

An aerial photograph of the Stony Brook University campus during sunset. The sky is filled with vibrant orange and red clouds. The campus features several large, modern buildings with blue roofs and brick facades. A central walkway leads through a green lawn area towards a large, circular, tiered structure in the foreground. The surrounding area is densely wooded with trees showing autumn foliage in shades of green, yellow, and orange.

PERSONAS (Champions' version)

Contents:

- **Definition & Purpose**
- **ERP Personas**
- **HCM Personas**
- **Tentative EPM Personas (DRAFT)**
– as of Dec 2024



Personas: Understanding the Oracle Cloud experience

Designing with empathy requires us to connect with our organization and immerse ourselves in their behaviors, attitudes, and goals to design a holistic experience for them. Personas are NOT Oracle Custom Roles. Multiple roles can be assigned to a persona. It's the custom roles that will define whether the access to the system is inquiry-only, transactional, or set-up level, which defines what the user can do with the data.



/per-so-na/ A fictional character designed to represent a segment of stakeholders who might interact with a process, service or product in a similar way

They are...

- Fictitious characters created to describe different types of roles and their key needs
- Developed drawing upon relevant understanding and interactions at work

They are NOT...

- Representative of individual needs for all stakeholders within their group
- Representative of all types of Finance interactions within the organization

They will...

- Help us to **design** with our user roles to perform activities
- **Guide future decisions** around process and technology design
- **Facilitate communication and manage** stakeholder and system-wide **buy-in**

ERP Personas

Our Design Thinking scope included 14 standard personas that are assumed to be a starting point to tailor for SBU. We modified the list and identified additional personas to account for SBU-specific personas or variants of the standard personas. During the Imagine phase, these 14 personas will be reviewed by SBU and tailored or substituted as required to reflect SBU's workforce.

ERP/Finance Personas		
GL Accountant	Fixed Asset Analyst	Receiving Clerk
GL Reporting Analyst	Fixed Asset Manager	Billing Clerk
GL System Administrator	Fixed Asset System Administrator	AR Manager
GL Manager	Payables Manager	Cash Accountant
	Payment Specialist	Cash Manager/Treasury Manager



Persona: GL Accountant



What do I do?

- Create Manual journals & Recurring journals/Upload third party journals
- Reconcile unposted entries to ensure posting before period close
- Review and create month-end reports
- Process month-end and year-end adjustments
- Perform period-end activities
- Resolve discrepancies or irregularities in records, statements, and documented transactions for the GL Account
- Account reconciliation within the system and the boundary systems
- Ensure financial data is recorded in the appropriate period (accruals, deferrals, prepaids)
- Review and post journals
- Perform reconciliations between Sub-ledger activity and GL balances
- Run monthly allocations (driven by Fund Source & GL Account)
- Use GL data to facilitate annual 1099 and 1042 compliance
- Approve Corporate CC Reconciliations (Concur)

Main Goals & Motivation Factors

- Meet accounting audit and compliance requirements
- Reconcile accounts and achieve period end close timelines
- Appropriate Use of Funds
- Create allocation journal entries
- Accrue expenses and reverse them in the next period

Moments that Matter

- Reconciling GL balances with Sub Ledger Balances
- Month end and year end closing
- Receiving requests for reports from Leadership
- Policy, Audit and other regulatory compliance reviews (including compliance with Fund Terms and Agreements)

Systems & Technology Interactions

- Communication tools like google chats, emails, online meetings
- EDM System (current state On-Base)
- Smartsheet, OTBI, BI Publisher, FRS
- Boundary systems (SUNY BI, SUNY FMS, State SFS, NVision, Concur, Fundriver, Raisers' Edge, ERAS)

Expectations

- Good understanding of the business process for different departments
- Stay on top of month end close and reporting tasks
- Understanding of GAAP and GASB accounting
- Training and understanding of business policies
- Central GL Accountants should understand Financial Statement Reporting, including alternative hierarchies
- Knowledge of sub-ledgers

Pain Points & Frustrations

- Not receiving relevant information on time to create transaction in GL
- Delays in sub-ledger closing and reconciliations
- Spending too much time on finding documentation and chasing people for documentations/approvals/sign-offs/reviews
- Limitations with current system
- Inconsistent tools (feeder systems with different FAU data)
- Too many types of journals which are inconsistently used.*
- Lack of understanding and governance of the chart of accounts.*
- High volume of cost transfers to balance budgets (too many accounts for one-time expenses)*
- Reliance on boundary systems for transactions that are not initiated at SBU.*

People Interactions at Workplace

- Department/other entities (SBF)
- Central Accounting, SUNY teams, RF Central
- Financial Analyst; GL Manager
- SBF: SBU, Bursar Office, Centers, Students, Employees, Advancement
- Systems Administrator
- Decentralized services

Needs

- Review journal entries from various sources.
- Generate sub-ledger reports and period end reports
- Ability to review internal billing for accuracy
- Review and get approval for journals (from Managers) before posting
- Help with sub-ledger and ledger reconciliations
- Review reports
- Policy and compliance documentation
- Fast, reliable and integrated technology that is easy to use
- On-the-go access to data and reports

Persona: GL Reporting Analyst



What do I do?

- Take care of reporting needs of business – internal and external.
- Analyze account activity and balances, perform trend analysis
- Assist in management reporting by drilling down on account activity and facilitate review
- Assist management and external departments with revenue/cost projections
- Prepare and File 1099 and 1042 compliance reports

Main Goals & Motivation Factors

- Provide reports to management with sufficient details
- Meet reporting audit and compliance requirements
- Create standardized reporting templates (current state)

Moments that Matter

- Period end and Year end closing
- Management Reporting
- Audit and other compliance reporting
- Support/prepare Voluntary, non-compliance reporting
- SBF: External Affiliated Stakeholder reporting (fund balance from donors, high stakes reporting for SBF)

Systems & Technology Interactions

- Communication tools like google chats, emails, online meetings
- Local spreadsheets
- WolfieONE (other modules)
- Campus Solutions, SUNY BI, Data warehouse
- Interface with other systems for GL data
- Other SUNY systems & RF Report Center
- ERAS, EDM system (currently On-Base). 3rd party secure file transfer systems (example: external auditors), external reporting websites (example: IRS Fire System, NACUBO Endowment Study, Case reporting), Nvision (main financial reporting tool), Raisers Edge (reporting on donor gifts)
- Boundary systems (Nvision, Concur, Fundriver, Raisers Edge)

Pain Points & Frustrations

- Frequent request to change in reporting requirement*.
- Delays in sub-ledger closing impacting reporting*.
- Complexity of fund reporting and challenges with external stakeholder reporting

People Interactions at Workplace

- Interacts Multiple Department Managers for any reporting needs
- Interacts with central accounting and leadership/management
- External parties for audit requests
- SUNY team
- External parties for tax compliance reporting requests
- SBF Team (Investment manager, AP team, AR team, Cash/Treasury Management Manager, Advancement Team)

Expectations & Unique Needs

Expectations

- Interacts closely with multiple department managers
- Good understanding of the business process for different departments
- Review journals from various journal sources
- Stay on top of Period end close and reporting tasks

Needs

- System with consolidated data and reports
- Cutting edge self-service reporting tools including data analytics, trend and variance analysis

Persona: GL System Administrator



What do I do?

