

BREAZ

BUSINESS RE-ENGINEERING ARIZONA





IN THE SPOTLIGHT

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My name is Michelle Huckabay. I have worked for the State of Arizona for nearly thirteen years now, almost all of it with the Department of Administration (ADOA). I started my career with the State of Arizona, in the General Accounting Office (GAO), and I am happy to be back at the GAO as part of the BREAZ project. Over the years, I have had an opportunity to work with many of you from the State agencies, both when I was with the Arizona State Treasurer’s Office (ASTO) and when I was with a unit of ADOA, called the Central Services Bureau (CSB); the CSB performs accounting and payroll services for small to mid-sized agencies.

I enjoy collaborating with others across State government and even though I have less moment to moment interactions with the agencies now, I am working hard to keep agency interests at heart on this project. In my current position, my areas of responsibility on the project include Accounts Receivable and Cash Management. I work very closely with my counterpart from CGI, Achsa Harrison. Since the summer of 2013, we were busily engaged in documenting the current State “As-Is” processes in these functional areas and then proceeded to define the “To-Be” processes and document these new processes in prototyping scripts. We presented the processes to the agencies and gained helpful feedback from them, making updates as necessary. Additionally, as part of the Accounts Receivable and Cash Management functional areas we must work closely with the ASTO and the Attorney General’s Office, since both agencies are key stakeholders in the related processes.

When I am not knee deep in Accounts Receivable or Cash Management configuration or forms development, I enjoy spending time with my husband Thomas, who also works in State Government, and the rest of my close knit family. Although, I used to enjoy traveling more in the past, I am really settling into married life and the responsibilities of home ownership. It is a lot of work, but also very rewarding. Also, true to my type A personality, I enjoy self-study of theology, philosophy and natural sciences.



NEWS FLASH

SUCCESS!
The Awareness Campaign:

- ❖ 90% of Agencies reported using the campaign materials provided.
- ❖ Most helpful materials seem to have been email communications, the BREAZ website and PowerPoint presentation.
- ❖ 84% of respondents believe the objectives of the campaign met the needs of their agency.
- ❖ 40 feedback surveys returned. A 54% response!

Your feedback is very much appreciated. Thank you.

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Agency Transition Planning

By now, most agencies are well involved in the agency transition planning process. For those less familiar with the details we hope to shed some light on the planning process that should occur over the next few months.

As you embark on a journey to replace AFIS and to re-engineer your Agency's business processes remember that three key elements are involved: **PEOPLE**, **PROCESSES**, and **TECHNOLOGY**. With those three elements in mind, you should focus attention on planning for the change involved on five levels: the organization, policies, skillsets, systems, and business processes.

How do you accomplish this across your agency? What's involved in the planning process? Where to begin?

For each agency, the first step is to identify all the expected process changes. This should be completed by May 31, 2014. Meetings have been scheduled in March through May to assist you in reviewing BREAZ materials and compiling your process change list.

These Agency Transition Planning materials have been posted on the Agency SharePoint Site. There are To-Be Process Flows, Mapping of Existing Processes to ERP Functionality spreadsheet, and Key Change Narrative – all very useful in organizing your review of current processes by business area (e.g. accounts payable, fixed asset).

A how-to might include:

1. To better understand the Advantage Solution contact BREAZ for access to the Sandbox and the Training environments.
2. Identify all of your major business areas and prioritize the order to tackle them.
3. Identify who will be the primary point responsible for each area.
4. Read the above materials to understand the statewide process.
5. To understand the Advantage functionality go through the Independent Study Guides in the Training Environment.
6. Discuss where your process is different from the statewide process, list your differences.
7. For each difference, consider how they impact your organization, your staff's skill set, department policies, processes, and forms.
8. Consider how to plan to implement your changes.
9. Consider what you will need to communicate and what agency-specific training will be required.

A key component of transition planning will center around educating your staff in the development of the overall plan. Your staff should be involved in building an inventory of forms, policies and procedures, statutes, etc. And, it would be appropriate for them to document their "as-is" business processes ... drilling down to the smallest of details.

This is all about getting from Point A to Point B assessing and bridging the gap between the current "as-is" state to the future "to-be" state. You have a great opportunity to clean up inefficiencies, data, workflow thereby allowing your agency to start with a clean slate in July 2015.

