Volume 1, Issue 2

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HopkinsOne UPDATE

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Next Steps for HopkinsOne

The HopkinsOne project staff has been working to add new functions to the system, including improvements to the ISR process, while preparing for a system upgrade scheduled for next summer, all the while continuing to support end users and making technical repairs. Leadership announced in June that this plan would be evaluated at certain check points, including the fall, and if the need for support remained high, a change would occur.

The level of support needed for HopkinsOne continues to be high and the user experience with the system remains a concern, so leadership has evaluated a number of options and decided on a new approach for the next phase of HopkinsOne. In short, the project team will stop (postpone, really) all project work and focus 100 percent on system support, particularly support of end users.

As part of this new approach, the project has formed a new team of Business Solution Managers who will begin deploying to different parts of the business and whose job is to help users identify and resolve issues. (See story on page 2)

Some key areas that need attention include the financial reporting around grants and research, issues related to using Internal Service Requests to hire students and overall increased understanding and comfort in using the HopkinsOne system.

There is also a long list of system improvements and enhancements — the so-called parking lot of issues — that the HopkinsOne team will now devote significant time and effort in delivering to the business.

Efforts to improve and enhance security and workflow will continue, and in fact a one-stop shop SAP transaction for assigning security and workflow is scheduled to be rolled out in early 2008. (See story on page 5)

“We’re still going to deliver some much needed enhancements to security and workflow, along with some ISR improvements, but we need to focus all of our efforts on getting this system where it needs to be,” said John Tikka, senior director of HopkinsOne.

In addition, efforts to improve the ISR process will continue, although some features will be delayed until after the technical upgrade to the system, such as automation of data entry.

How will HopkinsOne determine when to restart the technical upgrade and new functionality work? Leadership plans to take quarterly measurements of usability and user satisfaction with the system, beginning in December. These efforts will drive the decision making process.

Business Solution Managers

To speed response time for users, improve communication and to help HopkinsOne technical staff focus on system improvements, John Tikka, the new director of the HopkinsOne project, has reorganized the project. A key piece of the reorganization is a team called Business Solution Managers, who will be assigned to parts of the organization and whose job will be to work with the user community.

"These individuals will know Hopkins and SAP, and the HopkinsOne design," Tikka explained. "They will have good listening skills, and a strong commitment to service excellence."

These Business Solution Managers will work closely with the HopkinsOne project staff, including functional and technical experts, as well as a permanent HopkinsOne help desk and the training organizations for the university and the health system.

"These are high impact individuals who may not know all the answers, but they'll know how to get answers. They will also be proactive. For instance, if they see a problem area that calls for training, they will help identify that need and work with training to satisfy the need."

This group will also be a conduit for feedback on the system that will help drive future improvements, Tikka said.

Reconciling statements

University staff, accustomed to reconciling monthly revenue and expense statements generated from the old system, have struggled with how to reconcile statements using the new SAP system.

New posting models, online reports, changed workflows, and more, have all proven to be challenging with regards to this crucial monthly process that is needed to ensure appropriate expenditure and revenue postings.

In response, a group being led by the JHU Controller's Office, Hopkins Internal Audit and HopkinsOne have begun an effort to establish policy and procedure around verifying the books. Heading the group are Steve Hinnenkamp, Director for JHU Financial Systems Administration, Sarita Foster, JHU audit director and Jamie Hedeman, a finance team lead for HopkinsOne.

While the group is officially beginning the process, it has been observing and listening to end users across the university since go live in preparation. Hinnenkamp said they'll formally start their efforts with a group of volunteer departmental administrators who are very knowledgeable about HopkinsOne reporting capabilities and with the process of reconciliation.

