



NextGen Townhall

November 16, 2022



NEXTGEN

www.sao.ga.gov/NextGen



NextGen Agenda

- I. Intro to NextGen
- II. Where we've been
- III. Where we are
- IV. Where we are going

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



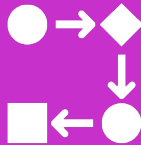
Embedded efficiencies to reduce data entry



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



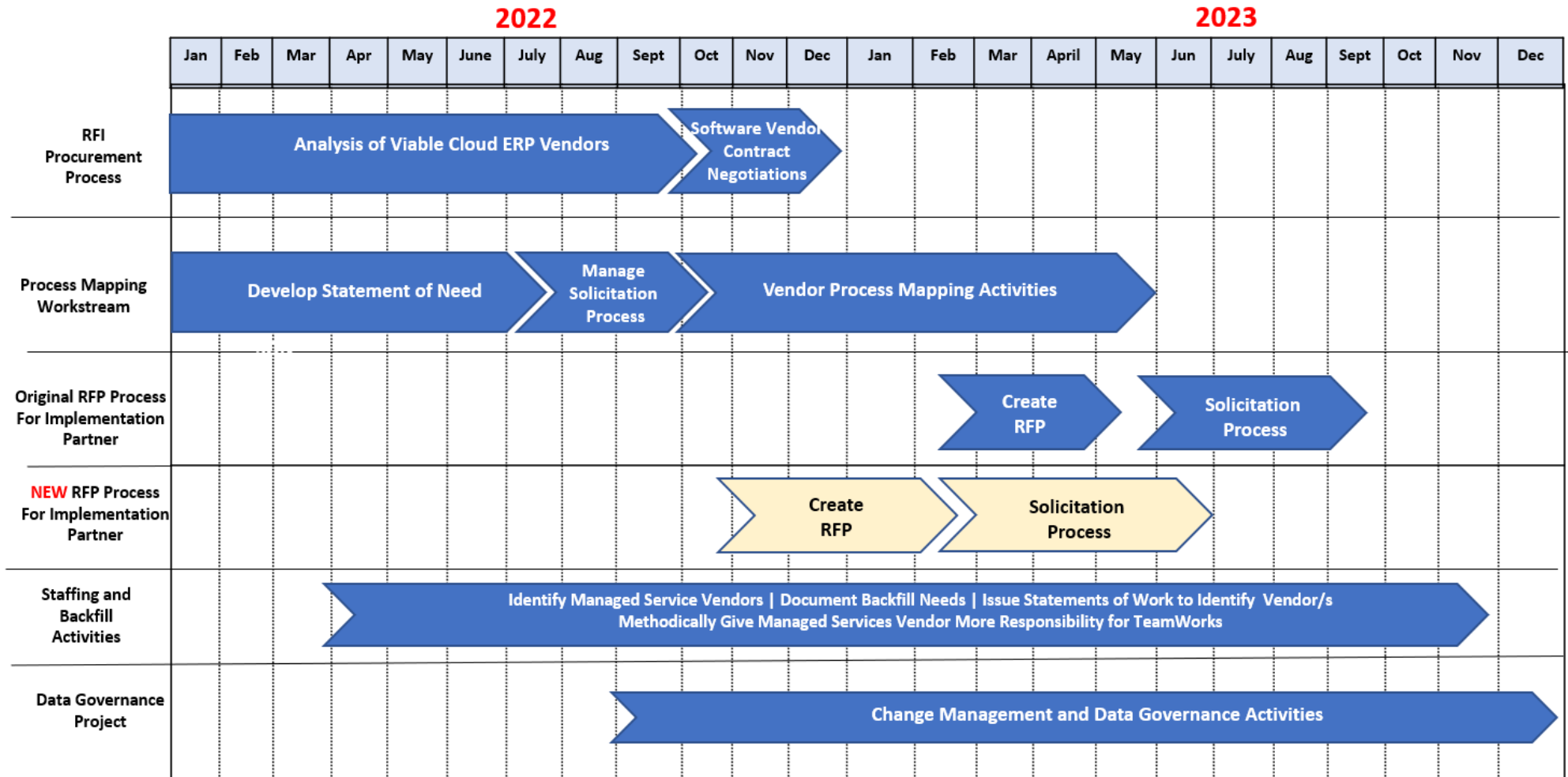
PHASE 3

Optimization

- Refine processes
- Deploy additional functionality if needed

Program management, change management, data governance

Project Timeline (Phase 0-1)



2020 - Present

- Research / RFI
 - References
 - Nevada, Iowa, Idaho, North Carolina, Oklahoma, District of Columbia, Hawaii, City of Atlanta, Georgia Institute of Technology
 - Dozens of product demos took place in Spring 2022
 - 300 SMEs participated in evaluations
- Received budget support from governor's office and legislature for Fiscal Year 2023
- Selected change management lead in Summer 2022
- Selected process mapping vendor in Fall 2022



Current project updates

- Final steps of selecting a software vendor
- Planning stage for process mapping
- Defining stakeholders, methods of communication, baselines of understanding for change management
- Developing RFP for implementation partner

Change management

What is it?

- A systematic approach to dealing with the transition or transformation of an organization's goals, processes or technologies
- Ensures there is a consistent understanding of the changes
- Provides communication avenues and resources to assist affected stakeholders
- Reduces the information vacuum
- Helps ensure that changes are implemented smoothly

You are now leaving your
COMFORT ZONE



Change management

What we need from TeamWorks Agencies:

- If you haven't already, identify a **Point of Contact** for all future communications between NextGen and your agency. (Send your POC contact info to nextgen@sao.ga.gov)
- Encourage your teams to participate in **NextGen surveys**
- Look for **communications** about NextGen. Share them with your teams.
 - Check Spam Digest Emails
 - Review + share "How To" document that will unblock NextGen as a Sender
 - Subscribe to our NextGen Newsletter by emailing **NextGen@sao.ga.gov**.

