IT Service Investment Board

October 27, 2014
Agenda

- Welcome and Introductions
- IT Service Investment Board 2014-15 Agenda
- Technology Recharge Fee Annual Review
- FY16 Provost Reinvestment Fund Request
- Administrative Systems Modernization Strategy Update
- Wrap Up
IT Service Investment Board
2014-15 Agenda

- **Fall 2014**
  - Annual Technology Recharge Fee review
    - Based on recommendations from the Technology Recharge Fee Advisory Committee
  - FY16 Provost Reinvestment Fund request
  - Review of major projects (HR/Payroll Modernization, HR/P Intersections, Finance Systems Strategy and Readiness)

- **Winter/Spring 2015**
  - FY 2016 UW-IT portfolio review and prioritization
  - Review of major IT projects
  - UW-IT UW Connect implementation update (IT service management tool)
  - IT Service Management Board update and review of recommendations
Technology Recharge Fee Annual Review
TRF Advisory Committee Charge

- Support IT Service Investment Board
- TRF annual review and assessment
- Provide analysis, identify issues, and make recommendations
  - Services covered
  - Costs to provide those services
  - Allocation methodology
TRF Advisory Committee Membership

- Bill Ferris, UW Information Technology, Co-Chair
- Tom Sparks, College of Engineering, Co-Chair
- Amy L. Floit, Office of Planning & Budgeting
- Jonathan A. Franklin, School of Law
- David C. Green, School of Medicine
- Paul S. Ishizuka, UW Medicine Health System
- Linda Rose Nelson, College of Arts & Sciences
- Barbara Wingerson, Finance & Facilities

Ex Officio (non-voting)
- Betsy Bradsby, Research Accounting & Analysis
TRF is a Per Capita Rate applied to all UW Supports a Basic Bundle of Services

- Accessible Technologies
- Accounts & Passwords
- Admin Systems Infrastructure
- Backup & Storage
- Campus Software Licensing
- CISO – Information Security & Privacy
- Data Center
- Data Networks
- Email, Calendaring, & Productivity Tools
- Emergency Preparedness & Business Continuity
- Enterprise Portal
- Teaching & Learning Tools
- Telecom Infrastructure
- Web Publishing
TRF Support for UW-IT – FY15

$102M UW-IT Operating Budget

Self Sustaining 24%

IM & University Supported 26%

Basic Services 50%

Basic Services - Central 31%

Basic Services - TRF 19%

$51M Basic Services

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## Rate History of TRF

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<tr>
<th></th>
<th>FY11</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14*</th>
<th>FY15</th>
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<td>Campus**</td>
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Dial tone Rate reduced from $27.40 to $4.05

* Rate change for FY14 reflects adjustment in methodology (shift in allocation of University Support & SDB)

** Supplements existing GOF/DOF resources to provide Basic Services

*** Excluded from GOF/DOF Subsidy, Network, & Telecom billed separately
## Impact for Fiscal Year 2015

*Total TRF cost to units offset by over $7M/year savings in telecom charges*

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<tr>
<th>Selected Units</th>
<th>Employee Headcount</th>
<th>Current Amount</th>
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<tr>
<td>College of Arts &amp; Sciences</td>
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<td>$1,265,164</td>
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<td>College of Engineering</td>
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<td>College of the Environment</td>
<td>74</td>
<td>$480,527</td>
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<td>Finance &amp; Facilities</td>
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<td>Medical Centers</td>
<td>9,828</td>
<td>$5,897,250</td>
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<td>UW Tacoma</td>
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<td>$350,552</td>
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<th>Department Type</th>
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<td>ACADEMIC</td>
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<td>ADMIN</td>
<td>$3,433,832</td>
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<td>MEDICINE</td>
<td>$10,823,180</td>
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<td><strong>Total</strong></td>
<td><strong>$19,186,387</strong></td>
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Technology Recharge Fee for FY 2016
Parallel Processes

**ABB**
- Provost/OPB Review Committee
- Paul Jenny, AVP
- Begin FY 2012

**TRF**
- Svc Investment Board
- Harry Bruce, Chair
- Begin FY 2011

**HR/P**
- HR/P Sponsors Group
- V’Ella Warren, Chair
- Begin FY 2017
IT Governance (Spring 2014)
Outcomes on TRF Methodology