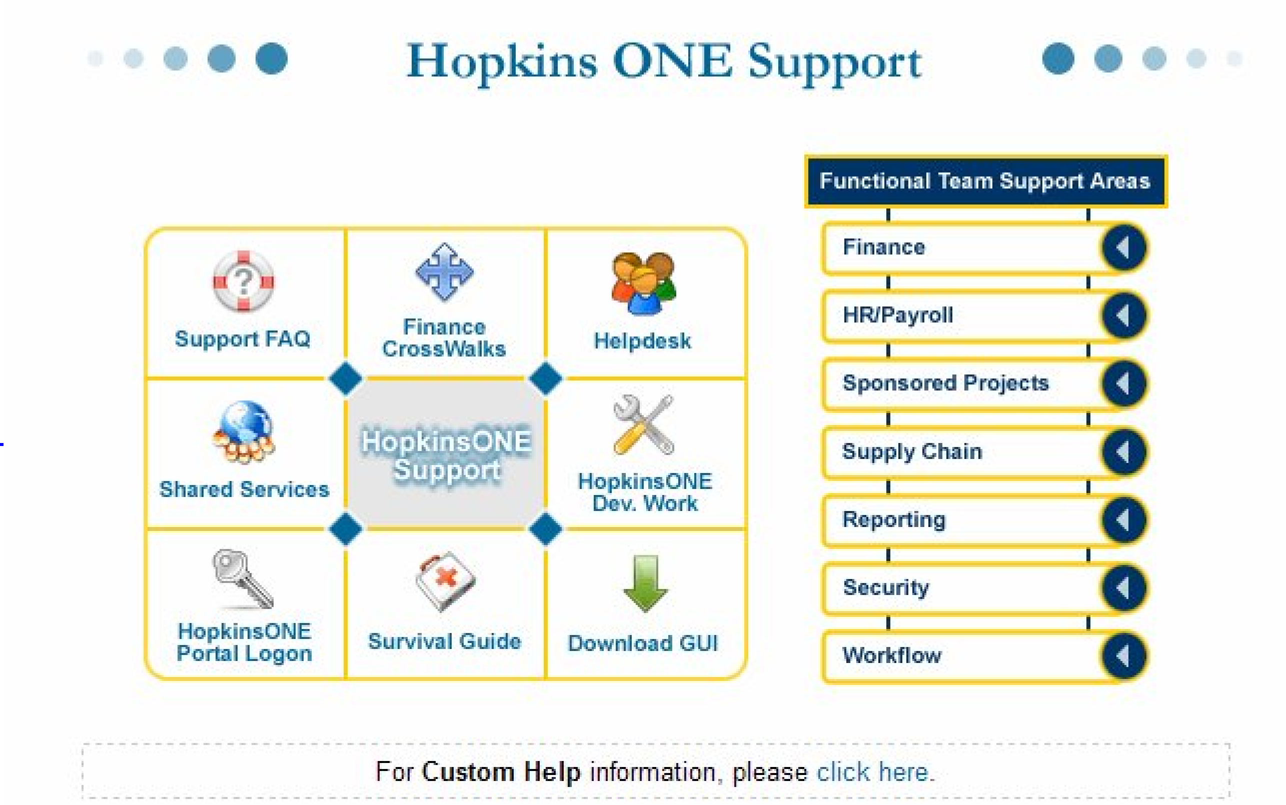
In addition to drafting new policy and procedure for the monthly reconciliation process the group will be evaluating the tools available to those responsible for the process.

Quick Takes

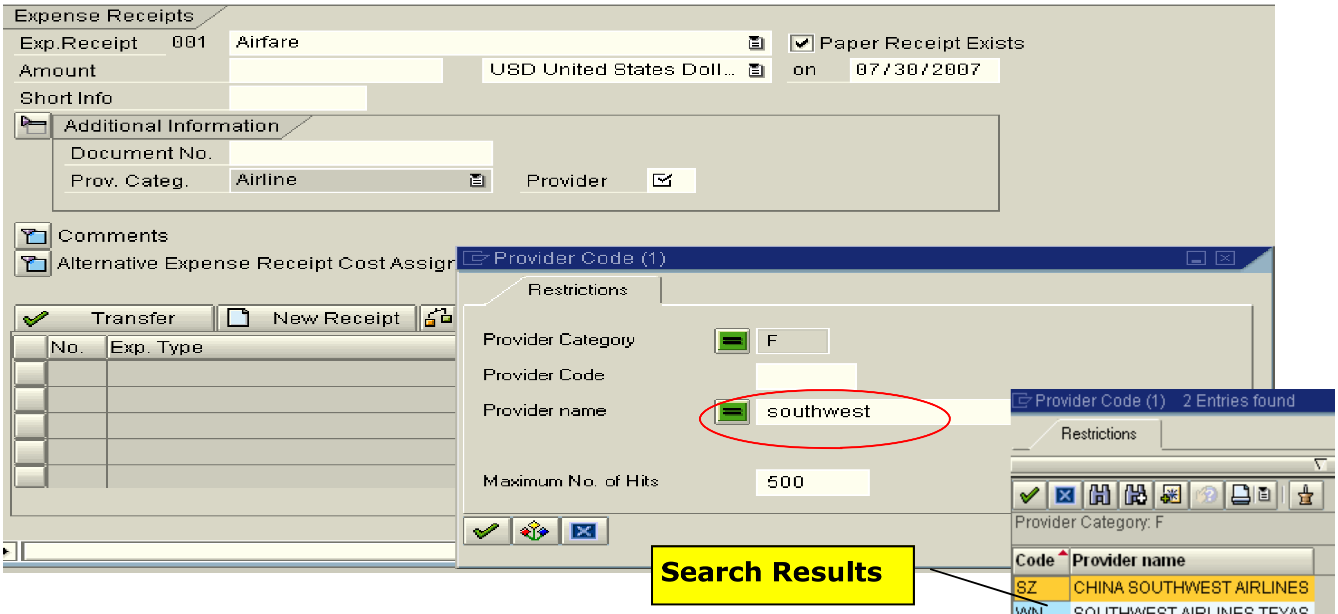
- To help HopkinsOne project staff stay on target with the right work, a new effort has begun to prioritize the existing workload as well as new requests. Members of the end user community and leaders from the enterprise are involved in prioritizing HopkinsOne work activities on a monthly basis.
- The Johns Hopkins Health System has finished its year end financial closing activities using the new SAP system.
- Requests for new Business Warehouse (BW) reports or changes to existing reports can be made online: http://orchid.hosts.jhmi.edu/hopkinsone/Finance/BWreport.cfm
- An effort is underway to revise and improve the non-payroll cost transfer transaction. A group of Hopkins employees have met with project staff to outline requested changes and those requests are being developed.

