

# HOPKINSONE UPDATE

## Project Update.....

Eight months into the daily use of SAP software at Johns Hopkins, the HopkinsOne project team continues to work hard on supporting users, while looking ahead to the next phase of the multi-year project. Users have been, and continue to be, encouraged to let us know about difficulties with the system, problems in conducting their business, and suggestions for improvements.

The project team and leadership have completed a revised project plan that places a strong emphasis on user support, increased training, and the formation of a new HopkinsOne Advisory Committee.

The new plan also includes dozens of enhancements and fixes known as "parking lot" issues because they were deferred until after the Jan. 1 go-live.

While some of the originally-planned new software features have been scaled back, HopkinsOne has

addressed several areas of concern to users, such as improving and streamlining security and workflow.

To learn more about the new features and redesign efforts, see the story, "Next Segment" inside...on page 4.

The advisory committee, chaired by Ken Grant from the health system and Fred Puddester from the university, will meet monthly and part of their job will be to help prioritize issues and to represent users' concerns.

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**HOPKINSONE HELP** — To report system issues or problems, call 410-735-4500 or e-mail: [hopkinsonesupport@jhmi.edu](mailto:hopkinsonesupport@jhmi.edu)

## HOST selected for support org name

When the last phase of the HopkinsOne project is implemented in July 2008, the HopkinsOne project itself ends. But the SAP software and a need for user and technical support will continue. That ongoing support organization needed a name. Looking ahead, CIO Stephanie Reel, to whom this organization will re-

port, decided to revisit a technique she's used in the past: Let the employees name their project. HopkinsOne project staff were asked to nominate candidates for the new name, and then a primary and general election were conducted. The winning entry — submitted by Trisch Sadowski of the Supply

Chain team — was HopkinsOne Support Team, or HOST. Other names considered included HopkinsOne Project Support (HOPS) and Johns Hopkins Enterprise SAP Support (JHESS). By an overwhelming margin, Sadowski's suggestion won and she received a gift certificate.

## New Director Begins Work

John Tikka, a seasoned information technology project manager and consultant with more than 20 years of experience, including academic and health care implementations and SAP experience, began work this summer as the new senior director for Johns Hopkins business systems.

Tikka is responsible for the HopkinsOne project, which is scheduled to end in July 2008, as well as the support organization that will live on permanently, now called the HopkinsOne Support Team, or HOST.

Until recently, Tikka was a client relationship executive with Cerner Corp., a provider of academic and health system software and technology solutions. He has several times assumed leadership of struggling information technology projects and turned them around.

"He's an impressive guy," said search committee member Greg Finnegan, director of organizational development and training for the Johns Hopkins Health System.



Stephanie Reel, chief information officer for the university and health system, initiated the search for a senior director to lead both the HopkinsOne project and the ongoing support organization, which will now fall under IT@Hopkins.

"He appreciates the complexity and sophistication of SAP," she said, "and he understands customer service. I feel fortunate that our paths crossed when they did."

Tikka is already familiar with the angst users are feeling over the project and, having been through these kinds of projects before, he said, "I'm very impressed with what's been accomplished so far. There's been a lot of success. It may not feel that way to a lot of people, particularly the end users who've had their world turned upside down overnight, but for a project of this magnitude, it's amazing what's been accomplished.

"Ultimately," he said, "HopkinsOne needs to be a system that enables Hopkins employees and staff out in the field to do a better job than they could before."

**HOPKINSONEENDUSERS** — The e-mail list used to distribute alerts and other important project announcements has been migrated to a new web interface that should make it easier for users to subscribe — and unsubscribe — from the list. To manage your subscription, please go to: <https://lists.johnshopkins.edu/sympa/info> and use your JHED ID and JHED password to log in.

**HOPKINSONE UPDATE** is published monthly. If you have a question or story idea, please send an e-mail message to:  
h1news@jhu.edu

To reach HopkinsOne, call 410-735-

## TRAVEL CORNER:

Since go-live in January, thousands of employees have used the new SAP system to file travel and expense reports, and the results so far are mixed. Done perfectly with all fields filled in properly and receipts conveyed to Accounts Payable Shared Service, reimbursements tend to post much faster than in the old system — within days instead of weeks.

