Agenda

- iCAT Objectives
- CedarCrestone Overview
- Project Scope and Timeline
- Project Methodology
- What is Changing and Your Involvement
- Change Management Overview
- Closing Remarks & Questions
iCAT is a set of 12 new and exciting projects that will be completed over the next 18-24 months. These projects will eliminate some of our paper based forms like timesheets, purchase requisitions and travel authorizations. We’ll be addressing faculty needs for better reporting and scheduling systems. Most exciting of all, we’ll be putting in a new portal for everyone. A single window to campus systems.
iCAT Objectives

"By modernizing our day-to-day business processes and information, the university will ultimately increase efficiency, transparency and accountability."

CWU President James L. Gaudino

Through iCAT we will improve our administrative services and the support that we provide our stakeholders by:

- Making daily operations (work) easier for departments and ourselves
- Using leading business practices
- Spending more time on value-added activities
- Improving customer support while maintaining appropriate controls and financial management
Who Is CedarCrestone

• Founded in 1981, HQ in Alpharetta GA
• 700+ consultants and growing
• Highly experienced workforce
• Higher Education specialization
  • 200 consultants in our HE Practice
  • More than 1000 HE projects completed on time and within budget since 1997
  • More than 300 Colleges and Universities served
• Financially healthy
• Comprehensive service offerings
• Full business life cycle approach

_CedarCrestone has worked with Central Washington University since 2002 in supporting our HCM, FMS, and CS systems and business processes._
# Project Scope

<table>
<thead>
<tr>
<th>Upgrade</th>
<th>PeopleSoft Enterprise Portal</th>
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<tbody>
<tr>
<td>• Oracle 11G Rev 2 for Human Capital Management (HCM) and Campus Solutions (CS) - Complete</td>
<td>• Employee/Faculty Content</td>
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<tr>
<td>• Human Capital Management (HCM) to v9.2</td>
<td>• Student Content</td>
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<tr>
<td>• Financial Management System (FMS) to v9.2</td>
<td>• Financials Content</td>
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<tr>
<td>• PeopleTools to 8.52 for all PeopleSoft instances</td>
<td>Implementation of Portal to serve as information hub for faculty, staff and students</td>
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</tbody>
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### Project Scope - continued

<table>
<thead>
<tr>
<th>Online Travel Authorization</th>
<th>Online form/process using workflow to route for review, approval and processing for faculty, staff and student business travel</th>
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<tbody>
<tr>
<td>Online Purchase Requisition</td>
<td>Online form/process using workflow to route for review, approval and processing to issue purchase order</td>
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<tr>
<td>FMS Planning and Budgeting</td>
<td>Implementation of Planning and Budgeting with workflow to replace custom budget planning system</td>
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## Project Scope - continued

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>Time &amp; Labor</td>
<td>Implementation of Time &amp; Labor with workflow for staff and students</td>
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<tr>
<td>eProfile</td>
<td>Implementation of eProfile to replace portions of third-party electronic Personnel Action Form (ePAF)</td>
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<tr>
<td>ePAF (Workflow)</td>
<td>Automation of the remaining portions of the ePAF with workflow</td>
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<tr>
<td>eCompensation</td>
<td>Implementation of eCompensation to replace manual merit increase processes</td>
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## Project Timeline

<table>
<thead>
<tr>
<th></th>
<th>2013</th>
<th>2014</th>
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<tr>
<td>Faculty Workload</td>
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<tr>
<td>Online Travel Authorization</td>
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<tr>
<td>Portal - Employee/Faculty</td>
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<tr>
<td>Online Purchase Requisition</td>
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<tr>
<td>eProfile</td>
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<tr>
<td>eCompensation</td>
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<tr>
<td>Upgrade HCM</td>
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<tr>
<td>FMS Planning &amp; Budgeting</td>
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<tr>
<td>Portal - Student</td>
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<tr>
<td>Upgrade FMS</td>
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<td>ePAF</td>
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<tr>
<td>Time &amp; Labor</td>
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<tr>
<td>Portal - Financials</td>
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Best Practice / Critical Success Factors

- Active, visible executive sponsorship
- Effective change management and training
- Collaboration, communication, commitment
- Customer focus
- Stakeholder involvement
- Improve and streamline business processes
- Communicate and manage expectations
How Will We Get There

PHASE I
Plan & Discover

PHASE II
Analyze & Design

PHASE III
Configure & Develop

PHASE IV
Test & Train

PHASE V
Deploy & Optimize

PROJECT
MANAGEMENT

CWU
CedarCrestone’s Propel Methodology

- Structured Approach to Project Management
  - Plan & Discover
  - Analyze & Design
  - Configure & Develop
  - Test & Train
  - Deploy & Optimize
- Process-Centric
- Deliverables Based
- Quality Assurance Reviews
How It Will Happen

- Understand the As Is and Pain Points
- Reengineer Business Processes
- Design New System
- Test System/Train Users
- CWU Success
• HCM was implemented 13 years ago
• FMS was implemented 11 years ago
• CS was implemented 8 years ago
• CWU has upgraded over the years to stay current with the technology and maintain support

Now is the time to move to the next level and implement additional functionality!
What Is Changing

- Improving up-front planning and analysis
- Incorporating best practices in our business processes
- Involving stakeholders and end-users earlier
- Utilizing more and different consulting services
- Stepping up our communications
- Expanding the way we use our systems
- Advancing how we make decisions

We’re changing the University!
Why You

• You know Central Washington University business
• You are an influencer in your department
• You are able to communicate to many levels within the University
• Your involvement will be integral to the success of the iCAT team!

You are part of the team and we all win together
Your Involvement

With the project team:
• Timely, active participation (meetings, homework)
• Think outside the box
• Point us to SMEs
• Share your ideas and pass on department feedback

Back in your department:
• Advocate for the changes
• Communicate benefits
• “Localize” the high level changes
• Gather feedback
We Are All Change Agents
What Is Change Management

Change management encompasses those activities directed towards helping an organization successfully manage the transition to and acceptance of new processes and systems.
Why Change Management?

Successful change addresses both the technical and the people side

Project Management

Current
Transition
Future

Solution is designed, developed and delivered effectively (Technical side)

Change Management

Solution is embraced, adopted and utilized effectively (People side)

= SUCCESS
Accepting Change Is A Process

AWARENESS
“I’m being told something is changing”

DENIAL
“No WAY!”

FEAR
“What will happen to me?”

EXPLORATION
“Let me take a look anyway”

UNDERSTANDING
“I can see why they want to do this”

POSITIVE PERCEPTION
“This is good”

LEARNING
“Let me test it”

ADOPTION
“We have to do it this way”

INTERNALIZATION
“This is the way we work here”
Through Change Management We . . .

- Identify change (discovery, fit gap and business process reengineering)
- Determine who is affected (future process flow)
- When do they need the information (depends on what is happening with the project)
- Why do they need the information (users need to understand why they need to spend the time)
- What is the best media (website, newsletters, demos, meetings, training)

The Change Management Plan
1) Sends the right message
2) To the right audience
3) At the right time
4) From the right sender
5) Through the right channel
Where We Are Today

- Contracted and Engaged CCI Services
  - Four consultants on-site currently
  - More consultants joining the team as projects evolve
- iCAT Communications
  - Website available at:
  - eMail:
  - Central Today
- Projects underway and progressing well for:
  - Application Portal
  - