The Cardinal Project Newsletter

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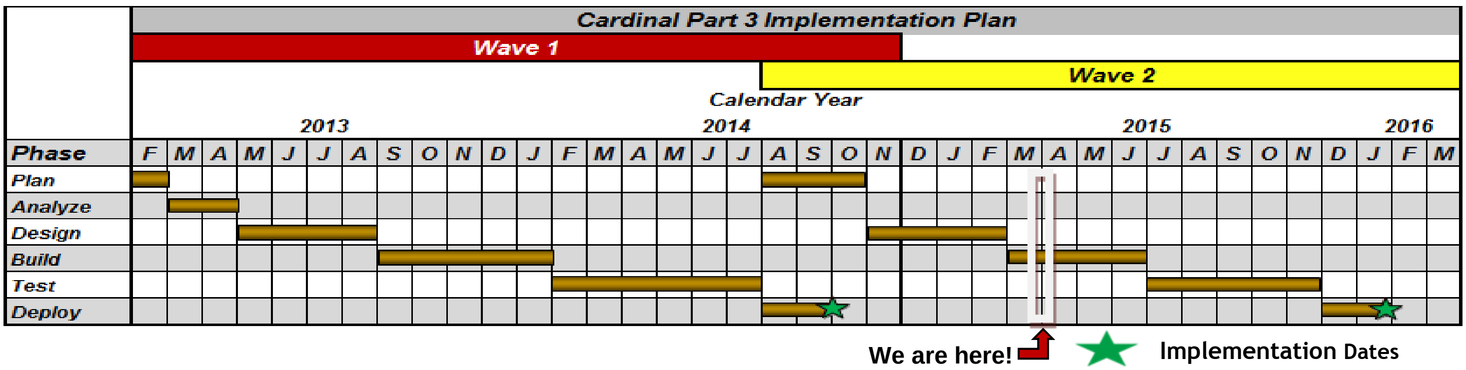
Project Status



We are approaching the second month of the Build Phase for Wave 2 agencies. Wave 2 activities completed since our last newsletter in February 2015 include:

- Meetings/workshops related to: Chart of Accounts Build, Change Network #2, February Interface, Workflow, and Budget Structure Office Hours
- Distribution of communications and agency tasks related to: Confirming CAFR Reporting Needs, Petty Cash Questionnaire, 1099 Reporting, CIPPS SpeedTypes, Agency Specific ChartField Values, End User Training Counts, and Design and Build Interfaces/Updates Agency Systems-Checkpoint A

Workflow

Most of the tasks you perform throughout the work day are part of a larger process which involves multiple steps and different people working together. Workflow is the tool Cardinal uses to route certain transactions through the approval process. General ledger journals, accounts payable vouchers, employee cash advances, employee expense reports, and travel authorizations all use workflow. Workflow is not used for accounts receivable funds receipts or general ledger budget journals; they require manual approval. Cardinal routes transactions for approval using workflow when a transaction is entered online into Cardinal or when a transaction is interfaced into Cardinal that requires online changes. When a transaction is interfaced into Cardinal and requires no online changes, the transaction is routed through workflow and bypasses the agency-level approval step(s). If applicable, the transaction routes to DOA for required central approvals.

Workflow uses certain tools to route transactions to the appropriate approver(s):

- Routing triggers – Department ID is the initial trigger to route transactions for agency approval.
  - For journals, it is the Department assigned to the User ID entering the journal.
  - For vouchers, it is the Department specified in the Responsible Org field on the voucher header.
  - For expenses, it is the Department on the expense employee profile of the employee being reimbursed.
- Route Control Profiles – Route Control Profiles specify a range of Department values that a user is responsible for approving. Based on the Department trigger, Route Control Profiles direct vouchers and journals to the appropriate user's worklist.
- Rules – Rules are special criteria that prompt additional approval. One example is certain transactions require central approval by DOA if they relate to capital projects (program code 9980) or legal services (account code 5012430).
- Worklist – A worklist is a list unique to each approver that displays transactions ready for approval/review. (See Cardinal Newsletter Issue Part 3, Issue 3.) In order to review/approve the transaction, an approver can click the appropriate link on the worklist or, in most cases, navigate directly to an approval page for each transaction type. Worklists may either be pooled (i.e., the same transaction is routed to the worklist of two or more approvers; used for vouchers and journals) or non-pooled (a single transaction is routed to only one approver; used for expense reports, cash advances, and travel authorizations). Examples of actions approvers can take include either approving or denying the transaction.

