Fiscal Administrators Meeting

October 5, 2022

Finance
Strategic
Transformation

University of Virginia

Fiscal Administrators | 10/5/22 Agenda

Topic	Today's Agenda Item / Objective	Target Time
Welcome	• Welcome/Agenda Overview • Project Overview • Engagement Activity	10 min

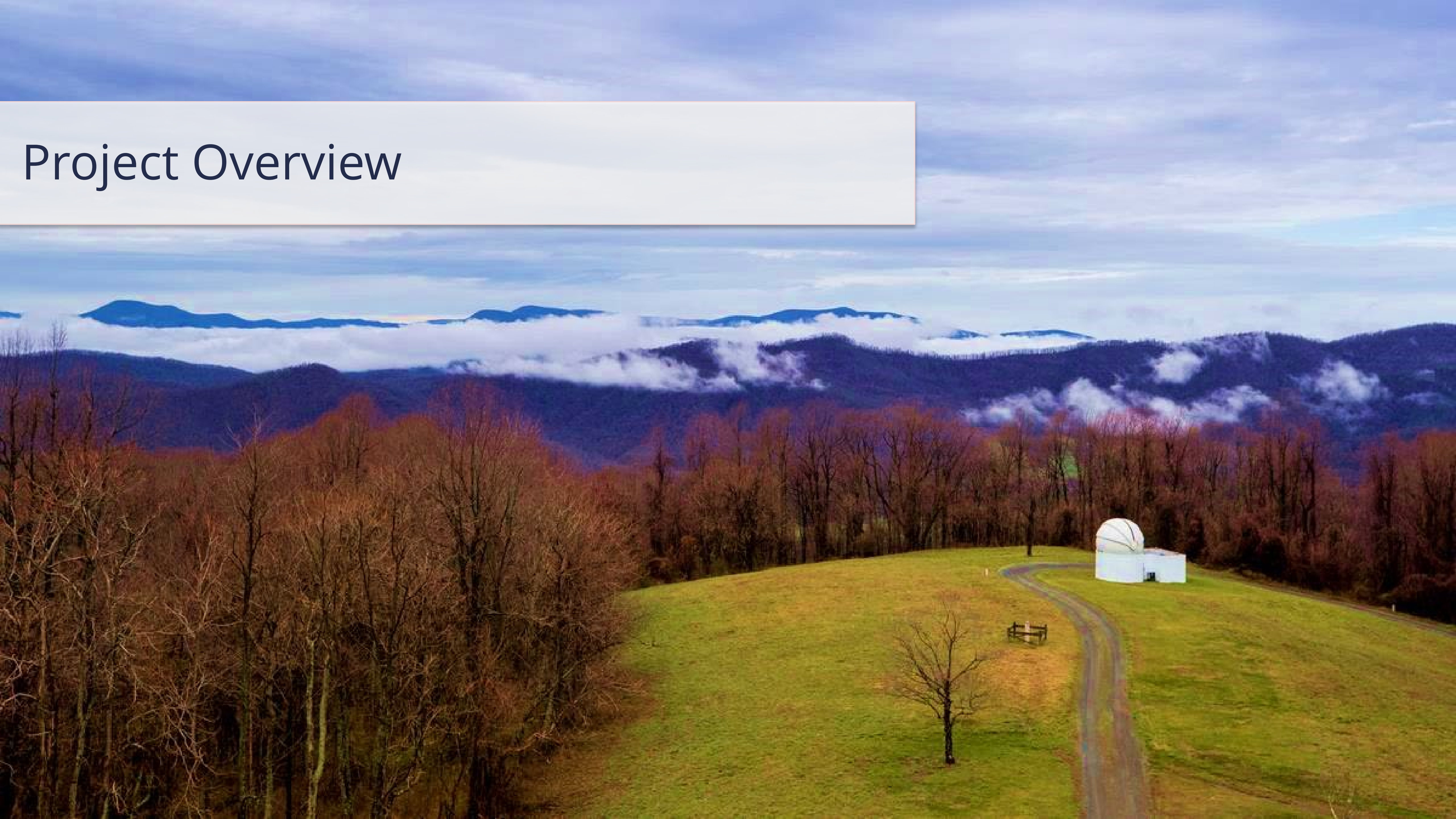
Organizational Adoption Activities	• FDM Requests
	• Reporting
	• Stakeholder Adoption
	    • Adoption Assessment & Topic-Based Focus Groups – Key Takeaways
	    • October Office Hours
	    • Learning Materials
	        • WalkMe
		30 min

Works in Progress/Enhancements	• Where to Find Known Issues / Deferred Items
	    • Spend Progress
	    • Stipend Payments without Accounting
	    • Security & Requests
		20 min

Small Group Best Practices Activity	• Breakout Room Guided Discussion Topics:
	    • School-/Unit-Specific Engagement Opportunities)
	    • Reporting
	    • FDM
	    • Grants
	    • Account Certification
		20 min

Other Business and Wrap-Up	• Final Q&A	10 min

Project Overview



Project Overview | FST Journey & What's Next

As we transition from Hypercare to Stabilization, our **focus and prioritization will shift** to the following activities:

- **Knowledge transfer**
- **Ongoing support** to drive adoption
- Ironing out of **known issues** (including Spend-related issues)
- **Preparation** for future state

Transformation is an ongoing process that requires continued support and collaboration as we move through our **individual and collective change journeys.**

Assessment & Planning
August 2018 – March 2019

Readiness
April 2019 – December 2019

Implementation
January 2020 – June 2022

Go-Live
July 5, 2022

Hypercare
July 2022 – September 2022

Stabilization
October 2022 – December 2022

Engagement Activity | 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 **8196 1113**

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

Organizational Adoption Activities

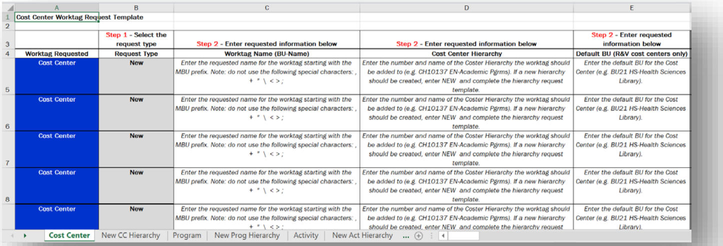
FDM Requests

Organizational Adoption Activities | FDM Requests

Schools and Units are now able to request new values, edits to existing values or the deactivation of existing values on select FDM Worktags.

Using the **Worktag Request Template**, Schools and Units can request **Projects, Cost Centers, Programs and Activities**, as well as their **corresponding hierarchies**.

MBU FDM Ambassadors



Cost Center Worktag Request Template

Worktag Requested	Step 1 - Select the request type Request Type	Step 2 - Enter requested information below Worktag Name (BU-Name)	Step 2 - Enter requested information below Cost Center Hierarchy	Step 2 - Enter requested information below Default BU (R&V cost centers only)
Cost Center	New	Enter the requested name for the worktag starting with the MBU prefix. Note: do not use the following special characters: , + " \ < > ;	Enter the number and name of the Coster Hierarchy the worktag should be added to (e.g. CH10137 EN-Academic Pgrms). If a new hierarchy should be created, enter NEW and complete the hierarchy request template.	Enter the default BU for the Cost Center (e.g. BU21 HS-Health Sciences Library).
Cost Center	New	Enter the requested name for the worktag starting with the MBU prefix. Note: do not use the following special characters: , + " \ < > ;	Enter the number and name of the Coster Hierarchy the worktag should be added to (e.g. CH10137 EN-Academic Pgrms). If a new hierarchy should be created, enter NEW and complete the hierarchy request template.	Enter the default BU for the Cost Center (e.g. BU21 HS-Health Sciences Library).
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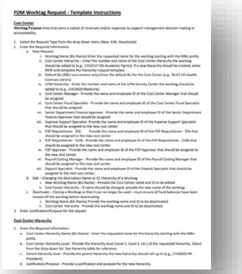
Cost Center | New CC Hierarchy | Program | New Prog Hierarchy | Activity | New Act Hierarchy

[Worktag Request Template]

- Each school/unit will **designate one individual** to act as the administrator for the MBU
- The [MBU FDM Administrator] should work with their school/unit to **consolidate efforts & ensure requests align with School/Unit's philosophy** for the FDM

Submitting Requests



[Instructions to Complete Template]

- Requests should be **submitted once per week** for the MBU
- Templates should be submitted via [AskFinance]
- Templates received by **end of business Wednesday** will be reviewed and processed by **end of business the following Monday**

Reporting

Organizational Adoption Activities | Reporting

Review the **Finance Reporting and Analytics Release Notes webpage** for detailed information about commonly used reports and reporting-related Known Issues: https://uvafinance.virginia.edu/finance-reporting-and-analytics-release-notes.

Community Engagement & Learning Opportunities

- **Reporting Office Hours** sessions (offered throughout the month of October)
- A **Reporting Group** composed of representatives from each School and Unit meets every two weeks to review reporting; current focus is **making it easier for users to find relevant reports**
- Workday Reporting **course slides** & **self-paced training**
- Workday Reporting **One-Pager**
- **Quick Reference Guides**
  - Fiscal Admin Dashboard
  - Grant Admin Dashboard
  - Reporting Functionality in Workday
  - UBI to Workday Reports Crosswalk

New & Commonly Used Reports

- **Newly added reports** include the following:
  - ➢ Details for Account Certification
  - ➢ Grant Balance Available
- **Most used reports** over the past two months include**:**
  - ➢ Budget vs Actuals by Cost Center
  - ➢ Spend Detail Report
  - ➢ Find Expense Reports
  - ➢ Employee Information for Costing Allocation
  - ➢ Award Lines Overview

Processing Requests for Reports

- Process for New Report Requests:
  - **Email AskFinance** – provide as much information as possible about audience, purpose, filters, fields needed, etc.

Stakeholder Adoption

Organizational Adoption Activities | Stakeholder Adoption

Focus Groups were conducted as one of several means to elicit stakeholder feedback during the month of September. Below are some findings and key takeaways from these discussions.

