VOYAGER
CHARTING OUR COURSE

President's Cabinet
February 2024

EAST TENNESSEE STATE
UNIVERSITY
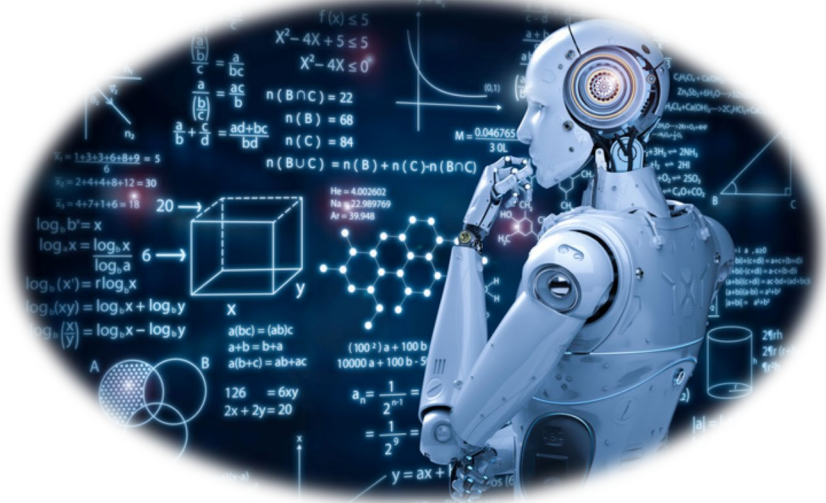
Project Goals
Timeline
Training
Operational Readiness
Risks

Project Goals

Take a moment to remember where we started:

Modern system with intuitive interfaces, robust self-service and reporting tools, forecasting capabilities, and dashboards.

Specifically:

Leverage industry best practices in a modern cloud system

Deliver a system without customization

Improve business process and continuity

Improve employee engagement and hiring processes

Leverage technical advancements and innovations of a cloud solution

Leverage real time data analytics

Utilize efficient mobile capabilities

Project Status

- CRP 3.5 (February and March)
- User Acceptance Testing (April)
- End User Training (April, May, and June)
- Operational Readiness and Prod config and data conversions (June)
- Live (July)

Timeline

2024

Row	Dec	Jan	Feb	Mar	April	May	June	July	Aug

Week Begin Date (Monday): 27, 04, 11, 18, 25, 01, 08, 15, 22, 29, 05, 12, 19, 26, 04, 11, 18, 25, 01, 08, 15, 22, 29, 06, 13, 20, 27, 03, 10, 17, 24, 01, 08, 15, 22, 29, 05, 12, 19, 26

Week Number: 68, 69, 70, 71, 72, 73, 74, 75, 76, 77, 78, 79, 80, 81, 82, 83, 84, 85, 86, 87, 88, 89, 90, 91, 92, 93, 94, 95, 96, 97, 98, 99, 100, 101, 102, 103, 104, 105, 106, 107

Cloud Releases: 24 A (week 78), 24 B (week 90), 24 C (week 103)

Test — EVYU-TEST
- Finance: CRP 3.5
- HCM/Payroll: CRP 3.5
- EPM: CRP 3.5
- T2T-DEV1, C, C, P2T

Dev1 — EVYU-DEV1 (Gold)
- Finance (continuous bar)
- HCM/Payroll (continuous bar)
- EPM

Dev3 — EVYU-DEV3
- Finance
- HCM/Payroll: Pay Parallel 2, Pay Parallel 3
- EPM: tem
- T2T-TEST, -DEV4, P2T

Dev4 — EVYU-DEV4
- Finance: UAT, C
- HCM/Payroll: UAT, C, P
- EPM: UAT
- T2T-DEV1

Production — EVYU
- Finance: CON, Production
- HCM/Payroll: CON, Production
- EPM: Production
- T2P-DEV1

