step and route to the next step.

Rules

*Central Finance rules and routings will vary depending on the transaction type and will be required over a certain dollar threshold.

$45K journal entry
WORKCENTERS
Why do we need WorkCenters?

I am all “clicked” out.
What is a WorkCenter?

One stop shop for prioritizing day-to-day tasks, making it easy to:

- conduct transactions
- take action on alerts
- view reports and analytics
Will You Have Access to WorkCenters?

How Do I Get Access to a WorkCenter?
Your access to specific WorkCenters will complement your current access to those modules.

WorkCenter Homepage
You will only see the WorkCenters for the modules that you have permission to view.
Standard Content

My Work

• Ability to personalize user-specific work items for review or completion.
• Critical daily tasks

My Links

• Access to frequently used internal pages
• Ability to personalize (display/undisplay)
• Reduces navigation

Queries

• Access queries and reports
• Output viewed in the transaction pane

Reports

Console with key reports
Delivers my work to me and makes multitasking very easy and seamless, without losing focus.

I can personalize my WorkCenters and view key data according to my preferences.

I know exactly what my priorities are at any given point.

**Key Benefits**

- Less Navigation, fewer open windows.
- Increased efficiency in switching tasks (decreased number of clicks)
- Complete picture view of transactions
- Quick access to Reports and Queries
- Centralized location for “To Do Today” list of transactions
- Ability to personalize your view

**Coming Soon**

Workcenter Interactive labs

Labs set-up in advance of training to allow users the opportunity to practice in a ‘demo’ environment.
TRAINING PLAN
**Stakeholder Analysis Data - Communication & Learning Opportunities**

**Top 5 Preferred Communication Channels:**
- Person-to-Person
- Email from Mgmt.
- Email from Listserv
- Webinars
- Project Website

**Preferred Training Styles:**
- Face-to-face (56.4% selected as most-preferred)
- Self-Paced eLearning (32.4% selected as most-preferred)

Please rank which coaching/teaching style is your preferred method in order of preference (where 1 is most preferred and 3 is least preferred).
Logistically- how can we pull this off?

**Management Support**
Management must encourage employees to complete all training activities as scheduled.

**Learning Starts Early**
Learning process begins in Test Move 3 (March) & Test Move 4 (June).

**Right Number of Resources**
Securing 5 instructors for training delivery.

**Make it Count**
Training goals added to performance review plan. Accountability starts at the top.

**Leadership Support is Key**
Leadership must be held accountable for training completion in their respective business units.

**Leverage Emory Tools**
Using ELMS for registration & tracking, and assigning learning paths.

**One Size Does Not Fit All**
Separate users into heavy vs non-heavy while remaining flexible for nuances.

**Extended Reach**
Setting up classes across Campus for reach, Using Adobe connect for webinars, Using Adobe Captivate.

**Organized Learning Approach**
Compartmentalizing the training topics by week to support success of scheduling, communications and advertising, efficiency of the instructors, community of practice and focus. A train-the-trainer approach.
**Learning Approach: User Population Defined by Module Use & Transaction Type**

Heavy Users: identified via usage data provided by Dr. O. and/or module leads.

A heavy user: transactions ≥ average number of transactions over a 1-year period (Sept. 2014 – Sept. 2015)
## Module Example: Travel & Expense

<table>
<thead>
<tr>
<th>Course</th>
<th>~No. of Users</th>
<th>Interactive Labs</th>
<th>Instructor Led</th>
<th>Webinar</th>
<th>Self-Paced eLearning</th>
<th>Module Lead Managed Discussion</th>
<th>Drop-In Labs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel &amp; Expense Enhancements – Heavy</td>
<td>789</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel &amp; Expense Enhancements - Non-Heavy</td>
<td>3200</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel &amp; Expense Healthcare*</td>
<td>100</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Travel &amp; Expense Proxy Managers</td>
<td>100</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Travel &amp; Expense for Payment Services Back Office</td>
<td>25</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
<td>![Image]</td>
<td></td>
</tr>
</tbody>
</table>

Content Development:
- ILT Materials
- Job Aids
- Module Lead Course Outline
## Time Investment Sample: Travel & Expense

<table>
<thead>
<tr>
<th>User Role</th>
<th>Interactive Lab: T&amp;E</th>
<th>User Acceptance Testing</th>
<th>Compass Essentials</th>
<th>T&amp;E Changes 9.2</th>
<th>T&amp;E Self-Paced eLearning</th>
<th>Module Lead</th>
<th>T&amp;E Drop-In Labs</th>
<th>What’s New in Grants for RAS?</th>
<th>TOTAL TIME INVESTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Heavy</strong></td>
<td>2 hrs.</td>
<td>1.5 hrs.*</td>
<td>3.5 hrs.*</td>
<td>1 hr.*</td>
<td></td>
<td>1 hr.</td>
<td>1 hr.*</td>
<td></td>
<td>7 - 10 hrs.</td>
</tr>
<tr>
<td><strong>Non-Heavy</strong></td>
<td>1 hr.</td>
<td>1.5 hrs.*</td>
<td></td>
<td>1.5 hrs.*</td>
<td></td>
<td>1 hr.</td>
<td></td>
<td></td>
<td>3 - 5 hrs.</td>
</tr>
<tr>
<td><strong>Back Office</strong></td>
<td>5 hrs.*</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>8.5 hrs.</td>
</tr>
</tbody>
</table>

