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WolfieONE

Change Leader Network Training – Part 1

Nov 14, 2024

Office of Change Management

FAR BEYOND

Agenda

➢ Recap

- Change Management
- WolfieONE High Level Changes
- > Chart of Accounts (COA)
- Oracle Cloud Overview
 - WolfieONE Modules; ERP, EPM, HCM
 - Processes under each module
- HCM Known Change Impacts
- Next Steps







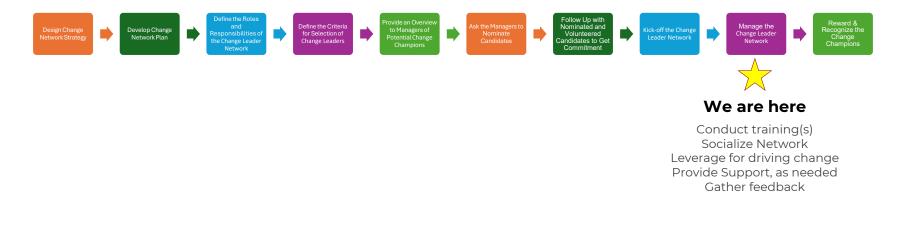


RECAP Change Leader Network (CLN)



What is a Change Leader Network?

- > An integral part of the Change Management Methodology at Stony Brook
- A peer-led group of influencers and impacted users across Stony Brook who will assist in building awareness, active listening and gathering concerns, promoting buy-in, and providing support to stakeholders impacted by the project
- > An indispensable asset to drive and support change adoption









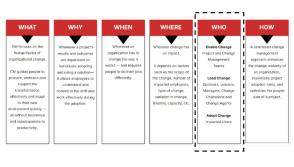


Getting Started with Change Management

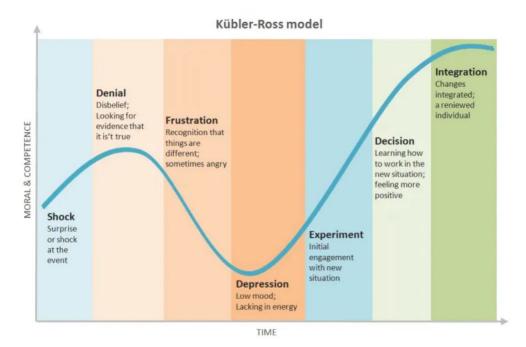


The Change Curve

It is natural for anyone to prefer the status quo, not because they are against change, but because humans naturally gravitate towards maintaining things as they are.

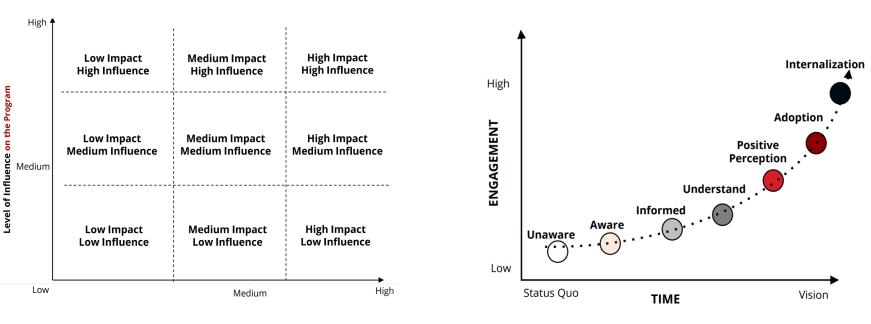












Stakeholder's Level of Impact by the Program

Stony Brook University

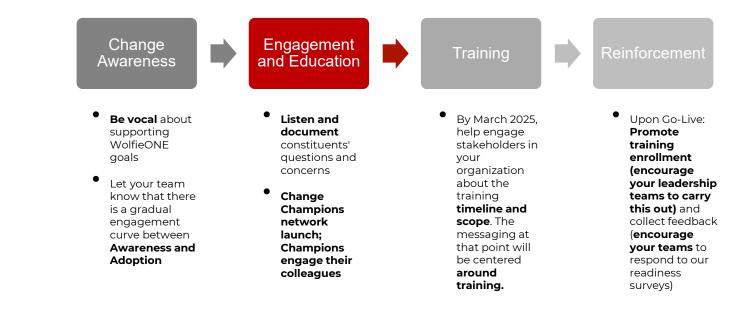


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Change Management

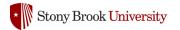






WolfieONE Workstreams relevant to educational campuswide efforts:

