



NextGen ERP Modernization Project

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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



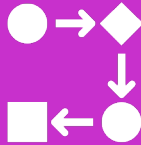
Embedded efficiencies to reduce data entry



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



Upcoming Activities

Gerlda Hines, SAO
Myra Guy, SAO



NEXTGEN

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Upcoming Activities



Change
Management



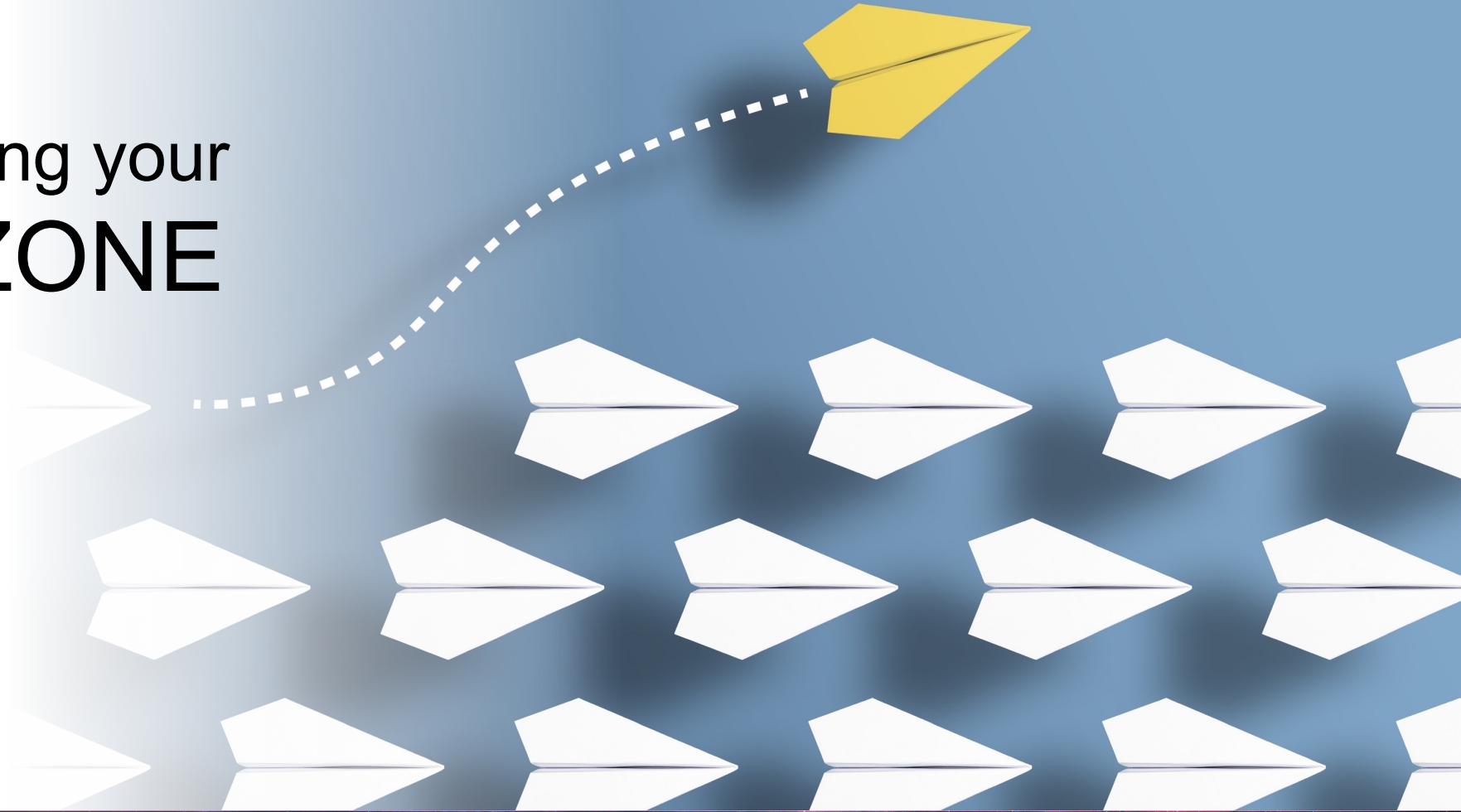
Process Mapping



Data Cleansing

Change Management

You are now leaving your
COMFORT ZONE



Change Management

What is it?

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



Change Management

Why do we need it?



