PLUGGED IN

UBAS & BUDGET DIVISION NEWSLETTER — March 2018

Service Desk

The scope and depth of the changes coming to the UGA community is significant. Providing an avenue to report OneSource system problems, questions, and requests will be vital for adoption and utilization rates at and after go-live. To provide front-line (level 0/level 1) service for the UGA community, the OneSource project has implemented a Service Desk team to support go-live and to continue supporting UBAS, Budgets, and Human Resources into the future.

The Service Desk will work with the EITS Help Desk, AIS team, USG Shared Services and the UGA Financial and HR functional departments to develop processes and workflow to optimize customer response rates and problem resolution. This will include adoption of the use of the EITS standard, Team Dynamics, for case management, including licenses for functional department resolution contacts. A central phone number will be established for a single point of contact as well as an email and client-facing web request form.

The Service Desk will provide users with front-line assistance such as general system information and baseline problem resolution. More complex questions and issues will be assigned to subject matter experts in the corresponding business office. This approach will provide the UGA community with a central point of contact for systems and other business process questions, removes baseline problem resolution from our departments and allows our organization to monitor key performance indicators and identify issues and areas for improvement.

The Service Desk is already supporting the new UGA Budget Management System (Hyperion) and will be prepared to support the UGA Financials Management System (PeopleSoft Financials) in July and OneUSG Connect (PeopleSoft HCM/HR Payroll) in December. Over time, Finance & Administration will also determine the appropriate time to incorporate other systems into the Service Desk functionality.

Billy Knight, Service Desk Manager, joins the University of Georgia community after 17 years with IBM as a Server Services manager on strategic outsourcing contracts. Primarily supporting large financial customers, he brings an operations knowledge to the Service Desk, including the use of case management systems. Having managed remote teams for the past several years, he's excited to be working face-to-face with the OneSource Project team, as well as developing relationships with our 'customers' across the University.

Matthew Vanderkooi, Service Desk Operations Specialist, is also new to the University of Georgia after 12 years working for a local business in Athens. He is also heavily involved with a local non-profit, Free I.T. Athens, where he volunteers as a staff and board member. Having a degree in computer support, along with his customer service background allows him to bring a "technically knowledgeable" customer focused approach to the Service Desk. He too looks forward to helping the Service Desk build a strong, lasting relationship with the University of Georgia community.

JOB OPENING

The Service Desk is actively seeking a third team member for an **Operations Specialist II** position. This position will staff the Service Desk in support of the OneSource project and report to the Service Desk Manager. This position is currently funded by the OneSource project through EITS, but will transition to University Business & Accounting Services sometime after the final go-live. Please forward the job posting to anyone who might be interested. The posting number is **S00387P**.

It is strongly encouraged that you apply as soon as possible. Additionally, there will be other opportunities in the future to join the Service Desk.

MARCH: National Women's History Month

National Women's History Month was established by presidential proclamation in order to draw attention to and improve the focus on women in historical studies. It began in New York City on March 8, 1857, when female textile workers marched in protest of unfair working conditions and unequal rights for women. It was one of the first organized strikes by working women, during which they called for a shorter work day and decent wages. Also on March 8, in 1908, women workers in the needle trades marched through New York City's Lower East Side to protest child labor, sweatshop working conditions, and demand women's suffrage.

Beginning in 1910, March 8 became annually observed as International Women's Day. Women's History Week was instituted in 1978 in an effort to begin adding women's history into educational curricula. In 1987, the National Women's History Project successfully petitioned Congress to include all of March as a celebration of the economic, political and social contributions of women.

UBAS *Family*

Tracy McNabb in Student Account Services recently became a new grandmother when **Adalynn Rachel Baker** was born on February 2nd. Congratulations!

Jennifer MacDonald in Post Award Accounting has received her CPA license.

The following people are celebrating years of service milestones in March of this year:

Clayton Wilcox – Budget: 10 years
Julie Camp – Payroll: 25 years

**Please note that for newsletter purposes, we are counting from the employee's actual hire date and Finance and Administration uses a different date for their recognition.

OneSource

Data Warehouse Forum

UGA's OneSource Project is holding a public forum to share information about the UGA Data Warehouse. The warehouse is the repository where the institution's data will exist to primarily support the analytics needs of UGA.

The purpose of this forum is to make the community aware go-live plans for the Data Warehouse, initial information that will be available via the data warehouse, how departments can receive data from the data warehouse, and data and reporting changes that will be occurring as a part of the transition to the OneSource systems.

Important forum information for your participation:

When: Wednesday, March 14 from 10:00 a.m. – 12:00 p.m.

Where: Special Collections Library, Room 271

What: If you would like to attend the forum, please RSVP at **bit.ly/OSDWF.**

OR Join us via a live Collaborate web session at **bit.ly/DWFCS.**

User Acceptance Testing

User Acceptance Testing will be conducted over multiple sessions March 26 – April 30. UAT Orientation is planned for the week of March 12. All testing will be conducted at the OneSource Testing and Training Facility, 2130 River Road (the old Print Services Building).

