UC San Diego

Financial Information Systems Project

Cutover Webinar
June 15, 2020
Agenda

Cutover Introduction
Adam DiProfio

Deprecation Notice & Cutover
Bill Sweetman and Domain Presenters

IFIS to Oracle Transition
Bill McCarroll

Hypercare
Erin Kilburn

Q&A and Closing Remarks
Adam DiProfio & Arlynn Renslow
What is cutover?

- The cutover schedule summarizes the plans for department 'cutover' activities between legacy financial systems and the new Oracle and Concur platforms.

- Take note of deadline dates after which you won’t be able to add anything new to existing legacy systems. Track important department activities for cutover.
Training Engagement

https://blink.ucsd.edu/finance/fis-project/fin-training.html

Training page on Blink is being continuously updated. Currently has:

- 11 eCourses
- 18 Instructor Led Trainings with videos & exercises
- 8 Office Hours / week
- 10 Guides & Tools
- 1 PPM Awards FAQ
- 1 Budget and Finance Glossary (separate page)
What should we expect?

- A highly configurable, off the shelf product, with 18-24 months of design, based on a new Chart of Accounts
- Day 1 might feel like a step backwards
- Please be patient. Go-live is not the end of the journey.
Find out which applications have migrated to new Financial Information Systems.

The application you are looking for has been turned off and the business functionality has been migrated to our new Financial Information Systems. This table helps summarize the key dates legacy financial applications ‘cutover’ to our new Oracle Financial Information System.

If you’re looking for:

<table>
<thead>
<tr>
<th>Legacy Financial System</th>
<th>Available Until</th>
<th>UC San Diego Oracle Financial Information System</th>
<th>Business Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit Profiler</td>
<td>30 Sep 2020</td>
<td>Oracle Financial Reporting</td>
<td>Ardynn Reynolds</td>
</tr>
<tr>
<td>BUMT CFF Batch</td>
<td>10 Jun 2020</td>
<td>N/A</td>
<td>Nikki Giaquinta</td>
</tr>
<tr>
<td>Control Tracker</td>
<td>30 Sep 2020</td>
<td>Oracle Financials</td>
<td>Ardynn Reynolds</td>
</tr>
<tr>
<td>Cash Deposit System</td>
<td>1 Jul 2020</td>
<td>Oracle Accounts Receivable</td>
<td>Virgil Susselys</td>
</tr>
<tr>
<td>Cost Center Management</td>
<td>18 Jul 2020</td>
<td>Oracle Project Portfolio Management</td>
<td>Ellen sandyers</td>
</tr>
<tr>
<td>Cost Share</td>
<td>31 Aug 2020</td>
<td>Oracle Project Portfolio Management</td>
<td>Melissa Prough</td>
</tr>
<tr>
<td>Encumbrance Lifter</td>
<td>18 Jul 2020</td>
<td>Oracle Financials</td>
<td>Nikki Giaquinta</td>
</tr>
<tr>
<td>ENPET</td>
<td>26 Jun 2020</td>
<td>Resource and Cost Transfer Application (RACTA)</td>
<td>Davyen Nguyen</td>
</tr>
<tr>
<td>EPET (and batch job)</td>
<td>16 May 2020</td>
<td>UCPath Cost Transfer</td>
<td>Davyen Nguyen</td>
</tr>
<tr>
<td>Expense Projections</td>
<td>1 Jul 2020</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EC Manager (Express Card)</td>
<td>19 Jun 2020</td>
<td>Concur</td>
<td>Nikki Giaquinta</td>
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Find the full list on Blink: https://blink.ucsd.edu/finance/fis-project/legacy-deprecation.html
Legacy Application Deprecation

- Finlink Reports & QueryLink will remain, the data will be stale; all new reports will be either in Oracle or in Cognos/Tableau
- Applications that commit transactions will be deprecated (ENPET, MyTravel, MyPayments, TOF, …)
- Applications that are really reporting in nature will remain through FYE (Cost Share, Ledger Reviewer, Control Tracker, …)
- Applications for legacy COA have been deprecated (Index Management)
- Applications that reference legacy PPS data will be deprecated (Payroll Projections)
- IFIS will remain online through FYE
## Accounts Receivable