Support Site

Been to the Support site lately? There's a lot there that can help. "Survival Guide" has all the settings for first-time users. Links to the Shared Services web site, Helpdesk contact information and the SAP portal log in screen are here. In addition, a new feature—HopkinsOne Development Work—provides details of what project improvements and fixes are in the works, and what's been completed. Visit by going to: **http://www.jhu.edu/go-live**



TRAVEL CORNER: Finding the right airline, hotel or rental car company in the TRIP Travel Manager module should be easier now that searches are no longer case sensitive. The SAP system defaults to case-sensitive searching, which did present challenges. Now users can search fields using upper and lower-case letters or a combination of both.

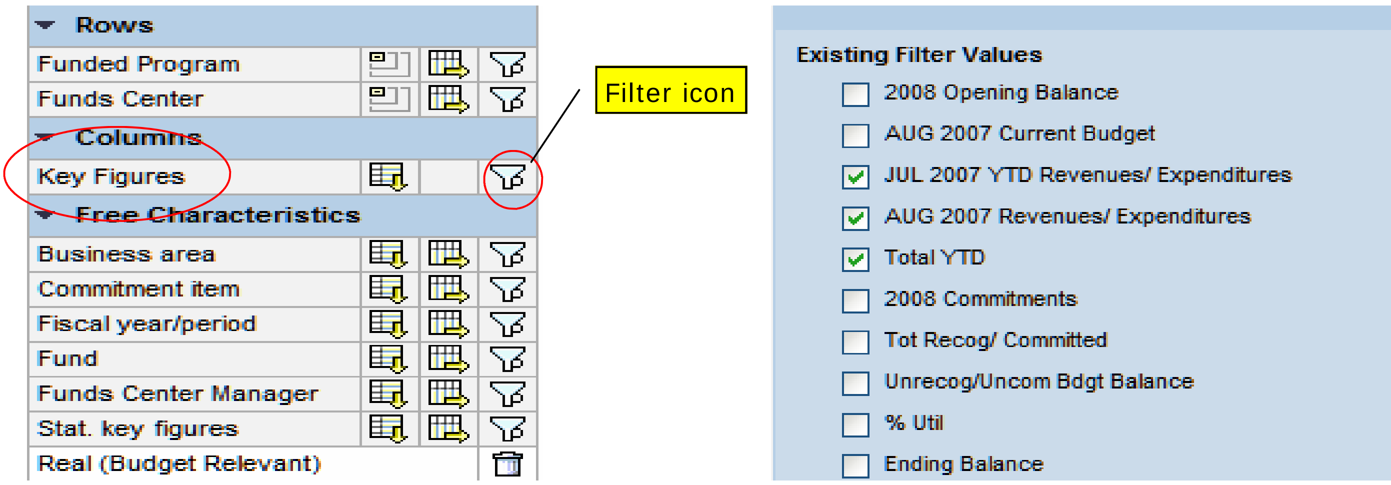


TRAVEL FACT: Since go live, more than 2,500 Travel Requests have been created.

