NextGen ERP Modernization Project

Fiscal Management Council 10.3.2022

Gerlda Hines, State Accounting Office

Rebecca Sullivan, Department of Administrative Services

NEXTGEN

www.sao.ga.gov/NextGen

NextGen Agenda

PART 1
Gerlda Hines, SAO
Rebecca Sullivan, DOAS

I.   About SAO

II. About DOAS

III. NextGen Introduction

IV. NextGen Project Approach

PART 2
Gerlda Hines, SAO
Myra Guy, SAO

I.   Upcoming Activities

II. Change Management

III. Process Mapping

IV. Data Cleansing

V.   Future State

SAO

The State Accounting Office (SAO) was established in 2004 to provide enterprise business solutions. SAO is responsible for the following:

- Establishing statewide accounting and reporting standards and practices.

- Operating and improving statewide financial and human capital management systems.

- Preparing the state's Annual Comprehensive Financial Report; the annual audited financial statement for

  the entire state.

- Training state accounting and payroll personnel in new policies, procedures and standards.

- Improving accountability, efficiencies and internal controls.

DOAS

The Department of Administrative Services (DOAS) is responsible for generating enterprise efficiencies and maximizing opportunities to improve enterprise administrative performance in five program areas:

- Human Resource Administration provides enterprise expertise in personnel policy and practices to help agencies attract, develop and retain a high performing workforce.

- State Purchasing negotiates statewide competitive contracts to reduce cost, offers technical assistance in conducting and assessing competitive bids, and provides efficient purchasing systems, standards, specifications, training on best practices, and compliance reviews.

- Risk Management directs the State's internal workers' compensation, liability, property, and unemployment insurance programs.

- Fleet Management provides guidance on vehicle purchases, assignment, usage, maintenance, operation, and disposal.

- Surplus Property is responsible for the identification and disposition of state and federal surplus property to state and local governments, eligible non-profits, and the public.

What is NextGen?

Enterprise-wide digital transformation effort that will change the way Georgia conducts back-office financial and human resources processes

Modernized cloud-based ERP software solution to replace the 20+ year old PeopleSoft TeamWorks system

Single enterprise platform for consistent, streamlined business processes

Support platform to enhance customer service between agencies and to Georgia residents

Why do we need NextGen?

Adaptable to the modern workforce with access from any device

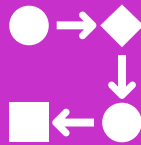**End-user friendly** interfaces for quicker views and analysis

Embedded efficiencies to reduce data entry

Real-time data analytics and dashboard reporting

Streamlined workflow for paperless approvals and controls

Standardized processing of like tasks between agencies

Engaged staff with inherent learning & training tools

Enhanced recruitment with simplified onboarding

Project Approach

PHASE 0
Competitive evaluation

- Evaluating vendors and services including project planning, change management, staffing and backfill