Wave 2 agencies and the Cardinal Project Team are currently working to develop and implement workflow options suitable for each agency. There have been workflow workshops and several agency tasks related to workflow.

Workflow in Cardinal has many benefits, including: providing users with tools to control work processes to avoid loss of transactions and aid in prioritization, automating operational and managerial approvals, supporting separation of duties and providing an audit trail of approval history, and helping to enforce policies and procedures. Users will learn more about workflow in Cardinal training.

Interview with Wave 1 Agency

Last month, two of our Cardinal Project team members met with Pam Wilmoth, Director of Financial Services, and Ravenna Cousins, Assistant Manager of General Accounting at the Department of Corrections (DOC) and asked them for feedback on the Wave 1 Go-Live at their agency. In Wave 1, Pam was DOC's Primary Contact, and Ravenna was a Cardinal Trainer. We covered a variety of topics, and have chosen a few that are timely for our current Wave 2 agencies.

Cardinal Project (CP): ***Your agency CN members completed a number of tasks, and attended several meetings / workshops in preparation for go-live. Looking back, what was most beneficial?***
Pam: The Impact Analysis [part of the Business Process Workshops] really prepared us for go-live. I wish we had had more time to spend on it. It helped us prepare for changes that we would not have been ready for otherwise. We referred back to it several times before Go-Live and afterwards as well.
In general, the meetings were helpful. At meetings, we heard from the Cardinal Project team and also from other agencies. It helped us understand the relevance of tasks.

CP: DOC volunteered eight employees to serve as Wave 1 Cardinal trainers. ***How do you feel about investing that many people and that much time in training?***
Pam: I'm glad we did. Because of them, we had the skills in-house at Go-Live. We chose trainers who knew our agency's policies and procedures. We were actually able to have our own labs here [at DOC].
Ravenna: Because we worked in teams, we heard the course material multiple times. So we were able to use Cardinal Day 1.

CP: ***Was it worth the time and effort?***
Pam: Absolutely! It was definitely worth it.
Ravenna: And it is still a benefit. We are still training one-on-one, helping users (especially in the field) with questions and troubleshooting. We can train new users onsite.

CP: ***What was your biggest challenge at go-live? Today?***
Pam: The first week wasn't bad at all. Travel [Employee Expense processing] was the biggest challenge. It wasn't difficult - just time consuming. After that, we worked more on identifying and correcting errors. Today we are more focused on recons.

CP: ***What was your biggest surprise with Cardinal after go-live, either positive or negative?***
Pam: Positive would be the reports and queries. There is so much information. Negative was the time it took to process travel.
Ravenna: I agree. We provided additional instructor-led sessions and labs for our users before and after Go-Live.

CP: ***What advice would you give to a Wave 2 agency?***
Pam: Invest the time and resources. Learn as much as you can and have trainers from your agency. It was not easy for us to do their duties while they prepped for training, but we were so glad at Go-Live and even now. It was so worth the effort.
Ravenna: As a trainer, the classes seemed like a lot at first. But they were spread out. And it was great having our own subject matter experts at our agency.

CP: ***Was there a particularly difficult challenge?***
Pam: The Role Mapping and Employee Data tasks were the most challenging. We did not know that the role mapping had to synch with the proxies, who enter travel transactions for other employees.

> (**Note from CP:** Task 51, Role Mapping, will be introduced to Wave 2 agencies in July, 2015; Task 46, Review and Provide Employee Data begins in April, 2015.)

CP: ***In hindsight, do you wish you had done anything differently in preparing for Cardinal?***
Pam: I would like to have been able to involve more staff, especially in other regions.
Ravenna: It would have been helpful if we had had our trainers to practice correcting errors when they took the course.

Could You Be A Cardinal Trainer?

Cardinal will be using some Wave 2 agency employees to help train Wave 2 agency users.

What's required?

- Time - Six Train-the-Trainer / preparation days and eight class days between August 2015 and Go-Live.
- Ability to Learn – We will train you to teach a specific Cardinal course.
- Skills – Knowledge of your current system, patience, and the ability to share both with future Cardinal users.

