Columbia University
IN THE CITY OF NEW YORK

University Senate

ARC Update

December 13, 2012

Discussion Points

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

What is ARC?

- “Accounting and Reporting at Columbia”—went live on July 1, 2012
- Integrated financial system, using PeopleSoft Financials Application
  - Procurement (requisitions, POs, vouchers, travel expense)
  - General Ledger transactions (journal entries)
  - Reporting through Financial Data Store
- Fully integrated with PeopleSoft HR, also fed from systems such as InfoEd (grants), Advance (gifts), and Student Information Systems
- Anticipated improvements for departments include:
  - More flexible account structure/better reporting (by PI, across projects, etc)
  - More transparency for transaction status
  - Improved efficiency for purchasing process (e.g. payments against POs process automatically, all applicable information is in one system)

System Status

System Status: Transactions

- Basic transaction functionality is working well
  - Vendor set-up, requisition processing, voucher processing, cost transfers
- Central processing times have stabilized
  - Vendor set-up was an early-stage issue
  - P-card access also an early stage issue; now caught up in P-card access
  - Cost transfer performance dramatically improved
  - Voucher and requisition processing has stabilized
- Certain aspects of basic transaction processing have required re-training and reminders
  - Every transaction subject to a “budget check”
  - Approvers need to actively manage a worklist
  - Transaction status requires monitoring; e.g. transactions that have failed budget check

System Status: Reporting

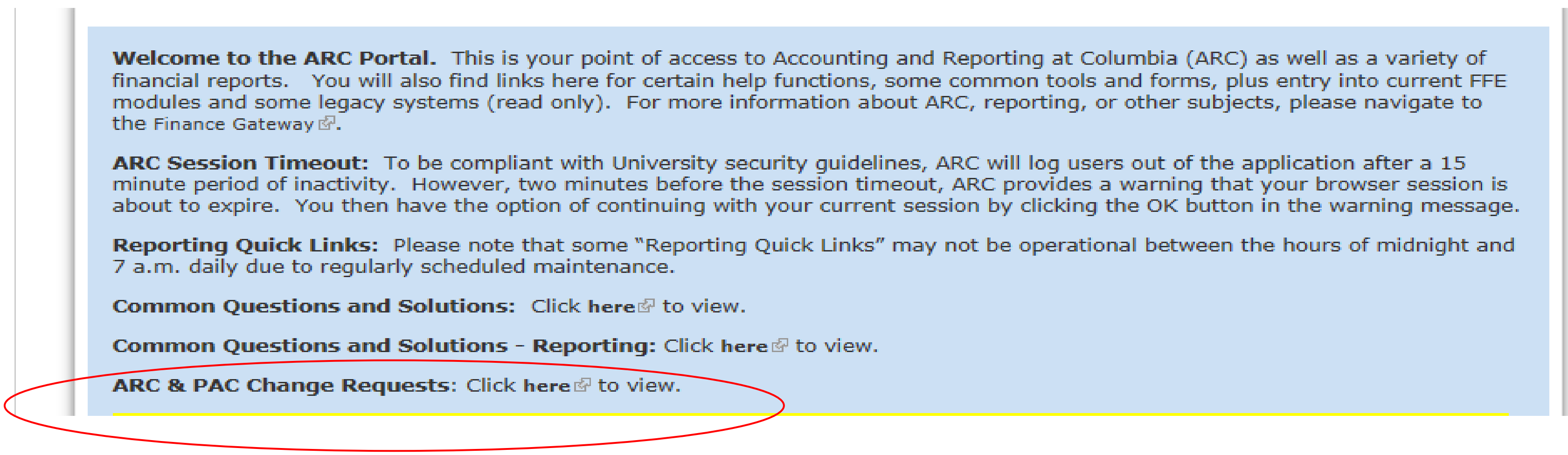
- A number of key enhancements/fixes have been made since Go-Live
  - P-card data now more transparent by vendor
  - Sub-Award detail report now available
  - Cost transfer performance improved

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

- November data, including minor clean up entries, should be complete by end of this week

System Status: Where to Find Updates

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



Welcome to the ARC Portal. This is your point of access to Accounting and Reporting at Columbia (ARC) as well as a variety of financial reports. You will also find links here for certain help functions, some common tools and forms, plus entry into current FFE modules and some legacy systems (read only). For more information about ARC, reporting, or other subjects, please navigate to the Finance Gateway.

ARC Session Timeout: To be compliant with University security guidelines, ARC will log users out of the application after a 15 minute period of inactivity. However, two minutes before the session timeout, ARC provides a warning that your browser session is about to expire. You then have the option of continuing with your current session by clicking the OK button in the warning message.

Reporting Quick Links: Please note that some "Reporting Quick Links" may not be operational between the hours of midnight and 7 a.m. daily due to regularly scheduled maintenance.

Common Questions and Solutions: Click **here** to view.

Common Questions and Solutions - Reporting: Click **here** to view.

ARC & PAC Change Requests: Click **here** to view.

