



Purchasing Workflow Conceptual Design

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Presented by:

Mary Alber

Conceptual Design Purpose

The Conceptual Design provides a framework for the detailed design effort.

The Conceptual Design is a landmark that answers the big question “how does this all fit together?” and provides the big picture answer to “what changes are we making?”

The Conceptual Design reduces risk during detailed design in the following ways:

- Outputs of EE1 from a big picture perspective are known early as design must stay within the framework
- Avoid costly schedule delays by staying within the framework
- Address detailed design needs to help stakeholders without changing the big picture

The Conceptual Design is a Control Agency decision that enables detail design work to move forward.

Overview

- The Statewide Financial System current state design is a customized workflow solution for PeopleSoft version 9.0 which was implemented in April of 2012. New York State has initiated an EE1 Project which would be the upgrade of SFS from PeopleSoft 9.0 platform to PeopleSoft 9.2. This project is slated for implementation in 2015.
- PeopleSoft 9.2 workflow has changed to a new framework and we have the option of taking advantage of the new workflow within our Charter.
- SFS is leveraging this opportunity to streamline the workflow and adapt to this new framework.
- The purpose of this session is to review impacts to the Purchase Order workflow based on the EE1 upgrade to the new workflow approval engine.

EE1 Workflow Objectives

➤ Take advantage of opportunities to streamline workflow so that:

- It better aligns the workflow function with our business need,
- It better meets best practice guidelines,
- Is more consistent across modules,
- Is less customized – hence reduce overall support costs,
- Simplifies Agency mapping of users,
- And minimizes the maintenance required by Agency Administrators and SFS.

SFS Workflow Experience

Concern	Lesson Learned
A single configuration (Supervisor, Fiscal Office) is used for multiple purposes in different workflows	Upgraded workflows will operate independently, with no shared configurations if they can be avoided
Staff transition was not adequately considered prior to go-live, causing numerous production issues and staff rework	Design for staff transition scenarios, and test more robustly
Optional detail-level routing was offered, but routing configuration could only be applied at a user level	If offered, optional detailed level routing should be based on business rules assigned to permission lists or business units, not individual assignment
Implementation of the shared services such as the Business Service Center and Office of Information Technology did not exist at the time of SFS go-live and have impacted NYS business processes and the way in which Agencies map their workflow.	Better align the workflow function with our business need

SFS Workflow Experience

- Pre SFS go-live in 2012 agencies anticipated the need for complex mapping of their users.
 - Post go-live New York State under went some changes
 - Agency users learned the system and gained knowledge in appropriate mapping strategies
- SFS Security has witnessed a change in Agency mapping of users over time.
 - The user data now demonstrates that the majority of agencies are now mapping to a simpler workflow model of 1-3 levels in most program areas.

New York State Changes

- Since the original design was implemented New York State has made Operational changes including:
 - Formation of the Business Service Center
 - Formation of the Office of Information Technology Services
 - Implementation of SFS Agency Security Administrator Self Service

- Additionally, the EE1 implementation will require additional system and policy changes.

EE1 Agency Impacts

- The main impacts to SFS workflow users in the 9.2 version are:
 - Changes to the look and feel of the application
 - Changes to the administration to support workflow
 - Reduction in the complexity of the workflow

New Features in Workflow

- The new PeopleSoft 9.2 approval framework improved the look and feel of the workflow approval history across modules:
 - AP & PO Approval history now displays similar to the current requisition approval page.

View Approvals

Business Unit US001
PO ID SRI-WF-01 [View Printable Version](#)
PO Total 1,000.00 USD
Supplier ID USA0000001 Bay Area Electric-
Buyer sfs
PO Reference

PO Status Pend Appr
PO Date 02/11/2014
Budget Status Not Chk'd
Justification No justification entered by buyer.

[Edit PO](#)

[Review Lines](#)

[Review / Edit Approvers](#)

Online PO Approval

Purchase Order SRI-WF-01:Pending [+ Start New Path](#)

Online PO Approval

Approved [+](#) Pending [+](#) Not Routed [+](#)

✓ PO Approver 1
02/11/14 - 5:18 PM

→

✓ PO Approver 2
02/11/14 - 5:31 PM

→

🕒 Ad-Hoc Approver [+](#)