- Manage Ledger Options and Journal configuration changes
- Updates to Chart of Accounts, **cross validation rules, and Security Rules**
- Maintains and enforce the CoA Governance Policy
- Oracle functionality for maintaining the chart of accounts and **related configurations.**
- **System testing of new software updates**
- Ensure communication/ coordination between functional and technical teams

Main Goals & Motivation Factors

- Timely action on GL master data requests
- Detailed / documentation tracking and audit trail of any changes to master data
- User security and proper SOD (separation of duties)

Moments that Matter

- All requests for changes and new COA values are completed
- Ensuring software and validations rules are tested/working as designed
- Review of exception reports and error handling for all of ERP
- Review quarterly Oracle rollout

Systems & Technology Interactions

- Generate audit reports, open item reports
- Interface with other systems for GL metadata (pushing data out to the feeder systems and consuming data from feeder systems into the GL)
- Review IT requests for WolfieONE support
- Close periods in Oracle
- Quarterly rollout testing.

People Interactions at Workplace

- Accounting and Controller's team on updates to legal entities, ledger options and COA values
- Financial Analyst and Finance User for any reporting needs
- Departments
- Controls and Accountability
- Department boundary system administrators
- Admin IT

Pain Points & Frustrations

- Frequent request to change COA hierarchies and values
- Incomplete details for COA value creation and edits / non-compliance with CoA Governance
- Multiple Ad-hoc request for exceptions to standard business process or to relax Cross validation rules or security rules.
- Frequent staffing changes
- Frequent data feed errors and exceptions
- Frequent system downtime
- SBF's Reliance on another entity for GL system administration

Expectations & Unique Needs

Expectations

- Good understanding of the enterprise structures and COA segment
- Policy and compliance documentation
- Understand the security controls in Oracle
- Understanding of boundary system interactions
- Understanding of business processes/flows
- Understanding of technical aspects of Oracle (i.e., how to add new CoA values)

Needs

- System to track pending requests for COA
- Audit trail of changes to COA
- Training on Oracle software updates

Persona: GL Manager



What do I do?

- Review and approve the request for changes to COA
- Specify additional cross validation rules or security rules
- Review/approve journal entries
- Approve adjustments and close the period
- Approve period close and open activities
- Supervise GL Accountants
- Oversee changes to policies and changes to GASB, FASB accounting standards
- Business process documentation steward
- Fosters transparency
- For SBF: manage external audits and multiple entity 990 and 990T; related state tax filings
- Responsible for 1042 and 1099 reporting
- Develop leaders within the team

Main Goals & Motivation Factors

- Meet internal audit, statutory and accounting compliances
- Timely period end close
- Efficient and accurate financial and management reporting
- Properly trained and skilled staff
- Meet non statutory and compliance reporting obligations
- Identify leadership skills in staff and develop leaders
- Maintain strong positive culture across team

Moments that Matter

- Reconciliation, Month end and Year end closing
- Complete and comply with internal and statutory process (including department certification)
- Financial and Management reporting including the campus Annual Report and SUNY's financial reports
- Balanced trial balance
- Implementing changes to accounting standards
- Promotion of leaders within the team
- Staff engagement in work that matters
- Voluntary, non-compliance reporting (NACUBO, CASE)
- External Stakeholder reporting (Laufer, Simons, Staller Centers)

Systems & Technology Interactions

- Communication tools like google chat, Zoom, emails, website updates etc.
- Oracle ERP and other reporting tools
- Oracle Subledger, GL, and Boundary System Reconciliation
- Review management reports and open item lists
- Interface with other systems for management reporting data
- Oracle financial reporting tools
- ERAS, EDM system (currently On-Base). 3rd party secure file transfer systems (example: external auditors), external reporting websites (example: IRS Fire System, NACUBO Endowment Study, Case reporting), Nvision (current state)
- Boundary systems (Concur, Fundriver, Raisers Edge)

People Interactions at Workplace

- Financial Analyst and Finance User
- Campus, Hospital, SUNY Controller and Senior Leadership
- GL Systems Administrator
- Internal Audit
- GL Accounting
- Departmental Accounting Leadership
- DoIT
- Boundary System Leadership
- Accountability and Controls Leadership
- External entities, such as FSA, CPMP, SBF, RF, Hospital, LISVH
- SBF Team (for SBU) and vice versa (SBU Accounting for SBF)
- Board/Committees
- External parties (Example: Donors, Audit firms, tax agencies)

Persona: GL Manager (Continued)

Pain Points & Frustrations

- Reconciliation issues, process control issues, manual processes, missed month end close deadlines
- Spending too much time on finding documentation
- Staff not knowledgeable on GAAP , GASB and financial reporting requirements and standards and accounting business processes*.
- Lack of cross training programs
- Lack of communication in changed business processes
- Lack of governance over chart of accounts*.
- System limitations (e.g., supporting documentation files are too large)
- Lack of clear audit trails due to high volume of reclassifications and insufficient documentation to support transactions*.
- Complexity of fund reporting and challenges this presents with external stakeholder reporting

Expectations & Unique Needs

Expectations

- Proactive in raising potential audit issues with accounting leadership and Controls and Accountability
- Share any relevant information with their team as soon as possible
- Share ideas to improve processes and shorten month end close
- Full visibility in the accounting process, including month end closing and reporting
- Control process workflow
- Manage and onboard resources
- Facilitate communication with campus administrators and leaders
- Current with industry leading practices and standards
- Driving process improvement and efficiency-

Needs

- Fast and reliable technology that is easy to use
- Access to tech support
- Productive collaboration with and oversight of accounting team
- Knowledgeable and trained staff in accounting systems, processes and standards
- Leadership and staff support
- Must have sufficient knowledge and supporting documentation to approve transactions
- Department Finance Users have sufficient knowledge and able to provide accurate supporting documentation
- Positive team culture, employees engaged in work that matters

Persona: Fixed Assets Analyst



What do I do?