<table>
<thead>
<tr>
<th>Cutover Task</th>
<th>Description</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>6/12</strong> - Stop creating new detail codes</td>
<td>● Aligned with COA changes</td>
<td></td>
</tr>
</tbody>
</table>
| **6/19** - Stop AR (non-student) activities | ● New entity accounts  
● Processing new invoices/charges  
● Sponsored project billing SPARCM/CART (6/18 noon) | |
| **6/19** - Provide Health and Non Health data extracts | ● Customers  
● Invoices | |
| **6/20-6/21** - Convert Extracts to OFC readable files, Validate, Error Resolution, Post Validation | ● ISIS  
● Health and Non-Health Extracts  
6/20 - Extract and prepare data  
6/20 - Validate data  
6/21 - Load  
6/21 - Resolve potential errors  
6/21 - Post validation | What module PPM or AR?  
If index = project, AR is converted to General Project in PPM; otherwise AR module  
ISIS Transactions:  
Detail type = C, detail balance >0 → Invoice  
Detail type = C, detail balance <0 → Credit memo  
Detail type = P, detail balance >0 → unapplied receipt  
Detail type =P, detail balance <0 → credit memo  
***Non-student activity with collection status will be converted to OFC after go-live*** |
| **6/22** - Cashiers reverses/applies unapplied receipts | ● ISIS: non-student payment transactions that were pending application | ● Payments are loaded in OFC as unapplied just like how they were in ISIS. |
| **6/20-6/30** - Cashiers to process payment activities to undistributed account | ● Post non-student AR payments to undistributed. | ● Apply in OFC after 7/1. |
| **7/1** - Repoint ISIS from IFIS to Oracle | ● ARM220 (Campus)  
● ESM220 (extensions) | |
<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/3/2020</td>
<td>Merchant fees (Discount and Interchange) drafted via ACH debit for prior month</td>
</tr>
<tr>
<td>6/3/2020</td>
<td>Merchant fees AXP Discount drafted via ACH debit for prior month</td>
</tr>
<tr>
<td>6/11/2020</td>
<td>Wells Fargo Analysis Charge - fees drafted via ACH debit by bank for prior month</td>
</tr>
<tr>
<td>6/16/2020</td>
<td>BNY Mellon Analysis Charge - fees drafted via ACH debit by bank for prior month</td>
</tr>
<tr>
<td>6/25/2020</td>
<td>Union Bank Analysis Charge - fees drafted via ACH debit by bank for prior month</td>
</tr>
<tr>
<td>6/30/2020</td>
<td>Bank of America Analysis Charge- fees drafted via ACH debit by bank for prior month</td>
</tr>
</tbody>
</table>
Procure-to-Pay (Procurement and AP)

Key Dates:

- **June 17th** - Last day for IPPS to add a Traveler or Payee into IFIS
- **June 19th** - Last day to submit requisitions containing iRequests and the last day to submit manual and Transcepta invoices
- **June 23** - Last day to submit requisitions containing search results and Punchout items - any requisition not completely approved by 6/23 will need to be submitted through Oracle
- **June 24** - New transactions will no longer be possible in Marketplace

Reminders:

- Close out (cancel or reduce) existing POs that do not need to be brought over to Oracle
- For POs that are converted, note that all lines will be converted, even if one line is fully invoiced. Tax will not be converted. IFIS encumbered amounts may look different from the Oracle PPM commitments.
- Download a list of favorited items from Marketplace
- Subawards will not require a PO and will be processed through Kuali Research
**Concur - Travel & Expense**

**Key Dates:**
- **June 17th** - Last day for IPPS to add a Traveler or Payee into IFIS
- **June 19th** - Last day to submit a MyPayments (with completed dept approval)
  - Last day to reconcile catering invoices
  - Last day to redistribute Express Card transactions

**Reminders:**
- Request a Procurement Card for purchases that need to be made between 6/24 - early July (requests to have a card sent to a home address is available)
- MyTravel trip requests that have not been closed out will not be brought into Concur. A Request in Concur will need to be created in July.
  - No payments will be issued between 6/24 - 7/2
- Catering requests are going to be made through Concur
- Non-PO, non-employee payments will be requested through Services & Support
Post Award Financials

6/12: Last day Research Funds setup in IFIS
6/19: Last day for Budget Journals to be approved by OPAFS
6/19: Last day for Financial Journals that affect AR to be approved by OPAFS
6/19: Last day for invoices and payments to be processed in IFIS
6/19: Last day to submit FER for sponsor invoices/reports due in June
6/26: Last day for ENPET transactions to be approved by OPAFS

Cost Sharing:
● For awards ending 6/30/20 and before, must complete in CSS
● Legacy application will continue to be online through Dec 2020, however a manual reconciliation between CSS and OFC will have to be done to keep in sync

July: KR to OFC award setup integration & Invoices converted to OFC and new invoices posted
August: Cumulative expenses converted
Health OFC Go-Live Strategic Principles:

- Targeted and specific training to functions and systems that staff use on a daily basis – we are going to focus on what is needed to succeed on a regular basis

- Timing of change management and training strategically planned around the go live timelines to ensure that we have the organizational attention to this important initiative – acknowledging that as an organization we are focused on COVID-19 and other important initiatives

- Ensuring support structures are designed to provide maximum assistance to our team in the present as well as the future

Health Go-Live Comms and Training Strategy:

- Connecting Meetings (June - December)
- Town Hall meetings
- Weekly emails
- Stakeholder groups
- Group webinars
- Online videos in UC Learning Center
- PowerPoint materials
- Customized support and training with system experts
- Individualized one on one training budget analyst & Business System SME’s
As we make this major transition to a new financial system, it’s important to make sure we close out IFIS accurately. Most of you will be closing out FY20 financial activity in IFIS, our legacy system, through July 10 for Prelim and July 17 for VC Cutoff. See ledger cutoff dates here.

**IFIS General Ledger Balances to Oracle**

- We decided to leave transactional data in IFIS and not bring it forward into Oracle primarily because we have a completely new chart of accounts.

- To keep the transition simple we are only transferring balances forward into Oracle and we’re only going to do it once, on August 10 (give or take a few days).

- You won’t see any of your carryforward fund balances in the Oracle general ledger until mid August, after final campus close. As a result you’ll be relying on your closing balances in IFIS to inform your available resources. For Capital and Sponsored projects, the cumulative budgets will be available at go live, but the cumulative expenses from inception to date will not be in PPM until mid August.
What is Hypercare?

- Hypercare is the period of time following Go Live with additional support
  - Duration of Hypercare:
    - **July-August**
      - Exact end date will be based on ticket volume, so Hypercare may run through September if needed
  - Staffing of Hypercare
    - Tier 0 - Department SMEs, virtual “ask your neighbor”
    - Tier 1 - Central Office Staff and Training Teams
    - Tier 2 - Design Teams and Design Leads
    - Tier 3 - Technical Resources, Concur or Oracle if needed
  - Office hours for your training questions or issues you’re encountering
Dedicated Onboarding and Hypercare Support

- Our goal is to provide as positive and stress free experience as possible for end users, and give our technical and support teams the opportunity to effectively troubleshoot and make fixes.

  - *Wednesday - July 1-2*
    - Go Live - Smoke Testing, Validation
  
  - *Monday - July 6*
    - Central Office Super SMEs
  
  - *Tuesday - July 7*
    - GA, Foundation Acct, Medical Central Acct, PHSO Central Acct, PG Central Acct, IPPS, OPAFS, ARCB
  
  - *Wednesday - July 8*
    - Department SMEs in all modules
  
  - *Thursday - July 9*
    - All users for Procurement, PPM, Concur
  
  - *Friday - July 10*
    - All users for GL

Project Team

End Users
Reminders

- Response time vs resolution time
- WOW
- More controls and roles by design
- Be patient; go live is day 1
Hypercare behind the scenes

- **8-9: Daily Briefing**
  - Department SMEs and Hypercare agents report on any common issues and questions

- **Responses and resolution**
  - Agents respond to issues and requests

- **3:30-4: Triage**
  - Hypercare agents attend, and new issues and questions are workshopped that require escalation or cross-functional resolution; informs daily briefing
How do users get help?
FIS Hypercare Support

Continue to attend training & office hours through hypercare.

Learning Labs
Trainers are available to for office hours to answer groups questions & provide hands on instruction.

Oracle Training Env. & WalkMe
Training environment access starting May 26th, to support you with through practice exercises through go-live.

Budget & Finance Portal
Use the UC San Diego Services & Support portal to search the knowledge base for answers or enter a ticket directly: https://support.ucsd.edu/finance
Resources

ESR Financial Information System Project:
https://blink.ucsd.edu/finance/fis-project/index.html

Cutover Schedule:
https://blink.ucsd.edu/finance/fis-project/cutover-schedule.html

Legacy Application Deprecation:
https://blink.ucsd.edu/finance/fis-project/legacy-deprecation.html

Ledger Cutoff Dates for Period Close:
https://blink.ucsd.edu/sponsor/BFS/divisions/general-accounting/ledger-dates.html

Oracle and Concur Role Requests:
https://blink.ucsd.edu/finance/fis-project/fin-access.html

Training:
https://blink.ucsd.edu/finance/fis-project/fin-training.html

UC San Diego Services & Support Portal:
https://support.ucsd.edu/finance