

Agenda

UC Riverside has embarked on an important effort to update financial processes and systems across the campus. The program team hosts Town Halls as part of our efforts to prepare and educate the campus' faculty and staff on related changes and preparation activities.

This Town Hall is recorded and will be posted to the Impact23 website under News & Events (Recorded Events).

| TOPIC | PRESENTER |
|---|---------------------------------|
| Impact23 Program Updates & Department Preparation Tips | Gerry Bomotti & Bobbi McCracken |
| Audience Poll | Helen Kotke |
| Timeline & Testing | Josh Hoerger |
| Training Overview | Helen Kotke |
| Impact23 Summit | Laura Virgil & Asirra Suguitan |
| Question & Answer | Josh Hoerger |





Impact23 Program

Modernizing UC Riverside's Financial Systems

The Impact23 program is a multi-year initiative to replace our financial system and transform how UC Riverside (UCR) transacts, develops budgets, tracks spending/revenue, and performs financial reporting.

The program is a collaborative project involving BFS, ITS, FP&A, Research (RED), our implementation partners, and campus stakeholders to implement a comprehensive suite of cloud-based solutions: **Oracle, Concur Travel and Expense, and Kuali Sponsored Programs.**



What is Changing?

Modernizing UC Riverside's Financial Systems

| | U | iTravel | eCAF | | | |
|--|---|---|---|---|---|--|
| | ncial applications des | Provides an automated, customer-focused travel and expense solution (deployed 7/2022). | Offers a research solution for preaward (expected deployment 7/2023). | | | |
| Record to Report | Projects & Grants | Procure to Pay | Planning & Budgeting | Financial Reporting | Travel & Expense | Sponsored Programs |
| General Ledger Chart of Accounts Banking Asset Management | Contracts & Grants Capital Projects Related Receivables | Procurement Payables Payment Supplier Management | Financials and Workforce Planning and Budgeting | Financial Reports and Analytics | Travel Requests Travel Reimbursements Travel Booking Conversion to Corporate T&E Card Card Program Request Phase2 in July 2023 will expand the functionality | PreAward Requests Grants Management *Research Compliance Module (separate from Impact23 program) |



Reasons for Change

- UC Office of the President has mandated adoption of a common chart of accounts by July 2023
- UCR formally evaluated options via an RFI in 2018, and all RFI responses recommended Oracle Cloud vs. other options, which included upgrading existing systems
- Campus last upgraded its financial systems in 2005, from a 1999 implementation, and UCR's current PeopleSoft version (8.8) is no longer supported as of May 2019
- Many of the business applications (e.g., eBuy, iTravel) are end of life and not feasible to update without impacting financial systems
- UCR campus departments need more robust reporting, and data analytics to best perform fiscal responsibilities

Program Objectives

- Minimally customized, configuration-driven financial system
- Future-proof solution to allow for feature and security upgrades, with continued vendor support
- Implement leading practices and business process transformations
- Deliver meaningful benefits to campus users
- Learn from the UCPath implementation
- Learn from other UC implementations



Decisions Informed by Inter-campus Collaboration

UCR has been engaging with other UC campuses since project inception

System Design and Testing

- Conservative approach to implementing the Project and Grants Module in Oracle
- Department Unit and Faculty testers included from SIT 2 and beyond

Financial/Faculty Reporting

- Leveraging and customizing other UC campus Oracle reports (i.e., reports that have been proven effective)
- Faculty portfolio reporting using GL & PPM segments (Flex Fields & POETAF)
- Include Financial Reports as part of the testing efforts
- Department Operational Reports available on Day 1

Training Model

- Develop training based on UCR role and associated job tasks (versus system modules)
- Working with departments and end users to define training curriculum and needed resources

Support Model

- UCR is planning and committed to a concierge-level service for users during deployment and stabilization for key priority areas.
- Support model and strategies are critical to have in place before deployment