Business Warehouse:

BW FACT: Since go live, more than 500 giga-bytes of data has been stored in BW.

Are you seeing too many columns in your Business Warehouse (BW) reports? Here's how to reduce the number of columns: First, go into a BW report of your choosing and click on the filter icon in Key Figures under Columns. You will see a list of "Existing Filter Values". Simply uncheck those you wish to suppress in the report. The report will now only include the items that are checked.



Training:

The Financial and Information Technology Training program for the university has announced additional offerings of Introductory Business Warehouse (BW) workshop for university employees. Classes, dates and times will be alternated between East Baltimore and Eastern training facilities. Participants should have access to BW, bring their budget numbers with them, and plan to learn basic navigation and how to run standard summary and detail reports in BW. Appropriate job aids will be provided. To sign up, log into: https://portal.johnshopkins.edu/kmx Choose the JHU course catalog, and within that catalog there will be only courses that FITT currently offers. For questions please e-mail: learning@jhu.edu

JHU Training Dates:

Non-Payroll Cost Transfer: 9/26
Bank Deposit Policies and Procedures: 9/18
BW Workshop: 9/18 and 9/19
Unit Cost Maintenance: 9/18
Shopping Cart Workshop: 9/10 and 9/25
Department Billing Specialist: 9/27
Petty Cash Till: 9/24
Departmental Budget Creator—Sponsored: 9/20
HR Payroll Org Management: 9/26

To enroll in a course log into: https://portal.johnshopkins.edu/kmx To schedule coaching sessions please send a request to: learning@jhu.edu

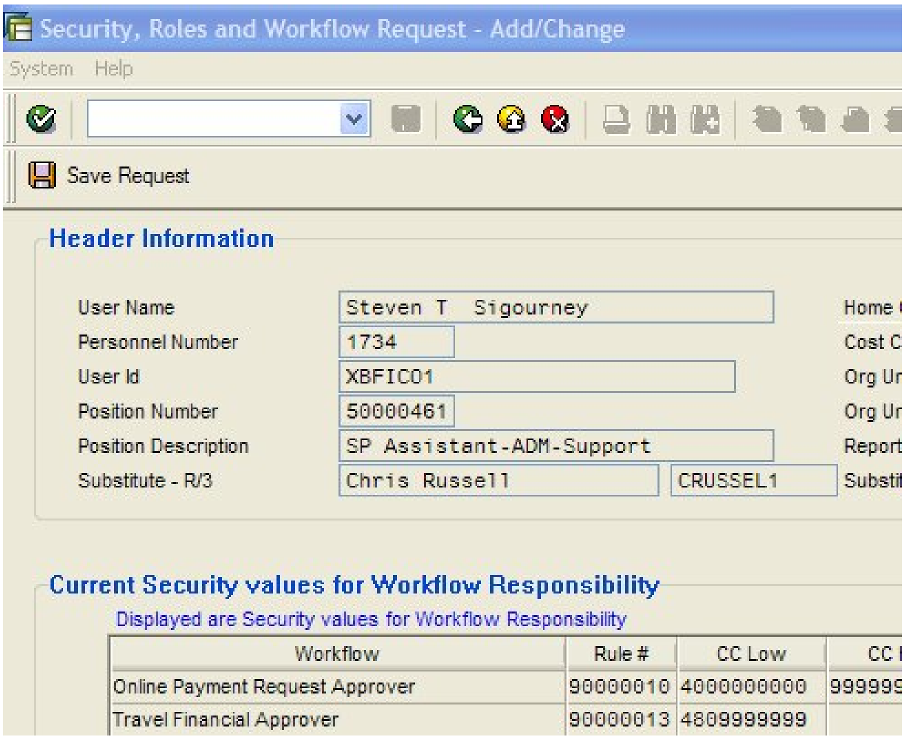
JHHS Training Dates:

Travel/Business Expense: 9/18, 10/3, 10/8
Online Payment: 9/25, 10/17, 10/22
Petty Cash: 9/28
Shopping Cart: 9/18, 10/3, 10/8
Viewing BW Reports: 9/25, 9/28, 10/17, 10/22
Coaching @ Greenspring Station: 9/27
To enroll or to see complete list of courses, log into:
https://portal.johnshopkins.edu/kmx