More details on testing can be found on the Testing Resources Page at *https://onesource.uga.edu/resources/training*.

Save the Date!

Human Capital Management Business Process Design Forums

Please mark your calendar for the OneUSG Connect Human Capital Management Business Process Design Forums. Human Capital Management, or HCM, refers to core human resource, payroll, benefits, talent management, and workforce management functions.

Each day will focus on different business processes. In March, you will receive a detailed schedule for the specific business processes, which will be reviewed at each forum.

The HCM Business Process Design Forums will be held:

- **Monday, April 30** at the Special Collections Library, Room 271 or via collaborate

- **Tuesday, May 1** at the Special Collections Library, Room 271 or via collaborate

- **Thursday, May 3** at the Special Collections Library, Room 271 or via collaborate

Each of these sessions will be from 1:30 p.m. – 4:30 p.m.

As UGA transitions to the University System of Georgia's OneUSG Connect as our new HCM system, we will realize one goal of UGA's OneSource Project - to adopt leading business practices and streamline business processes. After all, the OneSource project is a business transformation project, not just an IT project. Over the past six months, the OneSource HCM teams partnered with school, college, and unit representatives to a) review the baseline business processes of OneUSG Connect, b) confirm how those business processes can be utilized by UGA and if applicable, and c) identify and design any baseline changes needed.

It is important that the UGA community be aware of these new business processes, especially those that might be potentially impactful or significant to your unit. We invite you to review and provide input/ask questions on these business processes.

In March, documentation will be posted to onesource.uga.edu so that you can review summaries of "key" process changes as well as the business process maps. Additionally, you can submit your questions about these processes in advance of the April and May forum dates; your questions and comments will be the subject matter for the meeting agenda.

If you would like to attend these forums, please RSVP at **bit.ly/HCMBPDF**.

Fiscal 2018 Year-End

In preparation for the University of Georgia's business transformation through the OneSource Project, financial deadlines will be strictly adhered to this year.

As part of UGA's OneSource Project to launch a new finance and human resources administration system that is integrated, efficient, modern, and supports data-driven environment, a number of systems used by the UGA community will change. A list of the affected UGA systems, the upcoming changes to those systems, and the dates for these changes can be found on the OneSource website at **https://onesource.uga.edu/resources/system_changes/**.

Information about these system changes is being shared early so users of the affected systems can begin to prepare for these changes.

Please use the following guidelines found in this letter to plan and prepare and to make all appropriate charges and encumbrances to your accounts for this fiscal year. Due to the conversion and transition to the new financial system near fiscal yearend, the following deadlines will be strictly adhered to this year. There will be no exceptions to these dates. Please plan accordingly.

Free Tax Services

Need assistance with preparing your taxes?

The University of Georgia is partnering with the Internal Revenue Service (IRS) to provide free Volunteer Income Tax Assistance (VITA) services for simple returns again in 2018. This is the 13th year of this partnership that provides practical experience for UGA students majoring in Financial Planning and Accounting. Students who enroll and participate earn academic credit for their efforts.

The IRS trains UGA students as tax preparers and Georgia United Credit Union provides the office space and funding – benefiting local consumers by having their taxes prepared and filed electronically at no charge!

If you need assistance, please visit at **https://gucu.org/membership/vita-tax-prep**.

Did you know?

Creswell Hall is named after Mary Ethel Creswell who, in 1919, became the first woman to receive an undergraduate degree from the University of Georgia.

New Employees

We would like to take the opportunity to welcome the following people to the UBAS Family:

Joshua Worth Accounts Receivable
Joycelyn Pounds Sponsored Projects Administration
      Post Award Accounting

Dates to Remember:

Daylight Saving Time

Daylight Saving Time begins on March 11, so don't forget to set your clocks ahead one hour!

St. Patrick's Day

St. Patrick's Day is on Saturday, March 17th.

First Day of Spring

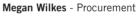Spring begins on March 20th!

Good luck!

Treasure Hunt!

Get your sleuthing skills ready to play this month's Treasure Hunt! To play, just find all the hidden shamrocks in the newsletter, then submit the correct answer via e-mail to **spark-comm@uga.edu** by March 16, 2018. Up to 3 winners will be chosen to receive a prize.

Congratulations to **Megan Wilkes** (Procurement) and **Tara Wood** (Payroll) for winning last month's treasure hunt!

Enjoy your Jittery Joe's gift card!

Megan Wilkes - Procurement   **Tara Wood** - Payroll

YOUR SPARK COMMITTEE

Darlene Bradley	Budget Office
Christy Daniel	Bursar's Office
Maddison Dean	Procurement
Beth Martin	UBAS
Tiffany Payne	Bursar's Office
Crystal Rogers	UBAS Programs
Vance Silcott	Insurance & Claims
Holly Snelling	UBAS Programs
Harold Waters	Bulldog Print + Design
Ashley Weed	Property Control
Savannah Whaley	Post-Award Accounting

http://www.busfin.uga.edu/spark/