New Procurement Support Role

Impact23 Deployment and Stabilization Support

- UCR is planning and committed to a concierge-level service for users during deployment and stabilization, and the procurement concierge will be on-going.
- The new Procurement Concierge Relations Manager is a central resource to support the campus community with procurement-related activities, including:
 - Supporting the campus community when facing challenges in procuring goods and services
 - Working with Central Procurement to fine-tune the processes for day-to-day operations focusing on enhancing the client experience
 - Develop and maintain training materials to support and help guide the campus community



Additional concierge support roles through stabilization, staffed by knowledgeable representatives, are under consideration for:

- Budget
- Contracts & Grants
- Concur Travel & Expense
- Financial Reporting

Procurement Preparation Tips

Take action on the procurement guidance below

| 1 | PCard Utilization ☐ Empower departments by increasing PCard transaction limits to \$10K for all cardholders effective 2/1/2023 ☐ Identify PCard program personnel. A minimum of two cardholders are recommended in each unit to assist with purchasing goods and services ☐ Utilize PCard on all department unrestricted purchases under \$500 |
|---|---|
| | Utilize PCard on other unrestricted purchases between \$500-\$5,000 whenever possible |
| 2 | Purchase Order Standards ☐ Utilize UC Supplier Agreements when possible. Pre-negotiated agreements will expedite orders. ☐ Limit DAPO and purchase order change order requests between now and July 1, unless requested by Accounts Payable. Older orders with multiple change orders present conversion challenges ☐ Do not add negative lines to any DAPO or PO for any reason ☐ Do not process FAU change orders (this will interfere with automatic conversion); use the applicable cost transfer application as needed |



Impact23 Change Impacts

The following changes will be shared across all stakeholder communities.

- The new Chart of Accounts (COA) will replace the current Full Accounting Unit (FAU)
- Pre-Approval Workflows. In the current state, pre-approvals are manual and non-consistent. In the future state, the approval workflow will be built into the system design
- New reporting framework will improve visibility into transactions, status, and overall health of financial processes.
- General Ledger will have summary-level data. Oracle modules, or subledgers, will house the transaction and reporting details.
- Supplier Strategy will move to a university-wide strategy to consolidate spending
- Financial Planning and Budget occurs in a separate module and moves from a transactional system to an analytical system

Department/Org Preparation Tips

Impact23 Go-Live

Inventory and Convert all FAUs ☐ Use the New Golden Tree Viewer to convert FAUs to the new COA ☐ Share COA chart strings with your teams **Adopt T&E and PCards** ☐ T&E Card transactions import automatically into Concur Travel and Expense ☐ PCard limit increase to \$10K to empower departments to expedite their purchases and while minimizing the challenges of transitioning to Oracle. **Approvers – Monitor Transactions Closely** ☐ Correct accounting errors and inconsistencies upfront ☐ Educate your fiscal staff on COA/coding transactions to prevent rework and cost transfers **Stay Current on Resources** ☐ Attend the Impact23 Summit virtual conference March 6-27 ☐ Attend readiness events and take formal training

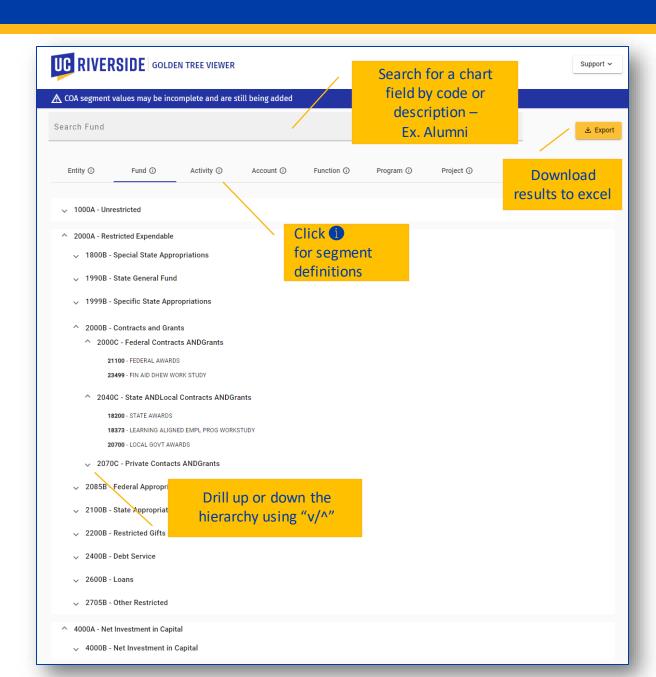
Local Committees and School/College Tiger Teams