- Processes and analyzes the capitalization, maintenance, and retirement of fixed assets .
- Communicates fixed assets activity with Project Manager, Fixed Assets Manager, and GL Manager for guidance on capitalization, obsolescence, and tax exposure.
- Performs reconciliation with General Ledger and boundary systems
- Review expenditures for compliance with University capital policies
- Reconciles multiple depreciation books
- Reviews and approves department asset transactions
- Prints asset decals and provides to departments
- Manages the entire lease lifecycle

Main Goals & Motivation Factors

- Accurate reporting for assets and compliance with various accounting standards
- Timely closure of asset transactions
- A seamless transition from project tracking to capitalization
- Ensures reasonable depreciation calculations
- Communicates fixed assets activity and balances to cross-functional teams across the organization accurately and timely
- Multiple depreciation books
- Timely payment to vendors and lessors for assets
- SUNY Reporting
- Adherence to GASB Standards

Moments that Matter

- Fixed asset data management
- Coordination with various fixed assets teams regarding fixed assets transactions and policy variances as required.
- Tracking individual items in a group or pool of assets
- Capitalizing an asset from project accounting
- Impairments
- Asset Retirement Obligations
- Coordination with SUNY RAM and Procurement teams

Pain Points & Frustrations

- Not receiving relevant information to properly capitalize assets in a timely manner
- Incomplete fixed assets transactions, impacting period end close and reporting
- Spending too much time on finding documentation and missing information
- Frequent or delayed cost transfers affecting asset reporting and depreciation
- Tracking of assets in shadow systems
- Manual reconciliation of asset capitalization to GL and boundary systems
- Need to reconcile multiple depreciation methods
- Lack of automated process to record asset cost
- Tasks are highly specialized and siloed, that not a lot of help/assistance can be provided especially during fiscal close
- Capitalization of expenditures not tracked in a capital project in the plant chart
- Expenditures not being captured correctly during time of PO (Procure 2 Pay)

Persona: Fixed Asset Analyst



What do I do?

- Processes and analyzes the capitalization, maintenance, and retirement of fixed assets.
- Communicates fixed assets activity with Project Manager, Fixed Assets Manager, and Tax Manager for guidance on capitalization, obsolescence, and tax exposure.
- Performs reconciliation with General Ledger and boundary systems
- Review expenditures for compliance with University capital policies
- Reconciles multiple depreciation books (campus vs. Med Center)
- Reviews and approves department asset transactions
- Prints asset decals and provides to departments
- Manages the entire lease lifecycle

Expectations & Unique Needs

Expectations

- Knowledge of University policy/procedures
- Knowledge of GAAP/GASB
- High level of expertise on Excel and other Technology resources

Needs

- Detailed information on fixed assets transactions
- Clear updates on capitalization policies
- Productive collaboration with other team members
- Fast and reliable assistance when issues arise with key fixed assets processes
- Fast and reliable technology that is easy to adapt to and access to self-service facilities
- Ways to capitalize assets quicker
- Less need for manual review of purchases for proper capitalization
- Ability to query and report on assets quickly by specific identifiers (award, PI, etc.)
- Expenditures to be properly categorized as capital vs. non-capital at time of review

Systems & Technology Interactions

- Checks Accounting activities to see which Fixed Asset accounts have activity and determines action.
- Compiles invoices and verifies for capitalized items and completes record keeping.
- Supports generating reports for tax

People Interactions at Workplace

- Interacts with Fixed Assets Managers for guidance for asset capitalization and obsolescence
- Interacts with Fixed Assets Team members to receive the information on the assets
- Interacts with departments to keep track of the asset information
- Interacts with SUNY for proper recording and reporting of fixed assets

Persona: Fixed Assets Manager



What do I do?

- Responsible for fixed assets reporting for financial, tax, and compliance purposes
- Ensures reasonable depreciation calculations.
- Communicates fixed assets activity and balances to Project Managers, Financial analysts and controllers, and tax specialists.
- Reviews and approves central fixed asset analyst transactions
- Ensures proper recording and reporting of leases
- Annually, capitalize SBF Assets and donate all non SBF assets to SBU

Main Goals & Motivation Factors

- Timely month end close of assets sub-ledger
- Fixed assets reporting and compliance with University policies/sponsor reporting
- Efficient and cost-effective processes for asset management team

Moments that Matter

- University and Sponsor reporting
- Manage fixed assets activity compliance with asset policies
- Coordination with various fixed assets teams regarding fixed assets transaction, and track asset activities.
- Internal/ External Audit and data requests

Systems & Technology Interactions

- Confirms that all activity conforms to capital assets policies.
- Follows University capitalization and expense policies
- Confirms disposals have the appropriate gain/loss for GAAP/Federal purposes

People Interactions at Workplace

- Project Managers for information on asset capitalization and obsolescence
- Tax specialists to get the information on the tax exposure
- Departments with substantial fixed assets to monitor and track information on asset activities.
- SUNY for proper recording and reporting of fixed assets
- SBF: SBU Procurement for annual donation of fixed assets

Pain Points & Frustrations

- Incomplete fixed assets transactions, impacting period end close and reporting
- Spending too much time on finding documentation and missing information
- Manual reconciliation processes
- Tasks are highly specialized and siloed, that not a lot of help/assistance to staff can be provided especially during fiscal close

Expectations & Unique Needs

Expectations

- Knowledge of University policy/procedures
- Knowledge of GAAP/GASB

Needs

- Full visibility in fixed assets transactions
- Clear updates on capital budgets
- Productive collaboration with other team members
- Fast and reliable assistance when issues arise with IT and Projects processes
- Fast and reliable technology that is easy to adapt to and access to self-service facilities

Persona: Fixed Asset Administrator (same as GL Administrator – DoIT overlap)



What do I do?