- Enterprise Resource Management: all things Accounting & Reconciliation! Note: Student receivables and SIS are not changing (Campus Solutions).
- Human Capital Management: HR processes
 What's not changing: Interfolio, Handshake, Kronos, and HealthStream
- Enterprise Performance Management: Budgeting, planning and forecasting.
- Technology: Integrations, **Reporting (queries, out of the box, custom, FDI)**, Conversion.
- Change Management & Project Management Office
- Enterprise Data Management- net new area
- Security and Controls (Depts. will need education on persona-to-role mapping)
- <u>Analytics</u> (Fusion Data Intelligence); more broadly trained upon closer to go-live- see Appendix









WolfieONE - Changes



What's Changing?

WolfieONE

CURRENT STATE SYSTEMS/PROCESS	FUTURE STATE SYSTEMS/PROCESS
Inconsistency across processes and practices	Standardize processes and practices (80/20)
Oracle/ PeopleSoft software for Finance	Enterprise Resource Planning (ERP) Cloud
Oracle/ PeopleSoft software for Human Resources	Human Capital Management (HCM) Cloud
Campus Budget Module (CBM) for Budget and Planning	Enterprise Performance Management (EPM)
SOLAR (time and attendance; employee information, NOT the student side)	Human Capital Management (HCM) for reporting time and attendance
Recruiting and onboarding in Taleo	Oracle Recruiting Cloud (HCM)
CPR (Capital Planning, construction)	E-builder, which will integrate with EPM



What's not Changing?

WolfieONE

CURRENT STATE

FUTURE STATE INTEGRATIONS

Jaggaer (WolfMART) SUNY system-wide SaaS solution for Procurement	Possible retrofit for some fields with the new COA, integration with Oracle, end-user will continue to use Jaggaer in the same way
Concur for travel & expense reimbursement	End-user will continue to use Concur in the same way as in the current state but will have to know their COA Org and Fund Source.
Hospital - Finance (Lawson)	Hospital finance professionals will continue to use their current COA in Lawson. Exception: patient refunds team in accounting, and budget officers.
Student Information Systems	The student records (both academic and tuition/fin aid) side of SOLAR will remain the same. Students' employee records will exist separately from their Academic record in WolfieONE.
Hospital usage of Kronos	Will integrate with SUNY system for payroll purposes.
Interfolio	Faculty will be hired in Interfolio and then their data will flow to WolfieONE (Core HR) for onboarding.
HealthStream	The hospital will continue to use HealthStream, and it will integrate with the Learn module of HCM.







Chart of Accounts (COA)



Terminology

WolfieONE

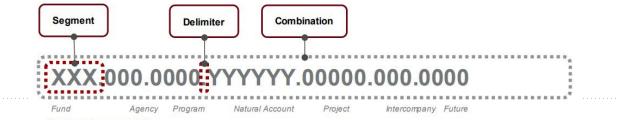
Hierarchy: a structure that provides summarized nodes used to report on all the "children" that fall below it. Oracle gives the ability to rearrange the children values into alternative hierarchies that also summarize the reporting view.

The **parent and child** levels are part of the hierarchy for each segment in the chart of accounts. The **child** represents the lowest level in the hierarchy. The child values are the values used when entering transactions. The **parent**(s) represent reporting nodes that group the child values that are found below the parent in the hierarchy. Parent(s) are used for efficient reporting and queries.

Chart Segment: Every segment is a critical dimension in representing some aspect of the business – legal, financial, operational, management – "tagging" every transaction, like a hashtag or a label. The future state "golden rule" is for each segment to have a **single and standard use** for every segment across departments. No "co-mingling" of purposes.

Attribute: acts like a static tag of the chart segments to provide an alternative way to write reports. Example: Academic vs. Non-academic Orgs.