□ Create local forums to share best practices, coordinate efforts, and connect groups now
 □ Coordinate Functional Workgroup participants and Extended Testers to form Tiger Teams that can lead, guide, and perform ad hoc department support for users upon go-live



Chart of Accounts

- A new COA-based Golden Tree Viewer is now available in pre-release!
- Visit the Impact23 website or https://impact23.ucr.edu/golden-tree-viewer to access the new tool
- All searches are performed against COA codes and their descriptions
- Transactions will post at the lowest level of the segment value hierarchy (posting level)
- This is pre-release software, and updates are still being made to the functionality, including bug fixes
- COA segment values are sourced from a current Oracle TEST instance, and COA values are still being added and updated
- Learn more about <u>UCRs new Chart of Accounts (COA)</u>
 & POETAF



Change Readiness Survey #3

Winter 2023 Assessment

- Email invitation to the survey will be sent as a follow-up to this Town Hall
- Helps us understand and support people readiness.
- Trends over time let us know if our approach is working, and where we need to adjust
- Link to Survey:
 https://ucriverside.az1.qualtrics.com/jfe/fo
 rm/SV 9HVkfEQhEcCZsSW





For each statement give your response on a scale where 4 = Strongly Agree and 1 = Strongly Disagree. Each statement needs to be completed for the survey to be submitted.

| | 4- Strongly Agree | 3- Agree | 2- Disagree | 1- Strongly Disagree |
|---|----------------------|----------|-------------|-------------------------|
| I am aware that Impact23 is a local change and UCR is responsible for the design of the solution | 0 | 0 | 0 | 0 |
| I feel informed about the business changes that are about to take place on our campus | 0 | 0 | 0 | 0 |
| I am prepared to embrace any new changes at UCR and look forward to adopting something | 0 | 0 | 0 | 0 |



What additional resources & efforts would you like to see before go-live?

POLL

Impact23 Program Timeline & Testing

Josh Hoerger

Impact23 Program
Functional Project Manager



Year in Review

What We've Accomplished So Far



Phase 0: Project Planning

8 week cross-functional planning sprint



Launched Stakeholder Engagement

 Program Team, Steering Committee, Faculty Advisory Workgroup, Impact23 User Group, Insider Newsletter and Impact23 Website



New UCR Chart of Accounts (COA)

Designed and Structured



Boundary Application Remediation

 Prioritization of third-party/UCR ITS applications undergoing rework for go-live



System Design Decision Sprints

 Business process & system configuration decisions; 900+ user stories



Implemented...

- Concur Travel and Expense (Travel Reimbursements)
- New Travel and Entertainment (T&E) Corp. Card Program



UC Oracle Mini-Summit at UCSD

Lessons Learned from UCs





- Configuring software to UCR design decisions
- 200+ workshops to validate configurations of business processes in the system



UCR Mock Data Conversion

- 2 UCR Data Conversion Cycles Complete
- 1 In progress



System Integration Testing

- 1 Cycle Complete; 1 In progress
- 1200 Test Executions
- 175+ Extended Testers Onboarded



End-User Training Plan

- Needs Analysis Complete
- 14+ Training Curriculums in Development

COUNTDOWN TO JULY 1, 2023



CALENDAR DAYS

151



Modernizing UC Riverside's Financial Systems





System Integration Testing (SIT)

SIT 2 In Progress: SIT 2 launched January 3 and expanded to include additional campus testers, including faculty, as identified through the Extended Tester nomination process.