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

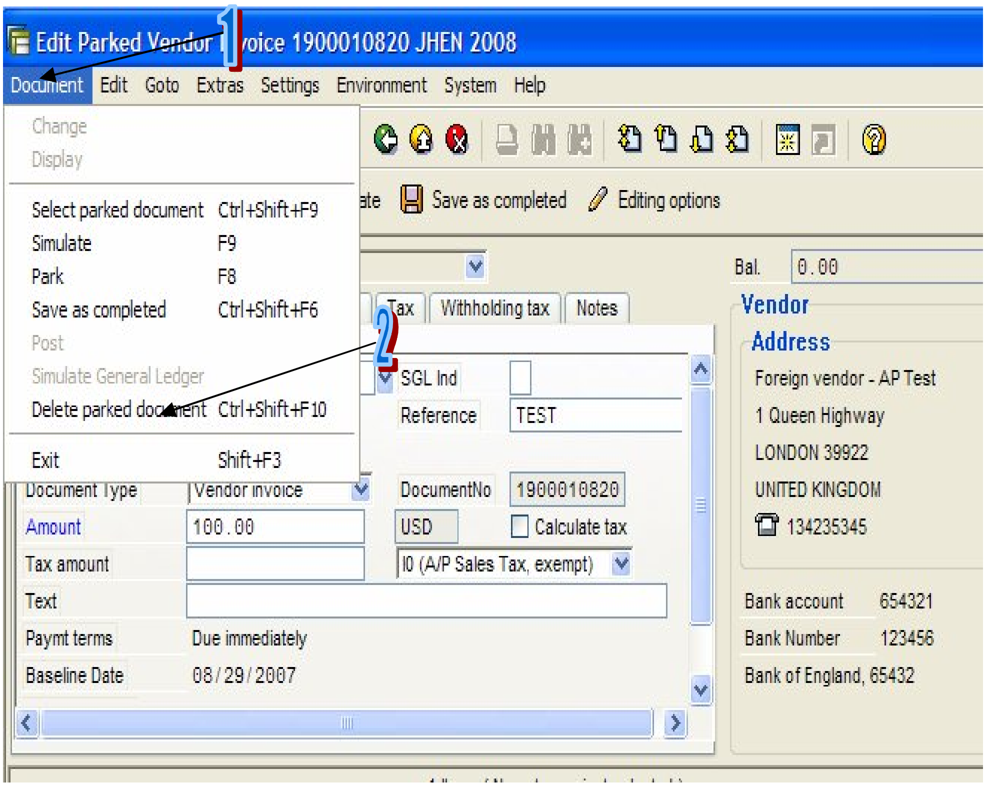
SECURITY AND WORKFLOW

A security and workflow enhancement group has been working to establish improvements in how these things are handled. One big change underway is the development of a one-stop shop security and workflow assignment capability within the SAP R/3 WINGUI software.



A screenshot of this tool, currently being tested, is at right. If all goes well, this will be rolled out to users in the first quarter of 2008. It should make security and workflow assignments easier to manage, while adding transparency to the process. The tool will also help automate the process and save maintenance.

ONLINE PAYMENT TIP: Your Online Payment Request has been rejected and you have a bunch of messages awaiting you in your SAP Inbox. You want to know, how do I delete the rejected item? The work item in your inbox will allow you to open up the parked online payment document. Once open, click on "Document" and then "Delete Parked Document". This will end the workflow and remove the rejected Online Payment Request from your Inbox.



Shopping Tip:

Each line in a shopping cart is required to have certain information filled out and users have found it onerous to re-key information in separate ordering lines, particularly if some of the information is the same line to line, such as vendor, GL account number or ship-to address. But in SAP it's possible to copy a line and then make adjustments, as needed, to the copied line. Here's how:

First, enter all the necessary information on line item one, such as item description, product category, quantity, price, document type, account information, Ship-to and vendor information.

Next, go to the bottom of the screen and click on the "Check" button. If you have any errors, correct them. If there are no errors, copy the line item. To do this, go the end of the line item (far right) and click on the copy button:  This will copy the line item onto the next line of your shopping cart. Now, go into the copied line item and make necessary changes, such as the item description, quantity and price. Background information of account assignment, Ship-To, etc, carries forward into line two. For additional lines, you can copy a line as many times as needed.