Chartstring: The combined segment values, in a fixed order, is called a chartstring. Every event on a transaction that has a financial impact generates accounting entries, posting it to a combination of segment values in the General Ledger. This illustrates what a chartstring looks like:





New Chart Segments

WolfieONE

Entity – Major institutional operating unit (e.g., SBF, SBU).

Org – An operating area that is responsible or benefits from the specific transaction. The area must have intended permanence and must have an employee and/or a financial budget greater than \$100,000.

Fund Type – A classification of the funds based on how the funds are allowed to be used.

Fund Source – A self-balancing set of accounts categorized by purpose, ownership, responsibility or restriction.

Account – Nature of the transaction (e.g., asset, liability, expense, revenue, net position).

Classification – A classification of the balance sheet, revenue or expense transaction.

Initiative – Cross-organization used segment to identify activity for organization initiatives and/or where two or more departments contribute.

Budget Year – An identification of the budget year for prior budget spending.

Future – A segment that allows for growth in the future.





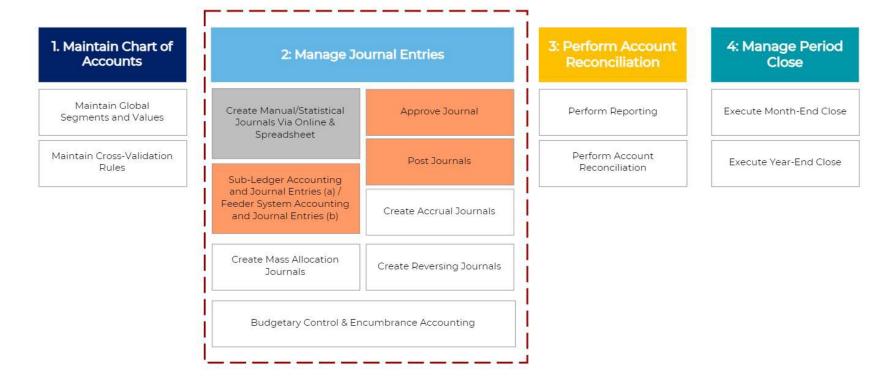




Oracle Cloud Overview



ERP General Ledger breakdown





ERP Example of Receivables breakdown

1. Manage Customers	2: Manage	3: Manage Cash	4: Close
	Receivables	Receipts	Receivables Close
Manage Customer Records	Process Invoice – Import	Record Cash/Check	Customer Statements
	Process Invoice - Manual	Receipts	Invoice Template
		MISC Receipts	Execute Month-End Close
	Adjust Invoices Process Credit Memo	Process Refund	Collections (TBD)
	Deep Dive – SBU/SBF	Reverse. Reapply, Write-	Deep Dive – SBU/SBF
	Specific Business Process	Off, On Account	Specific Business Process
		Deep Dive – SBU/SBF Specific Business Process	



ERP Fixed Assets breakdown





ERP Cash Management breakdown

Manage Cash Management

1. Manage Bank Master Data

2: Manage Bank Account Transfer

3: Receive Bank Statements

4: Reconcile Bank Statement



ERP Payables (Refunds only)

Types of refunds:

- Student
- Patient
- Department

- AR credit to an external party

Manage Payments

1. Manage Suppliers

2: Manage Period Close

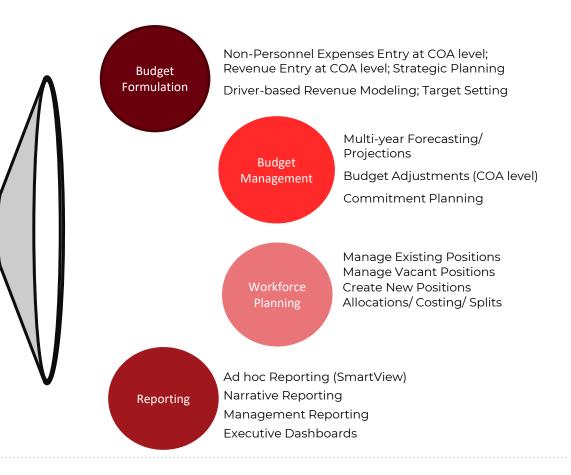
3: Manage Payables Invoices



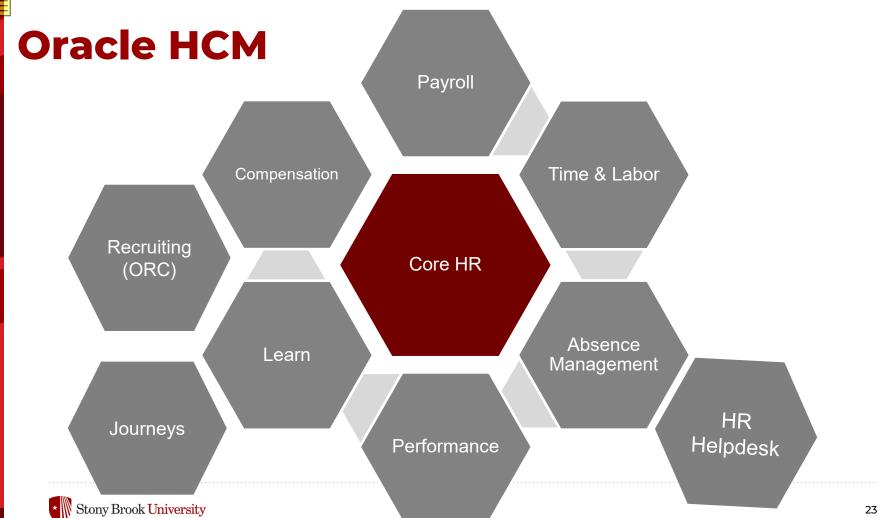
EPM

Benefits:

- Systematized central planning and forecasting system
- <u>Real-time budget vs. actuals</u> <u>reporting</u> for the academic & research enterprise
- Systematized handshake between workforce planning and authorization to recruit
- Scholarship Discount Model
- Base / Fiscal Planning
- Overhead and Fringe Cost Planning













HCM Change Impacts



WolfieONE

Known HCM change impacts to all

employees:

- HCM Employee Self-service
- HCM Manager Self-service
- HCM Learn module- net new
- HCM: HR Helpdesk net new

ERP Departments who bill external parties will need to learn the Receivables module, and will rely less on central accounting, while moving away from QuickBooks
Financial reporting: leveraging the new COA for queries (specific searches using the segments and values, particularly the parent nodes to see all the transactions that roll up to it)



Human Capital Management Summary



The HCM changes align to the **Guiding Principles, minimizing manual processes and paper forms**, reducing risk or human errors and leveraging guided flows to show the user what data needs to entered, where, and by whom.

Leveraging **Journeys – a NEW concept –** will improve the employee experience and save time. Examples: Pre-employment check process, onboarding, or signing up for benefits (employee self service). Core HR Journeys include Voluntary Reduction in Work Schedule, Offboarding, and any type of leave, like FMLA.

New reports will be available for Managers (both ad-hoc and delivered Oracle reports for HR Administrators and Managers). All fields (including customizable) in WolfieONE are reportable.

Approvals will be in the system, for most processes, **instead of offline via e-mail or paper form**.

Total compensation statement (all rewards visible in one place).

The move to Standard Review Period for annual evaluations, making evaluations more consistent (instead of a rolling one-year lookback).

Removing or eliminating the need for DocuSign (leveraging Oracle functionality) for most/all (recruiting and onboarding) processes.



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	Current state	Future state
Core HR	Using PeopleSoft HCM and pulling data from emails. Employee data for various entities is stored across various	This is the support structure for all HCM modules and employee data. New business processes enhance the overall user experience . State (University, Hospital, LISVH) and RF employee data will be housed in one unified platform .
	systems.	Standard level of approvals (3) across all HR processes will reduce the time it takes to complete transactions.
		Multiple assignment employment model will accommodate specific scenarios for additional duties and pay elements.
		Accountability: better visibility into the workflow (who needs to take action).
		The Position Synchronization feature will allow assignment fields to be pulled directly from the setup, eliminating duplicate entry and discrepancies with external systems.
Recruiting & Onboarding	Faculty: Interfolio is utilized for recruitment; onboarding is paper based (manual entry into PeopleSoft.)	Consistency of onboarding processes across Stony Brook entities and departments. Standardization of recruiting procedures for staff (excluding Faculty recruitment). Seamless recruiting and applicant tracking (instead of having items via e-mail, pdf forms, and items in Taleo or DocuSign). Having an all-in-one system (data flows from ORC to Core HR).
	Graduate Student Employees: Onboarding is via DocuSign; manual entry into PeopleSoft.	End-to-end process in Oracle Recruiting Cloud for staff . Expediting candidates to new hires, eliminating manual entry (less risk of human error).
	Staff: Recruitment & Onboarding occur in Taleo with data integration into	Standardized offer letter & acceptance processes for all ensures a consistent electronic delivery and transparency.
	PeopleSoft.	Pre-employment check process for Faculty and Staff will be delivered in a seamless manner. Ability to leverage RMI & Journeys to ensure candidates complete all their required tasks. Recruiters will no longer use the current requisition templates.
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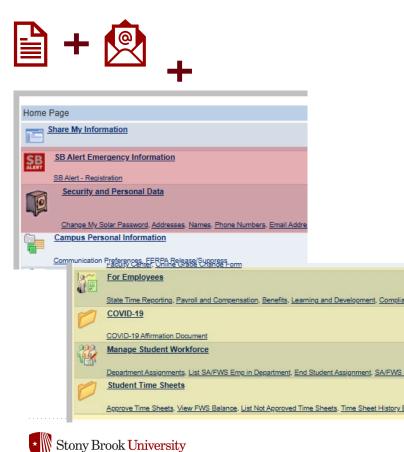
	Current state	Future state	
Analytics	Multiple sources for reports.	Leveraging system functionality with the ability to consume data from a single source of truth. It allows users to create ad-hoc reports (tailored to the user's parameters) that can be shared and inherits security from the user role.	
		Ability to leverage hundreds of "seeded" (out-of-the-box) reports, which can be delivered on a scheduled basis.	
Employee Self-service	E-mail exchanges with HR Administrators. Manual entry of employee details, which has margin for errors.	Empowering employees to initiate changes to their personal record. Employees can own and manage their data through an intuitive interface and track the status of their requests. Employees will see their person profile, which includes their skills and qualifications.	
		This reduces risk for the institution: eliminates the errors due to manual data entry from paper / email into the system.	
Learning Management System	No unified learning platform. Departments/ VP areas are using disparate solutions, which are not connected.	Automation of training deployment and assessments. Ability to centrally host training resources, track completion/ measurement (compliance training analytics) and view all employee training reporting in one single platform. Personalized learning recommendations based on Job Families (Example: HR or Information Technology).	
	Manual entry for the completion of courses/ measurement is tracked on spreadsheets.	Flexible course structure supports various learning needs. Allowing managers to assign training to their teams. Social Learning through communities & discussions is a new capability.	

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	Current state	Future state
HR Helpdesk	Emails for support requests go to HR administrators through HR shared mailboxes.	Improved customer service: HR agents will handle, delegate, or escalate tickets. Auto routing of the ticket to the appropriate group and in-system ability to reassign the ticket to another agent. Employees can view the status of their tickets. Employee will be able to look for policies in knowledge management system, saving time. Based on analytics on the tickets, the project team can proactively work on improving system set-up and processes to improve the user experience.
Performance Management	Employees receive hard copies of performance documents.	 Digitalization: Performance Management will be electronic and consistent for employees. Employees will be able to see their past performance documents in one central location. New ability to send performance documents through automation (or trigger the performance program manually). Al functionality to summarize reviews (managers will still have final authority). Check-ins, Feedback Request, Goals as expectations will be new concepts. Approval (in system) will route to HR and Employee Relations. Manager Self-Service and Employee Self- Service will be crucial to the performance and goal process.
Manager Self-service	Managers reach out to HR for support.	In-system approval workflows for all HCM modules . Empowering managers to review and take actions on their direct and indirect reports. This enables effective team management, fostering autonomy and accountability .
Compensation Administration	Requests via email or Taleo. Discretionary raises are done by distributing spreadsheets to depts. and collecting the responses, then central HR uploading to 2 payroll systems (Oracle EBS and PayServ).	Better analysis of salary surveys at the job level enables the institution to calculate the most appropriate salary for the job market. Automation of compensation rosters to perform salary increases, such as across-the-board merit increases, within WolfieONE.Discretionary raises will be done within the system without the manual intervention (creating and dispersing spreadsheets). VP Areas will no longer need to split out and send spreadsheets and then collect them for submission to HR.29