SIT 2 Objective: Expand end-user exposure to Impact23 systems early to ensure each major unit has resources with foundational COA and Oracle workstream knowledge before UAT.

Extended Tester Activities:

- Participate in testing cycles (Note that testing activities start at different times for different workgroups, including some not starting until March)
- Inform the development of communications and training
- Exposure and input into training before wider campus roll-out
- Act as a front-line resource for the unit's Impact23 users (post go-live)

Mock 3 UCR Data Conversion Cycle: The third mock data conversion is in process, parallel with SIT 2 activities.

System Integration Testing 1

10/14/22 - 11/30/22

System Integration
Testing 2

1/3/23 - 2/10/23

System Integration Testing 3

2/13/23 - 3/24/23

User Acceptance Testing

4/3/23 - 5/12/23

SIT 2 by the Numbers

5

Weeks for SIT 2 start date 1/3/23 end date 2/10/23

19

UCR ITS Boundary systems in testing

175+

Extended testers
onboarded for SIT 2 +;
representation from
Schools, Colleges, and
Administrative Units

623

Scenarios (or test scripts) being executed in SIT 2

Extended Tester Campus Representation

| Workgroups | ORG10- | | | | | ORG16- | ORG19- | ORG20- | ORG21 - | | | ORG25- | ORG26- | | | | ORG36- | ORG38- | | ORG40- | ORG42- | Grand |
|--|---------------|------|-------|------|------|---------|---------|--------|---------|------|------|--------|--------|------|-----------|----|--------|---------|------|--------|--------|-------|
| | | BCOE | CHASS | CNAS | UNEX | Library | Aux Svc | Chanc | ITS | Grad | VC-R | VCSA | VCUA | FPDC | Int'l Aff | ES | UE | Int Ath | PB&A | SOM | HWS | Total |
| | ORG37- SPP | | | | | | | | | | | | | | | | | | | | | |
| Accounts Payable Tester (Central Office) | | | | | | | | | | | | | | | | | | | 2 | | | 2 |
| Boundary Systems Tester | | 1 | 1 | | | 2 | | | | 1 | 1 | 1 | | 1 | | | | | | 2 | | 10 |
| Boundary Systems Tester (Central Office) | | | | | | | | | | | | | | | | | | | 10 | | | 10 |
| Budget Tester | | 1 | 1 | 6 | | 1 | | | | | | 1 | 2 | 1 | | 1 | | | | | | 14 |
| Budget Tester (Central Office) | | | | | | | | | | | | | İ | | | | | | 6 | | | 6 |
| Concur Phase II SMA | | | 1 | 1 | | | | | | | | | | | 1 | | | | | 1 | | 4 |
| Concur Phase II Tester | | | 2 | 2 | | | | 2 | | | | | | 1 | | | | | 1 | 1 | | 9 |
| Concur Phase II Unit | | | | 2 | 4 | | | | | | | | 3 | | | | | 3 | | | 2 | 14 |
| Financial Reporting Tester | | 1 | | 2 | | | 2 | | 1 | | | | | | | | 1 | | 1 | 2 | | 10 |
| GL/COA Tester | | | | | | | | | | | | | | | | 1 | | | 1 | 3 | | 5 |
| Kuali Tester | | | | 3 | | | 1 | | | | | | | | | | | | | 1 | | 5 |
| Kuali/PPM/Procurement Unit | 6 | 5 | 9 | 9 | | | | | | | 4 | | | | | | | | 2 | 5 | | 40 |
| PPM Tester | | 1 | | 4 | | | | 1 | | | | | | | | | | | | | 2 | 8 |
| PPM Tester (Central Office) | | | | | | | | | | | | | | 2 | | | | | | | | 2 |
| Procurement Tester | | | 1 | 4 | | | 2 | | | | | 1 | 3 | | | 1 | 1 | | 1 | 3 | | 17 |
| UCPath COA Tools Tester | | | 1 | 1 | | | | | 1 | | | 1 | 1 | 1 | | 1 | 1 | | 1 | 2 | | 11 |
| UCPath COA Tools Unit | | | | | | | 4 | | | | | 2 | | | | | | | 6 | | | 12 |
| Grand Total | 6 | 9 | 16 | 34 | 4 | 3 | 9 | 3 | 2 | 1 | 5 | 6 | 9 | 6 | 1 | 4 | 3 | 3 | 31 | 20 | 4 | 179 |

