



Program Advisory Committee

May 19, 2011



Agenda



- Discussion Items
 - Employee Self Service Deployment
 - Business Objects (BOBJ) Prioritization
- Reports/Updates
 - Effective use of SAP effort
- EBS Status



Employee Self-Service



Employee Self-Service



Employee Self-Service

[Overview](#) | [Personal Information](#) | [Time](#) | [Compensation](#) | [Help](#)

| [History](#) | [Back](#) | [Forward](#)

Overview

Employee Self-Service applications provide you with easy access to information and services for employees. This page gives you an overview of the entire offering.



[Personal Information](#)

Manage your contact information



[Time](#)

Record your working times, request leave and display leave balances

[Quick Links](#)

[My Time Sheet](#)



[Compensation](#)

View your earnings statement and change your tax withholdings. Create, view and/or change your banking details.

[Quick Links](#)

[My Earnings Statement](#)



[Help](#)

View Help Documents and Frequently Asked Questions (FAQs)

[Quick Links](#)

[ESS Help](#)



Today

- 19% of City employees have ESS
- Current functionality
 - Time entry (primary focus)
 - Earning statements
 - Leave balances
 - Personal and contact information updates
 - Bank details for direct deposit



Next Steps



Make it Employee Self Service for all employees

- Expand to all City employees
- Expand functionality
 - Employee contact information
 - Multiple phone numbers
 - Multiple email addresses
 - View only of timesheets and leave balances for non-time entry employees



Advantages

- Single and consistent employee experience
 - Employee direct access to information
- Support Mayor's initiative
 - Contact employees (First Call – Reverse 911)
- Sustainability and reduced paperwork
- Lays groundwork for additional functionality
 - Manager Self-Service (MSS)
 - Leave request & approval



Possible Recommendations to ESC



- #1 Standardized Employee Self Service view
 - Standardized view for every employee
 - Reduces role management and system management
 - Some bureaus concerned with timesheet display for non-time entry employees and leave balance display
 - Data is 'real-time'. Shows what data is in SAP at a point in time.
 - Time data will not be complete at some times during pay cycle.
 - Leave balances are 'real-time' for the data that has been input
 - Communication that timesheet is not exact schedule of hours worked
- #2 Multiple views
 - Delay deployment
 - Creates future challenges in managing roles and increased complexity managing the system



EBS Staff Recommendation



- Deploy a standard Employee Self Service view
 - Pilot with a bureau
 - PBOT has volunteered
 - EBS will work intensively with pilot customer
 - Adapt training and communications
 - Deploy to the rest of the City
 - Apply “Lessons Learned” from pilot
 - Continue to adapt
 - Training
 - Communications



PAC Sub-Committee

BOBJ Prioritization



BOBJ vs SAP

- Business Objects (BOBJ) is a brand name for a set of data tools
 - Behind-the-scenes tools for extracting, transforming, and loading data
 - User interfaces for analyzing and reporting
- SAP is where we do business
 - Execute transactions
 - Interface to other systems to transmit and collect data



BOBJ vs SAP Reports

- Using SAP for reports is inefficient, slower
 - Heavy drain on system resources
 - Not what SAP ECC was designed to do
 - Reporting will take longer as the volume of data increases
- BOBJ is designed to do data manipulation and analysis outside of the SAP database
 - Create reports that fit bureau needs
 - Get information quickly
 - Data is extracted in useable packages
 - Coming: ability to report across multiple SAP modules
 - Ability to report from multiple applications (i.e., SAP – Synergen)
 - Use SAP do what it's designed to do
 - Protects SAP data



BOBJ: Where we are

- Web Intelligence (Webi Reporting) is the only module implemented at this time
- Funds Management and a few data sets (WBS Elements and real Internal Orders) are the only data available for reporting right now
- What's next is up to you



BOBJ: Where we are





BOBJ: Where we are



- Currently, 47 trained Super Users
 - Super User / End User is industry “best practice”
 - We ask Super Users to do a lot
 - End User training begins when Super User is ready
 - Rolling out End User training this week
 - PBOT submitted 35 potential End Users
- User training May 2011
- Advanced classes June-August 2011