Key Dates	Begin Date	End Date	HCM, ERP/SCM, EP
EPM Training Development	Tuesday, September 5, 2023	Wednesday, November 15, 2023	EPM
CRP3.5-EPM	Monday, February 19, 2024	Friday, March 15, 2024	EPM
UAT-EPM	Monday, April 15, 2024	Friday, May 10, 2024	EPM
EPM Train-The-Trainer Sessions	Thursday, May 23, 2024	Friday, May 24, 2024	EPM
Go Live-EPM (Cutover Activities)	Monday, June 10, 2024	Sunday, June 30, 2024	EPM
Post-Production Support	Monday, July 1, 2024	Wednesday, July 31, 2024	EPM
ERP Training Development	Monday, August 28, 2023	Monday, November 27, 2023	ERP/SCM
CRP3-Finance	Monday, October 2, 2023	Monday, December 18, 2023	ERP/SCM
CRP3.5-Finance	Monday, February 19, 2024	Friday, March 15, 2024	ERP/SCM
UAT-Finance	Monday, April 15, 2024	Friday, May 10, 2024	ERP/SCM
ERP Train-The-Trainer Sessions	Monday, May 20, 2024	Tuesday, May 21, 2024	ERP/SCM
Go Live-Finance (Cutover Activities)	Monday, June 10, 2024	Sunday, June 30, 2024	ERP/SCM
Post-Production Support	Monday, July 1, 2024	Wednesday, July 31, 2024	ERP/SCM
HCM Training Development	Friday, July 28, 2023	Monday, October 23, 2023	HCM
ETSU Requested HCM System Testing	Monday, November 13, 2023	Friday, December 8, 2023	HCM
CRP3.5-HCM	Monday, February 19, 2024	Friday, March 15, 2024	HCM
Payroll Reconciliation 2 (Includes Mid-Year Payro	Monday, February 19, 2024	Friday, March 15, 2024	HCM
UAT-HCM	Monday, April 15, 2024	Friday, May 10, 2024	HCM
Payroll Reconciliation 3 (Includes Mid-Year Payro	Monday, April 15, 2024	Friday, May 10, 2024	HCM
HCM Train-The-Trainer Sessions	Wednesday, May 15, 2024	Thursday, May 16, 2024	HCM
Payroll Simulation	Wednesday, May 22, 2024	Friday, May 24, 2024	HCM
Go Live-HCM (Cutover Activities)	Monday, June 10, 2024	Sunday, June 30, 2024	HCM
Post-Production Support	Monday, July 1, 2024	Wednesday, July 31, 2024	HCM

CRP 3.5

- System configuration and data conversion in progress in a new environment
- February 19 – March 15
- HR and FIN functional teams will lead the testing process
  - System access and navigation
  - Test case completion
  - Review outcomes
  - Capture change impacts
  - 40+ staff
  - 400+ test scripts
  - 38 Integrations
  - 58 Custom Reports
- HighStreet will focus on assistance and knowledge transfer throughout the testing period
- Results of the testing period will be tracked and reviewed with project sponsors

ORACLE®

Conference Room Pilots (CRP) in Oracle

User Acceptance Testing (UAT)