Locate your extended tester/representative: Program Team | Impact23 (ucr.edu)

Extended Tester Scope

The scope of testing includes the following modules and converted data:

| Functional Track | Oracle Modules |
|---|--|
| Record to Report (RTR) | General LedgerFixed AssetsCash Management |
| Procure to Pay (PTP) | Procurement, Self-service Procurement, Purchasing Supplier Portal Payables, Tax (OneSource Integration) |
| Projects & Grants Management (PGM) | Project FinancialsContractsGrantsAccounts Receivable |
| Enterprise Performance Management (EPM) | Finance FunctionWorkforce Function |

| Other Functional Workgroups | Description |
|--------------------------------------|---|
| Financial Reporting | Implementation of reporting solutions to meet financial management, financial statement, regulatory and compliance needs. |
| Concur Travel & Expense (Phase II) | Evaluate Concur functionality for employee non-travel reimbursements, participate in Concur PCard Cost Distribution processes, and test new COA through Concur. |
| Kuali Sponsored Programs (Pre-Award) | Replacement for PAMIS proposal (eCAF), pre-award and award process for Contracts & Grants. (Note: Kuali Testing will begin in February 2023). |
| Boundary Systems | Testing of existing campus systems/tools affected by the change to the COA and/or Oracle Financials. Banner, ePay, EACS, CCRRS, Web Recharge, LRSS, FMS and more |
| UCPath COA Tools | UCPath COA Tools FAU/COA Change Tool, SCT Change Tool, One Time Payment Tool, etc. |
| Kuali/PPM/Procurement Unit | Performing end-to-end scenario testing for Kuali Sponsored Programs, Projects & Grants, and purchasing. |

Training & Communications

Helen Kotke *Impact23 Financial Systems Trainer*

Laura Virgil *Change and Communications Manager*



Training Program

Primary Goal

Support end users' successful transition from current state to future state by building new knowledge and skills about

- New Chart of Accounts (COA)
- Oracle Financials (ERP, OFC)
- Oracle Budget (EPM)
- Concur Travel & Expense (Concur)
- Kuali (Research, Build, Sponsored Programs)
- Financial Boundary Systems
- Financial Reporting