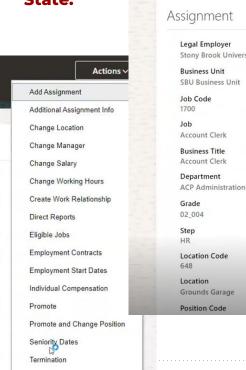
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	Current state	Future state
Payroll	Manual entries into PayServ, PeopleSoft HCM, and RF EBS (entry errors risk). Manual reviews and approvals. Current state nomenclature includes "earn codes" and "comp rate codes".	Employees will enter their own bank details into WolfieONE for direct deposit. Payroll/Labor costing: splitting costs when the employee's salary is going to be funded from different sources (Different initiatives or fund sources) RF employees do not currently have labor costing in PeopleSoft , RF employees labor distribution will be integrated into WolfieONE, improving reporting capabilities. New nomenclature and processes will require training, such as "update" vs. "correct", and "save" vs. "submit".
Absence Management	University: Accrual banks are manually calculated for employees who submit paper time sheets. They are calculated automatically for employees who submit their time in SOLAR. Time off requests are tracked separately from time entry. Hospital and LISVH employees- enter absences in Kronos system.	University: Absence Management is a separate functional area from Time and Labor of WolfieONE, which will pull data from Core HR and Time and Labor to calculate accruals . HR administrators will need training on entering leaves that were approved outside the system. Employees will need training on the absence attestation . Employees will be able to submit time off requests to their managers, and if approved will automatically be added to their timecards in Time and Labor. Note: Hospital and LISVH employees will enter absences in Kronos system (no change).
Time and Labor	University employees- Paper forms and SOLAR. HR administrators do manual entry. Additional pay components (e.g. overtime, compensatory pay, on call/recall, etc.) are manually reviewed and entered in external payroll systems. Hospital and LISVH employees- enter time in Kronos system.	University: this module will replace paper and SOLAR time entry. Review and approval will take place in the system before payroll processes. Managers will need training on approvals. All employees will require training on logging their time, including lost time due to absences. The policy around time entry for terminations will change: the last day of work will be the last day employees can log their time. Entering time promptly upon deadlines will impact other modules, Employee should submit time sheet on time or managers have to submit the timecard on behalf of teams. Additional pay components (overtime, meals, compensatory time) will be calculated automatically and sent to external payroll systems (EBS and Payserv). HR Administrators must review the dashboard to know the group time cards statuses, fix the errors if any. (data verification for new hire/termination/transfer cases). Hospital and LISVH employees will enter time in Kronos system (no change).
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Current State: a combination of emails, attachments, paper forms, and SOLAR



Manager Selfservice **Future** State:

Transfer



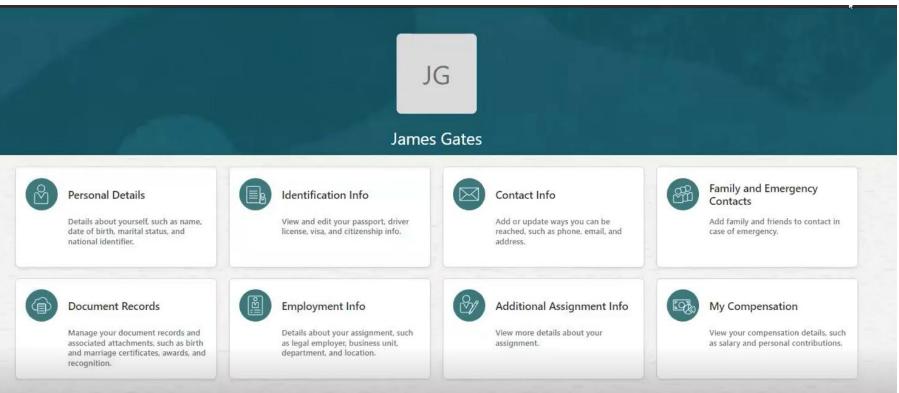
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Employment Info John Cloud