BOBJ: User Outreach and Support



- Super User basic training (instructor-led)
- End User basic training (e-learning with assessment)
- Six advanced courses for Super Users
 - Filters
 - Formulas (basic and advanced)
 - Format
 - Charting
 - Sections and breaks
- Support sessions



Super User input

- Invited Super Users to provide input
 - What data *they* would like to see next
 - Concerned about completeness of reports they give to you
- Super User priorities:
 - CO Reporting
 - Statistical orders, planning, employee names, activity types, activity type names
 - MM & AP
 - Specifically, goods receipts by vendor reports, by year, with remaining contract balance
 - Payroll
 - Specifically, OT hours (and when paid, if retro), employee names and positions, cost objects, \$, PERNR, activity type, and activity type names (a.k.a. equipment names)
 - GL & AR Reporting
 - Specifically, aging report selection by period, year-end reports, fixed asset project systems data, property tax schedules, lease schedules, capital asset schedules



Super User concerns



- Frustration because they only have a slice of data; don't know how powerful it can be
- Could eliminate a number of Change Requests if more data was available through BOBJ



Subcommittee on Business Objects



- PAC Members:
 - Jane B, Ron, Sedeigh (for Jim), Jane K, Fred, Catherine, Tom (for Anna), Kevin (for Christine).
- EBS Resources:
 - Bruce, Jen, Leah, Rick, Chan
- OMF Bus Ops:
 - Elyse
- EBS PAC responsibilities:
 - Set priorities for improvements and changes within the existing SAP scope



Committee charge



- Develop the business strategy that will prioritize the sequence of how additional data is added to Business Objects reporting capabilities.
- Prioritize the development of Citywide usage/corporate reports.
- Draft policies regarding security, access and any applicable usage rules for end users.



Business Objects status



- EBS team has trained an initial set of 47 bureau super users.
- The EBS team convened the super users for two feedback sessions on data priorities; info shared with the PAC subcommittee.
- Bureaus are familiar with the Change Request process, and most are familiar with the requirements gathering process used in blueprinting.



Business Strategy



- Subcommittee reviewed menu of options (see handout)
- Subcommittee recommends the top five business areas to the full PAC
- Once approved, EBS team convenes key stakeholders in a requirements gathering session
- EBS documents requirements for PAC approval



Business Strategy, cont'd



- Once approved, EBS team prepares project plan and begins implementation
- Individual requests are submitted using existing Change Request process
- Subcommittee recommends set of criteria for prioritizing
- Once approved, subcommittee convenes to prioritize and report to PAC
- EBS Change Mgmt continues communication to super users



Initial Business Area Priorities



- #1 Payroll (labor charges)
- #2 Time Mgmt (hours)
- #3 Controlling (IOs, WBS elements)
- #4 Supply Chain (contracts, procurement)
- #5 Grants Mgmt
- #6 AP
- Not rated: AR, PA, Benefits



Business Area Prioritization



- Need EBS team input
 - Constraint in time management area
 - Clarification of costing data in either payroll or controlling data area
- Need full PAC discussion, adoption
- Next steps for subcommittee – propose Change Request criteria for prioritization



PAC Sub-Committee

Make Effective Use of SAP



Subcommittee – Make Effective Use of SAP



- PAC Members:
 - Ron, Jane, Carol, Jack, Anna, Fred
- Other Resources:
 - Bruce, Jen, Dorothy (EBS)
 - Jennifer C (OMF Bus Ops)
- EBS PAC Responsibilities:
 - Provide leadership to promote the effective use of SAP and standard business processes



Make Effective Use of SAP

- Progress report on Year of SAP for PBOT
- Identify action items for PAC
- Identify next steps for resource-intensive bureau assistance



Action Items

- Training/Continuing Ed/User Forums
 - Training requirements v. training completed
 - User group participation
- Role Mapping
 - 2-3 years after SAP – re-examine processes, roles
 - PAC member sign off once/year
- Business Process Review
 - Review key (high risk, high volume) business processes; make improvements as needed
 - Time approval
 - Procure-to-pay



Action Items, Cont'd



- Conceptual Overviews
 - Request overviews in CO/FM, OM/PA and procure-to-pay
- ESS Time Entry/MSS Time Approval
 - Transition previous TARS users to ESS (currently 19% of City); decommission interim/shadow systems
 - Champion the development, use of MSS
- Super User Confirmation
 - Define and communicate roles to support user forums



