We've Implemented an ERP System…Now the Journey Begins:

Navigating Post-Implementation and Optimizing the System to Support Research Administration

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Introductions to Today's Speakers

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Agenda and Objectives

Through our shared experiences, we will explore some of these topics in more detail in today's session .

Understanding Your System & Exploring Common Challenges

Discuss importance of creating **support team(s)**, updating **training**, performing **regular audits**, leveraging community resources, and optimizing system efficiency

Optimization Considerations

Review optimization considerations around **workflows, processes**, enhancing **reporting**, **validations**, and **configurations**, and implementing **automation**

Ongoing System Adaptation

Understanding the importance of adapting to your new financial system and **ongoing optimization**

How many people have recently implemented or will implement a financial system in the near future?

Understanding Your System & Exploring Common Challenges

Understanding Your System and Common Challenges – Critical Touchpoints

Touchpoints Between Grants and Other Functional Areas

Integrations that Impact Grants

- Procurement

- Financial Accounting

- Payroll

- Budgets

- Student Information System

- Service Center Billing System

- Travel Billing System

- Pre Award System

Criticality of collaborating with all teams that have touchpoints with **grants**

Understanding Your System and Common Challenges – User Training and Support

ONGOING TRAINING PROGRAMS AND SUPPORT

- Provide continuous training for users to help them fully utilize the system's capabilities

- Provide adequate training and support to ensure users are comfortable and proficient with the new system

- Ensure there is a strong support infrastructure in place to assist users with any issues or questions

USER FEEDBACK

- Implement feedback mechanisms to gather user input and identify areas for improvement

- Encourage feedback from end user to identify areas for improvement

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Understanding Your System and Common Challenges – Regular System Audits

- Crucial for maintaining the integrity, security, and efficiency of a new financial system.

  - By conducting these audits, organizations can identify and address potential issues proactively, ensuring the system remains compliant, secure, and effective in supporting business operations.

Understanding Your System and Common Challenges – Regular System Audits

Compliance Audit

- Compliance Audit : Verify adherence to internal policies and procedures
- Security Audit: Review user access levels and permissions to ensure they are appropriate and secure
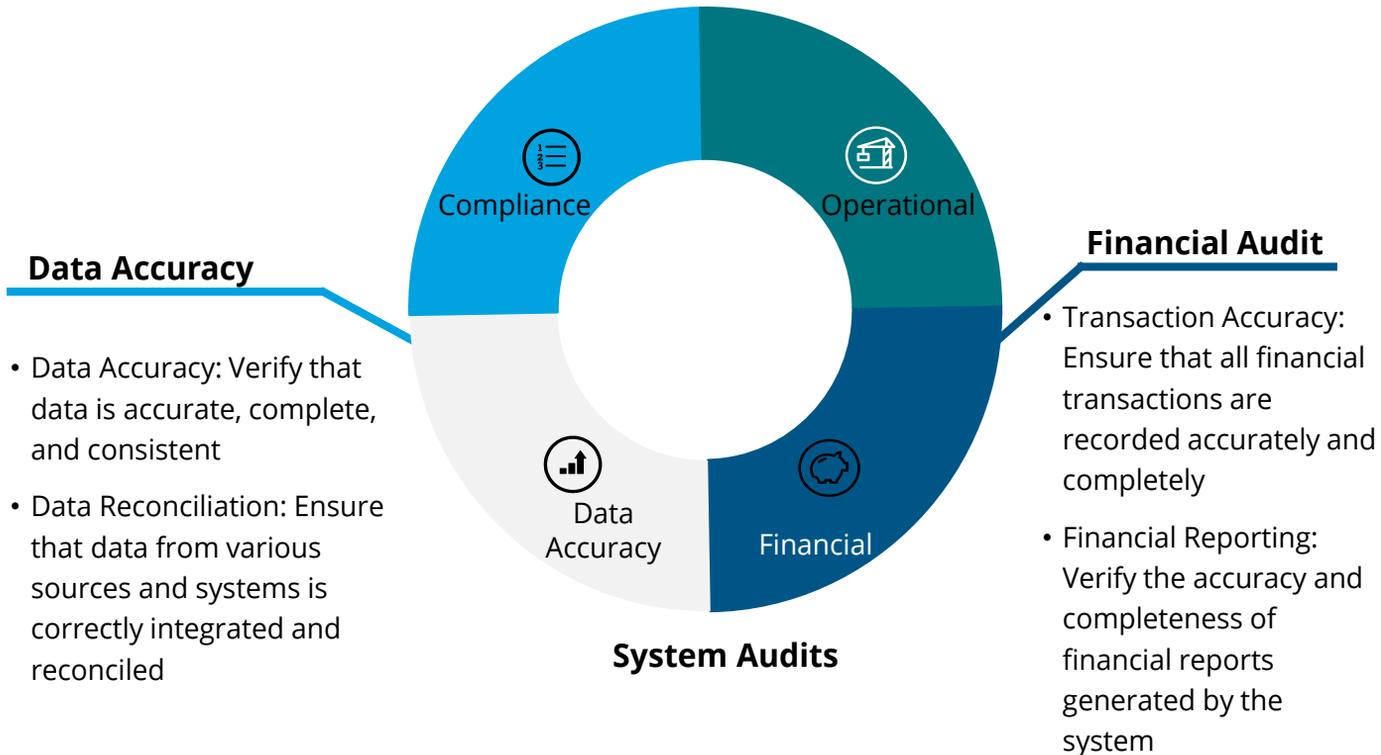
Operational Audit