Stony Brook University

ACP Administration-35137800

Employee Self-service Tiles





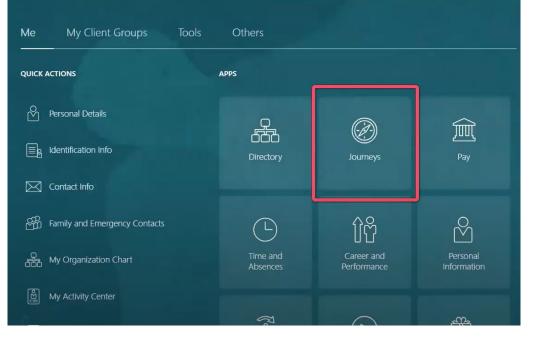
HCM Learn- Screenshot

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2	SC-900: Security, Compliance and Identit Assigned by Human Resources Not Started, required	Antitrust Law: Antitrust Law Compliance Assigned by Nursing Education Not Started, overdue		
	Due 12/18/24	Due 10/31/24		
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Sample Journeys – Landing Page Tiles

Good afternoon, William UniEmployee1





Sample Journeys- HCM Screenshot

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Lisa's New Hire Onboarding	LISVH Before Day One Onboarding	Enroll in Benefits	SBUH Before Day One Onboarding
Overdue	Overdue		
My tasks 0 of 16 Completed	My tasks 0 of 19 Completed	My tasks O of 8 Completed	My tasks O of 26 Completed
A My Journeys =; My Tasks	· · · · · · · · · · · · · · · · · · ·		

We can develop eligibility profiles around Journeys (If I meet that criteria, then the Journey is assigned to me). The Manager can assign journeys, via Manager self-service.









Next Steps



Change Champion Action Plan

use This WolfieONE

By 12/02: Review the WolfieONE website in detail, including:	
 Nov: Which processes fall under ERP, HCM and EPM Timeline update: Build Sprints go until Spring 2025, we will then enter Testing Dec: Review Frequently Asked Questions (FAQs) & let us know what to add Jan 2025: Action Plan will be released by the OCM team 	
 Identify peers who are "your counterparts" Identify the department ongoing meetings at which WolfieONE can be an agenda item & ask for time during those meeting to present January: join team meetings to deliver program updates (refer to talking points provided in this session and the OCM meeting-in-a-box) 	5
 Save the WolfieONE website resources to your bookmarks (print the QR code that will be provided by OCM and post it in your office!) ASAP: Set reminders to spend just 15 min biweekly on the WolfieONE website Dec 2024: Share the WolfieONE website, personal note from the eNewsletter (excerpt that has meaning) with select colleagues- "Did you know"? Jan 2025: Share notable feedback and questions from colleagues with OCM 	g Ne









Appendix



OCM Contacts



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Example of COA Alias and segments on a financial transaction (drop down menu)

Alias	Accounting Operating Fund
ENTITY	100 Stony Brook University
ORG	314010
FUND TYPE	101 Unrestricted Operating
FUND SOURCE	10500001 Administrator's Office
ACCOUNT	567028 • Other Expense - Miscellaneous
CLASSIFICATION	00000 Default Classification
INITIATIVE	00000000 Default Initiative
BUDGET YEAR	2425 v 2024-2025 State Budget Cycle
FUTURE1	000000 Default Future1





WolfieONE



Analytics

Fusion Data Intelligence (FDI) is Oracle's reporting platform, comprised of several applications, such as Fusion ERP Analytics and Fusion HCM Analytics. These cutomizable tools empower all users to understand how each part of the business impacts company goals and strategy.

•Gain consistent and combined data across departments with a prebuilt, single analytics data model for Oracle Cloud Application data that can also include any external data.

•Get all your important KPIs and metrics all in one place to make quick decisions with a <u>library of ready-to-use, best</u> <u>practice KPIs</u>.

•Predict and understand how your business processes across departments affect business outcomes with <u>cross-</u> subject area business views and prebuilt machine learning (ML).