- April
- Certification of processes with HR/FIN power users across campus
- Three main groups of testers
  - System administrators: finalized data conversions and end to end integrations
  - Department users: finalized data conversions, processes, and reports
  - Select campus users from distinct groups
    - Executive Aides
    - Program Managers
    - Budget Managers
    - Department Coordinators
  - ETSU staff will conduct the training with HighStreet support
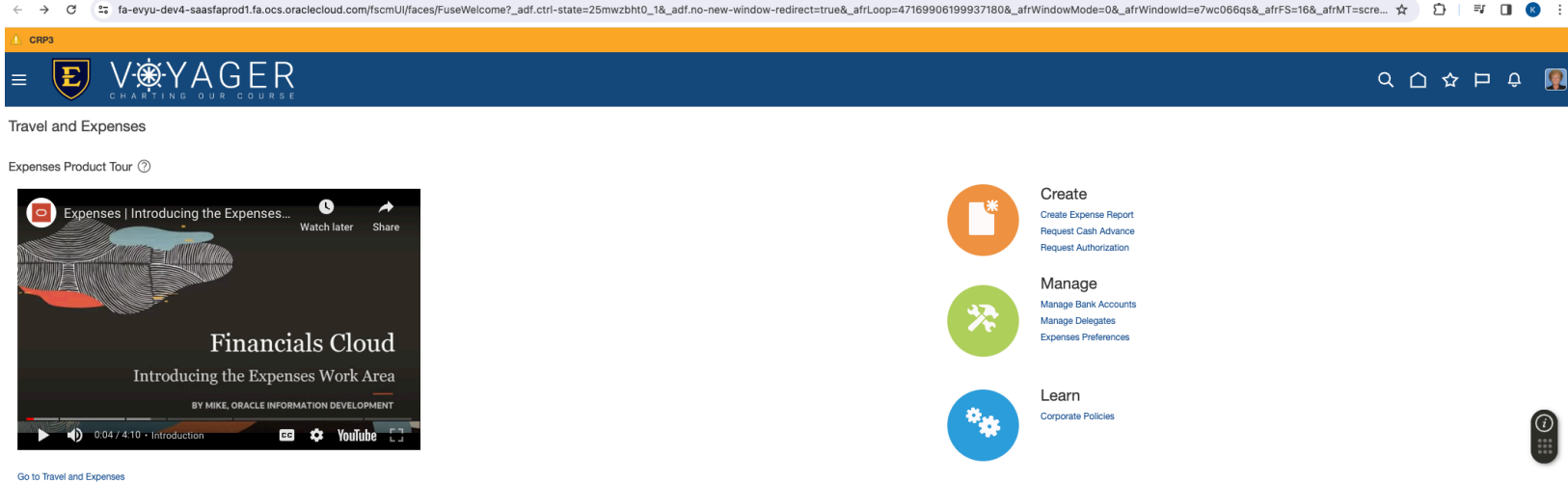
Training