- Process Efficiency: Evaluate the efficiency of financial processes and workflows within the system

Compliance

Operational

Data Accuracy

Financial

System Audits

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Understanding Your System and Common Challenges – Regular System Audits

Data Accuracy

- Data Accuracy: Verify that data is accurate, complete, and consistent
- Data Reconciliation: Ensure that data from various sources and systems is correctly integrated and reconciled

Financial Audit

- Transaction Accuracy: Ensure that all financial transactions are recorded accurately and completely
- Financial Reporting: Verify the accuracy and completeness of financial reports generated by the system

Compliance

Operational

Data Accuracy

Financial

System Audits

Optimization Considerations

Optimization Considerations – Data Integrity and Accuracy

Data Validation

Regularly validate data to ensure accuracy and consistency across the system. Configure additional validations
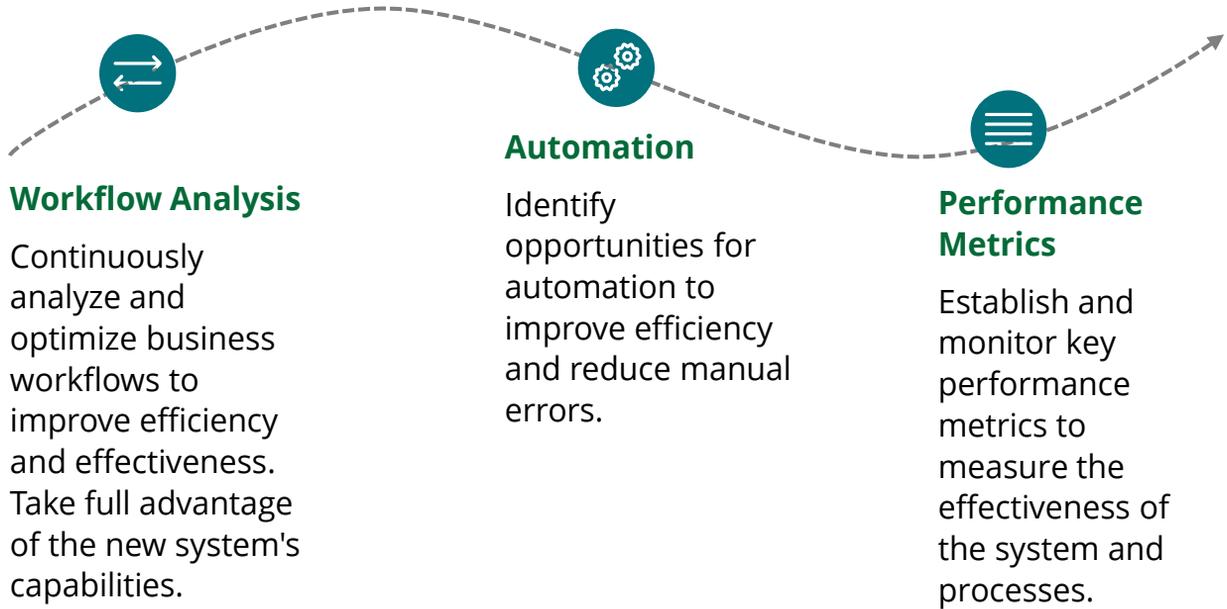
Reconciliation Process