19 Topic-based
198 Attendees

Fiscal Admin
~200 Fiscal Admin

1 Advisory/Steering
80 Members

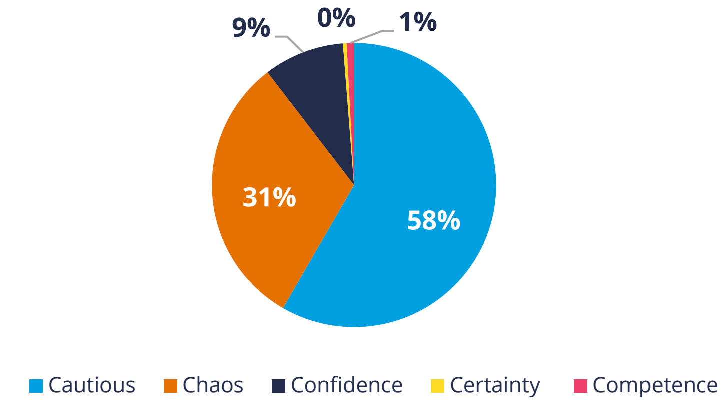
Please note, for topic-based focus groups, attendees were* ***randomly selected* *based on their security role to participate*

- **52%** improvement in efficiency of completing transactions since Go-Live
- **66%** have clear understanding of FDM/Worktag usage
- Most helpful engagement activities/resources: Quick Reference Guides (**69%**) and colleagues (**65%**)
- When encountering issues or challenges, **73%** refer to QRGs, **70%** contact AskFinance

KEY TAKEAWAYS

- Solid foundational knowledge of Workday Financials & want to improve their efficiency through advancement of engagement materials, activities, and reports
- Disengagement due to lack of acknowledgement of user frustration
- Majority self-identify as currently in "cautious" phase of change journey due to inconsistencies, conversion issues, and unclear data
- Users crave real-time support as existing resources are not sufficient

CHANGE JOURNEY



CHALLENGES

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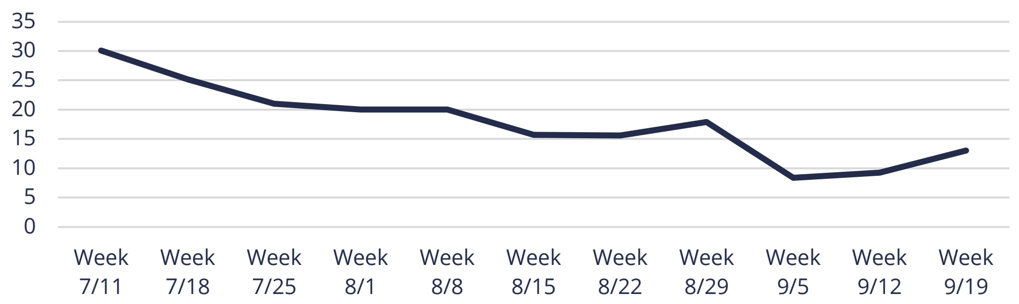
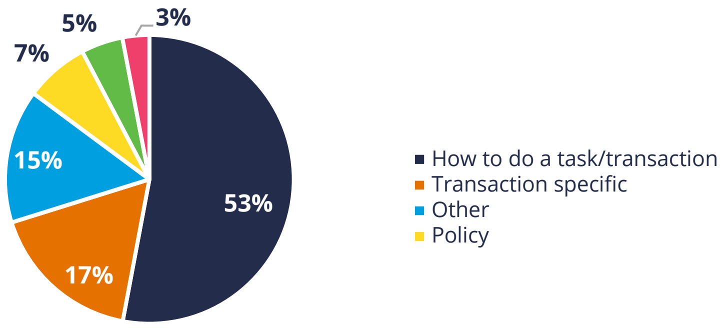
Organizational Adoption Activities | Stakeholder Adoption

As of 9/30, we have facilitated **158** topic-based Drop-In Office Hours sessions, reaching a total attendance count of **~2,500** stakeholders.

WEEKLY FOCUS OFFICE HOURS ATTENDANCE



QUESTION TRENDS



OFFICE HOURS TAKEAWAYS

- **Account Certification** had the single highest attended session; Procurement/Spend (336 attendees), Expense (303 attendees), and Account Certification (300 attendees) were the most popular topics with the highest total attendee count overall
- Since go-live, **policy questions have increased by 26%** while **how to do a task/transaction questions have decreased by 33%**
- Stakeholders attend Office Hours to better understand processes, resolve challenges/issues, and identify central guidance; based of Focus Group feedback, there's a clear **desire for Office Hours to continue in the future**

Organizational Adoption Activities | Stakeholder Adoption

As Office Hours continue in October, **we need your help to socialize** the available sessions to stakeholders across Grounds. Stakeholders can use this **Cheat Sheet** to determine which session(s) will best address their questions.

