Discussion Points

• What is ARC?
• System Status
• Training and Communications
• Next Steps
• Appendix
  – Org Structure of Support Team
  – Fixes and Enhancements Since Go-Live
  – Fixes and Enhancements in the Queue
What is ARC?

• “Accounting and Reporting at Columbia”—went live on July 1, 2012

• Integrated financial system, using PeopleSoft Financials Application
  – Procurement (requisitions, POs, vouchers, travel expense)
  – General Ledger transactions (journal entries)
  – Reporting through Financial Data Store

• Fully integrated with PeopleSoft HR, also fed from systems such as InfoEd (grants), Advance (gifts), and Student Information Systems

• Anticipated improvements for departments include:
  – More flexible account structure/better reporting (by PI, across projects, etc)
  – More transparency for transaction status
  – Improved efficiency for purchasing process (e.g. payments against POs process automatically, all applicable information is in one system)
System Status
System Status: Transactions

• Basic transaction functionality is working well
  – Vendor set-up, requisition processing, voucher processing, cost transfers

• Central processing times have stabilized
  – Vendor set-up was an early-stage issue
  – P-card access also an early stage issue; now caught up in P-card access
  – Cost transfer performance dramatically improved
  – Voucher and requisition processing has stabilized

• Certain aspects of basic transaction processing have required re-training and reminders
  – Every transaction subject to a “budget check”
  – Approvers need to actively manage a worklist
  – Transaction status requires monitoring; e.g. transactions that have failed budget check
System Status: Reporting

• A number of key enhancements/fixes have been made since Go-Live
  – P-card data now more transparent by vendor
  – Sub-Award detail report now available
  – Cost transfer performance improved

• A few key system-generated entries are under review, e.g.
  – Admin fee charges; reviewing logic with schools to confirm correct (does not affect grants)
  – Revenue for projects with foreign currency activity
  – Calculation of Sponsored Revenue in certain reports (primarily COB); does not affect Sponsored Project Financial Reports

• November data, including minor clean up entries, should be complete by end of this week
System Status: Where to Find Updates

• ARC & PAC Change Requests
  • Fixes, modifications and enhancements for ARC, PAC and the Reporting Solution
  • List updated on a regular basis (12/11 is latest)
  • Can access from ARC Portal or Finance Gateway
    http://finance.columbia.edu/files/gateway/content/arc/arc_pac_cr_report.pdf

• Please continue to review and share your feedback on this list to your School / Admin Unit Senior Business Officer
Training & Communications
Training and Communications Post Go-Live

- Post Go-Live the team conducted six meetings on each campus from July through October for all DAs and business managers
  - Took questions and concerns
  - Updated users on system fixes/issues
  - Refreshed users on where to go for help

- Held Transaction Support Office Hours from July through September at 4 locations (Morningside, Studebaker, CUMC, and Lamont)

- Seven additional sessions have been conducted just for A&S and SEAS DAs

- Other sessions were applicable to the science DA community, open for all of Morningside
  - Two forums conducted by SPA/SPF (September and December)
  - SAPO/open Commitment Report Session (Sept)
Training and Communications: User Feedback

• Users are now familiar enough that the feedback is moving from “how to” questions to specific requests/longer-term fixes

• We are hearing concerns primarily focused on following:
  – Transaction time burdensome; clicks to complete and wait times
  – P-card reconciliation time consuming
  – Certain reports taking too much time to deliver
  – Users need more cross references to know which report to use, when
  – System time-out after 15 min of inactivity does not permit adequate document review

• Our current efforts to remediate/mitigate are:
  – Conducting online system performance monitoring and pruning resource-intensive reports where possible
  – Adding server capacity
  – Will extend time-out provision to 30 minutes

• In addition, we will undertake steps in the New Year to obtain more granular and actionable feedback from users on transaction experience
Next Steps
Next Steps

• Developing plan to reinstate Transaction Support Office Hours on a permanent basis in the New Year
  – 1 day/wk on each campus
  – May be done in conjunction with SPA

• Will conduct research-department focused working sessions with representative DAs and Chairs from three schools
  – Engineering: EE, Biomedical Engineering, CS
  – P&S, Basic Science depts (exact departments TBD)
  – A&S: Biology, Physics, Chemistry, Economics
  – Will report out findings and next steps at chairs meetings

• Reporting enhancement effort
  – Currently obtain monthly feedback on priorities from School Sr. Business Officers
  – Will revive the Reporting Task Force to weigh in on next round of report enhancements
Reporting Fixes/Enhancements Since Go-Live

• Recent reporting fixes/improvements already released include:
  – P-card vendors now visible on Sponsored Project Financial Report (rather than listing card processor Bank of America) and Trial Balance Reports
  – SAPO detail report developed/available
  – Developed ability to run payroll suspense reports at multiple node (organizational) levels
  – Added description of chartfield values to Consolidated Operating Budget (COB) detail reports
  – Improved performance of COB reports
  – Minor enhancements to certain project lifecycle reports to add columns, improve excel downloading, etc
  – Added PO Number and Voucher Comments to Voucher approval page
  – Developed queries that allow users to see requisition, PO, Voucher and Journal transactions that are pending approval
Reporting Fixes/Enhancements In Queue

• Near-term *(in the next week)* reporting deliverables include
  – Segregate accrued expenses on the Sponsored Project Financial Report
  – Add fiscal ytd information to Sponsored Project Financial Report
  – Query developed to list all Activities for a department
  – Adding direct link to SAPO report from the Sponsored Project Financial Report
  – Adding P-card merchant detail to Project reports for non-sponsored projects
Reporting Fixes/Enhancements In Queue

• Additional report enhancements **in queue** include:
  – Add fiscal YTD activity to non-sponsored project reports
  – Create a summary version of the Trial Balance by Account Detail report that is printable for reconciliation purposes
  – Provide ability to run Sponsored Project Financial Report at Department level (summarizing by department)
  – Create ability to run a Payroll report by Department without selecting other fields
  – Add Project Activity to menu of Chartfield Reports
  – Address user issues with column alignment when exporting Payroll Summary and Payroll detail reports to Excel
  – Develop a printable version of the Payroll Detail Report