### Post Go-Live User Resources:
- [Job Aids](#)
- [Self-Paced eLearning](#)
- [Recorded Sessions](#)

*Courses required to receive Compass 9.2 transaction privileges. User retains “view access” until he/she completes the required training for the module.

Note: User may not need transactional access for every module.
Learning is a Process: Timeline (details)

<table>
<thead>
<tr>
<th>Interactive Labs:</th>
<th>Pre-Requisites:</th>
<th>Evergreen &amp; Sustainability</th>
</tr>
</thead>
<tbody>
<tr>
<td>SpeedType</td>
<td>Compass 9.2 Essentials</td>
<td></td>
</tr>
<tr>
<td>T&amp;E</td>
<td>Compass Capabilities for Managers</td>
<td></td>
</tr>
<tr>
<td>Approval Workflow</td>
<td>Executive 1:1</td>
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<tr>
<td>Journal Mover</td>
<td></td>
<td></td>
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<tr>
<td>Available Budget</td>
<td></td>
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<tr>
<td>Request Forms</td>
<td></td>
<td></td>
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<tr>
<td>Award Set-Up Pages</td>
<td></td>
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<tr>
<td>Fund Code Change, Activity ID, Status Control, Reporting</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Scheduling Example</th>
<th></th>
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<tbody>
<tr>
<td>Go Live - November 14, 2016</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Date</th>
<th>Modules</th>
<th>Week of make-up classes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Back-Office Training</td>
<td></td>
</tr>
<tr>
<td></td>
<td>AP, Grants, Back-Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Travel &amp; Expenses</td>
<td></td>
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<tr>
<td></td>
<td>E-mail Express</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ARBI, Workflow, Reporting</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Make-Up Classes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lab Week</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Make-Up Week (post training)</td>
<td></td>
</tr>
</tbody>
</table>

Week long focus for each module
Courses will be required based on your role and manager’s review of your prescribed learning path.

Factors considered when developing a Compass User’s learning path
- User type (heavy, non-heavy, back-office)
- Magnitude of change in the module
- Level of difficulty within course content
- Level of risk to the Compass system if user does not attend training.

Consequence of not attending required training could be Compass transactional access removal (with multiple warnings).
Learner is automatically enrolled in a learning program in ELMS based on task(s) performed in Compass and their usage patterns.

Learner receives an email notification with information about the learning program.

Learner’s managers also receive an email notification.

Learner signs into ELMS to view their learning path which will outline required and recommended classes.

Learner registers for required class.
Learning is a Process -- Post Go-Live Support

*The Evergreen Transition Support Plan is still in development*
Be in the Know. Stay Connected

**ATTEND.**

**Compass Outreach Sessions**
- Topics change quarterly
- Sessions set-up across Campus for convenience
- Register on the Compass upgrade website
- Win prizes

**upgrade.compass.emory.edu**
- Review project background and team members
- Keep current with the latest news & see listening tour updates
- Catch-up and review presentations & recordings of past sessions
- Register for training information in the coming months

**VISIT.**

**Compass Insight** newsletter (bi-monthly) to the Compass Users ListServ
Contact compassupgrade@emory.edu to get on the ListServ

**YAMMER.**

yammer.com/emory.edu
- Emory is using Yammer to share, discuss projects, and get work done faster
- Keep current with the latest news & talk

**READ.**

**MEET THEM**

**Communications Council Members**
- Division level contacts who communicate key Upgrade messages within the department or division.

Send emails to compassupgrade@emory.edu
For any questions, comments, concerns
Thank you for attending this Compass Outreach Session

We’ll Be Back In Your Neighborhood Again...

🌐 Check the [website](https://upgrade.compass.emory.edu) for information on future Compass Outreach Sessions
APPENDIX

Training Method by Module, Critical Success Factors, Definitions, Train-the-Trainer Process
TRAINING DEFINITIONS
Key Training Content Definitions

**Job Aids**
- A tool that allows an individual to quickly access the information he/she needs to complete a task. Job aids typically list functional steps. Screenshots are limited to extend the shelf-life and reduce maintenance efforts. Screenshots will be inserted where deemed necessary for user comprehension of new content.