October Drop-in Virtual Office Hours

Monday	Tuesday	Wednesday	Thursday	Friday
3 • **Accounting** (Account Certification, Journals, Adjustments) **9-10am** • **Spend** (Requisitions, Purchase Orders, Supplier Invoices) **10:30-11:30 am**; Expenses **11:30-12:00** • **General FIN Workday** (including FDM Worktags, user interface - R2 changes, Security, Approvals) **1-2pm**	4 • **Payroll** (Costing Allocation, Accounting Adjustment, HCM subtasks) **9-10am** • **Budget 11-12pm** use this link • **Grants Management 11-12pm** • **Spend** (Requisitions, Purchase Orders, Supplier Invoices) **1:00-2:00 pm**; Expenses **2:00-2:30 pm** • **Reports & Dashboards** (Workday & UBI) **3-4pm**	5 • **Accounting** (Account Certification, Journals, Adjustments) **9-10am** • **General FIN Workday** (including FDM Worktags, user interface - R2 changes, Security, Approvals) **1-2pm** • **FDM Interim Process 3-4pm**	6 • **Tuition and Fee Proposal Tool 9:30-10:30am** • **Grants Management 11-12pm** • **Payroll** (Costing Allocation, Accounting Adjustment, HCM subtasks) **1-2pm** • **Reports & Dashboards** (Workday & UBI) **3-4pm**	7
10 • **Accounting** (Account Certification, Journals, Adjustments) **9-10am** • **Spend** (Requisitions, Purchase Orders, Supplier Invoices) **10:30-11:30 am**; Expenses **11:30-12:00** • **General FIN Workday** (including FDM Worktags, user interface - R2 changes, Security, Approvals) **1-2pm**	11 • **Payroll** (Costing Allocation, Accounting Adjustment, HCM subtasks) **9-10am** • **Budget 11-12pm** use this link • **Grants Management 11-12pm** • **Reports & Dashboards** (Workday & UBI) **3-4pm**	12 • **Accounting** (Account Certification, Journals, Adjustments) **9-10am** • **Spend** (Requisitions, Purchase Orders, Supplier Invoices) **10:30-11:30 am**; Expenses **11:30-12:00** • **General FIN Workday** (including FDM Worktags, user interface - R2 changes, Security, Approvals) **1-2pm** • **FDM Interim Process 3-4pm**	13 • **Tuition and Fee Proposal Tool 9:30-10:30am** • **Grants Management 11-12pm** • **Payroll** (Costing Allocation, Accounting Adjustment, HCM subtasks) **1-2pm** • **Reports & Dashboards** (Workday & UBI) **3-4pm**	14
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24 • **Accounting** (Account Certification, Journals, Adjustments) **9-10am** • **Spend** (Requisitions, Purchase Orders, Supplier Invoices) **10:30-11:30 am**; Expenses **11:30-12:00** • **General FIN Workday** (including FDM Worktags, user interface - R2 changes, Security, Approvals) **1-2pm**	25 • **Payroll** (Costing Allocation, Accounting Adjustment, HCM subtasks) **9-10am** • **Budget 11-12pm** use this link • **Grants Management 11-12pm** • **Reports & Dashboards** (Workday & UBI) **3-4pm**	26 • **Accounting** (Account Certification, Journals, Adjustments) **9-10am** • **Spend** (Requisitions, Purchase Orders, Supplier Invoices) **10:30-11:30 am**; Expenses **11:30-12:00** • **General FIN Workday** (including FDM Worktags, user interface - R2 changes, Security, Approvals) **1-2pm** • **FDM Interim Process 3-4pm**	27 • **Grants Management 11-12pm** • **Payroll** (Costing Allocation, Accounting Adjustment, HCM subtasks) **1-2pm** • **Reports & Dashboards** (Workday & UBI) **3-4pm**	28
31 • **Accounting** (Account Certification, Journals, Adjustments) **9-10am** • **Spend** (Requisitions, Purchase Orders, Supplier Invoices) **10:30-11:30 am**; Expenses **11:30-12:00** • **General FIN Workday** (including FDM Worktags, user interface - R2 changes, Security, Approvals) **1-2pm**	**All sessions will use this same zoom link unless otherwise noted**	https://virginia.zoom.us/j/95908592649?pwd=N3ZMQjhleVBrRnE5K1FJSFBaUEkwQT09		

https://uvafinance.virginia.edu/resources/october-office-hours

Office Hours Cheat Sheet

1. Questions about the **account certification process, accounting journals,** or **accounting adjustments**? Check out **Accounting** Office Hours.
2. Questions about **budget management** or **Adaptive**? Check out **Budget** Office Hours.
3. Questions about **requesting new values, edits to existing values or the deactivation of existing values on FDM Worktags?** Check out **FDM Interim Process** Office Hours.
4. Questions about **the new Workday R2 Release, Worktag use, security roles, approval routing, Workday policies,** or **notifications**? Check out **General FIN Workday** Office Hours.
5. Questions about **funds available for PIs to view** and **Grants-related reports?** Check out **Grants Management** Office Hours.
6. Questions about **costing allocations, accounting adjustments,** or **HCM subtasks**? Check out **Payroll** Office Hours.
7. Questions about **which reports to run in order to complete a certain task** or what **dashboards** are available in Workday? Check out **Reports & Dashboards** Office Hours. Have questions specific to **UBI reports?** Check out **Reports (UBI Only)** Office Hours**.**
8. Questions about **purchase requisitions**, **purchase orders**, **spend categories**, **expense reports**, or **supplier invoices**? Check out **Spend** Office Hours.
9. Questions about how to use the new **Tuition and Fee Proposal Tool in Smartsheet**? Check out **Tuition and Fee Proposal Tool** Office Hours.