- No change in basic methodology that would result in significant cost shift to/from Academic Units and Medical Centers
  - Maintain current treatment of IT costs for students
  - Exclude Information Management

- Focus on opportunities to reduce complexity and improve transparency
  - Align TRF with current UW-IT organization and services
TRF Advisory Committee
Recommendation for FY 2016 rate

- Maintain fundamental cost allocation methodology used for prior TRF
  - Minor allocation changes to reduce complexity
- UW-IT FY 2015 budget as base
- Use of UW-IT Fund Balance of $2.5 Million to address one time needs/projects
- Request under 2% increase in TRF - $355K, to help offset increase cost of operations
Increased Cost of Operations

- Merit Increase FY14 & FY15 - $800K
  — Net from funding from GOF/DOF and Self-Sustain
- Microsoft Campus License Agreement - $1.3M
- Network Security - (Intrusion Protection System) - $1M
- Geographic Redundancy - $600K
- Facilities Upgrades - $2.6M
  — ex. UPS & Electrical Upgrades
## TRF Recommendation for FY 2016

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<th>Rate Description</th>
<th>FY15</th>
<th>FY16</th>
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<td>Campus Rate*</td>
<td>$54.50</td>
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<tr>
<td>Medical Center Rate**</td>
<td>$50.00</td>
<td>$50.91</td>
<td>1.8%</td>
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* Supplements existing GOF/DOF resources to provide Basic Services
** Excluded from GOF/DOF Subsidy, Network & Telecom billed separately.
Discussion & Questions
FY16 Provost Reinvestment Fund Request
FY 2016 Request
Provost Reinvestment Funds

- My Husky Experience $ TBD
  - Implement recommendations from My Husky Experience task force (created by President Young and Senior Vice Provost Jerry Baldasty)
  - Develop services that promote student engagement in co-curricular learning experiences on campus and in the community
  - Involves data management as well as enhancements to MyPlan, MyUW, and other UW-IT-supported communication services
FY 2016 Request
Provost Reinvestment Funds

- Optical Network Refresh $650,000
  - Refresh the aging Cisco Optical System that delivers UW network services throughout the Puget Sound region with a next-generation optical networking platform
  - Will have a higher capacity, be more manageable and more cost effective
  - Will also support the need for higher bandwidths such as 40 and 100 Gigabit Ethernet
Administrative Systems Modernization Strategy Update
Administrative Systems Modernization

Strategy Key Assumptions

- Undertake only one major system replacement at a time
- Focus on incremental innovation for areas such as student systems
- Invest in business process redesign to reduce the need for shadow systems
- Leverage momentum and expertise from initial system replacement to accelerate replacement progress
- Provide better information for decision making as rapidly as possible
### Administrative Systems Modernization

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Significant implementation effort
Incremental modernization
Project start up

(Ongoing maintenance and production support not represented)

* Meeting biennium dates are critical to project success
HR/Payroll Modernization Update

IT Service Investment Board
October 27, 2014
# HR/P Implementation Timeline

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<tr>
<td>Plan</td>
<td>Design (Architect)</td>
<td>Configure &amp; Prototype</td>
<td>Test</td>
<td>Deploy</td>
<td>Post-Production support</td>
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<td>Go-Live</td>
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## Data Conversion and Migration

## Integrations

## Quality Management

Organizational Change Management, Communications, Knowledge Transfer and End-User Training

## Operational Readiness

We are Here
Progress in the Design Phase

- Completed initial and detailed design sessions with 200+ subject matter experts
- Loaded core employee data into Prototype 0 (P0)
- Identified 97 campus system integrations to Workday
- Partnering with UW-IT on the HRP-Intersections project
Key Design Decisions

- Move to a biweekly payroll schedule (26 annual pay periods)
- Implement actual time reporting instead of exception time reporting
- Align leave accrual elements to the new biweekly pay schedule
- Become the "system of origin" for benefits information
  - Create and maintain benefits eligibility records electronically
  - Provide online benefits enrollment
  - Send electronic updates to the state's PAY1 system
- Move to a single workweek across UW that will run Sunday through Saturday
- Use a position management staffing model
Configuration Phase Preview

- Runs November 1 through May 15
- Focused on building the system that we designed during the design phase
- Unit engagement will increase
  - Conduct unit-specific impact assessment
  - Develop readiness teams
  - Increase communications
Questions?

