The George Washington University
Expense Reporting (eExpense) System Implementation Project
Project Transition Document

Prepared By: Adam Donaldson
Version: 1.2
Date: March 11, 2013
Project Owner: Dave Green, AVP for Financial Operations
               Donna Ginter, Procurement Director
Project Manager: Adam Donaldson
               Business Management & Analysis Group
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        Approved
        Unapproved
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## Revision History

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<th>Author</th>
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<td>1.1</td>
<td>1/27/13</td>
<td>A. Donaldson</td>
<td>Updated project owner to S. Heinle. Updated 3.2.1 Concur Performance Agreement. Added action to Section 4 regarding web services issue. Updated dates in Section 5 &amp; 6.</td>
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<td>3/11/13</td>
<td>A. Donaldson</td>
<td>Updated closing date in Section 5 and dates in Section 6.</td>
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*Beginning with first approved copy – v1.0*
1 Project Acceptance

☒ Project Met Success Criteria and/or Objectives
☐ Project Met Modified Success Criteria and/or Objectives
☐ Project Did Not Meet Success Criteria and/or Objectives

The scope of this project, as approved in the ‘eExpense - Project Charter v1.0 APPROVED’ document, is to implement a combined expense reimbursement and P-Card allocation paperless system and process, utilizing a third-party application from Concur. The specific deliverables included in this scope and specified in the business requirements are included in Sections 1.1 and 1.2 below.

1.1 Overall Stated Objectives from Charter:

- [Objective MET] - Achieve paperless expense reimbursements, approvals and journaling.
- [Objective MET / ONGOING] - Reduce expense processing time and transaction costs.
  - Analysis of realized transactional cost reduction will need to be done after a reasonable normalization period. Scheduled review for 1-year from implementation.
- [Objective MET] - Reduce the amount of time and effort required to submit, approve, process and pay expense reports.
  - Reduction in time and effort to process and pay expense reports is readily apparent to Accounts Payable (AP). Reduction in time and effort to submit and approve expense reports is difficult to measure as it is reliant on specific departmental comparison of previous versus new process resulting from the new GW Expense Reporting system. In some departmental cases, previous processes required minimal initial effort, but lacked sufficient oversight causing much more effort after submission and/or approval to correct errors.
- [Objective MET] - Integrate PCard processing with automated pre-population of expense reports with PCard transactions to eliminate manual processes and “yellow envelopes”.
- [Objective MET] - Accommodate and automate enforcement of existing and future University-wide expense policies and rules allowing support staff to focus on value-added activities including auditing and monitoring of compliance with policies.

1.2 Summary of Business Requirements from Charter:

- [Requirement MET] - Implementation and launch of the Concur expense management system using GW’s Travel Portal web site as an entrance to the system.
- [Requirement MET] - Provide a mechanism for users to access expense data from PCard and travel as well as enter data for other expenses along with the ability to upload supporting documentation.
- [Requirement MET] - Users will perform the necessary allocation to the appropriate account/org/fund/award from within the application, before the activity has been interfaced into AP.
- [Requirement MET] - Allow for significant personalization based on GW’s policy and audit rules and allows for future adjustment of these rules by a GW staff member or members to be trained on administration of the system.
• **[Requirement MET]** - Accounts payable personnel will have the ability to select, review or audit any expense submitted and approved without manual intervention or paper, prior to expense report posting to the AP module or GL. Concur Expense includes a robust reporting and auditing capability that meets the stated system requirements and is sufficient to maintain appropriate A/P and PCard controls without the use of a secondary PCMS system.

• **[Requirement MET]** - Recurring interfaces to be developed, implemented and maintained either in flat-file exchange in the Concur-defined format or as a web service:
  - List import for cost centers.
  - List import for expenditure items.
  - Standard Accounting Extract (invoice).
  - Payment Confirmation and Funds Checking.

• **[Requirement MET]** - This project will include integration of a single sign on through a GW web portal page along with appropriate feeds to ensure appropriate authentication.

• **[Requirement MET]** - The project team will coordinate implementation with Concur resources.

• **[Requirement MET]** - The Project Owner will acquire the additional staff agreed to in the Proposal to manage the eExpense beyond this implementation project.

• **[Requirement MET]** - The eExpense branding will be in line with Travel Portal branding. This project will manage the initial communications, training and marketing activities through a predefined launch period of 6 weeks from system general availability.

• **[Requirement MET]** - Development should inform and be informed by implementation of Travel Portal so that operation will be seamless to the end user once both systems are functional.