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Organizational Adoption Activities | Stakeholder Adoption

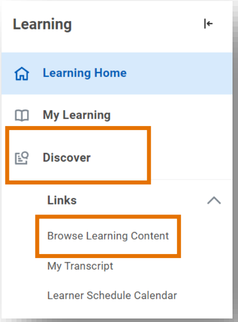
While instructor-led training is no longer offered, there continue to be a variety of learning opportunities and materials to aid in user adoption of Workday Financials.

Self-Paced Recommended Courses

The self-paced courses below are **recommended** for employees looking for a refresher or to learn more about a particular topical area:

- Account Certification
- Approving Transactions as a Cost Center Manager
- Expense Reports
- Purchase Requisitions – Employee as Self
- Workday Reporting

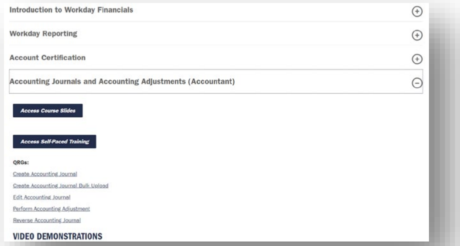
Note that the courses above will **not** appear in your learning program; you must **search for the course by title**.



Quick Reference Guides

Quick Reference Guides are **regularly updated** to **additional detail to instructions**

- Some updates are based on **end user feedback**, while others are the **result of system updates**
- Each QRG is labelled with the **date on which it was last updated;** please access QRGs directly from the training webpage and do **not** save them locally on your computer



https://uvafinance.virginia.edu/workday-finance-training

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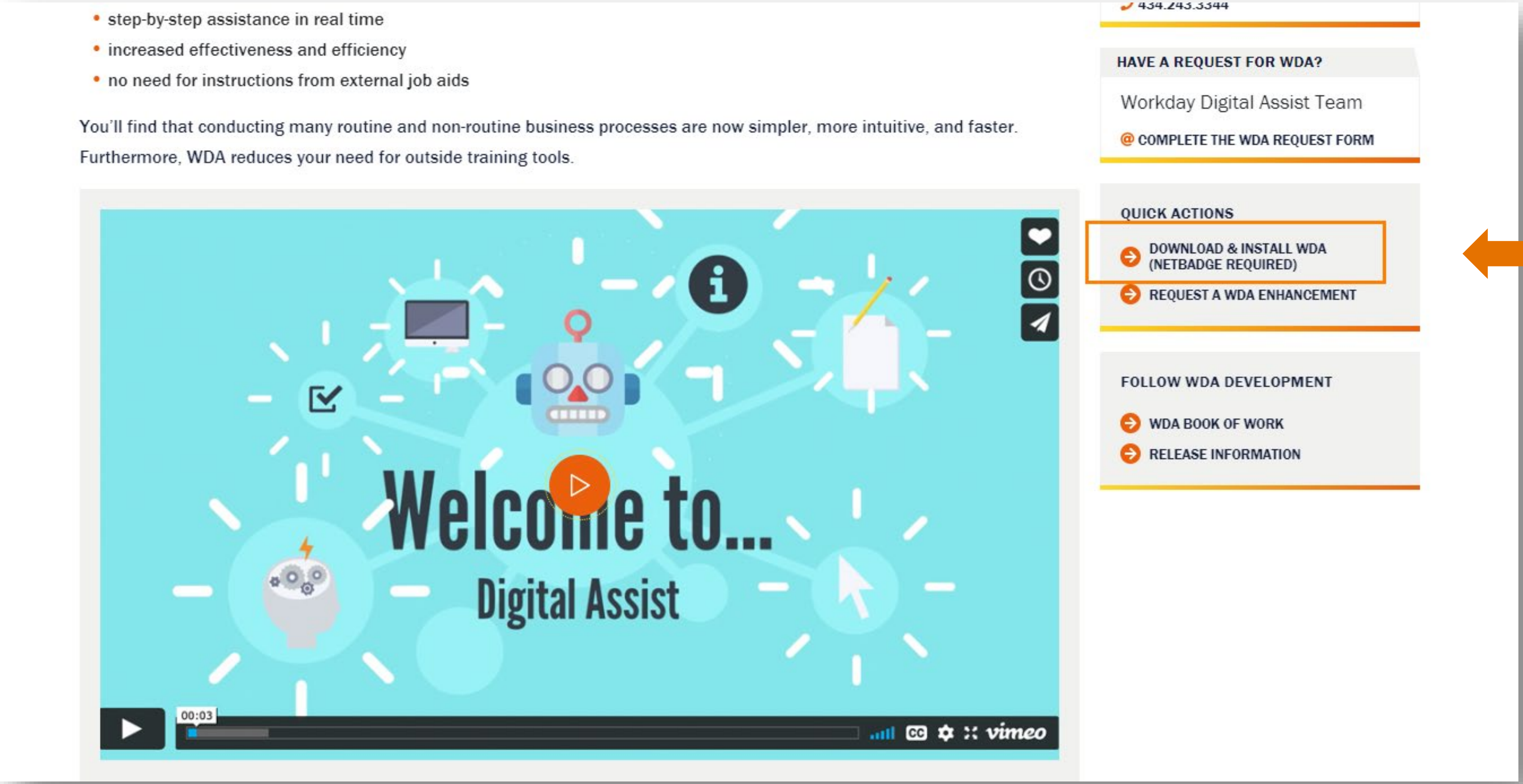
Organizational Adoption Activities | Stakeholder Adoption