EBS Status



Roadmap

Draft Roadmap materials received from SAP	Done
Reviewed to validate data input and feedback sent back to SAP (specific IT meeting held)	Done (Rev 2)
Ken & Bruce review	Done
Feedback to SAP for update/revision	Done
Review by process owners	WIP (Rev 3)
Review by PAC & ESC	
Presentation and adoption by PAC & ESC	



EBS Status



- System Patch
 - Progressing on schedule
 - Testing complete in all environments
 - No unresolved issues
 - Production patching May 20th – 22nd
 - Process is underway

- Changes for Labor Agreements
 - Total CRs: 61
 - Complete: 27
 - In process: 28
 - Not started 6



Change Requests

- Change Requests (non-Labor Changes)
 - New Received in April: 9
 - High
 - Remove Type 61 from SAP Budget/Actual Reports – Fin Services
 - 2011 COLA - BHR
 - Compensated Absences Report - Fin Services
 - Allow work week split between hours - BHR
 - Create new Restricted Use ZFIPYFOR Report – Fin Services
 - Medium
 - Add to fields available for DPR personalization - Police
 - HRAR 3.03 Seniority Change – BHR
 - New Role for Restricted use of ZFIPYFOR Report – Fin Services
 - Insufficient Information
 - Risk Management Annual Allocation Report - BIBS
 - Completed in April: 3
 - # 476573 – Cayenta Windows 7 Upgrade
 - # 480288 – Telecom Billing SAP Interface code change
 - # 476573 – Interface Testing due to Windows 7 requirements
 - Total Open High Requests: 35



New Functionality

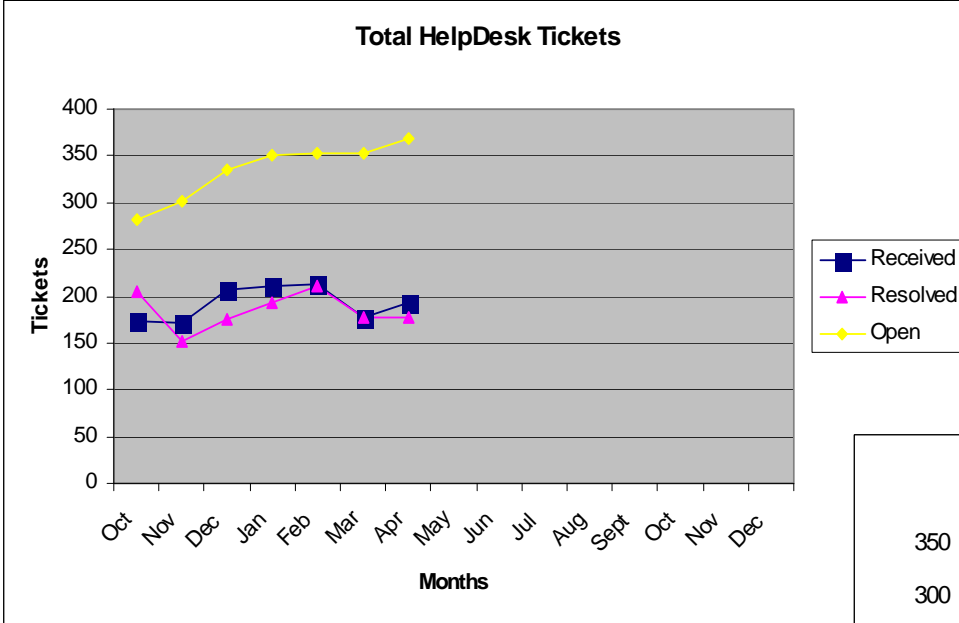
- **Business Objects**
 - 8 reports developed by Super Users and deploying to end users
 - End User training available this week
- **Expanded ESS (SAP Portal)**
 - Functional/Stress testing will complete June 10
- **Manager Self Service (MSS)**
 - Project planning in initial stage
- **Water interfaces (CATS Time-Entry, Work Order Inbound)**
- **New**
 - Interface to TRACS, ACCELA (BDS)