http://f2.washington.edu/teams/hrp

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KELLI
HR/P Intersections

UW-IT Scope, Approach & Timeline
UW-IT: HR/Payroll Intersections

- **Purpose**
  - The purpose of UW-IT’s Intersections project is to ensure that Workday integrates smoothly into the UW enterprise

- **Guiding Principles**
  - Workday will be the system of record for HR/Payroll data
  - Workday data should not be altered (i.e., cleansed/edited/fixed) by downstream/shadow systems
  - Concerted effort to eliminate downstream/shadow systems
  - Workday will not include historical HEPPS data
Workday in the Enterprise

- FAS: Financial Accounting
- eFECS: Faculty Effort/Cost Sharing
- BGT: Budgeting, Salary Revision
- SIS: Student Administration
- AiM: Facilities Management
- Advance: Advancement
- PAS: Purchasing/Payables
- PersonReg: Identity Mgmt, Directory
- SAGE: Research Administration

Enterprise System Adaptation

Campus Engagement

Several hundred departmental systems

Finance, Student data

HR/P Web Service

ODS: Enterprise Data & Integration

EDW
UW-IT: Major Activities

- **Enterprise System Adaptation**
  - Make revisions to UW-IT-operated administrative systems to interact with Workday
  - Build new applications to preserve access to pre-Workday employee historical data (W2, leave, etc.)
  - Assist with security and access controls

- **Enterprise Data and Integration**
  - Build integrations for data from Workday to UW-IT administrative systems
  - Make revisions to enterprise data stores (EDW, ODS) to capture key Workday data
  - Revise reports as needed

- **Campus Engagement - Downstream systems**
  - Provide assistance to campus units to understand impact of changes to their systems
Enterprise System Adaptation

HRP legacy decommission; MITSHRP provisioning; HRP retained system impacts; HRP legacy data UI; FAS, eFECS, MyFD, P2P impacts; integration testing

Members of FOB, MyFD, eFECS, HRP, P2P support teams

HRP/Finance Systems

Alin Hunter

Advancement, Facilities, ID card, Parking, Transp system impacts; integration testing

Brent Holterman

University Services Systems

Kevin Smith

Student Systems

Nathan Dors

IAM

Bill Shirey

Project Director

HR/Payroll Intersections

Marcy Tufarolo

Senior Project Manager

PMO

Anne McDonough

Project Manager

Jan Sullivan

Project Manager

Colleen Butler

Project Manager

Jim Phelps

Enterprise Architecture

Vacant

Program Operations Specialist

Work Stream Coordinators/PMs:

AARON

Enterprise Data and Integration

Student system impacts; integration testing

Workday authentication services; PersonReg, Astra system impacts; integration testing

Enterprise Integration Platform design and development; HRP Data Services impacts; integration testing

Approx 10 FTE from AIS, EDA, EIS to be located on O-2.

John Mobley, Eva Piccinnini, Pieter Visser, other EDA team members

CAMS

Enterprise Integration Platform

Paul Schurr

Integration Platform

John Mobley

Data & Analytics

Colleen Butler

Campus Engagement

Kerry Lamb

Data/Integrated Test

Approx 10 FTE from AIS, EDA, EIS to be located on O-2.

John Mobley, Eva Piccinnini, Pieter Visser, other EDA team members

CAMS

Kerry Lamb, Cynthia Berman, Jody Wright

Campus impact assessment and consulting; integration testing

Student system impacts; integration testing

Enterprise Report impacts; integration testing

Data quality, integration test platform and methodologies; integration test coordination

John Mobley

infor EIS

Kerry Lamb, Cynthia Berman, Jody Wright
HR/P Time Line

HR/P Modernization Milestones

HRP Modernization

Enterprise System Adaptation
- Assessment
- Design
- System Revisions
- Testing & adjustments
- Data Migration

Campus Engagement
- Assessment
- Communications
- System Revisions
- Testing & adjustments

Enterprise Data & Integration
- Proof of Concept
- Integration Design
- System Revisions
- Testing & Adjustments

HRP Intersections (UW-IT)

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[Timeline with milestones and phases]

- System Revisions
- Configure & Prototype
- Test
- Deploy
- Support

- May-Jun 2014
- Jul-Aug 2014
- Sep-Oct 2014
- Nov-Dec 2014
- Jan-Feb 2015
- Mar-Apr 2015
- May-Jun 2015
- Jul-Aug 2015
- Sep-Oct 2015
- Nov-Dec 2015
- Jan-Feb 2016
- Mar-Apr 2016