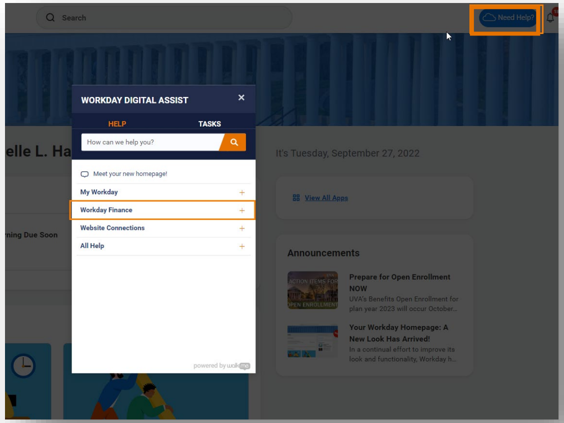
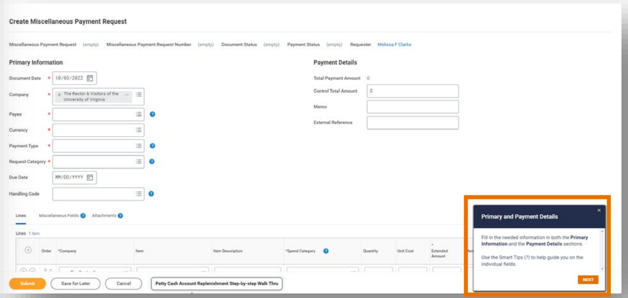
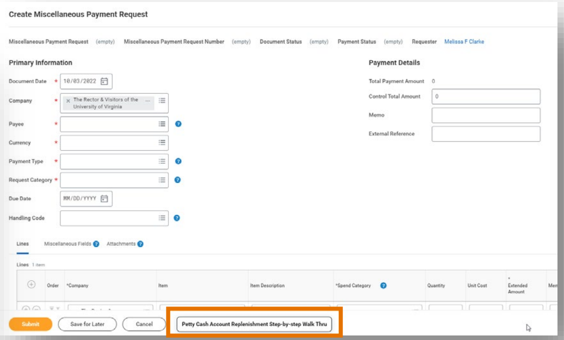
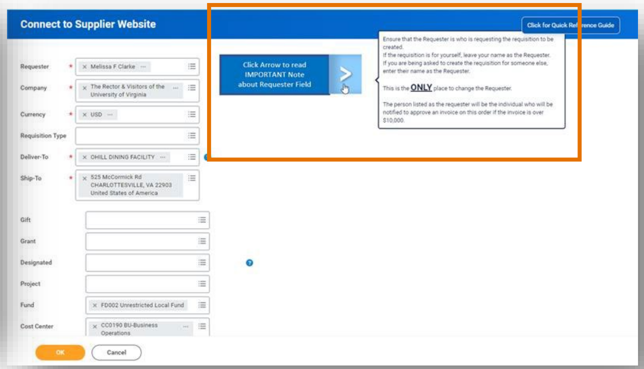
Workday Digital Assist (WalkMe) provides **immediate guidance in the Workday system** itself. Users **must install WalkMe** in their Google Chrome browser to be able to **utilize the full functionality** of the tool.



Download and install WalkMe here: https://hr.virginia.edu/workday-central/workday-digital-assist

Organizational Adoption Activities | Stakeholder Adoption

Several Workday Digital Assist features are available in Workday Financials, including those outlined below:

Need Help Menu	WalkThrus	Launchers	SmartTips
			
Menus on Workday Homepage where users can click on a topic (e.g., Expense) to find specific QRG links	Popup instructions that guide users through BPs in real-time	Buttons that link to other help content like Smart WalkThrus and QRGS directly in the task/transaction	Advanced tooltips that help users understand fields/steps in a BP