- Manage Fixed Asset **setup codes**
- Updates to Fixed Asset setup values and Security Rules
- System testing of new software updates
- Ensure communication/coordination between functional and technical teams
- Manage Fixed Asset DFF attributes

Main Goals & Motivation Factors

- Timely action on Fixed Asset data requests
- Detailed / documentation tracking and audit trail of any changes to Fixed Assets data
- User security and proper SOD (separation of duties)

Moments that Matter

- All requests for changes and new Fixed Asset values are completed
- Ensuring software and validations rules are tested/working as designed

Systems & Technology Interactions

- Generate audit reports, open item reports
- Interface with other systems the Fixed Asset data

People Interactions at Workplace

- Fixed Asset Manager
- Fixed Asset Analyst

Pain Points & Frustrations

- Frequent request to change Fixed Asset values
- Incomplete details for Fixed Asset value creation and edits
- Frequent staffing changes
- Frequent data feed errors and exceptions
- Frequent system downtime
- SBF: Reliance on another entity for Fixed Assets system administration

Expectations & Unique Needs

Expectations

- Policy and compliance documentation
- Understand the security controls in Oracle
- Understanding of boundary system interactions
- Understanding of business processes/flows
- Understanding of technical aspects of Oracle (i.e., how to add new Fixed Asset values)

Needs

- System to track pending requests for Fixed Asset values
- Audit trail of changes to Fixed Asset values
- Training on Oracle software updates

Persona: AR Manager



What do I do?

- Oversee collections of billing activity to include aging of unpaid invoices and working with department manager and billing clerk for follow up on unpaid invoices.
- Review request for credit memos, voids, write offs and approves documents completed by central office receivable clerk.
- Manage month-end closing process
- Review invoices
- Run reports
- SBF: Work with Advancement team to ensure gift agreements do not create complicated gift administration processes; Manage Charitable Organization registry compliance and reporting; Perform and review bank reconciliations

Main Goals & Motivation Factors

- Reduce unpaid invoices
- Timely reimbursement of construction billing expenses.
- Reduce receivables with receipt of payments, not write-offs
- Approve adjustment requests and credits
- Reviewing unapplied receipts and reverse receipts
- Creating customers with accurate details and payment terms
- Maintaining accounts
- Applying cash receipts to correct fund and GL account
- Meet non statutory and compliance reporting obligations
- Identify leadership skills in staff and develop them into next generation of SBF leaders
- Maintain strong positive culture

Moments that Matter

- Timely posting of Receivable activities
- Closing AR subledger period/open next AR period
- Better reporting capabilities providing better business insight
- Processing refunds
- Addressing AR to GL reconciliation errors or issues
- Audit request, management reporting requests, Campus Annual Reports
- Construction project close-out process upon complete

Systems & Technology Interactions

- Critical knowledge flow and documentation of handling cash
- Fast and reliable assistance when issues arise with customer payments
- Uses all modes of communication – email, IM, fax, telephone for interaction with teams & external customers
- Boundary systems – SUNY BI, SUNY FMS, SFS, Raisers Edge (reporting on donor gifts)
- Construction Facilities System (CPR, Infoview, HR SFE System)
- ERAS, EDM system (currently On-Base), JPM Chase banking system (Concourse in the future state)

Persona: AR Manager (continued)

People Interactions at Workplace

- Interacts with receivable clerk, billing clerk, and external entities
- Payment specialist for refund requests
- Department managers, Accounting leadership, SUNY Controller's Office
- Receivables Clerk, Cash Accountant/Manager, SBF Team (Accounts Payable, Investment and Cash/Treasury Management), Advancement Team

Pain Points & Frustrations

- Missing payments
- Inaccurate and untimely billing
- Difficulty with payment research, such as payment details (check # etc.)
- Lack of visibility for aging, unapplied and general payment details for invoices.

Expectations & Unique Needs

Expectations

- Ensure quick conversation with manager or customer in case of any clarifications or for approvals
- Interfacing with external systems, using automated functionalities (automate accounting), should be glitch free with seamless data flow to decrease manual intervention

Needs

- Flexible options to create receipts and apply cash to open customer balances are provided.
- Ability to limit adjustment and limit write offs
- Generate accounting on a set schedule
- Run reports to track AR source and type – intercompany vs external customers, constructions, service center, revocable permits or interagency journal transfer
- Send automated reminders to departments on service center rate renewals and run reports to manage rate due dates.

Persona: Receivable Clerk



What do I do?

- Responsible for gathering payments from customers & verifying the validity of the payments with respect to details like date, payee, currency, amount owed, etc.
- Apply customer payments to open receivables .
- Ensuring A/R manager is aware of long overdue payments
- SBF: Process deposits for checks from donors.; Process and apply gifts in kind; Monitor incoming wires for donations; Investigate and apply miscellaneous cash receipts to Department Account (Fund Source) and GL Account.

Main Goals & Motivation Factors

- Being effective and efficient in managing cash and settlements.
- Creating receipts and prepayments Ability to reconcile AR subledger to the GL and generate the reconciliation report
- Increase in transaction processing speed and accuracy
- Applying cash receipts to correct fund and GL account

Moments that Matter

- Percent of refunds and chargebacks processed accurately and within promised SLAs to customers
- Reduction in calls from customer owing to delayed payment processing
- Posting to the GL (create accounting)

Systems & Technology Interactions

- Critical knowledge flow and documentation of handling cash
- Uses all modes of communication – email, IM, fax, telephone for interaction with teams & external customers
- ERAS, EDM system (currently On-Base), JPMorgan Chase system
- Boundary System: Raisers Edge (reporting on donor gifts)

People Interactions at Workplace

- Interacts with AR manager, Billing clerk, and customers for cash application processes.
- Cash Accountant/Manager, SBF Team (Investment manager Cash/Treasury Management Manager), Advancement Team

Pain Points & Frustrations

- Difficulty in finding correct customers or invoices for certain receipts resulting in unapplied or unidentified statuses
- Manual data mining across local spreadsheets, QuickBooks and emails (disjointed processes)
- No control over timeline of receipts from other NYS agencies
- Misapplied receipts

Expectations & Unique Needs

Expectations

- Ensure quick conversation with manager or customer in case of any clarifications or for approvals
- Interfacing with external systems, using automated functionalities, should be glitch free with seamless data flow to decrease manual intervention
- Fast and reliable assistance when issues arise with customer payments

Needs

- Flexible options to create receipts and apply cash to open customer balances are provided.
- Run and review Aging Invoices report
- Ability to send automated reminder for efficiency in the collection process (dunning letters)

Persona: Billing Clerk



What do I do?