Establish robust reconciliation process to compare data between the new system and legacy system(s) or other data sources

Audit Reports

Create reports to track and validate changes and ensure data integrity

Optimization Considerations – Process Optimization

Workflow Analysis

Continuously analyze and optimize business workflows to improve efficiency and effectiveness. Take full advantage of the new system's capabilities.

Automation

Identify opportunities for automation to improve efficiency and reduce manual errors.

Performance Metrics

Establish and monitor key performance metrics to measure the effectiveness of the system and processes.

Optimization Considerations - Reporting

- Developing effective reports when implementing a new financial system requires careful consideration of stakeholder needs, data accuracy, design principles, integration capabilities, compliance, and user support.

  - Ensure reports provide valuable insights, support informed decision-making, and comply with regulatory requirements.

Optimization Considerations - Reporting

KEY ELEMENTS

★ Identifying Stakeholders	→	Determine who will use the reports (e.g., executives, finance team, auditors) and understand their specific needs
Gather Requirements	→	Conduct interviews or surveys to gather detailed requirements from stakeholders regarding the type of information they need, the format, and the frequency of reports.
✓ Data Validation	→	Ensure that the data feeding into the reports is accurate, complete, and validated
Consistency	→	Maintain consistency in data definitions and calculations across different reports to avoid discrepancies

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Optimization Considerations - Reporting

KEY ELEMENTS

Report Design and Layout

➡ *Clarity and Readability*: Design reports that are easy to read and interpret. Use clear headings, labels, and data visualization techniques (e.g., charts, graphs).

➡ *Standardization*: Develop standardized templates for different types of reports to ensure uniformity and ease of understanding

Communication and Flexibility

➡ Provide options for users to customize reports based on their specific needs (e.g., filtering, sorting, and grouping data).

Automation and Scheduling

➡ *Automated Reports*: Set up automated report generation and distribution to ensure timely delivery of critical information.

➡ *Scheduling*: Allow users to schedule reports to run at specific times or intervals, reducing the need for manual intervention.

Optimization Considerations - Reporting

KEY ELEMENTS

Continuous Improvement

➡ *Feedback Mechanism*: Establish a feedback mechanism to gather user input on report usefulness and areas for improvement.

➡ *Iterative Enhancements*: Continuously refine and enhance reports based on user feedback and changing business needs.

User Training and Support

➡ *Training Programs*: Provide comprehensive training for users on how to generate, customize, and interpret reports.

➡ *Documentation*: Develop detailed documentation and user guides to assist users in understanding report functionalities and features.

Post-implementation, what area of support/training do you feel needs the most improvement?

Ongoing System Adaptation

Ongoing System Adaptation

Strategic Alignment

- **Business Objectives**: Ensure the new financial system aligns with the organization's strategic goals and objectives. This includes supporting growth, improving efficiency, and enhancing decision-making capabilities.

- **Scalability:** The system should be scalable to accommodate future growth and changes in the business environment.

Stakeholder Engagement

- **Buy-in from Leadership:** Secure commitment from senior management and key stakeholders to champion the transition.

- **User Involvement:** Involve end-users in the process to gather requirements, address concerns, and ensure the system meets their needs.

Ongoing System Adaptation

Future Enhancements

- **Feature Enhancements:** Continuously evaluate and implement new features and functionalities to meet evolving business needs.
    - Implement a continuous improvement process to refine and enhance system over time.
    - Keep the system updated with the latest updates to ensure security and functionality.

- **Integration with Other Systems:** Ensure seamless integration with other systems and platforms to enhance overall efficiency.

- **APIs and Interfaces:** Utilize APIs and other interfaces to facilitate smooth data exchange between systems.

Q&A

THANK YOU!