But the new process requires much more up front information, such as cost center and various fields for airlines, car rentals and hotel.

Looking up an airline code has proved particularly frustrating, because there are 1070 airline options, the search is case sensitive and some of the airlines are spelled incorrectly, such as "Us Airways" instead of "US Airways" or "Southwest Airlines Texas" rather than simply "Southwest Airlines." To help you find your airline code faster, we've prepared the chart to the right. It lists the top U.S. airlines used during 2007 thus far.

**TRAVEL FACT:** Since go live, more than 55,700 expense reports have been submitted and processed.

Top Johns Hopkins Airlines (alphabetical)	
Airline	Code
Airtran Airways	FI
America West Airlines	HP
American Airlines	AA
Continental Airlines	CO
Delta Airlines	DL
Frontier Airlines	F9
Jetblue	B6
Northwest Airlines	NW
Northwest Regional Air	FY
Southwest Airlines	WN
United Airlines	UA
US Airways	US
Other	ZZZ

## Business Warehouse:

To aid BW report users involved with sponsored programs, the Business Warehouse team of HopkinsOne has added a number of fields to the Sponsored Detail Report. Those fields are:

- PO Reqnr** – this shows the User ID of the person who requested the purchase order.
- Parked by User Name** – this shows the user who last parked the document in question.
- Predecessor doc.**—this field can be used to associate successive document numbers in a transaction, such as a shopping cart number that leads to a purchase order number. In this example, the "Predecessor doc" number would be the shopping cart number.
- SRM Doc Type**—this field can help identify the type of purchase order used to make the purchase.

▼ Free Characteristics			
Business area			
Commitment item			
Created by			
Created on			
FI Doc.:Pstng Lines			
FI doc:doc.number			
Fiscal year/period			
Funds Center			
G/L Account			
GM Value Type			
PO Reqnr			
Parked by User Name			
Predecessor doc.			
SRM Doc Type			
Spons Prgm Auth Grp			
Vendor			

## Training:

### **"Bringing the Command Center to You..."**

The JHHS SAP Training Team, under the direction of Greg Finnegan, has begun offering intensive help to departments. The approach requires a willing department with a computer-dedicated room, a couple of Greg's team and two to five hours time.

For university training information, contact Financial and Information Technology Training at 443-997-6453.

For health system training information, contact the JHHS SAP Training Team 410-735-7065

While SAP coaches man the computer room for employees who can walk in for help, Greg Finnegan roams the department asking if anyone else needs help. Often, the first answer is, "No," he said. "But then as I probe them, they say, 'Oh yeah, I need some help with this.'" The approach has received good reviews.

Said one user, "I have gone from taking approximately one half hour for each transaction to a matter of minutes...thus getting my time management back into alignment."

### **Next Segment Training:**

The HopkinsOne project training team is planning to conduct usability tests with users using the new functionality with the aim of helping improve the software's usability and identify topics and training needs.

### **JHU Training**

Instructor-Led training (ILT), Workshops, Web Based Training (WBT), one-on-one coaching sessions, and group coaching sessions are available from Financial & Information Technology Training (FITT).

To enroll in an ILT or WBT course go to: <https://portal.jhu.edu/kmx> To schedule coaching sessions please send a request to: [learning@jhu.edu](mailto:learning@jhu.edu)

### **JHHS Training Dates:**

Travel workshop: 8/14 and 8/28

Online Payment: 8/16 and 8/17

Shopping Cart: 8/28

Viewing BW Reports: 8/21, 8/27 and 8/29

To enroll or to see complete list of courses, log into:

<http://portal.johnshopkins.edu/KMX>

## **NEXT SEGMENT UPDATE:**

For the next phase of the HopkinsOne project, there are three main areas of new or improved functionality underway. These are the ISR Redesign effort, Security and Workflow enhancements and Employee Self Service/Manager Self Service, or ESS/MSS.

This time, the project has redefined how new functionality should work to include more end user involvement throughout the process. For each area above, a core team of end users and project team members is working through decisions. For example, the security team has a prototype of a one-stop shop function for assigning security and workflow, eliminating the need for multiple forms.

For each area, periodic summaries of the progress and decision points are being distributed via listservs. To stay up on this, subscribe to one or more of the lists by visiting the home page of the list you're interested in.