- Professionals with understanding of billing processes and experience using billing software
- Responsible for generation and delivery of invoices to customer, managing the related corrections and reconciling customer payments and invoices
- the review of revocable permit contracts received from AP office

Main Goals & Motivation Factors

- Being effective and efficient in managing customer billing.
- Ability to mass upload or create invoices
- Creating credit memos that link to invoice
- Applying payments to customer accounts
- Recording misc receipts

Moments that Matter

- Percent of adjustments processed accurately
- Transaction accuracy, reduced variance in reports (from ERP vs SUNY BI vs Data Warehouse)

Systems & Technology Interactions

- Interacts with team members through emails, google chat or on the phone
- Quickbooks
- Local spreadsheets
- SUNY
- Facilities System – CPR, Infoview

People Interactions at Workplace

- Interacts with GL Manager during month end periods
- Depts. and entities to ensure timely billing teams
- Interacts with DoIT and GL Administrator to resolve any invoice input or delivery issues
- Works with Accounting and boundary system owners to identify and record credits and adjustments

Pain Points & Frustrations

- Not receiving communication on delayed billings and appropriate approvals on correction entries such as credits and adjustments
- Incomplete teams that cannot work with customer to build relationship and collect payments
- Incorrect or outdated billing rates for Service Center.
- Data mining for bulk uploads

Expectations & Unique Needs

Expectations

- Full visibility into collection status, especially on high value due customers
- Immediate critical updates and communications on collection issues and/or related customer concerns
- Productive collaboration with cash application team to maintain collection matrix
- Calculate and track profit (excess revenue) from external customers of service centers

Needs

- A consolidate view of customer data including internal and external communications.
- Fast and reliable assistance when issues arise with customer billing
- Updated records of service center rates
- Run analytical reports by VP area, fund source, year, etc for Construction Billings and Service Centers

Persona: Cash Accountant



What do I do?

- Review Departmental Receipt Activity against posted Journal Entries
- Retrieves Bank Statements extracts from Bank Portal and Departmental Receipts for validation purposes.
- Post vouchers for refund processing.
- Reconcile Bank Statements, including preparation of correct entries
- Prepare Cash Management Reports for Treasury Operations
- Prepare Inbound and Outbound Wire reporting for AP, AR & Treasury Operations
- Positive Pay process with JP Morgan

Main Goals & Motivation Factors

- Accurate and timely reconciliation of all bank statements
- Follow-up on any reconciliation discrepancies
- Ensure Bank Account Transfer Activity is reflected in Journal Entries
- Ensure Cash Position correctly reflected for Bank Accounts
- Maximize yield on operating cash surplus

Moments that Matter

- Dual Validation – Campus Solutions Departmental Receipts to Bank Statement Activity & Peoplesoft Journal Entries to Campus Solutions Departmental Receipts.
- Seamless Refund Processing
- Leverage automation of reconciliation
- Check Clearing process between JPMorgan Access and PeopleSoft (ERP)

Systems & Technology Interactions

- Bank Portals
- Student Systems (Campus Solutions and Bursar's Department Receipt spreadsheets)
- SUNY Systems, ERAS, EDM system
- Emails for manual processes
- Concourse
- JP Morgan Access
- Boundary System: Raisers Edge (reporting on donor gifts)

People Interactions at Workplace

- Cash Manager, GL Manager, AR Manager
- Receivable Clerk (Bursar)
- Other Entities: Hospital, Vet's Home, SUNY Administration
- Campus Departments
- Cash Accountant/Manager, SBF Team (Investment manager Cash/Treasury Management Manager), Advancement Team

Pain Points & Frustrations

- Reconciliation Activity and effort are dependent on Local Spreadsheets (data is in various sources) and Bank Statement outputs—a purely manual process across.
- Certain Bank Statement Lines need to be filtered out since they do not reflect activity reflected in legacy software—a manual Journal Entry is created to reflect this Bank Statement Activity.
- Interactions surrounding refund activity – many internal groups & external departments

Expectations & Unique Needs

Expectations

- Automation and workflow tools streamline and automate reconciliation process
- All cash transactions are available within the Oracle Cloud system

Needs

- Access to detailed cash transactions
- Connection to Bank and ability to import Bank Statement to Cloud Cash Management

Persona: Cash Manager



What do I do?

- Review Bank Reconciliations after completion.
- Oversight over all Cash Management Activity.
- Manage Treasury Operations
- Prepare Reporting for Management/Investment Committee on Cash Position and Treasury Operations

Main Goals & Motivation Factors

- Ensure receipt activity from source systems (CS) matches bank activity and journals in Finance (PS).
- Account for Bank Transfer Activity as a journal entry.
- Balancing Bank Account liquidity with remittance needs for refunding activity.
- Maximize yield on operating cash surplus
- Provide accurate reporting to Investment Committee
- Identify leadership skills in staff and develop them
- Maintain strong positive culture

Moments that Matter

- Reconciliation confirmation that department receipts from the Bursar Office match Bank Statements.
- Secondary reconciliation confirmation that Peoplesoft Journal Entries match bank statements.
- Internal and external audit requests (Bank Statement Reconciliations)

Systems & Technology Interactions

- Bank Portals/Bank Statement Activity
- Student Systems – Campus Solutions
- JP Morgan Access
- SUNY Systems
- Concourse
- Sole Custody
- ERAS, EDM system, JP Morgan Private Bank System, Schwab
- Raisers' Edge

People Interactions at Workplace

- GL Manager, AR Manager
- Campus Departments
- Cash Accountants
- Other Entities: Hospital, Vet's Home, SUNY Administration
- Cash Accountant/Manager, SBF Team (Investment manager Cash/Treasury Management Manager), Advancement Team

Pain Points & Frustrations

- Work Continuity is dependent on stakeholder availability.
- Stringent segregation of duties.
- Manual spreadsheet exports outside of their legacy systems (using many different system outputs: Bursar Receipts, PS Journals, and Bank Statement Activity Exports).

Expectations & Unique Needs

Expectations

- Tie-out between Bursar department receipts, receipts in Campus Solutions, Journals in Peoplesoft, and Bank Statement Activity outputs (Cash Accountant).

Needs

- Timely responses from departments on discrepancy inquiries.
- Ability to access and view Bank Statement Activity detail and Receipt and Journal Details in different systems.
- Timely Receipt Deposits

Persona: Payment Specialist



What do I do?