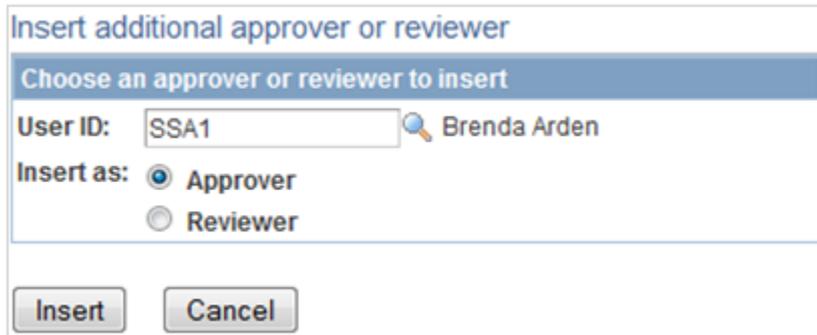
→

📁 Ad-Hoc Approver [+](#)

Demonstrates new Ad-hoc insertion options

New Features in Workflow

- The new PeopleSoft 9.2 approval framework increased the ability to insert Ad-hoc approvers to the workflow:
 - Currently in SFS Ad-hoc approvers were only available in the requisition module, now it is available in AP & PO.
 - Post EE1 Buyers or other approvers in the workflow can use the Purchase Order Approval page to insert ad hoc approvers and reviewers into the active workflow.



The screenshot shows a dialog box titled "Insert additional approver or reviewer". Inside the dialog, there is a section titled "Choose an approver or reviewer to insert". Below this, there is a "User ID:" label followed by a text input field containing "SSA1" and a magnifying glass icon. To the right of the input field, the name "Brenda Arden" is displayed. Below the input field, there is an "Insert as:" label followed by two radio button options: "Approver" (which is selected) and "Reviewer". At the bottom of the dialog, there are two buttons: "Insert" and "Cancel".

New Features in Workflow

- The new PeopleSoft 9.2 approval framework includes better ways to manage and filter worklist items through an approval console:

Favorites ▾ Main Menu ▾ > Purchasing ▾ > Purchase Orders ▾ > Approve POs

ORACLE

Home | Worklist

New Window

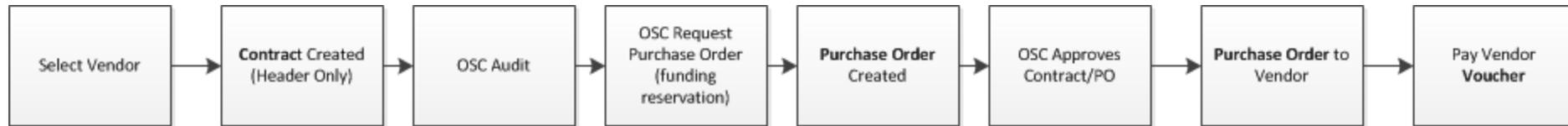
Approve Purchase Orders

Search

Enter search criteria and hit the Search button.

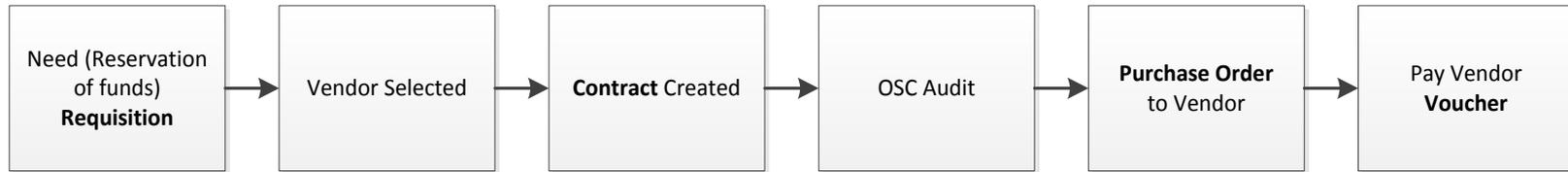
*Business Unit	<input type="text" value="SFS01"/>		*Approval Status	<input type="text" value="Pending"/>	
From PO ID	<input type="text"/>		To PO ID	<input type="text"/>	
PO Date From	<input type="text"/>		PO Date To	<input type="text"/>	
Supplier ID	<input type="text"/>		Supplier Name	<input type="text"/>	
Buyer	<input type="text"/>		PO Reference	<input type="text"/>	