TOP TEN eMarketplace VENDORS:

1. Dell
2. Office Depot
3. Fisher Scientific
4. GovConnection
5. Apple Computer
6. VWR International
7. Sigma-Aldrich
8. Bio-Rad Laboratories
9. Invitrogen
10. Applied Biosystems

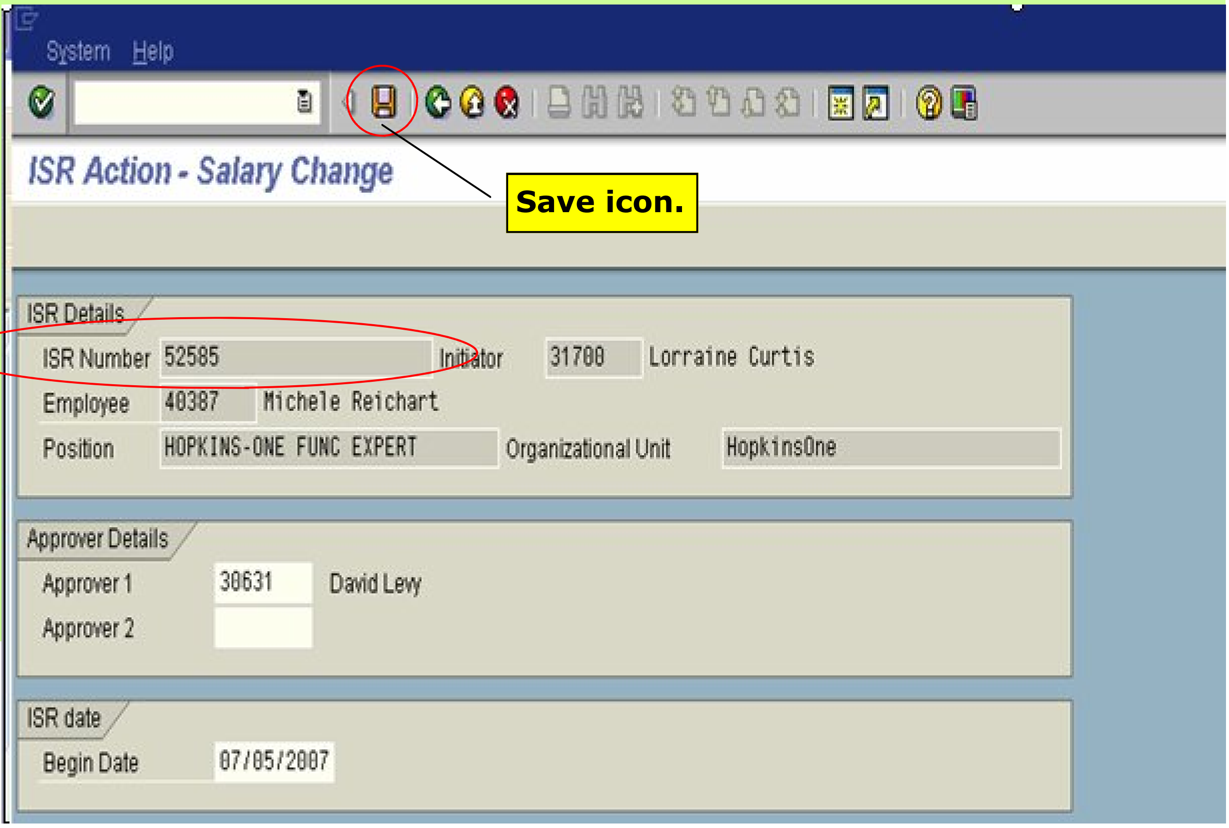
Tip: If you are looking for a supplier and do not see it in the eMarketplace, go to the left hand side and click on Browse by Supplier.

Internal Service Request (ISR) Tip

Until recently, when ISR Initiators filled out and submitted an Internal Service Request form in the SAP system, the number assigned to that ISR request was not displayed immediately. Users had to go to a different screen to get the tracking number.

A change to the system has made getting the ISR number a little easier. After you've completed the ISR form, click on the "Save" icon once. This will generate the ISR number, which will appear in the "ISR Details" section of the screen. (below)

Note the number for your records, then hit the "Save" icon to initiate workflow of the ISR form.



HOPKINSONE HELP — The HopkinsOne Command Center has been established as a permanent SAP help desk under the new support organization, called HopkinsOne Support Team, or HOST. As part of this change, the HOST Help Desk has expanded hours and will now be fully staffed weekdays between 8 a.m. and 5:30 p.m.

Users with issues or problems should continue to call 410-735-4500 or e-mail HopkinsOne-Support@jhmi.edu

Noteworthy

According to the SAP system, the Johns Hopkins University employs 25,890 people, including students. The Johns Hopkins Health System employs 15,121 employees for a combined total of 41,011.

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