**ESS/MSS:** <https://lists.johnshopkins.edu/sympa/info/ess-mss>

**ISR Resdesign:** <https://lists.johnshopkins.edu/sympa/info/isrr>

**Security and Workflow:** <https://lists.johnshopkins.edu/sympa/info/swe>

**GO SHOPPING:****SUPPLY CHAIN NOTES:**

There have been 361,000 shopping cart line items created since go live, and some 56,000 purchases were placed using eMarketplace, the hosted catalogue solution implemented as part of HopkinsOne. These purchases from eMarketplace represent \$22 million in value. Because of that volume, buyers were able to negotiate discounts totaling \$1 million in the first six months of the year, according to Paul Beyer, Director of Purchasing.

More than 70 vendors' catalogues are available via eMarketplace.

**Shopping Tip:**

You've ordered the goods and they've been delivered. You did the goods receipt correctly, but you still end up with a "Quantity Discrepancy" e-mail message. You look at it and realize the vendor invoiced the wrong amount. What do you do? By selecting the **"Request Cancellation of Invoice Receipt"** option (see below) Accounts Payable will know to delete the invoice. Be sure to create a note to alert AP of the reason for your action, so the right AP clerk can follow up with the vendor .

**Quantity Variance Options - Invoice: 5105600203 Item: 000001**

Choose one of the following alternatives

**Change PO**

**Awaiting Goods(Defer for 24 hours)**

**Enter Goods Receipt**

**Request Cancellation of Invoice Receipt**

**Cancel and keep work item in inbox**

**System Watch**

A team of HopkinsOne staff members and Johns Hopkins employees have been working to understand a series of system performance challenges that users have reported. Several users have stepped up to help identify the source of slowness and other performance problems.

The team, made up of technical, networking and functional members, investigated the workstations, the software installed on the workstations, the network at the location affected and all connectivity back to the datacenter, the software, as well as the servers in the

datacenter that host HopkinsOne.

After two weeks of intense analysis the team found that calls to the database and the size of the database itself, along with the kinds of open ended searches some users were doing, were at the root of the performance issues. Now the team is working through a list of more than 90 problem area system transactions and implementing corrections that should improve performance. Users who experience problems should continue to report them promptly to 410-735-4500 or hopkinsonesupport@jhmi.edu

# Spotlight

Inside the Command Center—nearly 39,000 served

George Kuehn remembers well the first day of go-live for HopkinsOne. It was 7 a.m. on December 26 and ISRs and time entry had gone live for the university. George took the first phone call. "I think it was, 'How do I log on?'"

Seven months later, and nearly 39,000 calls, Kuehn and a group of other Johns Hopkins employees are still answering calls and helping users.

Kuehn, a finance team lead with an affable manner and a ready smile, spends hours a day helping users step through complicated or difficult transactions and serious issues.

Carol Pfeffer, administrative program coordinator for the School of Medicine, has become a George Kuehn fan. "I think he is a great teacher and guide," she wrote in a letter to Steve Golding, outgoing executive director of the HopkinsOne project and executive director of financial affairs for the SOM.

Jayne Spence, the HopkinsOne Project Manager for Testing, has run the Command Center from day one. It was expected to be a three or four week experience, but Spence wasn't surprised that the tour of duty was extended. "From my experience on other projects, I would have expected this to go three to six months."

Her staff has done an incredible job of remaining calm and patient with users whose frustration sometimes boils over. "Everybody has their own style," said Spence, "But they all have a great way of dealing with people. And



**Solving Problems**—(from left) Front: Tim Davis, Terry Schreiber, Jayne Spence; Back Row: Jill Mikros, George Kuehn, Zellie Lucas, Laurel Valenti, and Denise Campo

everyone is very determined to make sure we get a solution for our customers."

Kuehn, an accountant and CPA who joined the HopkinsOne project in 2005, said he's learned a really important lesson in working with people hands on with SAP. The system is so complex and integrated, everyone needs to rely on someone else.

"No one person knows everything about this thing, so the expectation can't be that when the person calls the command center, the person answering the phone will know everything about each transaction. But we'll try to get the answer."

Said Pfeffer, "The system is not perfect, but the second tier people know how to change a bad experience into something good."