- 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)

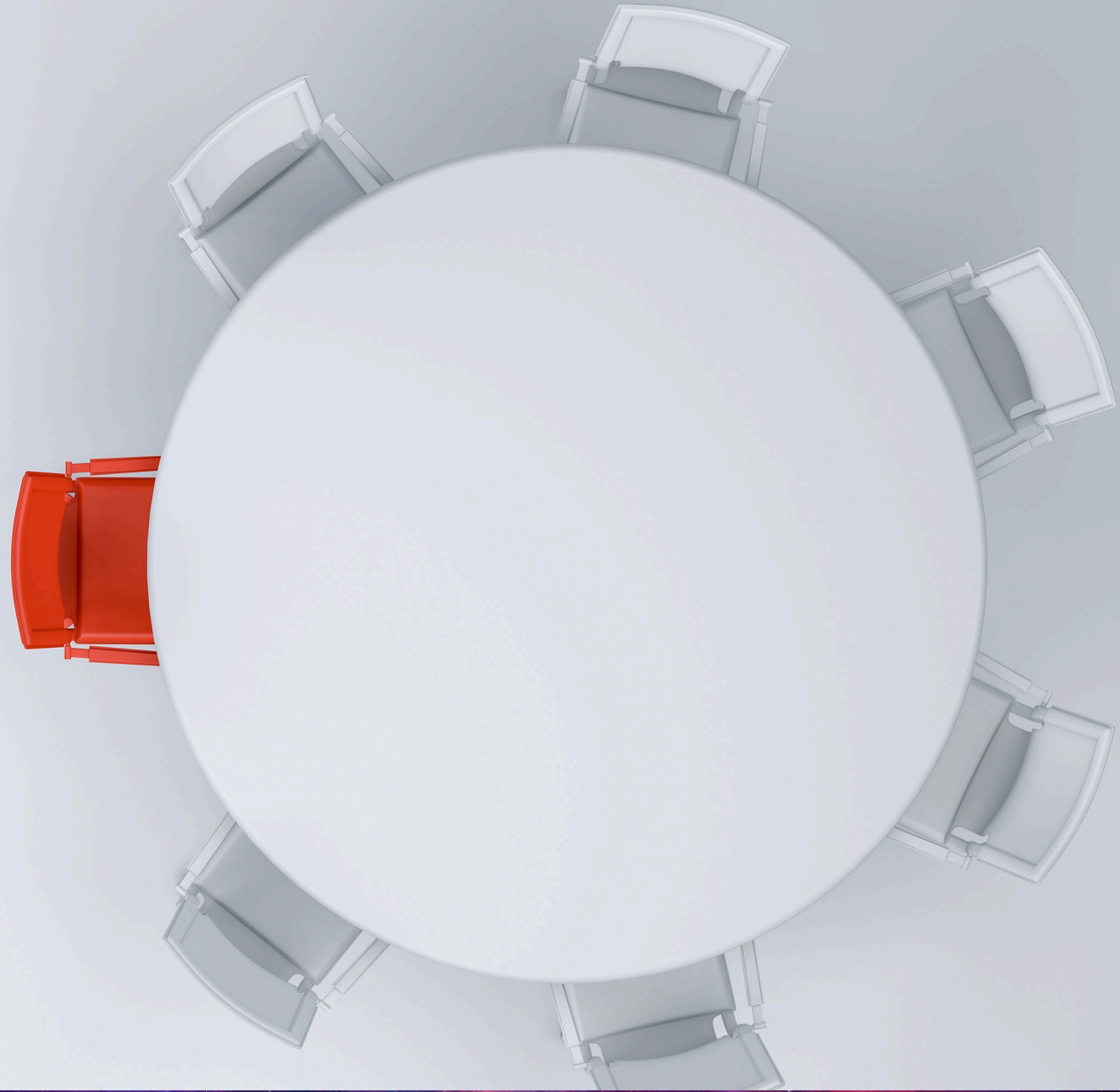
- Consider workshop outcomes, best practice recommendations and future state design to determine requirements for solution implementor

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?



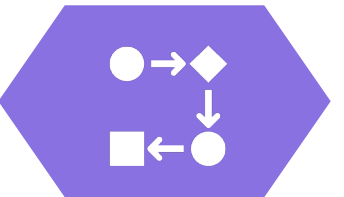
Agency heads will ID a single Point of Contact for your agency



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



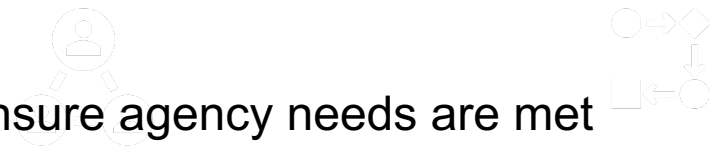
Discuss possible areas that may need backfill during the project



Participate in process mapping activities to ensure agency needs are met



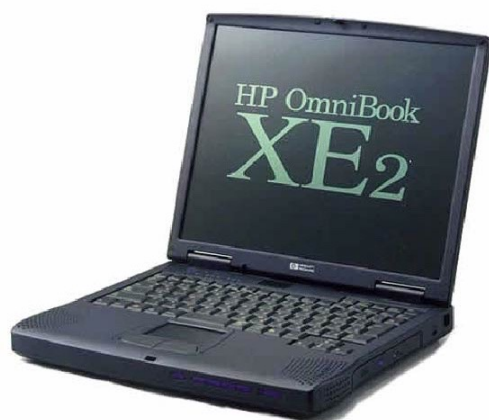
Review and correct any data issues



What would
the future
state look
like?



1 9 9 9



2 0 2 2





1 9 9 9



2 0 2 2



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



Imagine what our future could look like



2021 World Series



2021 College Football National Championship



| NEXTGEN

Questions about NextGen

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