Voyager Training Timeline
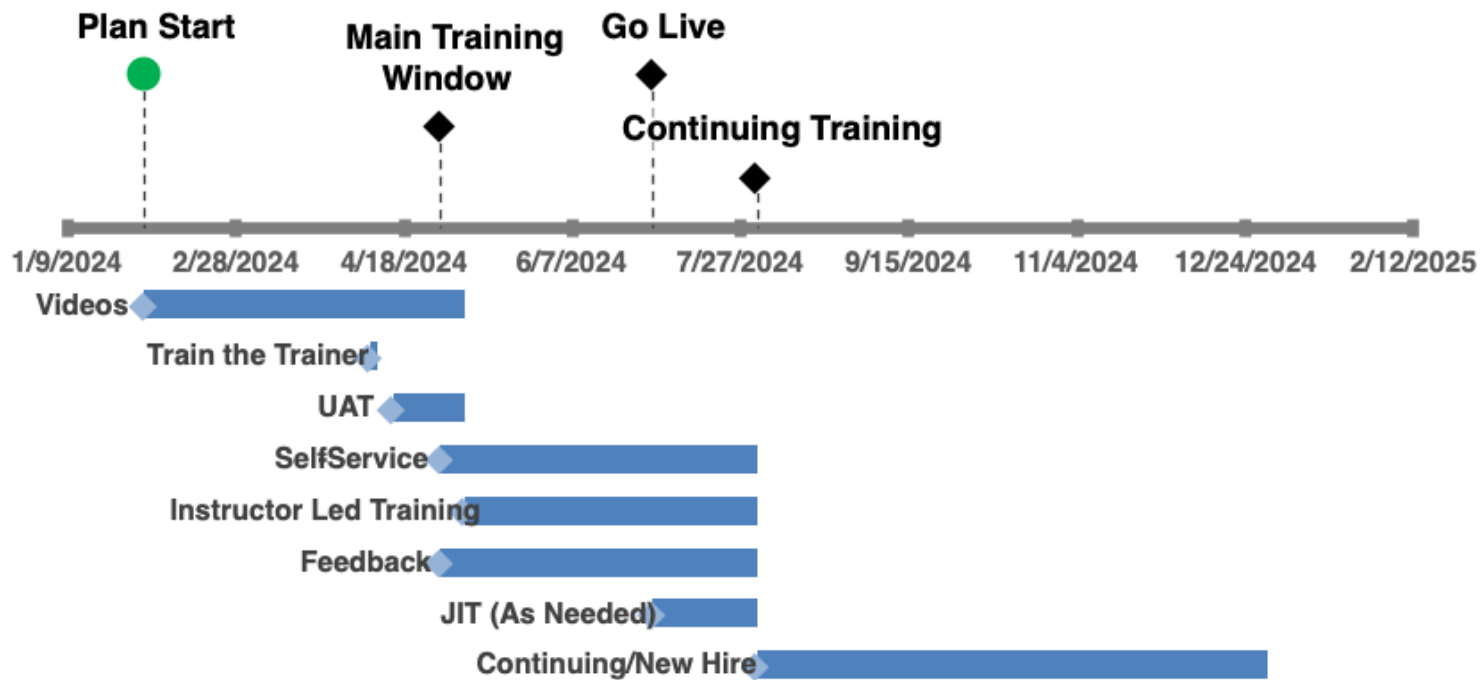
April – June

Training Environment – Dev 4

Oracle Guided Learning (OGL)
ITS will

- Update OGL in sync with quarterly updates
- Update training materials
- Provide emergency help with preparations for Go-Live
- Last minute training assistance
- Confirmation of system functionality
- Establish Voyager training schedule
- Training materials on ITS site

Operational Readiness

- Security Framework
  - Login Process
  - User Accounts
  - Roles
  - Permissions
  - Access Parameters
- Reporting
- Cloud Maintenance and Instance Strategy
  - Monthly and quarterly patching
    - Identify impacts
    - Test new/changing functionality
    - Configure updates
  - Managing production and development instances
    - Refresh of dev environments
    - Function of each instance – i.e., TEST is for training, DEV1 is kept current for testing issues, etc.

Operational Readiness

- Issues Management and Support
  - Tier 1 is ETSU Help Desk
    - Log in problems
    - Usability questions
  - Tier 2 support is ITS ESS team
    - Access
    - Unexpected results
    - Incorrect data/functionality issues
  - Tier 3A support is HighStreet
    - Initial issues with errors
  - Tier 3B support
    - Timeouts
    - Unexpected results

Risks

- GL Fund Balance Conversion
  - HighStreet to provide closing entries by COB Thursday so Finance can validate data by Monday.

- Create Allocation Rules
  - After closing entry validation HighStreet must create allocation rules to move fund balances to the appropriate accounts and designations by COB Friday

- Missed Deadlines
  - 184 Tasks remain to be completed by ETSU prior to go live

Compensation Project Timeline

Milestone Description	Category	Assigned To	Progress	Start	No. Days	January	February	March	April	May	June	July - Dec
Communication												
Communication to key stakeholders	On Track	Lori Erickson	0%	2/9/2024	14							
Website Development	On Track	HR	0%	2/1/2024	15							
Website Publication	Milestone	HR/Vodden	0%	2/16/2024	1							
Compensation policy development	On Track	HR	25%	1/15/2024	90							
Public Comment - Compensation Policy	Milestone	Kay Lennon	0%	4/15/2024	14							
Socialize Job Families to Employees	On Track	HR Business Partners	0%	6/1/2024	30							
Compensation Consulting												
Procure Services with Salary.com	Milestone	COMPLETE	100%	1/5/2024	14							
Provide data to consultant	On Track	Lori, Kaitlin, Dave, Sarah	0%	2/5/2024	56							
Review Job Families with SMEs	On Track	Dave, Kaitlin, HRBPs	25%	2/1/2024	21							
Review employees assigned with job families	On Track	HR Business Partners	0%	4/1/2024	30							
Set strategies for bringing jobs to entry salary	On Track	Leadership	0%	5/1/2024	30							
Review ee's above maximum/ below	On Track	HR Staff	0%	4/1/2024	30							