- Experienced accounts payable specialists responsible for processing and issuing refund payments
- Import Vendors to Payables records in ERP
- Responsible for voiding payments
- Researching payment status for vendors/University Stakeholders
- Create credit memos
- Record manual payments (wires)

Main Goals & Motivation Factors

- Perform payment processing for refunds
- Address refund exceptions/errors and re-process
- Validating payment file
- Paying as quickly and accurately as possible

Moments that Matter

- Successful Refund Payment Activity
- Void and Re-issue checks.
- Complete AP Activity for close.
- Successful check run/transmission to Concourse
- Recording Manual Payments (Wires) before close
- Identifying check status in Oracle from AP Module

Systems & Technology Interactions

- Jaggaer/WoITMAR I
- Bank portals – JP Morgan Concourse Integration
- JP Morgan Access
- Campus Solutions
- Oracle Cloud ERP system (AP Module)
- Concur
- ERAS
- Document Repository (currently On Base)
- Team Dynamix (workflow tool, will not integrate with Oracle)

People Interactions at Workplace

- GL Manager, AR Manager, Cash Management, GL Accountants, Payables Manager, University Advancement
- Campus Departments
- Students, Patients, Donors (Payees, for refunds)
- SUNY Administration, SUNY HR, Bursar, Financial Aid
- Other entities: SBF, RF, Centers, LISVH, PK House, Southampton
- DoIT

Pain Points & Frustrations

- XML Refund Import errors, waiting for import errors to resolve and create payment request refund record.
- Duplicate student refund records
- Preparing and approving payments for already approved invoices should contain very few steps
- Approved payments need to have funds encumbered
- Can't sweep unprocessed payments to next month very easily

Expectations & Unique Needs

Expectations

- Refund imports to process successfully without errors/omissions.
- Accounts payable reports and information from systems.

Needs

- Run reports
- Batch payments configured as templates.
- Visibility to track AP Payments and push to JP Morgan Concourse
- Efficient payment notifications
- Ability to see payment/check status in AP Module
- Being able to hold payments
- Duplicate Vendor/Invoice checks
- Speedchart Functionality and Control of Speedchart Functionality at SBF

Persona: Payables Manager



What do I do?

- Experienced accounts payable resources responsible for managing payables
- Responsible for approving payments, voids, credit memos, manual payments
- Create invoices in Oracle
- Reconcile Subledger (AP Aging) to GL
- Review outstanding checks/unposted vouchers
- Review 1099/1042 Information
- Supplier Reconciliation/ Management

Main Goals & Motivation Factors

- Address refund exceptions/errors and re-process
- Validating payment file creation and acceptance by Concourse
- Timely payment processing
- Timely period end close
- Validate reconciliation of data between AP and GL

Moments that Matter

- Period and Year-end closing processes performed efficiently
- Prepare reports monthly/quarterly/annual
- Checking overdue payments
- Financial reconciliation (year end accruals...)
- Improving KPI's (number of payments processed, receipt to pay timeframe, etc.)

Systems & Technology Interactions

- Jaggaer/WOITMARK I
- Bank portals – JP Morgan Concourse Integration
- Campus Solutions
- Oracle Cloud ERP system (AP Module)
- JP Morgan Access
- Concur
- ERAS
- Document Repository (currently On Base)
- Team Dynamix (workflow tool, will not integrate with Oracle)

People Interactions at Workplace

- GL Manager, AR Manager, Cash Management, GL Accountant
- Campus Departments (Bursar, Fin Aid), University Advancement
- Payees (Students, Patients, Donors)
- SUNY, SUNY HR, SBF, RF (Grants)
- DoIT
- Other entities: Centers, LISVH, PK House, Southampton

Pain Points & Frustrations

- Outbound Integration with Concourse for payments
- Inbound Integration with Campus Solutions for refund payment requests
- Outbound integration to Campus Solutions with Check Numbers for refunds
- Integrations with Jaggaer and Concur

Expectations & Unique Needs

Expectations

- Ensures that proper accounting is created and posted to the GL
- Accounts payable reports and information from systems.
- Process adherence report and ensure financial closure

Needs

- Consistent and timely payments and reporting
- Run Reports
- Speedchart Functionality and Control of Speedchart Functionality at SBF

HCM Personas

Our Design Thinking scope included 4 standard personas that are assumed to be a starting point to tailor for SBU. During the Design phase, these 4 personas will be reviewed by SBU and tailored or substituted as required to reflect SBU's workforce.

HCM Personas

Employee

Manager

HR Administrator

DoIT/HRIS

Persona: Employee



What do I do?

- View Personal and Employment information
- Complete required training for compliance
- Update personal records
- View pay slips
- Complete I-9 documentation

Main Goals & Motivation Factors

- Ownership of personal data
- Meeting compliance requirements and regulations
- Use my time efficiently
- Ability to gauge my performance through organizational goals and objectives

Moments that Matter

- Yearly performance review
- Efficient and seamless user experience when recording life events
- Access and ability to check accuracy of pay slips

Systems & Technology Interactions

- Communication tools like google chats, emails, Zooms
- Kronos (Hospital)
- Interface with other systems for reimbursement, and NYBEAS (Benefits), PayServ (payroll and pay slips)
- Healthstream for Training (hospital)
- Interfolio for Faculty recruiting (HRBPs)

Pain Points & Frustrations

- Having to ask DoIT or Managers to change their personal data
- Manual paper forms (timekeeping, leave request, disjointed onboarding tasks)

People Interactions at Workplace

- Interacts with their Manager or Supervisor
- Interacts with other employees
- Interacts with HR Administrators
- Interact with DoIT for troubleshooting

Expectations & Unique Needs

Expectations

- Good understanding of the new WolfieONE capabilities
- Accomplish their job duties without friction from the system
- Stay on top of their required trainings and upcoming event-related journeys (such as open enrollment)

Needs

- System with accurate pay data
- Cutting edge self-service guidance

Persona: Manager



What do I do?

- Manage a team
- Onboarding support
- Generate reports
- Evaluate performance

Main Goals & Motivation Factors

- Meeting compliance requirements and regulations
- Use my time efficiently
- Ability to have greater visibility into my direct and indirect reporting relationships to manage more efficiently and effectively (e.g. performance reviews, schedules, and leave requests)

Moments that Matter

- Greater control of my direct/indirect reports for salary increases, creating requisitions, or providing performance feedback
- Having consistent touch points with my direct reports to provide direct performance feedback
- Ability to address questions and concerns in real-time with my team

Systems & Technology Interactions

- Communication tools like google chats, emails, Zooms
- Kronos (Hospital)
- Interface with other systems for reimbursement, and NYBEAS (Benefits), PayServ (payroll and pay slips)
- WolfieONE for workflow approvals
- Google calendars for interview scheduling
- Truescreen
- Healthstream
- Reports to see all the data pertaining to employees in their area

Pain Points & Frustrations

- Having to ask DoIT or HR Administrators to change reporting lines
- Manual paper forms (timekeeping, leave request, disjointed onboarding tasks)
- Request reports to view open requisitions or vacancies within my department

People Interactions at Workplace

- Interacts with Administrators & Central HR (incl. Hospital HR)
- Interacts with other managers
- Interacts with HRBPs
- Interacts with Recruiters
- Interacts with DoIT
- Interacts with their employees

Expectations & Unique Needs

Expectations

- Good understanding of automation capabilities in WolfieONE
- Accomplish their job duties without friction from the system
- Stay on top of their teams

Needs

- Ability to create ad-hoc reports for view of my team's schedules and time off or other work-related calendar events
- Ability to assign learning content for compliance training or focused job-related training
- Ability to reconcile and fill vacancies based on the approved department budget

Persona: HR Administrator



What do I do?