Current PO Workflow



- Creating a Requisition prior to a PO was not utilized by all agencies.
- Contract workflow interacts with Purchase Order workflow.
 - Purchase Orders are tied to Contract IDs.
 - PO's tied to contracts route based on BOC's Audit Type on the contract. Approved Contracts set PO status to Approved (A) else PO's are routed to OSC.
- For Non Contract Purchase Orders approval routing was dependent upon PO Type to dispatch to the vendors.
- There were 5 levels of Agency online Approval:
 - Level 1 was Supervisor/Buyer Manager (defined in Buyer Manager Setup by the Employee Data Administrator.)
 - Levels 2-5 were Pooled: PO Dept Approver, PO Manager Approval, Budget Approver, and Fiscal Approver

Future State Procurement Contracts



- An eProcurement requisition is the starting point to reserve the funds (pre-encumbrance)
- The requisition will be used to create the contract document, including lines
- Using delivered PeopleSoft Contract Release functionality to create Purchase Orders and control releases against the contract
- **Align process and policy towards “Dispatch” of Purchase Orders to vendor to allow vendor to perform service or provide goods**
- **Order of the workflow has changed**

Bulkload Workflow

➤ Current

- No Agency workflow required.
- Certain PO Types are set to approved when bulkload processes and then these POs are dispatched.
- Other PO Types are set to Pending OSC when bulkload is processed depending on Audit Type.

➤ Future

- Agencies who bulkload will send in a Contract Header, contract lines and Contract Distributions and the bulkload will route the transactions through the new procurement contract flow.
- From the bulkload file SFS will generate the requisition to contract process.
- Bulkloaded Purchase Order routing is pending open decisions regarding handling of stand alone purchase orders.