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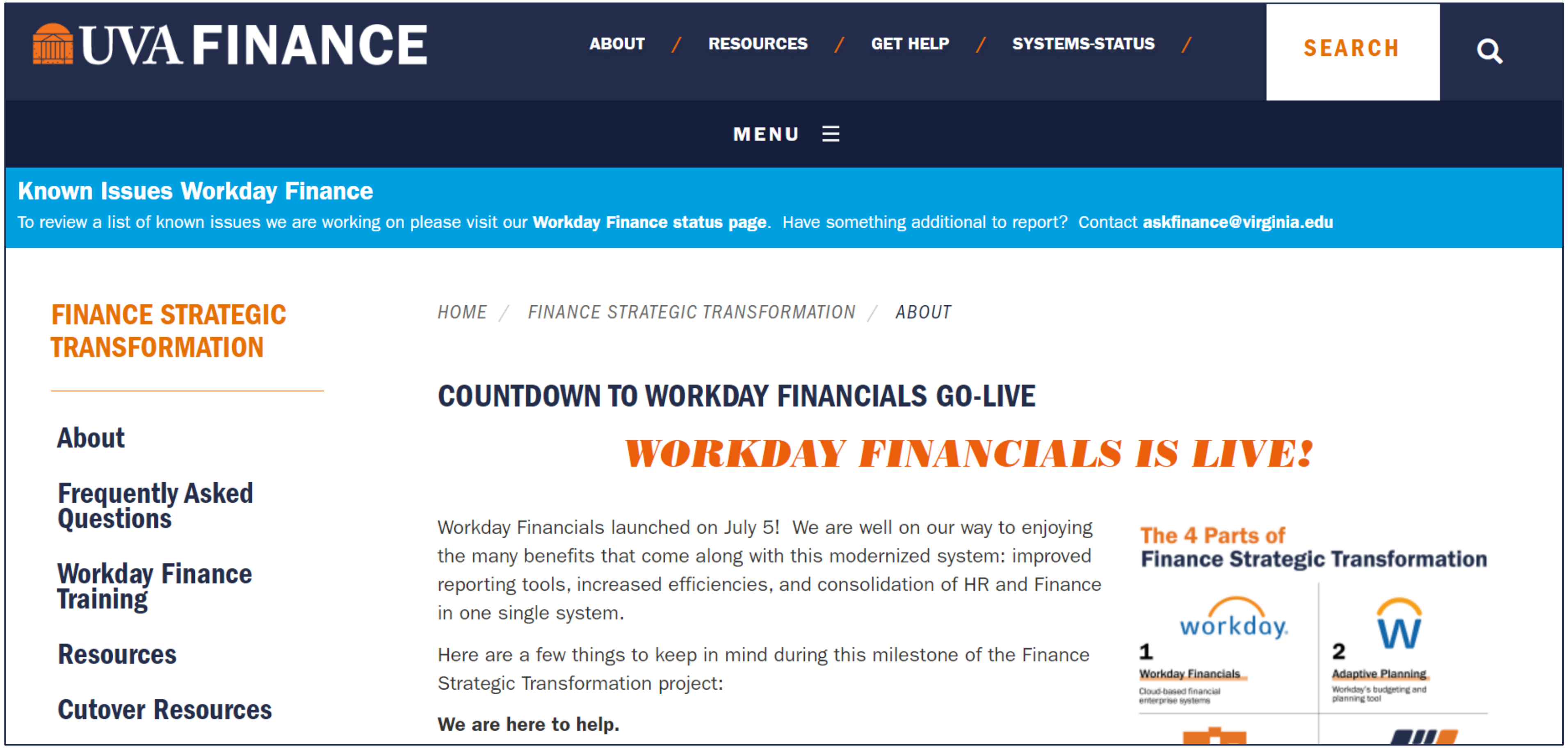
Works in Progress/Enhancements

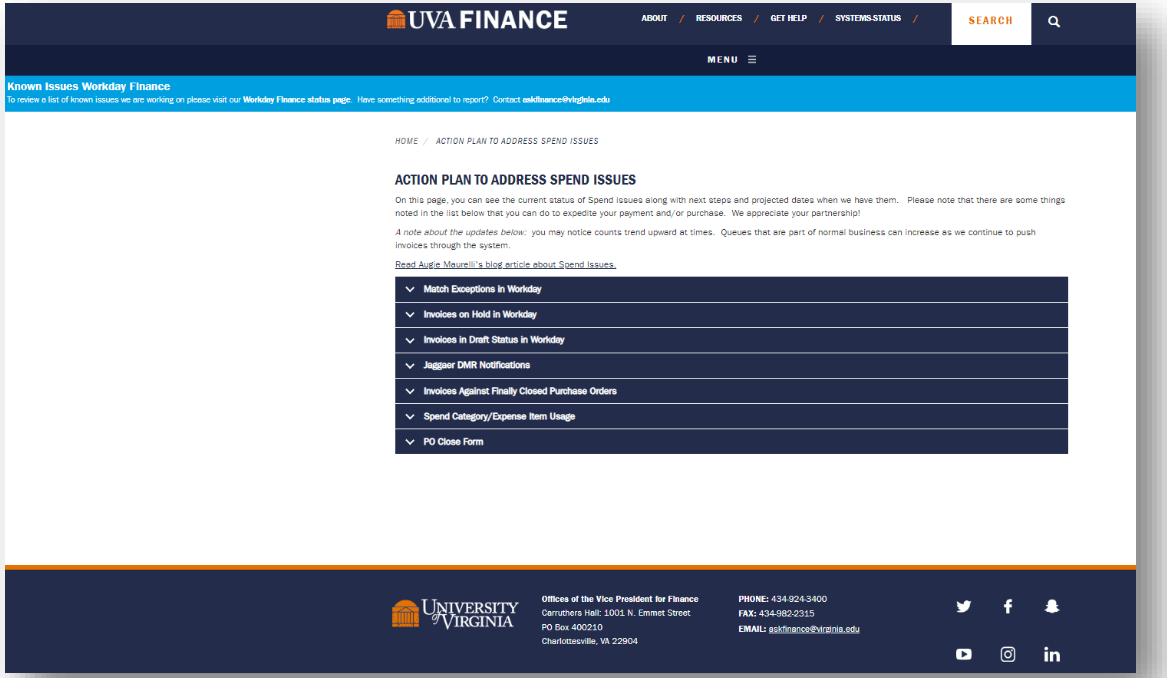
Works in Progress/Enhancements | How to Track

Visit https://uvafinance.virginia.edu/finance-strategic-transformation/about for timely FST updates including **known issues** and information related to **items in progress** (deferred until after launch).