- Edit Personal and Employment information
- Manage both inbound and outbound files to boundary systems
- Update employee records (work data)
- Manage Contractual Increases and additional components of pay
- Manage affiliates and other non-State populations
- Track HCM trends and analytics
- Facilitate approvals for positions and confirm budgets
- Generate reports

Main Goals & Motivation Factors

- Create an environment of confidence and inclusion
- Work smarter; not harder, and in an environment that sets me ups for success
- Ability to streamline and automate day-to-day processes to focus on high and/or critical tasks internal and external to SBU

Moments that Matter

- Leveraging a system that is tailored to my specific job and responsibilities
- Working Leveraging capabilities that help me streamline my workload and responsibilities
- Be easily integrated into approvals and policy enhancements
- Have required visibility into workforce data and metrics

Systems & Technology Interactions

- Communication tools like google chats, emails, Zooms
- Interface with other boundary and 3rd Party systems (PayServ, NYBEAS, SUNY HR, etc.)

Pain Points & Frustrations

- Too many manual processes and procedures
- Bound to processes developed over years that are antiquated and cumbersome
- Reliance on other teams to provide data needed to do my job

People Interactions at Workplace

- Interacts with employees and managers
- Interacts with other HCM and 3rd Party administrators
- Interacts with other SBU external organizations
- Interact with DoIT

Expectations & Unique Needs

Expectations

- Good understanding of automation capabilities in WolfieONE
- Accomplish their job duties without friction from the system
- Stay on top of their required trainings

Needs

- Ability to do my job using automation capabilities that will reduce the amount of time it takes to complete a transaction
- Ability to have robust reports easily accessible to me
- Ability to create ad-hoc reports that can be shared and distributed to other areas of the university
- Ability to have meaningful dashboards that provide useful metrics and analytics
- Ability to be part of workflow approvals that require my review in order to complete a transaction

Persona: HCM Tech (HRIS/DoIT)



What do I do?

- Manage configurations of existing solution as well as new configurations on an as needed basis
- Manage error handling and exceptions
- Generate reports
- Facilitate system access (user provisioning) and approvals for various populations within the University

Main Goals & Motivation Factors

- Support and stabilize an environment for success
- Serve as a facilitator to fulfill University needs around resources and operations
- Support day-to-day processes to allow HCM Administrators focus on their high priority tasks

Moments that Matter

- Configuring and maintain the system with limited disruption to the user community
- Be easily integrated into approvals and policy enhancements
- Have required visibility into workforce data and metrics

Systems & Technology Interactions

- Communication tools like google chats, emails, Zooms
- Interface with Oracle Risks and Controls (AAC) for granting the right level of access based on the employee's role (user provisioning)

Pain Points & Frustrations

- Having to escalate issues to HR Administrators or to Oracle for help
- Volume of requests for support

People Interactions at Workplace

- Interacts with employees and managers
- Interacts with other HCM and 3rd Party administrators
- Interacts with other SBU external organizations
- Interact with DoIT

Expectations & Unique Needs

Expectations

- Good understanding of configuration, integrations and approval workflows in WolfieONE
- Accomplish their job duties without friction from the system
- Stay on top of system configurations and document new configurations and changes

Needs

- Ability to have access to work areas that allow me to support, maintain, and update the system when necessary
- Ability to be part of workflow approvals that require my review in order to complete a transaction

EPM Personas DRAFT

The following are the proposed personas in EPM. This is a work in progress, and further decisions will be made as far as roles and responsibilities closer to the UAT (user acceptance testing) phase:

EPM Personas

System Administrator

BFP&A Team

VP Coordinator/Fund Managers/Deans/Finance Directors/Sponsored Grants (OGM)

Departmental user

Report Viewer

Proposed persona: Systems Admin & DoIT/EAI Programmer



What do I do?

- Administer EPM Planning application
- Update metadata in EPM Planning application
- Loads GL Actuals and HCM Position information into EPM Planning application
- Update EPM Planning artifacts (example Business rules, Reports, etc. as needed)
- Resolves any issues related to data or metadata reconciliation

Main Goals & Motivation Factors

- Timely submission of plan without any system issues
- Metadata up to date and in sync with GL and HCM
- Actuals up to date and in sync with GL
- EPM Planning artifacts up to date with any updates needed
- EPM Planning system working efficiently without any issues

Moments that Matter

- Submission of plan without any system issues
- Update of COA and Workforce metadata in EPM Planning and Reporting cubes
- Reconciliation of COA and Workforce metadata in EPM Planning with GL and HCM
- Reconciliation of Actuals and Workforce data loaded into EPM Planning with GL
- EPM Planning artifacts updated to accommodate COA changes
- Correctness of calculations in EPM Planning

Systems & Technology Interactions

- EPM Planning Financials Budget cube
- EPM Planning Workforce Budget cube
- EPM Planning Reporting cube
- Smart View Ad-hoc
- EPM Narrative Reporting

People Interactions at Workplace

- Department Users
- BFP&A Office
- Report Viewers
- VP Coordinators, Fund Managers, OGM (Sponsored Grants), Deans, Finance Directors

Pain Points & Frustrations

- Chart of accounts alignment with GL
- Position information alignment with HCM
- Actual data reconciliation with GL

Expectations & Unique Needs

- EPM Planning COA updated and in sync with GL
- Actuals and Workforce information loaded in EPM Planning and reconciled with ERP and HCM.
- Calculations working as expected in EPM Planning
- EPM Planning and Narrative Reporting systems working efficiently without any issues

Proposed Persona: BFP&A Office



What do I do?*

- Review financial plan for the University
- Reviews Actuals and Position information loaded into EPM Planning
- Review COA and workforce metadata loaded into EPM Planning
- Reviews reports for financial unit
- Check financial calculations in EPM Planning
- Finalizes plan in EPM Planning

Main Goals & Motivation Factors

- Timely submission of plan for financial units/organization
- Ensure actuals and position information are loaded into EPM Planning and reconcile with GL and HCM
- Access to common set of reports to validate calculations and consolidated data
- Access to chart of accounts which are in sync with GL.

