

A&R Pain Points Issue Status

November 23, 2021

Issue Status Metrics by Program

Total Issues by Program & Priority

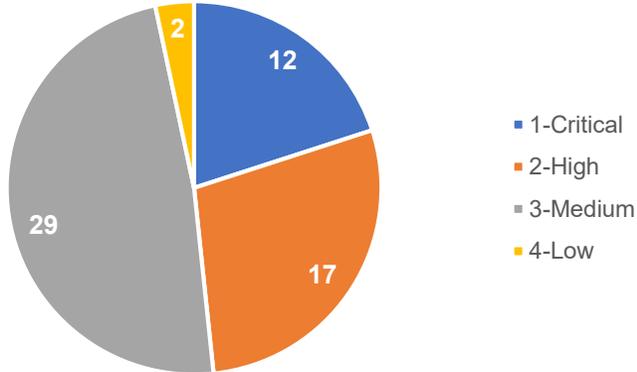
	Critical	High	Medium	Low	Grand Total
OneUSG HCM	9	4	12	1	26
Workday	3	13	17	1	34
Totals	12	17	29	2	60

Open Issues by Priority & Program

	Critical	High	Medium	Low	Grand Total
OneUSG HCM	5	0	6	1	12
Workday	1	3	4	0	8
Totals	3	2	13	1	20

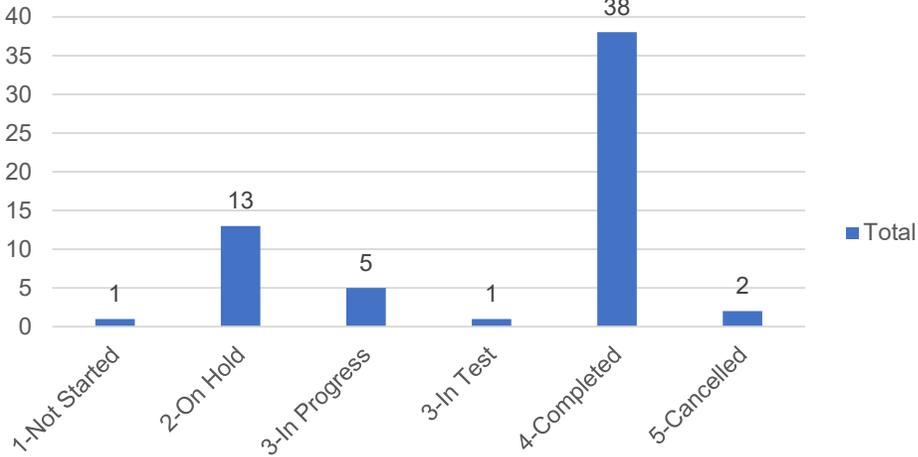
Overall Issue Status Metrics

Issues by Priority



50% of pain points were considered Critical/High

Issues by Status



All but one items have completed reviews and are In Progress or awaiting unit/USG action

As of today, 66% of Administrative Pain Points have been resolved

Open Critical/High Requests (9 items)