Training Modalities



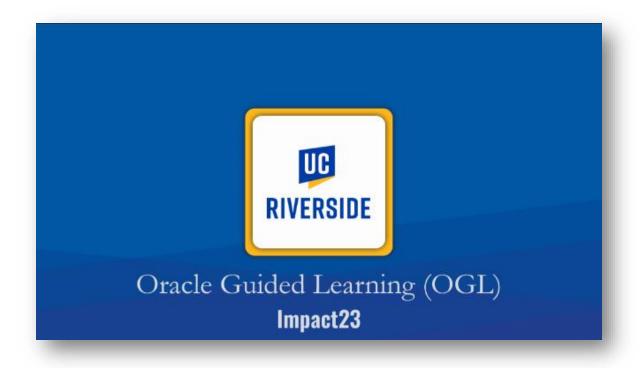
Web Based Trainings



Virtual Instructor-led Training Workshops



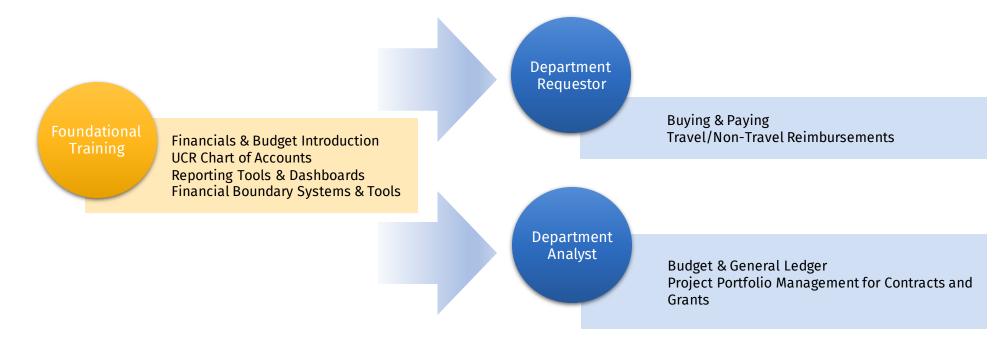
Oracle Guided Learning





Scope of Training Program

Flexible learning pathways tailoring modules and topics to role-based curriculum





Faculty, Researcher, & PD/PI

Finance and Research Systems for Academics Oracle for Academics Kuali & Oracle: Contracts & Grants Concur for Academics



UC Learning Center

Example of Learning Libraries

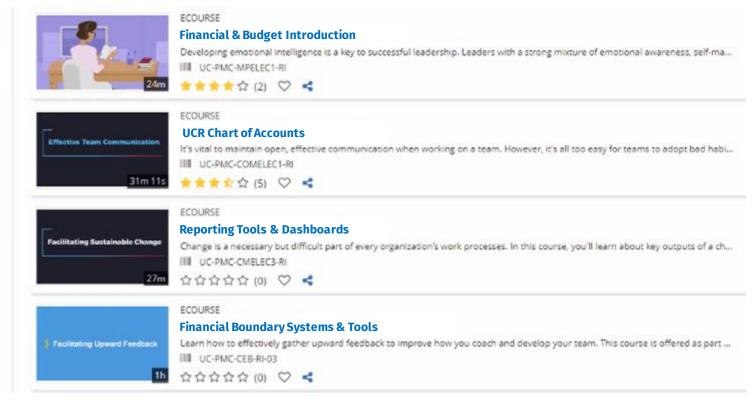
> UCPath (63)

> Work Life and Wellness (45)

Learning Paths

Finance and Research Systems
Training (40)

Foundational Training (4)
Department Requestor (2)
Department Analyst (4)
Financial Manager/CFAO(4)
Faculty, Researcher & PD/PI (6)
SAA Financial Systems (2)
Legacy Financial Systems (13)





Learning Paths

Meet diverse learners' needs by providing learner-centric learning paths



How it Works

Libraries are setup within the UC Learning Center indicating personabased learning paths which build on each other to instruct users at the right level according to their role.



Foundational Training

- Financials & Budget Introduction
- Chart of Accounts
- Reporting Tools & **Dashboards**
- Financial Boundary Systems & Tools
- Reporting Tools & Dashboards Workshop

Foundation within **Learning Path**

Instead of the **Foundational Training** library, the "Financial Managers & CFAO" and the "Faculty, Researcher, & PD/PI" personas have specific details tailored from the foundational training incorporated into their courses as applicable

Persona Based **Learning Paths**

Instead of the Foundational Training library, the "Financial Managers & CFAO" and the "Faculty, Researcher, & PD/PI" personas have specific details tailored from the foundational training incorporated into their courses as applicable

Ongoing Training

Continued training and support through webinars and future courses will be provided- e.g., EPM budget development, Datawarehouse, and SAA Training

Virtual Instructor-Led Workshops are incorporated into the learning paths to facilitate hands-on practice within the systems using specific case studies.