- Identify subject matter experts to participate in analysis

- Process mapping

PHASE 1
Supplier Selection

- Determine build requirements

- Continue process mapping

PHASE 2
Implementation

- Design, development, configuration, testing, training

- Create future statewide support organization

PHASE 3
Optimization

- Refine processes

- Deploy additional functionality if needed

Program management, change management, data governance

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Upcoming Activities

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Upcoming Activities

Change Management

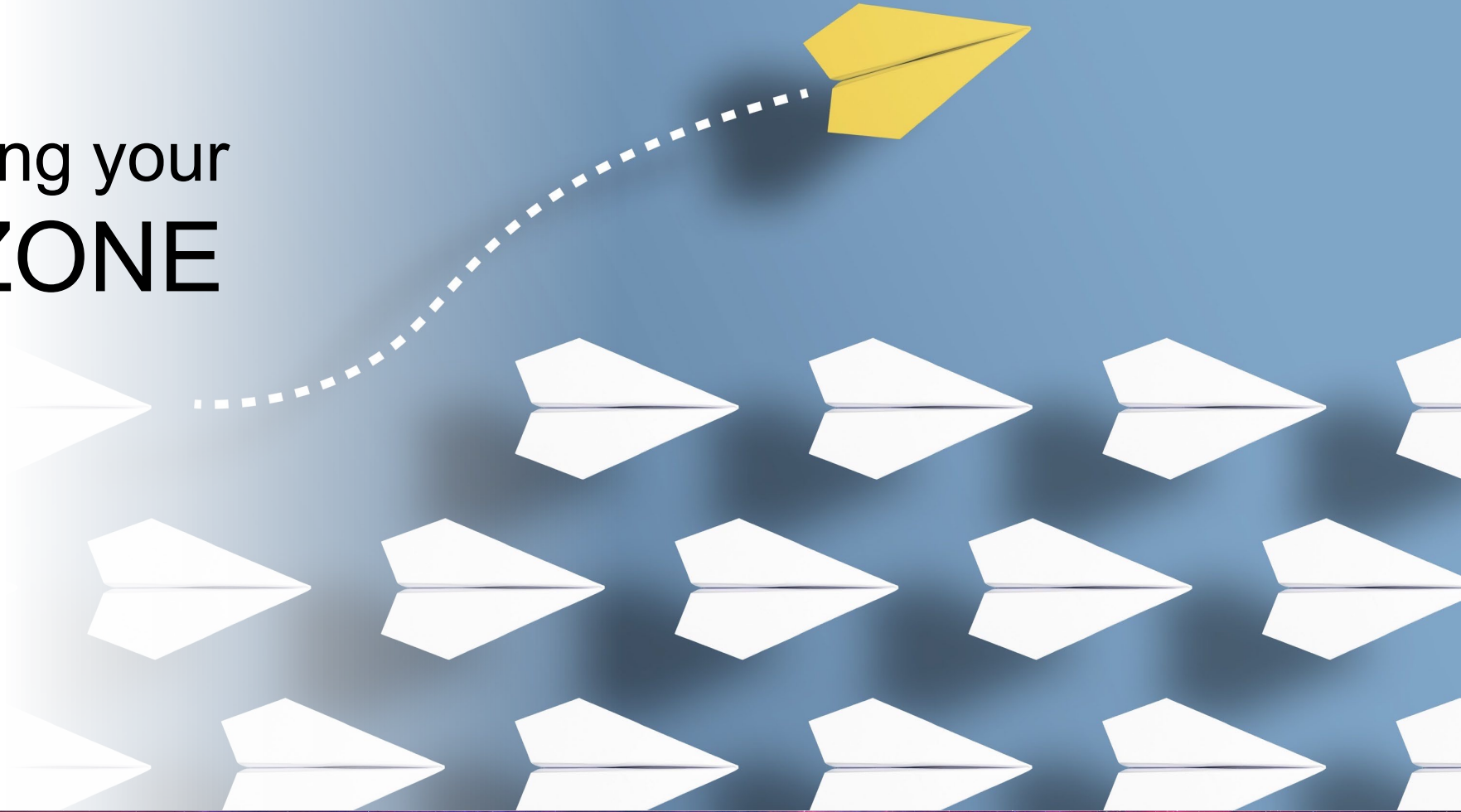**Process Mapping**

Data Cleansing

Change Management

You are now leaving your
COMFORT ZONE

Change Management

Change management is a systematic approach to dealing with the transition or transformation of an organization's goals, processes or **technologies**.

Change Management

- Prepares stakeholders for what will be different

- Ensures there is a consistent understanding of the changes

- Provides communication avenues and resources to assist affected stakeholders with managing anxiety regarding the change

- Reduces the information vacuum

- Helps ensure that changes are implemented smoothly

Change Management

What do we need from you?

POCs

Designated points of contact for communication

Change Champions

Agency advocates who promote the new system and its benefits

Patience

Building our next generation ERP will be a marathon, not a sprint

Process Mapping

Process mapping outlines the individual steps within a process, identifying suppliers (data origination), inputs (what data), process steps (what happens to the data), outputs (what is produced from the data) and customers (who gets what was produced).

This is crucial for the NextGen project as we define what our existing processes are and what they could be in the future system.

Process Mapping Scope

STEP 1: Project Planning

- Develop timeline

- Identify agency-level contacts

- Schedule workshops

STEP 2: Current State Analysis

- Process inventory

- Workshop discussions

- Review policies and procedures

Process Mapping Scope

STEP 3: Best Practices Analysis

- Evaluate industry standards
- Determine use and fit based on business process and desired future state

STEP 4: Future State Definition

- Workshop sessions to define future state leveraging new standards and best practices

STEP 5: Implementation (optional)