JIRA #	Priority	Summary	Functional Area	Status	Next Steps	Due Date
USGHR-224	Critical	AR28 - The direct hire process for students is time labor intensive and time consuming	Careers	In Progress	Requirements and process improvements are being defined.	5/1/2022
USGHR-173	Critical	AR31 & 32 - Direct Hire Form keyed into system, no notification to requester	Direct Hire	In Progress	Student Hiring generated a workflow CR for their review. The reporting team has create a data model for reporting and will become available as the Student Hiring pilot project rolls out to selected campus units.	TBD
USGHR-181	Critical	AR64 - Employee terminated mid-month, encumbrances for salary, fringe, and tuition remission dropped off OC and WD reports	Reporting	In Progress	Moved to a Future Release (TBD)	TBD
WKDAY-4166	High	AR13 - Improve Req2Check Reporting for Campus	Procurement	Not Started	Incremental improvements completed to existing WD reports included adding Req# and supplier information. Now working on specifications for a new report to be created with new data/layout targeted for release in FY22 Q3.	TBD
USGHR-170	Critical	AR27 - Review Process and workload with Faculty Affairs to determine what can be adjusted	Faculty Events	On Hold	Placed on 'HOLD' pending the progress or outcome of the current hiring business process improvement efforts.	TBD
WKDAY-4165	Critical	AR48 - Salary Details are needed in Workday	Financial Accounting	On Hold	Resources are not currently available to continue the process of design recommendations and potential build. This is ON HOLD until resources become available.	TBD
USGHR-179	Critical	AR55 - Hiring a grad student, must enter info into GradWorks and also OneUSG	Careers	On Hold	Issue place on hold pending the outcome and direction of the larger hiring process improvement initiative with GTHR/Grad Studies	TBD
WKDAY-4175	High	AR59 - How to improve subagreement process in CIS for streamlining data entry	Grants	On Hold	Process improvement opportunities will be included in the design process for OSP's implementation of Deltek's Costpoint for pre-award. The target for implementation is 3/15/22. OSP will include the identified improvement requests during the requirements review/design phase beginning now.	2/19/2022
WKDAY-4177	High	AR65 - FMKD update	Organizational Readiness	On Hold	Resources/priorities for this item rest with the FIN Business Owners and the Administrative Excellence initiative to determine targeted timeline, content development and tools to be used for this effort. This item is ON HOLD until these items can be resolved.	8/31/2021

A&R Med/Low Requests (11)

Issue key	Priority	Summary	Functional Area	Status	Next Steps	Due Date
WKDAY-4625	Medium	AR37 - Improve WD Driver Worktag for reporting	FDM	In Test	Development team has created a solution identify the Driver based upon precedence established in Workday. Testing is in progress and will deliver a single driver worktag for Find Journal Lines reports in December.	12/24/2021
USGHR-188	Low	AR44 - RBW, paid monthly, don't have their time show up on any OC reports until payroll runs each month	Payroll	In Progress	Targeted for the Dec. 3rd release.	12/3/2021
USGHR-225	Medium	AR29 - Denied transactions are not returned for modification	Self Service	On Hold	Placed on hold and then will be brought back in 2021 when this is done for all institutions.	TBD
USGHR-226	Medium	AR34 - Many processes that require multiple approvals	Self Service	On Hold	The Change Requests that are related to approver edits and the approval page queue communicated to Kristin. She is satisfied with the feedback and did not have any follow-on questions. The other items are waiting on AdminX.	TBD
USGHR-228	Medium	AR51- Approval screen for each different type of transaction is completely different and it is difficult to tell what you are approving	Human Resources	On Hold	Placed on hold awaiting the outcome from AE Improvement Process Initiatives	TBD
USGHR-189	Medium	AR52 & 53 - No information provided on confirmation emails or when something is denied	Commitment Accounting	On Hold	Change Request sub-task was created, USGHR-546, and is currently waiting for USG CR response. Issue has been placed on hold.	TBD
WKDAY-4628	Medium	AR57 - Improve Project Requests creation process	Projects	On Hold	Additional enhancements to the Facilities AppTree tool are on hold, as they pursue the implementation of a new, more robust application called AiM Ready. This new system will be implemented during FY22.	TBD
WKDAY-4532	Medium	AR60 - Deliverables that need to be submitted by the PDPI	Grants	On Hold	It is agreed that the process is manual and requires better communication and collaboration, however system improvements are not likely to occur prior to OSP's adoption of the new Deltek Costpoint system in March, 2022. This request has been included in the requirements gathering for the new system implementation.	TBD
WKDAY-4589	Medium	AR61 - OSP Contract Changes Process Efficiency	Grants	On Hold	OSP and GTRI ESD are currently involved in a project to replace CIS and retrofit eRouting. This project is scheduled for completion in March 2022. They are also making some enhancements to e-Routing that can be released in 2021, if possible. They will be evaluating enhancements to No cost extension, advanced projects, and budget amendments.	3/15/2022
USGHR-703	Medium	AR69 - HR tickets automatically are routed to One USG Connect Service Desk	ServiceNow	On Hold	Introduced to the HR POC. They are to review possible processes that could be included as a Service Now catalog item. Once these processes are identified we will work with OIT to create the new catalog items.	TBD
USGHR-187	Medium	AR42 - CPF, attach copy of marked up SPD report to validate	Commitment Accounting	In Progress	This CR is targeted for Release 6.30 in March, 2022.	3/11/2022