2 **Operational Organization**

Upon authorization to close the project, the project team will be disbanded per the transition schedule in Section 5 of this document. At that time, the following ownership and responsibilities for operations will be officially enacted:

2.1 **Accounts Payable (AP) Responsibilities** – Lead: Lennox Jones

• Overall System & Process Ownership
• Travel & Entertainment Policy Management
• Expense Processing: Daily P-Card Allocation and Expense Issue Auditing / Resolution
• Cash Advance Administration: AP-Requested Cash Advances
• Training & Communication Administration
• System Configuration Ownership: Audit rule definition and approval, policy configuration management, new Expense Types, etc.
• Web Content Ownership & Modification – with System Analytics & Insight Group (SAIG) support.

2.2 **Financial Systems Support (FSS) Responsibilities** – Lead: Jaime Maestrey

• Interface Administration: Monitoring interfaces between Concur & GW’s Banner and Enterprise Accounting System (EAS), including Standard Accounting Extract, Validation Import, List Import, Employee Import, Attendee Import (currently a manual feed), Payment Confirmation.
• System Employee / User Administration
• System Role Administration
• Reporting Administration: Cognos Business Intelligence / Concur Reporting Service Interface
• Concur System Administration Service Interface: Work with Concur on understanding upcoming releases, improvements to configuration, etc.
• Monitor Funds Checking / Web Services / External Validation interface and Single Sign On (SSO) Interface for issues. Work with Division of IT on any necessary resolution of issues.

2.3 Division of Information Technology (DIT) Responsibilities – Lead: Michelle Hall

• Funds Checking / Web Services / External Validation Monitoring & Maintenance: Maintain real-time web service interface between Concur and EAS.
• Interface Modification: Any necessary modification of nightly interfaces between Concur & GW’s Banner and EAS systems, including Standard Accounting Extract, Validation Import, List Import, Employee Import, Attendee Import (currently a manual feed), Payment Confirmation coordinated with FSS and Concur.
• Single Sign On Maintenance.

2.4 Procurement Responsibilities

P-Card – Lead: William Joyner

• JPMorgan Credit Card Feed Monitoring: Daily check and investigation of errors
• System Credit Card Maintenance: In Concur system, confirm card assignments, investigate unassigned cards, monitor and investigate transactions on unassigned cards, address specific credit card issues received through support
• Merchant Code Mapping Maintenance: Maintain and modify mapping in Concur system
• P-Card Policy Ownership & Maintenance
• P-Card Issuance, Maintenance & Modification: Provide, suspend and/or terminate cards, modify card attributes (limits, cash advance authorization, etc.), interface with JPMorgan on specific card issues.

iBuy+ Support – Lead: Mary Foster

• Tier 2 Support Issue Resolution or Routing
• Remedy Console Ownership
• Training Support

Policy – Lead: Donna Ginter

• P-Card Policy Modification and Maintenance

3 Service Level Agreement

3.1 Primary Support Contact

3.1.1 Tier 1 Support

Through the original signed contract, GW purchased Concur’s User Support Desk service. Concur provides tier 1 support through the following methods:

1. Live Chat in the application
2. Form Submission in the application
3. By phone at (866) 793-4040
3.1.2 Tier 2 Support
The Procurement Department provides Tier 2 support through the iBuy+ Central Support person (Mary Foster) who provides support for the SciQuest and Concur applications.

- Concur passes issues requiring Tier 2 support directly into GW’s Remedy system via email.
- iBuy+ Central Support monitors the Remedy system throughout the business day for tickets.
- Users can also contact iBuy+ Central Support via phone at [redacted] (this is not advertised for Concur support) or via email at expense@gwu.edu.
- iBuy+ Support routes issues which can’t be immediately resolved to the following contacts based on the nature of the issue:
  - FSS
  - AP
  - DIT
  - P-Card
  - SAIG
  - Travel

3.1.3 Support Process Diagram

![Support Process Diagram](Image)

3.2 Performance Agreements

3.2.1 Concur
Concur has provided GW with their *Concur Service Description Guide* (see appendix for link) which specifies Concur’s committed performance agreements.
3.2.2 Financial Systems Support

1. Concur to EAS and Concur to Banner interfaces will be monitored daily for issues.
2. Single Sign On interface will be monitored daily for issues.

3.2.3 Procurement (P-Card / iBuy+ Central Support)

1. JPMorgan to Concur feed will be evaluated once per day for issues and unassigned cards / transactions.
2. System will be monitored throughout the business day for availability to users.