[We are here]

Configuration of Workday complete

P1 prototype

P2 prototype

Go Live
## Timeline

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**Communication of Data Changes**

**Readiness Assessment (ongoing)**

**UNIVERSITY of WASHINGTON**

**AARON**
Finance Systems Strategy and Readiness
## Finance Systems
### Strategy and Readiness

<table>
<thead>
<tr>
<th>Goals and Objectives</th>
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<tbody>
<tr>
<td>Engage Gartner Inc. as objective, vendor-neutral 3rd party</td>
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<tr>
<td>Preliminary, high level assessment of institutional readiness for the Finance Modernization effort</td>
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<td>Inform how and when to proceed with the Modernization effort.</td>
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<tr>
<td>Assess technologies UW has chosen for Student and HR/P administrative systems: Kuali and Workday</td>
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<td>Leverage FSNA work, minimize campus impact</td>
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<tr>
<td>Develop business case that reflects fit/gap, total cost of ownership, and roadmaps for each option</td>
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Gartner Deliverables

1) Validated Strategic Drivers, Assumptions, Risks

2) ERP Financials Readiness Assessment

3) ERP Fit/Gap for both Options

4) Options Analysis Framework

5) ERP Financials Business Case and Total Cost of Ownership

6) ERP Financials System Roadmaps
### Administrative Systems Modernization

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(ongoing maintenance and production support not represented)

**Significant implementation effort**

**Incremental modernization**

**Project start up**
Governance Structure

SPONSOR WORKING GROUP
- Paul E Jenny, Vice Provost Planning and Budgeting
- Ruth Mahan, Chief Business Officer, UW Medicine & VPMA UW
- Kelli Trosvig, Vice President for UW-IT and CIO
- V'Ella Warren, Senior Vice President, Finance and Facilities

PROJECT TEAM
- Jeanne Marie Isola, Director, Finance, UW-IT
- Kim Jaehne, Executive Assistant, UW-IT
- Melissa Bravo, Project Manager, UW-IT
- Tim McAllister, Senior Analyst, UW-IT
- Lisa Yeager, Project Advisor, UW-IT
- Jenn Dickey, Senior Project Lead, UW-IT
- Business Analyst, Contract or FTE

ADVISORS TO WORKING GROUP
- Ann Anderson, Associate Vice President and Controller
- Susan Camber, Associate Vice President, Financial Management
- Mary Fran Joseph, Associate Dean for Administration & Finance, School of Medicine
- Aaron Powell, Associate Vice President for Information Management
- Gary Quarfoth, Associate Vice Provost, Office of Planning and Budgeting

PROJECT DELIVERABLE REVIEW TEAM
- Ann Anderson, Associate Vice President and Controller
- Bill Ferris, Chief Financial Officer, UW-IT
- Sarah Hall, Assistant Vice Provost, Office of Planning and Budgeting
- Barbara Wingerson, Executive Director, Finance and Administration, Finance and Facilities
We will model 2 (“shadow”) financial systems to validate system requirements and estimate costs.
## Gartner Processes included in scope

<table>
<thead>
<tr>
<th>Record-to-Report Processes</th>
<th>General Accounting/General Ledger</th>
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<tbody>
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<td>Treasury &amp; Cash Management</td>
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<td>Budgeting &amp; Financial Planning</td>
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<td>Order-to-Cash Processes</td>
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<td>Receivables &amp; Cashiering</td>
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<td>Procure-to-Pay Processes</td>
<td>Purchasing &amp; Payables</td>
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<td>Expenses</td>
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<td>Technology</td>
<td>Solution Applications &amp; Technology Architecture</td>
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</tbody>
</table>
Finance System Strategy and Readiness Timeline

- **Jul-Aug 2014**: Finalize Gartner SOW
- **Sep-Oct 2014**: On board Staff Resources
- **Nov-Dec 2014**: Prep Work
- **Oct Kick off**: Strategy, readiness and process workshops
- **Jan-Feb 2015**: Fit/gap analysis
- **Mar-Apr 2015**: TCO
- **Final report and next steps**

Organizational Change Management, Communications

**Design Phase**: Today

**Configure and Prototype (cont. through May 2015)**

HR/Payroll Implementation:

UNIVERSITY of WASHINGTON
Questions & Discussion