Training metrics

- Training metrics will be established to evaluate the training program's effectiveness and learner engagement
- Training metrics help inform in many areas, including knowledge and skills development, end user readiness and user satisfaction

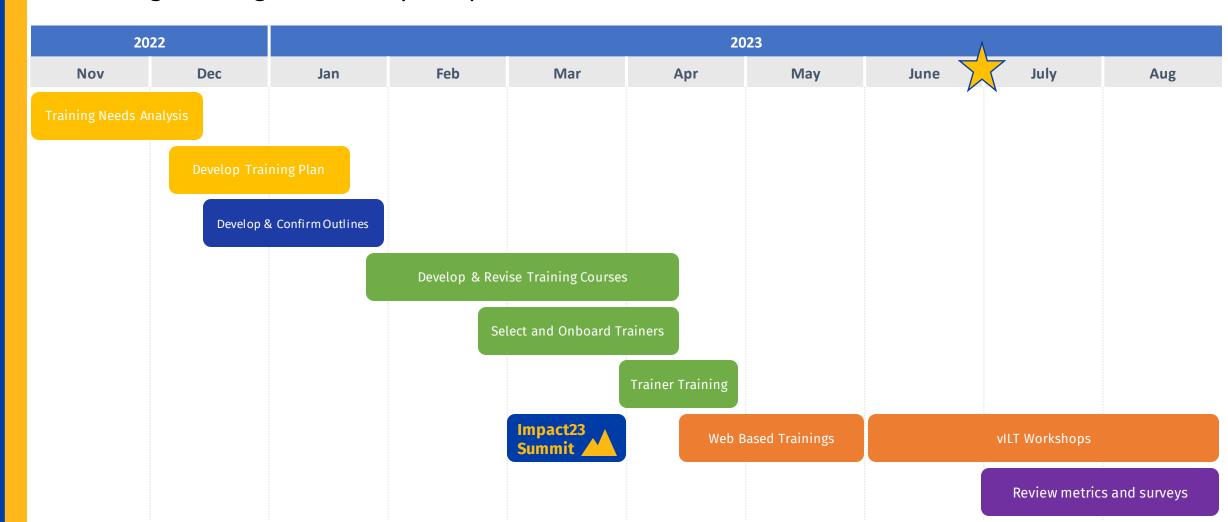
Suggested training metrics for each course include:

- Percent completion
- Average learner assessment score
- Retake rate for learner assessments
- Confidence with system
- Oracle production, user performance data (e.g., error rates)



High-Level Training Timeline

- Question: When can we expect to receive training?
- Answer: Foundational eLearning for Chart of Accounts and Oracle is expected to begin rolling out as early as April 2023







JOIN US AT THE IMPACT23 SUMMIT

VIRTUAL CONFERENCE

Gain exclusive insight into new Impact23 financial management systems and business processes during topic-driven sessions, system demos, panel discussions, expert chats, interactive brain breaks, and more!

MARCH 6-27, 2023

CLICK HERE FOR MORE INFORMATION

Making an Impact

The Impact23 Program: Modernizing UC Riverside's Financial Systems

Countdown to Launch July 1, 2023



IMPACT23 SUMMIT

The Impact23 Summit directly responds to the UCR community's request for robust knowledge-building and learning opportunities. This virtual conference serves as a precursor to formalized training by sharing more in-depth knowledge of Concur, Kuali, Oracle Financials, Oracle Budget, Boundary Systems, and Financial Reporting by showcasing the most frequently used transactions and critical changes.



Session Types

- Session 45 min topic-driven session to walk through new concepts, system demos, and discuss questions as they arise
- Brain Break Fun learning reinforcement activities like trivia, games, etc.
- System Demo Informal preview of a process in the new system
- Panel Ask the experts questions from that week's sessions

> Resources:

- Impact23 Summit Webpage with Schedule Impact23 Summit | Impact23 (ucr.edu)
- Promo Video
 https://web.microsoftstream.com/video/6495d961
 -934e-499c-af78-07438630950a
- Event Flyer Impact23 Summit Virtual Conference March 6-27, 2023 (ucr.edu)



| Time | Monday | Tuesday | Wednesday | Thursday | Friday |
|------------------|---------------------------------------|--|---|--|-----------|
| | 3/6/2023 | 3/7/2023 | 3/8/2023 | 3/9/2023 | 3/10/2023 |
| 9:00 - 9:45 AM | | Using the New Chart of Accounts (COA) | | | |
| 10:00- 10:45 AM | | Brain Break: COA KNOWledge Check System Demo: Oracle Basic Navigation | | | |
| 11:00 - 11:45 AM | | Budget Management in New Systems | | | |
| 12:00 - 12:45 PM | | Boundary Systems Overview | | Concur Business Meetings & Entertainment | |
| 1:00 - 1:45 PM | SUMMIT OPENING & Executive Remarks | | | Brain Break: T&E Card/PCard System Demo: Concur PCard Distributions | |
| 2:00 - 2:45 PM | | | | Payment Matrix & P-Card Program | |
| 3:00 - 3:45 PM | | | | Panel: Chart of Accounts & Budget Management Experts | |
| | 3/13/2023 | 3/14/2023 | 3/15/2023 | 3/16/2023 | 3/17/2023 |
| 9:00 - 9:45 am | | | | Supplier Strategy & Source Selection | |
| 10:00- 10:45 AM | | | | Brain Break: Procurement Game System Demo: Purchasing Demo | |
| 11:00 - 11:45 AM | | | | From Requisition to Purchase Order | |
| 12:00 - 12:45 PM | | Intro to Kuali Proposal Dev, including COI | | Panel: Procurement Experts | |
| 1:00 - 1:45 PM | | Kuali Build Research Tools | | | |
| 2:00 - 2:45 PM | | How to Maintain your Award in Oracle | | | |
| 3:00 - 3:45 PM | | System Demo: Kuali IRB & IACUC System Demo: Oracle PPM | | | |
| | 3/20/2023 | 3/21/2023 | 3/22/2023 | 3/23/2023 | 3/24/2023 |
| 9:00 - 9:45 AM | | | Approval Workflows | | |
| 10:00- 10:45 AM | | | Brain Break: New Terms and Concepts System Demo: Financial Reporting | | |
| 11:00 - 11:45 AM | | | Preparing and Supporting Faculty | | |
| 12:00 - 12:45 PM | | | Faculty Portfolio Reporting | | |
| 1:00 - 1:45 PM | | | Financial Reporting | | |
| 2:00 - 2:45 PM | | | | | |
| 3:00 - 3:45 PM | | | | | |
| | 3/27/2023 | 3/28/2023 | 3/29/2023 | 3/30/2023 | 3/31/2023 |
| 9:00 - 9:45 AM | | | | | |
| 10:00- 10:45 AM | | | | | |
| 11:00 - 11:45 AM | What's Next: Fiscal Close | | | | |
| 12:00 - 12:45 AM | What's Next: Cutover | | | | |
| 1:00 - 1:45 PM | What's Next: Training | | | | |
| 2:00 - 2:45 PM | SUMMIT CLOSING | | | | |
| 3:00 - 3:45 PM | & Executive Ask Me Anything | | | | |
| | | | | | |

Upcoming Training & Support

Impact23 Program Calendar

https://impact23.ucr.edu/impact23-calendar

Insider Newsletter

https://impact23.ucr.edu/insider-newsletter

Impact23 User Group – February 23 @ 8:30-10:00am

Impact23 user group consolidates the former C&G, eBuy, and UCRFS user group meetings. This user group serves as a space for sharing more detailed decisions regarding the future state financial system.

Link to Join: https://ucr.zoom.us/j/96023092172

Impact23 Summit – March 6-27

Website & Schedule of Events: https://impact23.ucr.edu/impact23-summit

Past Events

Miss an event or want to rewatch? Recorded events are available to watch on-demand: https://impact23.ucr.edu/recorded-events.



Impact23 KNOWledge Check

Are you becoming familiar with the new
Chart of Accounts & POETAF?
Take the Impact23 KNOWledge Check to find out!

START QUIZ