3.2.4 Division of IT

1. DIT will resolve critical interface issues within one business day of being notified of said failure. FSS/SAIG must provide approval for the changes to be implemented/migrated to production.
2. DIT will resolve critical issues within one business day of being notified of said failure. FSS/SAIG must provide approval for the changes to be implemented/migrated to production.
3. Note: DIT will implement the endpoint enhancements for monitoring and retrying Event Notification failures prior to the end of FY13 (Get Notifications By Status and Delete Notifications).
4. If a new web services release requires testing, what is the lead time required until DIT can test? What is the duration commitment for testing? (TBD based on conversation with Concur)
5. EAS and the web server will not be taken down without the knowledge/approval of SAIG/FSS.

3.3 Disaster Recovery Plan

3.3.1 Concur

Concur has not committed to any disaster recovery plan in the CONCUR TECHNOLOGIES, INC. BUSINESS SERVICES AGREEMENT agreed to by GW.

3.3.2 Division of IT

The interfaces maintained by DIT for the GW Expense Reporting system are EAS and Banner interfaces and therefore fall under the disaster recovery plan for EAS and Banner owned by DIT.

3.3.3 Accounts Payable / FSS

In the event of an unplanned outage, AP / FSS will notify system users within 4 business hours by updating the text of the login screens for both Travel (http://ibuycentral.gwu.edu/applogin.asp) and Expense (http://ibuycentral.gwu.edu/applogin_exp.asp) with appropriate messaging. SAIG may need to be engaged to achieve this.

4 Actions & Issues Transfer

All action items have been transferred to Accounts Payable. AP has acknowledged receipt of the action items below. AP / FSS / DIT have a regularly scheduled meeting which will be used to address ongoing operation issues related to Expense Reporting.

List of Action Items Transferred to AP:

- Resolve Concur workflow impacted by Concur web services issue
- $2,500 P-Card audit rule causing confusion
- Recorded Training
- Email Reminder Modifications - Remove VIPs
- $0 Direct Deposit notifications inadvertently to employees
- Positive Vibes for key non-project supporters
- Concur Continual Test Environment Decision
- Update the process for non-employee p-card holding user addition to system
- Determine and support departmental super users - work with FDs (ongoing)
- Update Allocating P-Card Expenses One-Page Handout
- Email Reminder Modifications - Reword 'Courtesy Reminder'
- Funds Checking Enhancements (implement new endpoints to prevent Expense Reports from getting stuck in ‘Pending External Validation’ by the end of FY13)
  - Get Notifications by Status
  - Delete Notifications

5 Project Transition Schedule
The following is the transition schedule for this project:

December 12, 2012 – Lessons Learned Discussion

March 14, 2013 – Closing Gate Review – Project Closed if Approved

October 31, 2013 – 1 Year Objective Review (already on the calendar)
6 Approval
By signing, the individuals listed below have approved this project for closing, including the transfer of any remaining actions, issues and support requirements to the organization described in section 2.

[Electronic Approval]
See next page of Section 6

Name: Dave Green
Title: Assoc. VP of Financial Operations
Role: Project Owner
Date: March 14, 2013

Name: Donna Ginter
Title: Procurement Director
Role: Project Owner
Date: March 14, 2013

[Electronic Approval]
See next page of Section 6

Name: Dave Lawlor
Title: Senior Associate VP of Finance
Role: Project Executive Sponsor
Date: March 14, 2013

Name: David P. Steinour
Title: Chief Information Officer
Role: Project Executive Sponsor
Date: March 14, 2013

<For an approval received via electronic means, such as email, please indicate by placing “Electronic Approval” on the approval line. Please then place a copy of the electronic approval in the same project file folder where the approved version of this document is stored.>
## Appendix A – Related Documents

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<tr>
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<td>GW Concur Agreement - 25 Sep 11.pdf</td>
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<td>Travel and Expense - Project Proposal 1,82 APPROVED.pdf</td>
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## Appendix B – Glossary

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<th>Definition</th>
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<tr>
<td>AEBTS</td>
<td>American Express Business Travel Services</td>
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<td>AP</td>
<td>Accounts Payable</td>
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<td>AR</td>
<td>Accounts Receivable</td>
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<tr>
<td>AX</td>
<td>American Express (also American Express Business Travel Services)</td>
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<td>BMAG</td>
<td>Office of Finance - Business Management &amp; Analysis Group</td>
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<td>CO</td>
<td>Office of Finance - Comptroller’s Office</td>
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<tr>
<td>CSV</td>
<td>Comma Separated Values</td>
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<td>EAS</td>
<td>Enterprise Accounting System</td>
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<td>EIS</td>
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