A&R Completed Requests (40)

Issue key	Priority	Summary	Functional Area	Resolved Date	Impact Description
USGHR-190	Medium	AR54 - Ability to create/clone many positions easily	Workforce Administration	8/3/2021	The pain point does not exist any longer.
WKDAY-4616	Medium	AR01 - EIB Load Template and Process Improvement	Financial Accounting	1/25/2021	Training and Workday security was provided for BuzzCard center staff to create mass journal entries via EIB load into Workday, eliminating a manual "single entry" method. This provides a significant time reduction to BuzzCard staff.
WKDAY-4617	Medium	AR03 - Journal Entry/Accounting Adjustment Improvements	Financial Accounting	1/25/2021	There is a technical limitation in Workday that will not allow the ledger account/spend category to "default" when creating a journal entry. We've submitted an enhancement request to Workday for this functionality to be added. Current workaround is to leverage the EBBR report to see full accounting information to use on the journal entry/adjustment.
USGHR-197	High	AR05 - TUITION REMISSION flag change	Commitment Accounting	9/18/2020	Established process to add new work tags to tuition exemption list. No journal entries needed, reduced manual work, to remove tuition charges since tuition isn't posting to gifts that don't allow tuition remission.
WKDAY-4036	High	AR06- Saber by Object Class - Est FA oblig / Est FA commit should display in Indirect object class	Grants	3/19/2021	An update to Saber by Object Class report to add an additional Available Balance including Estimated F&A. This will allow proper reporting of available balance on the direct object classes and provides a better visual to allow users to see the impact of F&A on balances.
WKDAY-4426	Medium	AR07 Budgeting Personal Services on Awards at a more granular level	Grants	11/13/2020	The ability to budget personal services on Awards at a more granular level would require the addition of new Object Classes. Adding new Object Classes in Workday would add a lot of complexity and impact our sponsor invoices and other custom reports. It was determined to continue with the existing Workday Object Classes, and agree that units who desire more detailed tracking of personal services will continue to do so using other external tracking methods.
WKDAY-4427	Medium	AR09 - Cost Share Budgets	Grants	11/13/2020	Cost share budgets are now being included in Workday by G&C Accounting at initiation so that they may be included in SABER reporting to show available balance. This eliminates the need for users to track balances by external sources.
WKDAY-4548	Medium	AR10 - FDM Mapping Errors	FDM	11/30/2020	The ability to change the mappings for Workday driver worktags after creation is severely limited due to the corresponding Fund, Function and Class assignments that are approved/reported to the USG. The resolution for this item is to leave these initial worktag driver assignments "as is".
WKDAY-4550	Medium	AR11- FDM Naming Convention & Identification	FDM	3/22/2021	This request is to potentially rename/reorder worktags according to a "logical" order by Cost Center (old Peoplesoft department name) to make worktags easier to identify. Given the complexities and downstream impact of "recreating" the structure and best practices against this approach, it was determined to not change from our current structure.
WKDAY-4083	Critical	AR15 - Report Discrepancy Identification & Disposition Master JIRA	Financial Accounting	12/10/2020	This item was resolved through reporting changes identified in AR14/AR15.
WKDAY-3834	High	AR17 - Scholarships & Fellowships Reporting	FDM	6/21/2021	This was resolved with an incremental improvement decision to use the Workday Program worktag to track scholarship and fellowship financial transactions. New reports will be developed for additional reporting improvements.
WKDAY-4620	Medium	AR19 - Reporting improvements for Travel Expenses	Expenses	2/5/2021	This was resolved by the delivery of the "printed" version of the Expense report which shows the summary of expenses by Driver Worktag. All Workday users have the ability to use the printed PDF version of the Expense Report.
WKDAY-4624	Medium	AR20 - No Cost to GT Travel	Expenses	2/4/2021	Due to the same system limitations that existed in PeopleSoft that also exists in Workday, it was decided to continue current process of tracking "No-Cost to GT Travel" by creating a \$.01 Spend Authorization for tracking/reporting purposes.