Job Families

CODE	Family	Summary
A	Academic	Responsible for providing services that support the academic mission of the university.
B	Administrative	The Administrative job family is responsible for supporting, coordinating, supervising, managing, or directing administrative activities and operations in support of programs, projects, departments, schools, colleges, or institutes. Administrative roles perform, lead, supervise, or manage a broad range of administrative, program, technical, clerical, or office support activities. This includes but is not limited to grants and contracts, financial services, human resources, student services, and general administrative, medical, or academic areas. Administrative roles support the management of the University and may provide professional administrative expertise by coordinating, researching, recommending, and implementing overall administrative initiatives. The Administrative job family is designed to cover a broad cross section of administrative functions where a general knowledge base is required.
C	Arts & Culture	Positions allocated to the Arts and Culture job family are responsible for supporting cultural and performing arts and student productions of artistic events.
D	Athletics	The Athletics job family is responsible for providing operational support, administrative and professional guidance, management, and strategic planning for varsity sports programs. Employees in this job family develop student-athletes through academic and personal mentoring, coaching, and training. Athletics roles must adhere to university, NCAA or NIRA, and conference rules and regulations.
E	Audit & Compliance	The Audit/Compliance job family is responsible for evaluating and assessing regulatory compliance, internal controls, and recommending changes in operations, functions, systems, procedures, and/or processes. This family promotes compliance with university policies and regulations and those of external related entities. Functions in this job family include but are not limited to participating in the development of policies to promote compliance; assessing risk of non-compliance and recommending measures to mitigate risks; investigating allegations of non-compliance with recommended corrective actions; and providing compliance and regulatory training. Positions in this job family may report to management or provide an independent, objective advisory and assurance role.
F	Communications and Marketing	The Communications and Marketing job family provides information dissemination to internal and external audiences. Roles in this family are responsible for creative processes, marketing, public relations, branding, media releases, communications and media production, printed and electronic publications, website content design/management, and social media. The Communications and Marketing functions include the support, coordination, production, and management of written, visual, and digital marketing and communications.

Job Family Detail

Human Resources Job Family

The Human Resources job family is responsible for all aspects of human resources-related activities. Human resources roles serve to foster a healthy, productive, and inclusive workforce through the development and implementation of integrated and effective human resources programs, services, and policies. The human resources function advises and administers programs in the following areas: benefits, compensation, employee relations, recruitment, records, and other related human resources services.

Code	Role	KSAs	Code	Level	Min Requirements
1	**Human Resources Associate:** Responsible for routine to moderately complex application of policies and procedures. This role provides human resources technical support for daily operations by providing a variety of human resources activities that may include but not limited to staffing, job evaluations, employee records, and employee benefits administration. Competencies for this role are usually gained through specialized or on-the-job training.	Communication skills. Interpersonal skills. Ability to work effectively with a wide range of constituents in a diverse community. Ability to provide technical advice and guidance in the area of specialty. Ability to solve problems. Ability to use tact and discretion when dealing with a variety of employee issues and records.	a	**Human Resources Assistant:** An entry-level clerical role that performs a variety of routine, standardized, well-defined tasks following standard policies and procedures. Provides resolutions to problems that have clearly defined solutions and refers non-routine issues to supervisor. Work is closely supervised and reviewed for accuracy. Processes various human resources materials including confidential forms and records. Receives, reviews, and ensures compliance and completeness of human resources data, documents, and records.	Typically requires a high school diploma and one year of relevant experience, or an equivalent combination of education, training, and experience.
			b	**Sr. Human Resources Assistant:** Performs a variety of routine, standardized, well-defined tasks following standard policies and procedures. Provides resolutions to problems that have clearly defined solutions and refers non-routine issues to supervisor. Work is closely supervised and reviewed for accuracy. Processes various human resources materials including confidential forms and records. Receives, reviews, and ensures compliance and completeness of human resources data, documents, and records. Sets priorities and organizes work within general guidelines established by the supervisor/manager. Tracks and compiles data, and researches and prepares reports as needed.	Typically requires a high school diploma and two years of relevant experience, or an equivalent combination of education, training, and experience.