**Instructor/Trainer Guide**
- The instructor guide is the reference document that outlines how an instructor should conduct a course. It contains numerous elements including: scenarios and exercises relevant to the end user audience, scripts for the instructor team, trainer notes, vocabulary, assessments and objectives, and exercises.

**Module Lead Course Outline**
- The course outline is a blueprint that frames how the course should be taught/discussed. It includes any related process flows, knowledge checks, scenarios, etc.
What are Interactive Labs?

**DEFINITION**

Labs set-up well in advance of training that allow users and opportunity to practice in a ‘demo’ environment.

**BENEFITS**

• Builds awareness and competency early.
• Creates foundation for learning & better value for class time.
What are Job Aids?

**DEFINITION**

• A tool that allows an individual to quickly access the information he/she needs to complete a task. Job aids typically list functional steps. Screenshots will be inserted where deemed necessary for user comprehension of new content.

**BENEFITS**

• Documentation housed in central easily-accessible location and/or via context sensitive help
What are Open Labs?

**DEFINITION**

An open lab environment where users can ask specific questions about the target module/topics. Optional for users.

**BENEFITS**

- Personalized learning environment and lifeline once more acclimated to changes in system
- Access to knowledgeable SME for specific questions
What is Self-Paced eLearning?

**DEFINITION**
- eLearning provides students the ability to access training at a time convenient to them and work at their own pace.
- Sound instructional design principles and adult learning theories are incorporated to support engaging online learning.

**BENEFITS**
- Ability to leverage less experienced facilitator
- Learner has ability to remove themselves from office distractions
What is Self-Paced eLearning in a Lab?

**DEFINITION**
• Computer-based training where students have the ability to access training autonomously at their own pace in a “lab” environment without office distractions.

**BENEFITS**
• Ability to leverage less experienced facilitator
• Learner has ability to remove themselves from office distractions
What is an Instructor-Led Session?

**DEFINITION**

- Delivery of training in a lecture or classroom format demonstration conducted by a trainer who has completed a trainer readiness program (train-the-trainer). Content includes demonstrations, process overviews, scenario-based exercises.

**BENEFITS**

- Highest touch, engagement
- Ability to collaborate, interact
- Highest satisfaction scores typically
- Increased response rates from surveys
- Maintenance/updates relatively easier
What is a Webinar?

**DEFINITION**
- Instructor Led Training delivery via a distance learning tool like WebEx or Adobe Connect.
- The Webinar will consist of demonstration with integrated polling questions, and time for Q&A.

**BENEFITS**
- Less expensive delivery method based on increased class size capacity (increase reach)
- Ability to take class from any location
Reduces scheduling difficulties and classroom logistics
What is On-Demand Help?

**DEFINITION**

• Support resources housed in PeopleSoft/Compass, and accessed through context sensitive help. Users can click links "on demand" to view tips, job aids, or access eLearning content.

**BENEFITS**

• Just in time help while working in the application
• Reduces frustration of having to locate training
What is the Support Center?

**DEFINITION**

- The support team that provides assistance with Compass-related functional questions and technical troubleshooting resulting in increased user proficiency and satisfaction.

**BENEFITS**

- Knowledgeable support team to answer questions and provide assistance as needed via a variety of channels (i.e., phone, email, and possibly chat.)
Delivery: Instructor-Led Training Courses

**Expenses**
Travel & Expense Enhancements - Heavy
Travel & Expense Healthcare
Travel & Expense Proxy Managers

**Accounts Payable**
What's New in Accounts Payable (Heavy Users)?

**SciQuest**
What's New in Emory Express (User Community)- Heavy

**General Ledger**
What's New in GL Heavy Users (User Community)

**Commitment Control (KK)**
What's New in Inputting & Processing Budget Journals

**Grants**
Accounts Receivable- Grants Only
Award Receipts & Set-Up- Grants Only
Pre-Award- Grants Only
Letter of Credit Management- Grants Only
**Delivery: Webinars**

**Expenses**
Travel & Expense Enhancements - Heavy

**General Ledger**
What's New in GL Heavy Users (User Community)

**ARBI**
ePay Enhancements- Non-Heavy

**Workflow**
Understanding Workflow & Approving Financial Transactions

**Reporting**
What’s New in Reporting (Heavy users)
What New in Reporting (non-Heavy users)

**Grants**
RAS Impact Overview
Delivery: Self-Paced eLearning

Expenses
Travel & Expense Enhancements (Non-Heavy)

Accounts Payable
What's New in Accounts Payable (Non-Heavy)
ProCard (End Users)

Emory Express (SciQuest)
What's New in Emory Express (Non-Heavy)

General Ledger
What's New in GL (Non-Heavy Users)

ARBI
Wire Claim Enhancements (Non-Heavy)

Security & Workflow
Understanding Workflow & Approving Financial Transactions