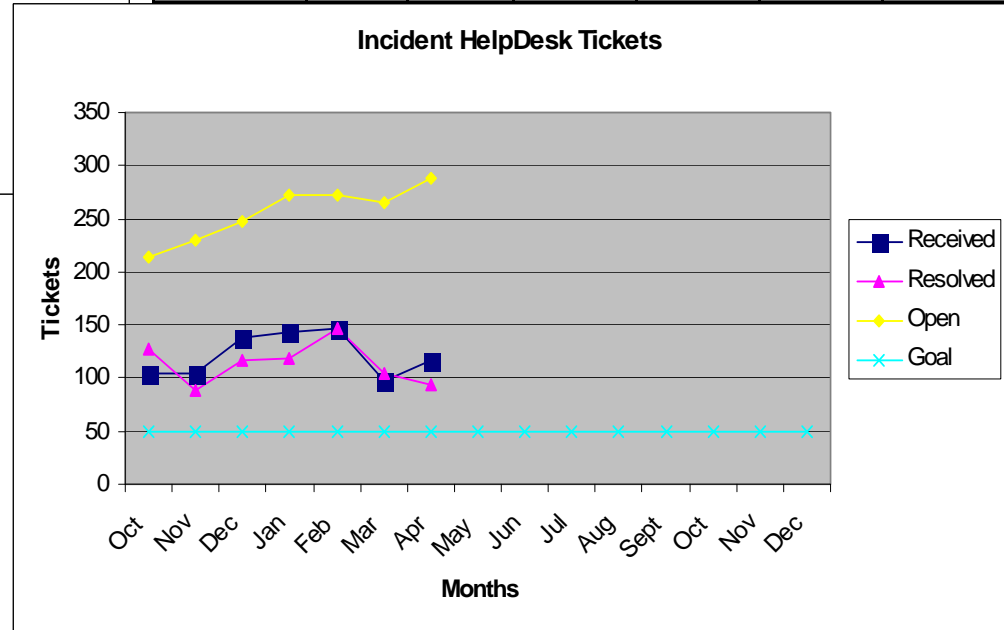
HelpDesk Ticket Status



Total	Nov	Dec	Jan	Feb	Mar	Apr
Received	172	206	210	213	178	194
Resolved	151	176	194	211	178	177
Open	302	334	350	352	352	369



Incidents	Nov	Dec	Jan	Feb	Mar	Apr
Received	104	137	143	147	97	117
Resolved	89	117	119	146	104	94
Open	229	248	272	273	266	289
Goal	50	50	50	50	50	50





EBS Staffing



- Principal Analyst (Time) recruitment
 - Unsuccessful in attracting qualified candidates
- System Analyst recruitment (closed)
 - Appears to be some qualified candidates
- Trainer resignation effective May 12th

SAP Data Areas for Reporting

Accounts Payable Accounting

Vendor Line Items. Accounts Payable Accounting line items

Check Register. Accounting payments based on checks

Check Register Line Items. Accounting payments based on checks and the corresponding vendor line items.

Accounts Receivable Accounting

Accounts Receivable: Line Items. Accounts Receivable Accounting line items

Payment History. Data relevant for the payment history of accounts receivable accounting.

Grants Management

Grants Management: Line Item.

Controlling

Overhead Cost Controlling

Overhead Projects

WBS Elements: Overall Plan. Plan costs for the WBS element that were planned in the hierarchy.

WBS Elements: Actual Cost Line Items. Actual costs and actual quantities of the WBS element.

WBS Elements: Costs. All costs and quantities (plan, actual, and commitment) of the WBS element.

Cost Center Accounting

Overhead Orders (ie internal orders)

Supply Chain Management

Purchasing.

Payroll

Payroll Data. Cumulated payroll results for each month. tables.

Posting Documents. Posted or reversed posting documents when payroll results are posted to Accounting.

Personnel Administration

Employee. A data record for each personnel number, as of the month in which the first personnel action is executed.

Personnel Actions.

Benefits

Benefits. Benefit plans and their costs for employer and employee per calendar year/month.

Time Management

Quota Transactions. Time quotas and employee data from Time Management.

Actual personnel times. Actual time and labor data from Time Management.

Absences

Attendances

Employee Remuneration Information