



# Requisition Workflow Conceptual Design

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# 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 Requisition workflow based on the EE1 upgrade.

# 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
<b>A single configuration (Supervisor, Fiscal Office) is used for multiple purposes in different workflows</b>	Upgraded workflows will operate independently, with no shared configurations if they can be avoided
<b>Staff transition was not adequately considered prior to go-live, causing numerous production issues and staff rework</b>	Design for staff transition scenarios, and test more robustly
<b>Optional detail-level routing was offered, but routing configuration could only be applied at a user level</b>	If offered, optional detailed level routing should be based on business rules assigned to permission lists or business units, not individual assignment
<b>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.</b>	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.

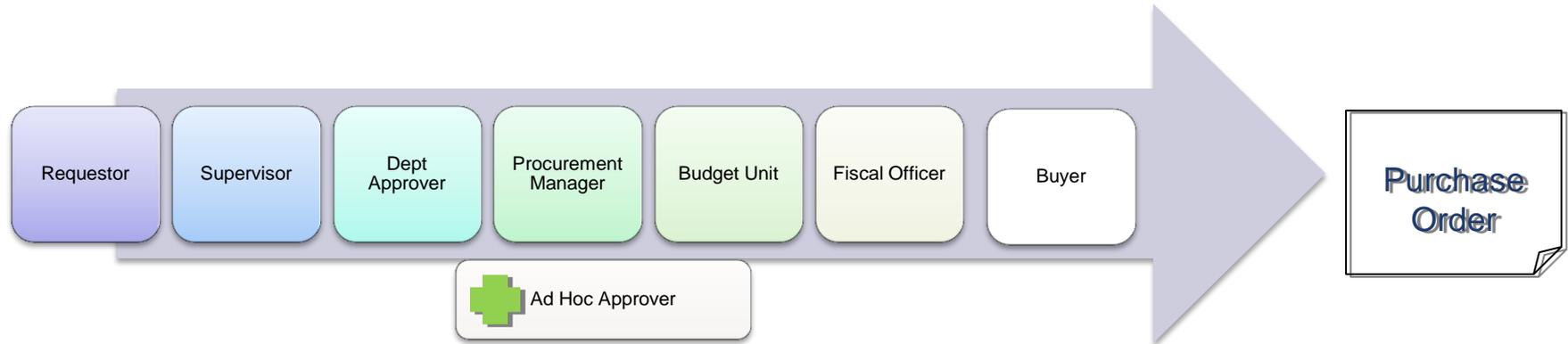
# EE1 Agency Impacts

- The main impacts to SFS workflow users in the 9.2 version are:
  - Changes to the significance of the requisition in business process and commitment control
  - Changes to the administration to support workflow
  - Reduction in the complexity of the workflow

# New Features in Workflow

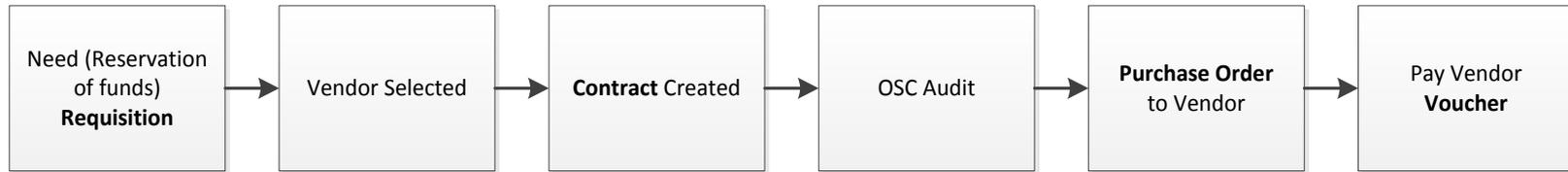
- The new PeopleSoft 9.2 approval framework aligned other modules to have similar look and feel to the current 9.0 Requisition design.
  - The look and feel of the Approval History of transactions is now consistent across modules mimicking the requisition view.
  - The use of a manage console to manage approvals has been mimicked across modules.
  - The ability to insert Ad-hoc approvers to the workflow has increased:
    - Currently in SFS Ad-hoc approvers were only available in the requisition module, now it is available in additional modules such as AP & PO.
  - New to all modules is the new path feature. This enables a user to create an additional workflow path for the transaction based on a business need.