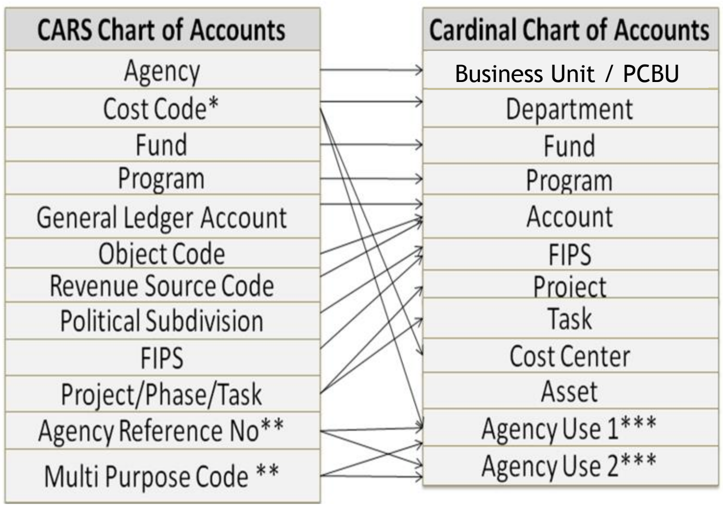
What's the payoff?

- You'll develop skill in using Cardinal.
- You'll learn how to be an effective trainer.
- You'll be the most sought after person at your agency once Cardinal goes live!

If you are interested, please contact your Agency Training Contact. (See the Change Network Tab on the Cardinal website.)

Chart of Accounts (COA)

A Chart of Accounts (COA) structure is used to categorize financial transactions. When an agency implements Cardinal, their users see a new Commonwealth COA. Cardinal's COA is somewhat similar to CARS's COA. However, the new COA is more flexible and facilitates consistent financial reporting across all agencies. Here is a crosswalk between the two different COAs:



Notice the similarities in some COA values:

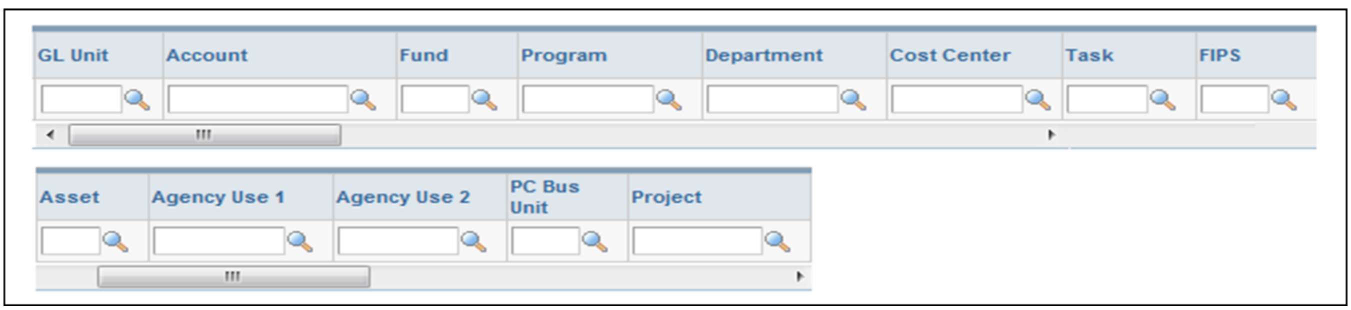
	CARS	Cardinal
Agency	151	15100
Fund	0410	04100
Account	1123	5011230

*****Agencies use Cost Code for multiple purposes so it may map to several Cardinal ChartFields.

******These CARS fields are not true COA fields; they are not summarized to the ledger. Depending on an agency's usage, they may map to various Cardinal COA ChartFields.

*******Each agency has two available fields in Cardinal that can be used for its specific purposes.

The Cardinal transaction grid captures the COA via individual fields called ChartFields. Each ChartField provides a bit of information about the transaction. Here is an example of the grid you will use throughout Cardinal:



Upcoming Activities for Wave 2 Agencies

- Business Process Workshops
- Identify Agency Trainers
- Agency Impact Analysis
- Provide Employee Data
- Confirm Agency Network Information
- May 2015 Interface Meeting
- Accounting Fundamentals Class