A&R Completed Requests (40)

Issue key	Priority	Summary	Functional Area	Resolved Date	Impact Description
WKDAY-4386	Medium	AR21 - Facilities Fees Process Review	Facilities	10/21/2020	This was initially resolved by the implementation of a planned monthly billing cycle, then in the Fall of 2020, campus leadership agreed to end the practice of charging Facilities Design and Construction fees for all RI customers. Monthly billings will continue for GTRI, Auxiliary and GTAA customers.
USGHR-223	Medium	AR22 - Announcement/tracking of known issues	Org Readiness	2/16/2021	This was resolved in ServiceNow by allowing users to see Known Issues across both the OneUSG and Workday programs from one source.
WKDAY-4621	Medium	AR22 - Cross Tagging Known Issues	ServiceNow	10/26/2020	All Known Issues now have the ability to be "cross-tagged" so that they will appear in both of the OneUSG and Workday Known Issues logs in ServiceNow.
WKDAY-4622	High	AR23 - Improve Gift Process flow for subawards	ServiceNow	10/26/2020	The e-routing form used for the creation of a subaward for a Gift was modified to use a single form with included electronic workflow to ensure that the relevant worktag is either identified by the submitter or a request for a new designated worktag to be created is sent to the Budget Office. This process improvement was delivered in October, 2020.
WKDAY-3961	Medium	AR24 - Add Workday Data on ServiceNow Request Forms	ServiceNow	1/19/2021	Selected Workday data is now available to select or auto-populate for related ServiceNow requests to streamline the request process for many Workday requests.
WKDAY-4016	High	AR26 - Add Award Lifecycle Status to Determine the Grant Expiration Date (To Date)	Grants	8/27/2020	The requested values were added to the data sources as specified, and the issue was resolved.
USGHR-102	Medium	AR26 - Load Grant by Most Recent Run Date from EDW to OneUSG (AR26)	EDW	8/26/2020	Manual updates have been removed. These were needed prior to the fix.
USGHR-172	Critical	AR30 - Positions funded but not owned by unit are able to be viewed by unit	Reporting	5/25/2021	The current reports meet the users requirements.
USGHR-175	Critical	AR33 - Process Changes Without Notification	Program Management	2/26/2021	Laid out the outgoing communication strategy between HR and ERP to make sure that changes are communicated between teams. We have had a couple of Campus Call surveys and received positive feedback regarding our communication methods.
WKDAY-4231	Critical	AR35 & 66 - Service Delivery Enhancements	ServiceNow	1/12/2021	For Financials ServiceNow tickets, the help desk completed additional training for triage and workflow for issue resolution. Customer satisfaction numbers are at 4/5+ (out of 5) over the last fiscal quarter. For OneUSG, a separate tracking item has been created and will be used for follow up reporting.
WKDAY-4176	High	AR39 - Consolidate data from GTF Driver request	FDM	3/19/2021	A new request form and workflow was created in ServiceNow to consolidate and streamline the request for GTF Driver Worktags.
USGHR-176	High	AR40 - Background checks, units have to provide one state driver worktag	Careers	1/7/2021	This improves the defined process for background checks.
USGHR-177	Critical	AR41 - Bi-weekly paid employees can no longer indicate what project they worked on when submitting time.	Time & Labor and Absence	10/6/2021	This item was withdrawn by requester due to complexity of solution and the lack of USG's willingness to accept as a change request.