Works in Progress/Enhancements | Spend Progress

Below are several Spend-related Work in Progress areas. To learn what the team is doing to address these areas and to read about what Schools and Units can do to help, please visit the **Action Plan to Address Spend Issues webpage**.



https://uvafinance.virginia.edu/action-plan-address-spend-issues

1. **Match Exceptions in Workday**
2. **Invoices on Hold In Workday**
3. **Invoices in Draft Status in Workday**
4. **Jaggaer DMR Notifications**
5. **Invoices Against Finally Closed Purchase Orders**
6. **Spend Category/Expense Item Usage**
7. **PO Close Form**

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Works in Progress/Enhancements | Stipend Payments without Accounting

Stipends for fellowships are paid out of AP using the **Supplier Invoice Request**

Challenge

No obligation accounting is created automatically via the Supplier Invoice Request BP; therefore, **Schools and Units cannot monitor the balances**

Targeted Solution

The team is currently discussing the process to track obligations for future dated stipends. Until key decisions have been made, **users should continue to use the current process**

Works in Progress/Enhancements | Security & Requests

Progress to Date

Since July 25, security role requests have been submitted through the **systems access request worklet** in Workday

- To date, **>1,000 requests** have been processed
- Typical turnaround time for security role requests is **4-5 days**, though missing information or incomplete fields can cause further delay

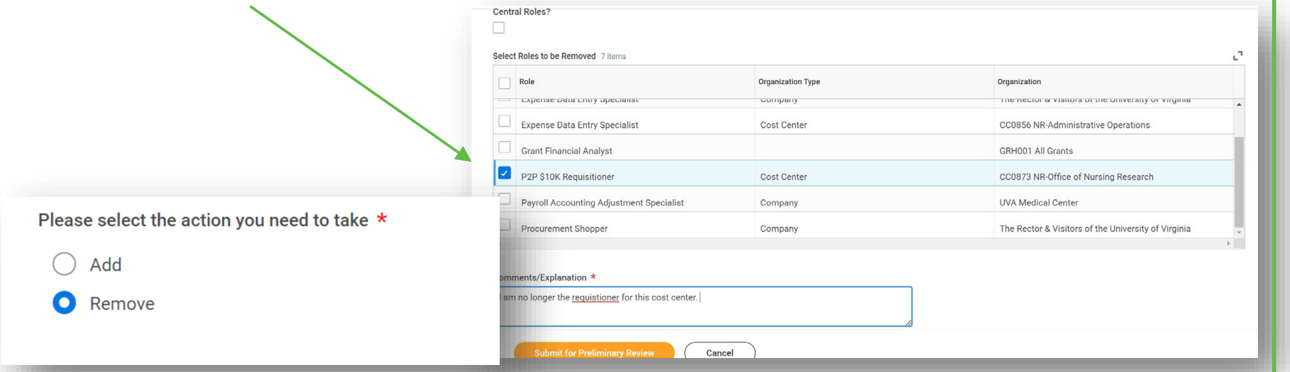
Update: Adaptive Security Requests

Since September 30, **security requests for Adaptive have been processed through the systems access request worklet in Workday,** using the same process as all other security requests

- Review the **Workday System Access Request QRG** here
- Note: Users requesting an Adaptive security role will still be **required to complete the Introduction to Budgeting at UVA Learning Program** (Introduction to Budgeting at UVA and Introduction to Workday Financials)

Best Practices

- When submitting a role request, please complete all fields, including **Role, Security Group Type, Organization Type, and Organization**. Failure to do so will result in your request being sent back to you
- When requesting **role removals**, be sure to select a role from the grid. **If a role is not selected, the request will not route properly**. *Note - there is a limit of 250 roles that will display during removal request*



- You can check whether your request has been approved or not by looking at the **Disposition column** in the **My FIN Security Requests report**

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Small Group Best Practices Activity

Small Group Best Practices Activity | Breakout Rooms

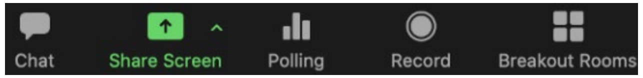
This activity will provide you the opportunity to **collaborate** with other School/Unit representatives and learn what **efforts are being made across grounds to increase stakeholder engagement**, as well as the **issues** other Schools and Units are facing and the **strategies** they are using **to mitigate them**.

The FST team will **compile key discussion points from each breakout room** into a document, which we will distribute following the meeting for you to **socialize within your School/Unit**.

Join

Self-select the breakout room you wish to join, based on your School/Unit needs.

Join a breakout room by clicking on the ***Breakout Room button in the task bar at the bottom of your Zoom screen***



Discuss

Share your responses to several **guiding questions**, which will be provided by a member of the FST team in your breakout room

Learn

Hear from other School/Unit representatives about their challenges and workarounds; **consider what strategies you might employ** in your own School/Unit

Share

Distribute the toolkit that will be compiled by the FST team following the meeting with stakeholders within your School/Unit

Breakout Room Options

1. School-/Unit-Specific Engagement (Office Hours & Other Learning Opportunities)
2. Reporting
3. FDM
4. Grants
5. Account Certification

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Thank You for Attending!