Scan to visit
our website!



Process Mapping

What is it?

- 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.
- 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

Process Mapping Scope

STEP 1: Project Planning

STEP 2: Current State Analysis

STEP 3: Best Practices Analysis

STEP 4: Future State Definition

STEP 5: Implementation (optional)



Process Mapping Activities

What we need from TeamWorks Agencies:

Over the next several weeks, the NextGen team will be looking for your participation in several activities. **As Subject Matter Experts (SMEs), you may receive the following:**

- 1 Requests for information about your organization, process, and operations
- 2 Requests to complete the Process Mapping Survey
- 3 Requests for participation in Process Mapping Workshops

Thank you in advance for your participation – your input is key to implementing NextGen!

Process Mapping Survey

The **Process Mapping Survey** will gather information to understand how agencies perform their processes within and outside of TeamWorks in preparation for the launch of NextGen.

Survey Details



Agency Procurement Officers, CFOs, and HR Directors will be asked to complete this survey about the processes within their functional areas. Depending on their familiarity with the processes, they may need to forward the survey to contributing team members.



Survey will be distributed following the NextGen Townhall on Thursday, Nov. 17. The survey link will be sent from NextGen@sao.ga.gov.



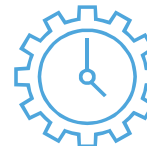
Survey questions will cover several areas including use of TeamWorks and outside systems, degree of process standardization/automation, and process pain points.



Survey responses are due by Friday, Dec. 2 in order to adequately incorporate feedback ahead of Process Mapping Workshops.



Human Capital Management (HCM), Procurement, and Finance will be the focus of the survey questions.



Surveys will take approximately 20 minutes to complete per process area. Since questions are process-specific, each respondent will submit unique answers for each process area supported.



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Questions about NextGen

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