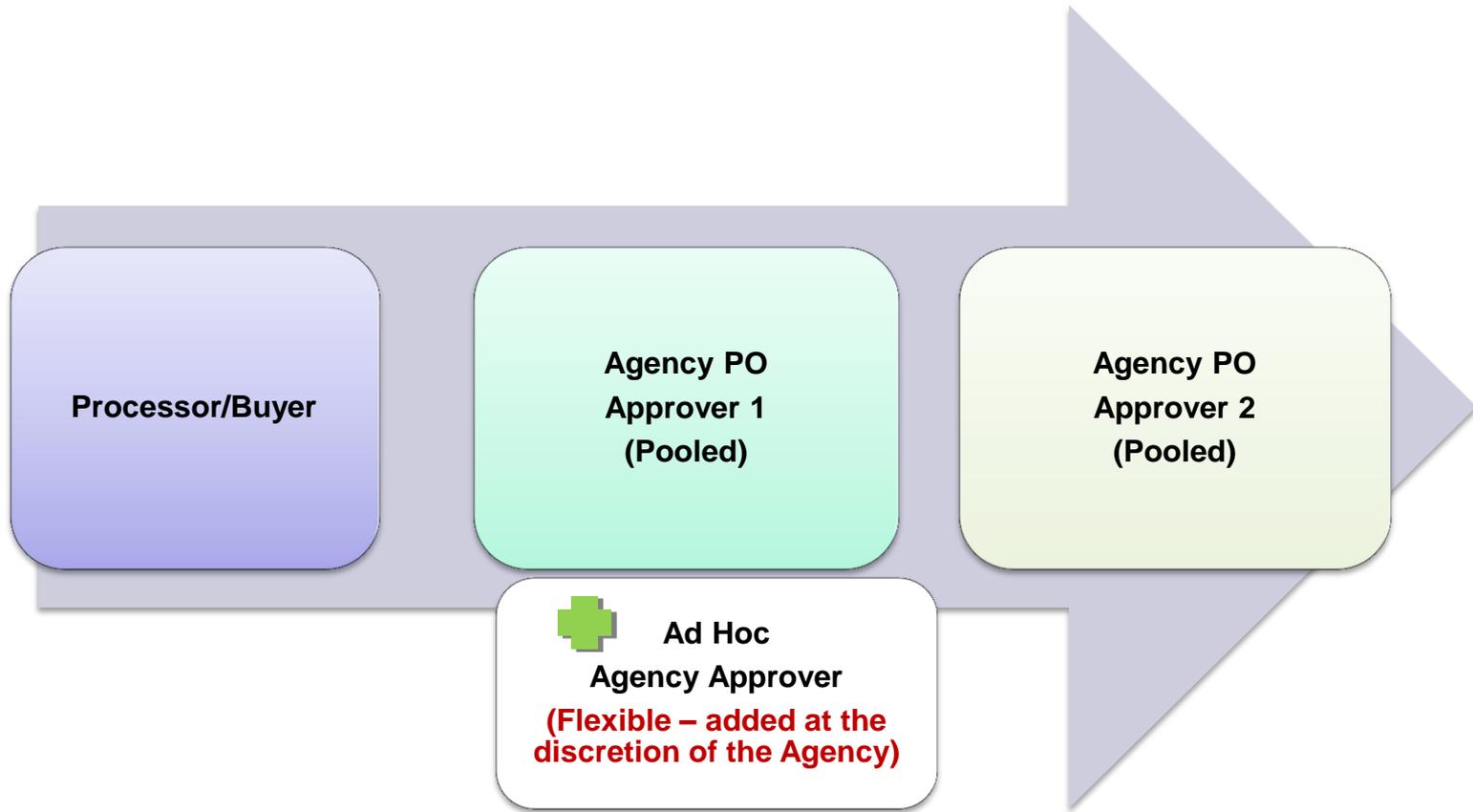
New business process impacts

- The OSC Contract approval will take place prior to the purchase order being created. No OSC interaction will be required in the Purchase Order section of the workflow to approve contracts.
- The first step in online Purchase Order workflow will now be a Request for Purchase Order from an already approved contact.
- In certain instances such as when using statewide contracts or credit cards, the requisition may be auto sourced to a PO and set to dispatched without use of workflow.
- Requisitioning workflow will have higher utilization, and Purchasing workflow can reduce its complexity.
 - Bureau of Contracts at OSC will require requisitions for all Agency Contracts so authorization to purchase will already have been received through requisition workflow approvals.
 - Purchase Order approval will now be for the purpose of validating timing of the purchase or cash impacts.

Customization Elimination

- The EE1 team will be making targeted elimination of customizations in order to adhere to the delivered product and reduce support costs.
 - For example, the future workflow conceptual design adheres towards the delivered standard of not allowing changes to documents mid workflow. The Approver would either Deny or Reject back commenting on the edit needed.
 - Additionally, the new functionality of being able to manage your worklist with improved filters eliminates the need for some routing customizations.

Future EE1 PO Workflow



Future EE1 Requisition Workflow

Mapping type 1 (Purchasing Requests/Statewide Contracts)



- Stand Alone/Req against statewide master contracts (marketplace)

Mapping type 2 (Agency Contract Activity)



- Establishing original agency contract.
- Pre-encumbering contract for additional years.

Benefits of the Workflow redesign

- Meets the updated business process model for the future.
- Increased flexibility of workflow with the new functionality to include Ad Hoc approvers.
- New worklist management options available for workflow approvers allow for simpler management of a users workload.
- Simpler workflow design enables simpler user mapping.
- All levels are now pooled so
 - less administration is required for employee on leave scenarios.
 - decreased chance for workflow failure.
- Buyer Manager maintenance by the Employee Data Administrator at the Agency is no longer required, further reducing Agency maintenance in SFS.

Future Challenges

- The new workflow draws the workflow rules at the point of submit.
 - This is different than the current implementation which creates the flow step by step.
 - This is beneficial to the user in that the workflow path is fully visible for easier troubleshooting.
 - However, it can create a challenge when there is user movement, as new employees added as approvers will not become retroactively members of the flow.
- The Approver screen for each module does not include all of the details that are seen on the transaction origination screen.
 - SFS has created proxy roles to assist where Approvers need full view into transaction details.
 - Modifications will be made to the approval screen to display information essential to agency approvals.

Pending Decisions

- The following open decisions impact the PO Workflow Conceptual design:
 - We will be utilizing auto sourcing. How does the use of auto sourcing impact workflow?
 - Statewide Master Contracts
 - Credit Card purchases
 - Is DOB approval required in the Purchasing module due to the re-engineering of the KK module?
 - Will BOC require agencies to create Contracts for all procurements that they need to audit? If so, PO's over the threshold would require agencies to create them as Contracts. This would eliminate the need for PO workflow customization to accommodate stand alone POs.

Impacts to your Agency

- During the testing cycle before EE1 implementation there will be a required Agency Security Administrator exercise to re-map your employee's roles.

- Prepare by reviewing your current mapping strategy against the future workflow design

- Ensure your Administrators attend any future EE1 sessions regarding changes to Agency Administration of SFS
 - There will be significant change to the Administrator functions due to the updated workflow design.
 - Administrator Tools and Queries will be changing.
 - Agencies need to be informed on which data administration tasks are changing so they can update their business processes related to on leave and staff movement scenarios appropriately.

Questions