Transition planning probably starts feeling awkward and unclear. If you need ideas on how or where to start, the Agency Transition Planning Q&A Sessions scheduled from April 9, 2014 to May 29 are a great place to get support not only from BREAZ but also other agencies. In the meantime, should you have questions, please do not hesitate to reach out to the BREAZ Team.

POSITIONING FOR SUCCESS

AGENCY TRANSITION

Featuring

**Early Childhood
Development & Health Board**
(First Things First)



Meet Agency Coordinator:
Gergana Kovatcheva

BREAZ: What is your job title?

GERGANA: Financial Consulting Manager

BREAZ: How long have you worked for the State?

GERGANA: 9 years.

BREAZ: What do you enjoy most about working for your agency?

GERGANA: It is really rewarding to work with people who are so passionate about the education and health of young children. By providing financial and accounting support to the program area, our dedicated team promotes best practices, sound internal controls and accountability for First Things First.

BREAZ: What are your expectations for the new system and business processes?

GERGANA: I have high expectations. I expect the new system to standardize accounting processes statewide, to provide robust tools for producing various accounting and budgeting reports, and to support extensive data analysis.

BREAZ: How are you getting your agency prepared?

GERGANA: I am getting First Things First ready by spreading the word internally via emails, posters and discussions with the future users. We diligently prepare and submit all documents required by the BREAZ project group. I attend the Agency Coordinators' meetings and update agency management and anticipated agency users on the progress of the project. I share everything new and exciting I learn with agency personnel. We are looking forward to the training opportunities that will prepare our staff for the great challenge: Advantage.

BREAZ: How do you see your agency operating after the new system goes live on July 1, 2015?

GERGANA: We are all hoping for a smooth and successful transition, but we realize there may be a few surprises in the beginning. We are looking forward to working with a system that offers more efficient day-to-day transaction processing and a more useful reporting tool.



FUNCTIONALLY SPEAKING

Accounts Receivable Workflow Preview

Accounts Receivable (AR) is a module within the Arizona Advantage system that provides Arizona new opportunities to better manage receivables. Within AR, one of the most commonly used documents is the Cash Receipt (CR) document; this is because a CR document is used anytime the Agency receives payment or monies. The CR document is used in a wide variety of scenarios, some of which do not require the reference of a customer. However, this spotlight section will focus on how to create a CR document from an outstanding receivable using Arizona Advantage's Copy Forward feature. A CR document is used for exactly what its name implies, documenting cash received by an Agency. In this scenario, the following occurs:

- 1 The Agency's AR clerk will first locate the existing receivable for which monies were sent.
- 2 Once the receivable is located, the AR clerk will select Copy Forward, and then choose to create a CR document. By using the Copy Forward feature, this both saves time in manually entering information for the outstanding receivable, and reduces the opportunity for accidental data entry error.
- 3 Once the new CR document is created, the AR clerk can now add any other, required or optional, information. The additional information added to the CR document may include, but is not limited to, items such as: who paid, location for where monies were collected, additional comments, and the attachment of any relevant documentation.
- 4 Once all the required information is added, the AR clerk will first validate the document, fix any errors if needed, and then submit the document.
- 5 The document is now routed through the Advantage system, using workflow, to the appropriate Agency level approver.
 - a. If the Agency level approver reviews the CR document, and finds missing or incorrect data, the document is rejected and routed back to the AR clerk for corrections and re-submission.
 - b. If the Agency level approver finds no errors, then he or she will approve the document.
- 6 Upon approval, this document is then routed, through workflow, to the appropriate approver at the Arizona State Treasurer's Office (ASTO). The ASTO approver will review the document to confirm that the CR either matches, in total and details, the attached deposit documentation, or matches cash and/or checks received directly at the ASTO. The two most common types of attached deposit documentation are deposit slips (showing the monies deposited at the bank), and wire statements.
 - a. If the ASTO approver is unable to verify the required information, the CR document is rejected and routed back to the Agency AR clerk for corrections.
 - b. If the ASTO approver is able to match the necessary items, the CR document is approved.
- 7 Once approved, this document is truly submitted into the system updating the applicable tables within Arizona Advantage.