A&R Completed Requests (40)

Issue key	Priority	Summary	Functional Area	Resolved Date	Impact Description
USGHR-227	Medium	AR43 - Process an EDR or CPF, that crosses departmental lines, the unit has to ad-hoc in an approver from that department	Commitment Accounting	10/21/2020	Provided job aid on how to find ad hoc approvers on the budget office website. Fewer transactions being denied now that users are more familiar with the site and reduced time since users will not be resubmitting transactions due to missing ad hoc approvers.
WKDAY-4627	Low	AR45 - Improved visibility into Awaiting Persons	Security	10/27/2020	An "Awaiting Persons" field was added to the most widely used Workday reports to create greater transparency across all business processes for who the next approval step is waiting.
WKDAY-4218	High	AR46 - How to Manage Institute Finances Training	Organizational Readiness	5/25/2021	Updated documentation can be found in Service Now training/job aids.
WKDAY-4518	Medium	AR46 - Reporting Improvement Dashboards for Campus (Reporting Dashboard)	all	2/2/2021	A campus reporting dashboard with multiple tabs for grouped reports is available for campus use.
WKDAY-4030	High	AR47 - Prevent Liquidation Issues Knowledge	Organizational Readiness	8/26/2020	Documentation for this issue has been posted on Service Now for reference.
USGHR-186	Medium	AR48 - Add driver work tag and expense to adhoc salary details report	Commitment Accounting	9/28/2021	The Grant PI has been added as a new field on the ad hoc salary details report as of 8/6/2021.
USGHR-178	High	AR50 - Training, and related job aids, and ServiceNow knowledge are continually improved	Org Readiness	12/16/2020	Continuous improvements to our training and knowledge offerings keeps them current and relevant.
USGHR-229	Medium	AR56 - User can get two different types of access by going through Techworks vs. going through the USG direct site	OneUSG	2/2/2021	The addition of the Core user link has added clarity to the user. Users were accessing the wrong link creating functionality access issues.
WKDAY-4531	High	AR58 - Grants are awarded, G&C accounting assigns the manager for the grant	Grants	10/21/2020	G&C Accounting initiation staff are now taking great care to ensure they have the most recent list of staff in each department and are working closely with the departments to ensure that the assigned managers are performed consistently. Changes that need to be made are communicated using ServiceNow and can be updated in bulk or piecemeal.
WKDAY-4164	High	AR62 - How to assign Grant Managers consistently	Grants	9/24/2020	G&C Accounting initiation staff are now taking great care to ensure they have the most recent list of staff in each department and are working closely with the departments to ensure that the assigned managers are performed consistently. Changes that need to be made are communicated using ServiceNow and can be updated in bulk or piecemeal.

A&R Completed Requests (40)

Issue key	Priority	Summary	Functional Area	Resolved Date	Impact Description
USGHR-180	Critical	AR63 - To do a data dump of salary data, you have to run two different reports	Commitment Accounting	3/12/2021	Increased efficiency by running one report with expenditures and encumbrances. Saves users roughly 1/2 hour not running two reports and merging the data.
USGHR-195	High	AR67 - Non-HR managers can no longer view job descriptions	Security	11/25/2020	The functionality was restored through an alternative approach.
WKDAY-4182	High	AR68 - Add a fund filter on DSS Financial Statement	Financial Accounting	9/11/2020	Additional enhancements have been made to the structure of the report to ensure more accurate reporting of revenue and expense postings. These changes make the DSS financial statement more accurate and streamlined.
WKDAY-4619	Medium	AR12 - Add Vendor (L3 Validation) to Find Journal Lines Report	Financial Accounting	10/28/2021	This item was withdrawn as a solution is not available from the vendor.