- Consider workshop outcomes, best practice recommendations and future state design to determine requirements for solution implementor
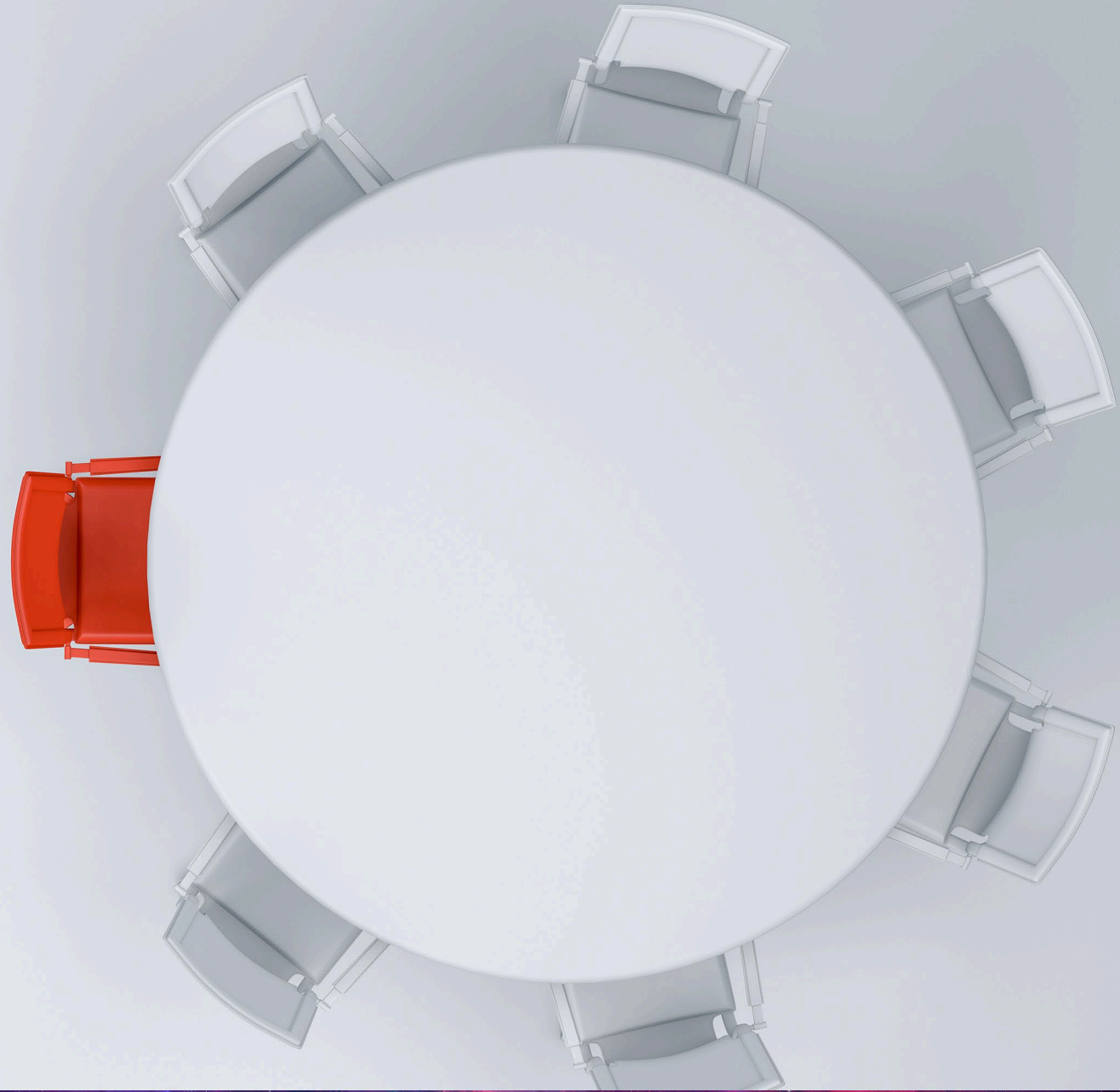
Process Mapping Focus Areas

Get involved

- Opportunity to have a seat at the table

- Process mapping activities ensure your agency has a voice in what the new ERP system looks like

Data Cleansing

- Address known gaps in your data capture

- Run reports to ensure all data is input and correct

- Start communicating data challenges now

- Consider your ongoing data needs

  - Customer service
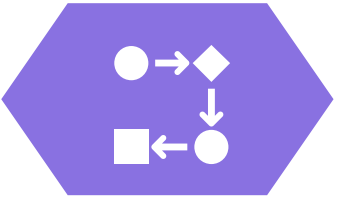 - Records retention

What do we need from agencies?

Agency heads will ID a single Point of Contact for your agency

ID subject matter experts and key personnel to be involved in the process

Discuss possible areas that may need backfill during the project

Participate in process mapping activities to ensure agency needs are met
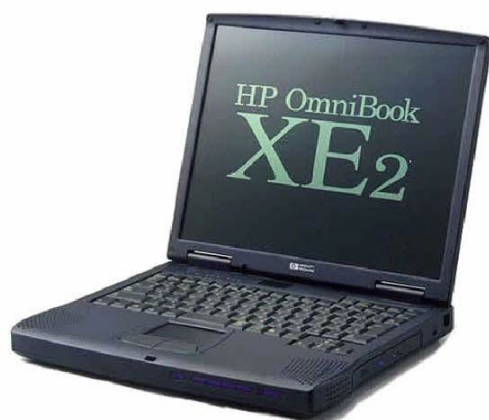
Review and correct any data issues

What would the future state look like?

1999

2022

Imagine what our future could look like

- Completing a procure-to-pay process from start to finish all electronically

- Processing an invoice and never having to print on paper

- Onboarding new employees, submitting and approving time and processing payments without ever touching a ball-point pen

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Imagine what our future could look like

2021 World Series

2021 College Football National Championship

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Questions about NextGen
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NextGen@sao.ga.gov

Gerlda B. Hines | State Accounting Officer | SAO
gerlda.hines@sao.ga.gov

Rebecca N. Sullivan | Commissioner | DOAS
rebecca.sullivan@doas.ga.gov

Myra Guy | Chief Information Officer | SAO
myra.guy@sao.ga.gov