You have just experienced creating a CR document using Arizona Advantage.

FREQUENTLY ASKED QUESTION

What's the difference between the concept of a Standard Agency VS. an Advanced Agency?

Simply put, if your agency has adopted the standard template for Chart of Accounts as it will be in the Arizona Advantage system, the agency has elected to adopt the Standard Agency approach.

If your agency has determined that the standard Chart of Accounts template needs to be customized to the agency's particular business needs, then the agency has adopted to take the Advanced Agency approach.

While we make every effort to streamline meetings and workshops to be timely and relevant to the audience, it sometimes helps to break out groups in terms of Standard or Advanced Agencies in an effort to target beneficial information and processes.

PROJECT ACTIVITIES AT A GLANCE

January – March 2014

- Chart of Accounts Design Activities
- Workflow Requirement Review
- User Role Maps
- Interface Design/Test
- Data Conversion Design/Test

April - June 2014

- User Role Maps
- Training Plan Review Design
- Interface Design/Test
- Data Conversion Design/Test



WORD SEARCH PUZZLE

How many words can you find?

March Madness Puzzle

O X Y K L F M T R T Q G D H D T V T G E
 H W X V G Z N Q E G W N J V R O K A O W
 Z Z S E S S E C O R P I T A A P P A Z K
 E S C A S H H G S D N T W X D O O C P R
 N B E F W N G D C X T A S W N Y M H E E
 U S B I O L E V S G P R Q G A E Q D O E
 Z V M L C C A E B Q E O A D T N K A P N
 V X O R N I N D Z D R B Q N S G G O L G
 N G A A O R L Y L Z N A P X S E A G E I
 Y K V A U F E O Y M E L L C N I R O S N
 W D O D C G H C P B L L P C H H T W H E
 A D S W B E J Z E B Q O Y F O V N I J E
 A W O R K F L O W I Y C D E T U O R O R
 C Q O A Y R L U S A P L X F S O E C Y N
 Q J T N W N Z X D U E T M G A X K H Q Z
 E S L X W P D D O P H U S Z V E M C J B
 P P P P S I J L Y U Z C S K M R W N N R
 Z H D D W A C C N O I F C F N P I P F A
 P H I L O S O P H Y A D X E Y J P N X S
 J C Y Q K M E W H N J T H P E I C X I A

ADVANCED
 AGENCY
 ASTO
 CASH
 COLLABORATING
 CSB
 FORMS
 GAO
 GAP
 PEOPLE
 PHILOSOPHY
 POLICIES
 PROCESSES
 RECEIPT
 REENGINEER
 ROUTED
 STAKEHOLDERS
 STANDARD
 TECHNOLOGY
 TRANSITION
 WORKFLOW



Solution to February's Puzzle

F N M S + F + A + + W + N + K + H
 E E K + E + C + + E + + L + G H H
 M F + J + O B H + L + N + H H
 E F + U + C S C H I + L + + S L L
 S R + T + E F A O C I H + + S U I G
 R B E + T + H E A T + T + C C G
 C U + T + T + R E + + + I C H H
 B F H + C + T + + + + + E E T S
 S F C H Z H O R M A H H V S S S
 H + C + F H G R L L H O P S S +
 U E + + + W E N + + + + + + +
 + + + + + + + + + + + + + + + +
 + + + + + A R F H I C L E + + + +
 + + + + + + + + + + + + + + + +

(Over, Down, Direction)

ACTIVITIES (6, 1, SE)
 ARTICLE (6, 14, E)
 DISBURSEMENT (1, 12, N)
 FEATURES (9, 8, NW)
 FEBRUARY (2, 9, N)
 FUNCTIONALLY (2, 12, NE)
 HIGHLIGHTS (15, 1, S)
 INFORMATIVE (3, 10, E)
 NEW (8, 12, W)
 NEWSLETTER (11, 1, SW)
 PROJECT (4, 1, SE)
 SPOTLIGHT (13, 11, W)
 SUCCESS (14, 5, S)
 TRAINING (7, 9, NE)
 WEBSITE (9, 1, SW)

APRIL NEWSLETTER HIGHLIGHTS



A preview of what is coming up next month

- Cost Accounting & Grants Acquisition & Management
- Training Update

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