



Georgia Tech Financial System Pain Points Summary and Resolutions

Travel & Expenses

Pain Point in the Current System	Will Workday Solve It?	What to Expect
Data Visibility "It would be nice to have an overview of encumbrances..."		In Workday, all travel related transactions created on spend authorizations will be encumbered (referred to as commitment accounting in Workday). There will be many ways to see your balances.
Cumbersome Processes "Reimbursable expense system is very clunky..."		Workday's user interface is simpler and provides an easier way to monitor progress.
Lack of Usability "Some GT systems were designed with little end-user usability..."		Extensive effort has been made to document and understand current GT processes that will be reflected in the configuration of Workday. Workday is intuitive and utilizes features such as applications, an inbox, and search capability to improve user experience.
Travel Cost Reporting "Direct bill for car rentals and hotels is a pain point..."		Direct billing will continue to be a process followed by the Institute. However, you will be able to see direct bill payments for airfare post against spend authorizations.
Reimbursement Requirements "Need to scan physical copies...need to provide credit card statements..."		State, federal, and USG policies requiring receipts will remain. However, with Workday, you will be able to attach your receipt directly to each line item of your expense report—including from your phone.

Procurement

Pain Point in the Current System	Will Workday Solve It?	What to Expect
Approval Process Redundancy "The staff has to enter every purchase three times..."		Workday will be the single platform for all approval processes.
Notifications "Concur sends me notification before an item is due..."		Workday will send notifications for actions that require your approval.

<u>Lack of Encumbrance Visibility</u> “Lack of the ability to show encumbrances in the system...”		Reporting in Workday will provide the capability to see requisitions, purchase orders, and operational journal entry details.
<u>Purchasing Complications</u> “The paperwork required for the ordering process involve multiple approvals and steps...”		The Central Office’s requirement of paperwork for the purchasing process will remain.
<u>PCard Flexibility</u> “Allow PCard holder flexibility with GT foundation accounts...”		Since PCard rules are dictated by the State of Georgia, Workday will not change PCard policies.
<u>Purchase Restrictions</u> “Some products are ‘not allowed’ to be purchased for research...”		The Central Office regulates purchase restrictions; therefore, Workday is unable to solve this issue.

Grants

Pain Point in the Current System	Will Workday Solve It?	What to Expect
<u>Grants Tracking</u> “The system cannot track the budget used on grants...”		Budgets will be managed via the Grants worktag in Workday and reporting tools will be available to help monitor budgets.
<u>Financials Visibility</u> “Ideally budget will be live and accurate at the time of viewing...”		Data in Workday is real-time and includes budgets, commitments (i.e. encumbrances), expenses, purchases, and available balances.
<u>Subcontracts</u> “Subcontracting takes weeks to do with little consistency from OSP on the rules and process...”		OSP will use Workday to enter supplier contracts, which will be tied to grants resulting in increased transparency.
<u>Grant Expenses</u> “OSP doesn’t understand the type of expenses in social science; reports are returned for further explanation...”		Additional reporting fields and the ability to attach documentation may improve the communication on charges.
<u>GRA/GA Charges Tracking</u> “I would like to see where each of my GRA and GA are charging to...”		Employee payroll details are not in Workday. Salary and benefit details at the employee level will continue to reside in the data warehouse.

* Pain points were identified through a survey that was sent out to Georgia Tech and GTRI Faculty to better understand their awareness of the Financials Transformation and the work they do in financial systems today.