Moments that Matter

- Reconciliation of Actuals and Position information loaded into EPM Planning with GL
- Reconciliation of COA in EPM Planning with GL
- Update of COA and workforce metadata in EPM Planning Budget and Reporting cubes
- Review of reports in EPM Planning Financials Reporting cube
- Correctness of calculations in EPM Planning Financials

Systems & Technology Interactions

- EPM Planning Financials, Workforce Planning and Reporting cubes
- EPM Narrative Reporting
- Smart View Ad-hoc
- E-mails with departments, with attached PowerPoints and spreadsheets
- Zoom Meetings, Google chat

People Interactions at Workplace

- System Administrator
- VP Coordinators, Fund Managers, OGM (Sponsored Grants), Deans, Finance Directors
- Department Users
- Report Viewers
- Controller's office and Accounting department

Pain Points & Frustrations

- Chart of accounts alignment with GL
- Position information alignment with HCM
- Actual data reconciliation with GL

Expectations & Unique Needs

Expectations & Needs

- Review plan data in EPM Planning
- EPM Planning COA updated and in sync with GL
- Actuals and Workforce information loaded in EPM Planning and reconciled with ERP and HCM.
- Calculations working as expected in EPM Planning
- Receive sufficient training on net new processes that result from the change impacts (such as budget adjustments and curation of data or access to ERP data).

Proposed Persona: VP Coordinators, Fund Managers, Budget Officers



Main Goals & Motivation Factors

- Timely submission of plan for financial units
- Ensure actuals and position information are loaded into EPM Planning and reconcile with GL and HCM
- Access to common set of reports to validate calculations and consolidated data
- Access to chart of accounts which are in sync with GL.
- Editing access to input budgets (transactional role)

People Interactions at Workplace

- System Administrator
- Department Users
- BFP&A Office
- Accounting team/Controller's office
- HR Hiring Managers

What do I do?*

- Enter/Review financial plan and budgets for VP Areas, Funds
- Reviews Actuals and Position information loaded into EPM Planning
- Review COA and workforce metadata loaded into EPM Planning
- Reviews reports for financial unit
- Check financial calculations in EPM Planning

Moments that Matter

- Reconciliation of Actuals and Position information loaded into EPM Planning with GL
- Reconciliation of COA in EPM Planning with GL
- Review of COA and workforce metadata in EPM Planning Budget and Reporting cubes
- Review of reports in EPM Planning Financials Reporting cube
- Correctness of calculations in EPM Planning Financials

Pain Points & Frustrations

- Chart of accounts alignment with GL
- Position information alignment with HCM
- Actual data reconciliation with GL

Systems & Technology Interactions

- EPM Planning Financials Budget cube
- EPM Planning Workforce Budget cube
- EPM Planning Reporting cube
- Smart View Ad-hoc
- EPM Narrative Reporting

Expectations & Unique Needs

Expectations & Needs

- Review plan data in EPM Planning
- EPM Planning COA updated and in sync with GL
- Actuals and Workforce information loaded in EPM Planning and reconciled with ERP and HCM.
- Calculations working as expected in EPM Planning

Proposed Persona: Department User/Unit level users



What do I do?

- Prepares financial plan for financial unit
- Reviews Actuals loaded into EPM Planning
- Review COA and workforce metadata loaded into EPM Planning
- Reviews reports for financial unit
- Check financial calculations in EPM Planning
- Allocates funds within their unit further down

Main Goals & Motivation Factors

- Timely submission of plan for financial unit
- Ensure actuals and position information are loaded into EPM Planning and reconcile with GL and HCM
- Access to common set of reports to validate calculations and consolidated data
- Access to chart of accounts which are in sync with GL.

Moments that Matter

- Reconciliation of Actuals and Position information loaded into EPM Planning with GL
- Reconciliation of COA in EPM Planning with GL
- Review of COA and workforce metadata in EPM Planning Budget and Reporting cubes
- Review of reports in EPM Planning Financials Reporting cube
- Correctness of calculations in EPM Planning Financials

Systems & Technology Interactions

- EPM Planning Financials Budget cube
- EPM Planning Workforce Budget cube
- EPM Planning Financials Reporting cube
- Smart View Ad-hoc
- EPM Narrative Reporting

People Interactions at Workplace

- System Administrator
- VP Coordinators, Fund Managers, OGM (Sponsored Grants), Deans, Finance Directors
- BFP&A Office

Pain Points & Frustrations

- Chart of accounts alignment with GL
- Position information alignment with HCM
- Actual data reconciliation with GL

Expectations & Unique Needs

Expectations & Needs

- Prepare and submit plan data in EPM Planning
- Review actuals and workforce data in EPM Planning and reconcile with ERP and HCM.
- Review reports in EPM Planning to validate calculations and consolidated data.
- Unit level users need the ability to allocate funds further down in their organization
- Access to actuals data and training on new workflows, which will be flagged in the Change Impact Assessment deliverable and included in the Training Curriculum

Proposed Persona: EPM Report viewer



What do I do?

- Data Analysis
- Report Interpretation
- Quality Assurance
- Continuous Improvement
- Compliance and Governance

Main Goals & Motivation Factors

- Access to performance data such as KPIs, financial metrics and other relevant data
- Interactivity and drill-down capability
- Real-time or near real-time reporting for budget and forecast
- Fostering a culture of transparency and accountability

Moments that Matter

- Efficient and seamless user experience when reporting
- Access and ability to view reports with real-time or near real-time budget and forecast
- Decision support in providing timely insights and decision support to help the institution navigate challenges and mitigate risks effectively

Systems & Technology Interactions

- EPM Planning Reporting cube
- EPM Narrative Reporting

Pain Points & Frustrations

- Having to find data across disparate systems
- Not having the ability to report real-time or near real-time data

People Interactions at Workplace

- Interacts with BFP&A Office
- Interacts with Accounting team and Financial Leaders

Expectations & Unique Needs

Expectations

- Good understanding of institution KPIs and planning and forecasting processes
- Accomplish their job duties without friction from the system
- Report accurate projections for the next 5 years

Needs

- System with accurate financial metrics and KPIs
- Ability to compare budgets to actuals