# Current Requisition Workflow



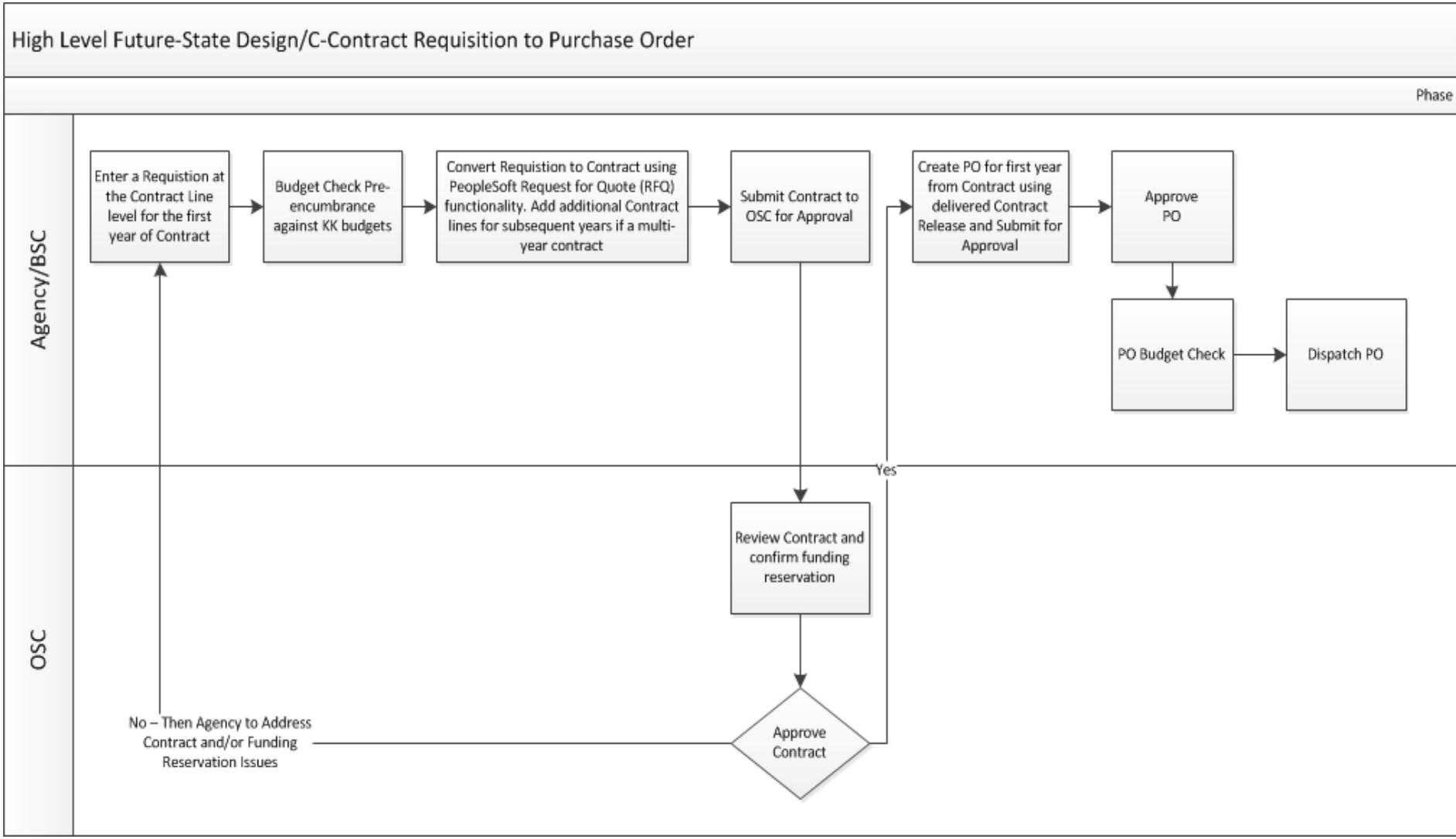
- Creating a Requisition prior to a PO is not utilized by all agencies.
- Requisitions are not part of the bulkload process.
- No tie between Requisitions and Contract creation.
- There are up to 6 levels of Agency online Approval (as shown above).
- The Requisition Approval represents the authorization to proceed forward with the procurement.
- After the requisition is approved, the Agency Buyer begins the process to procure the good or service.

# 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
- 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**

# Future State EE1 Process Flow



# New business process impacts

- For contract related requisitions, the requisition will be used to start the contract process.
- The requisition will be used to pre-encumber funds, this will be used rather than a purchase order for OSC's requirement that the Agency obligate funds for the current fiscal year.
- Requisitioning workflow will have higher utilization, and Purchasing workflow will reduce its complexity.
- For some approved requisitions such as statewide contract purchases, auto sourcing may be used to generate and dispatch the purchase order.
- For Bulkload Agencies:
  - Requisitions will be generated based on Agencies bulkloaded contract and purchase order files.

# 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.
- Supervisor maintenance by the Employee Data Administrator at the Agency is no longer required, further reducing Agency maintenance in SFS.

# Future Challenges

## ➤ Training

➤ Although the look and feel of workflow will be similar to what it is today, user training will be key to successfully implementing the new workflow.

- Users will be required to align their use with the updated business process being implemented and will need awareness of any new steps they need to take when processing transactions.

➤ Use of requisitions will be more dynamic

- Agencies will now be pre-encumbering funds
- Auto-sourcing of funds is new to the business process

# 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