  - Please continue to review and share your feedback on this list to your School / Admin Unit Senior Business Officer

Training & Communications

Training and Communications Post Go-Live

- Post Go-Live the team conducted six meetings on each campus from July through October for all DAs and business managers
  - Took questions and concerns
  - Updated users on system fixes/issues
  - Refreshed users on where to go for help
- Held Transaction Support Office Hours from July through September at 4 locations (Morningside, Studebaker, CUMC, and Lamont)
- Seven additional sessions have been conducted just for A&S and SEAS DAs
- Other sessions were applicable to the science DA community, open for all of Morningside
  - Two forums conducted by SPA/SPF (September and December)
  - SAPO/open Commitment Report Session (Sept)

Training and Communications: User Feedback

- Users are now familiar enough that the feedback is moving from "how to" questions to specific requests/longer-term fixes
- We are hearing concerns primarily focused on following:
  - Transaction time burdensome; clicks to complete and wait times
  - P-card reconciliation time consuming
  - Certain reports taking too much time to deliver
  - Users need more cross references to know which report to use, when
  - System time-out after 15 min of inactivity does not permit adequate document review
- Our current efforts to remediate/mitigate are:
  - Conducting online system performance monitoring and pruning resource-intensive reports where possible
  - Adding server capacity
  - Will extend time-out provision to 30 minutes
- In addition, we will undertake steps in the New Year to obtain more granular and actionable feedback from users on transaction experience

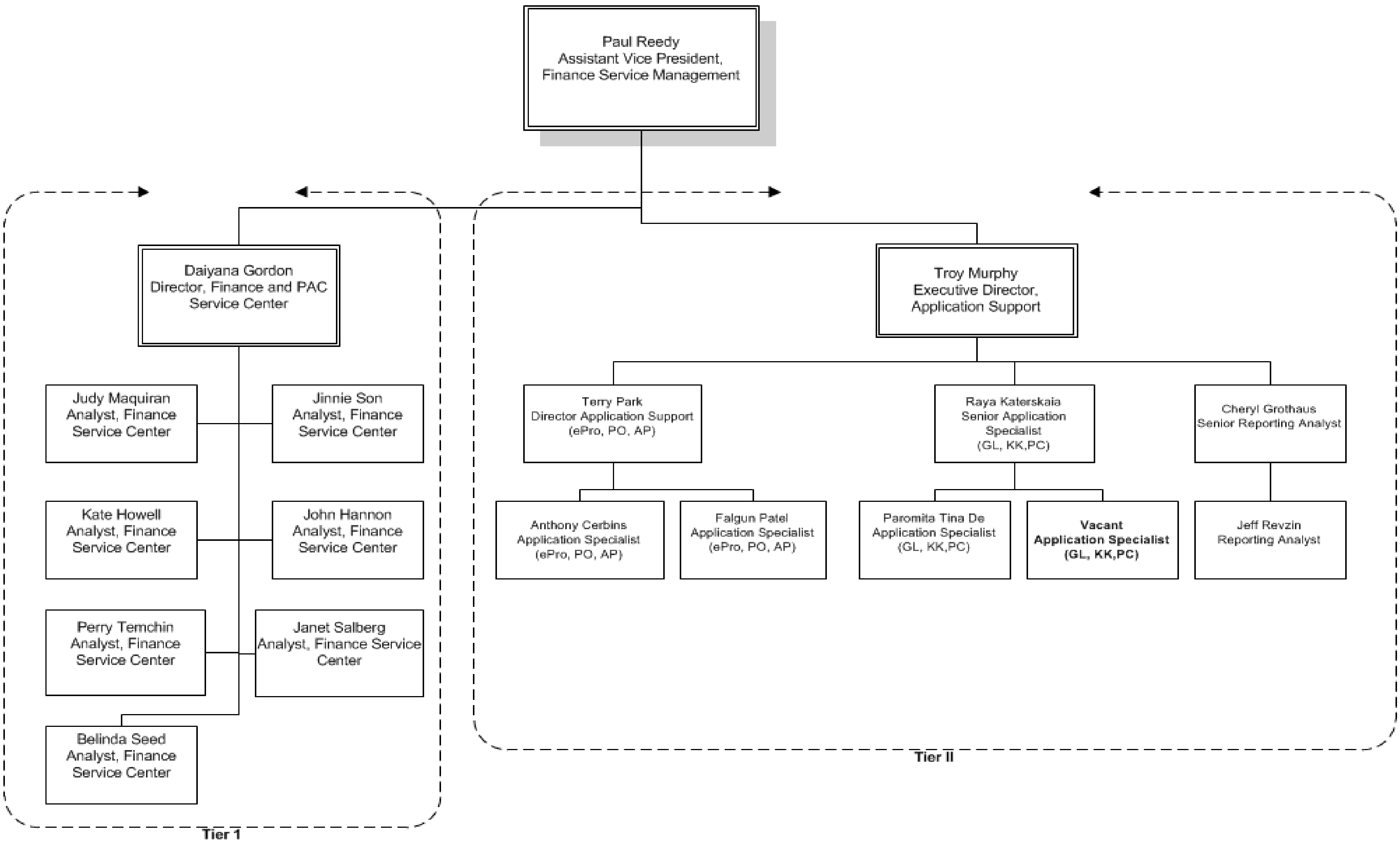
Next Steps

Next Steps

- Developing plan to reinstate Transaction Support Office Hours on a permanent basis in the New Year
  - 1 day/wk on each campus
  - May be done in conjunction with SPA
- Will conduct research-department focused working sessions with representative DAs and Chairs from three schools
  - Engineering: EE, Biomedical Engineering, CS
  - P&S, Basic Science depts (exact departments TBD)
  - A&S: Biology, Physics, Chemistry, Economics
  - Will report out findings and next steps at chairs meetings
- Reporting enhancement effort
  - Currently obtain monthly feedback on priorities from School Sr. Business Officers
  - Will revive the Reporting Task Force to weigh in on next round of report enhancements

Appendix

Finance Service Management Organization



Reporting Fixes/Enhancements Since Go-Live

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

Reporting Fixes/Enhancements In Queue

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

Reporting Fixes/Enhancements In Queue

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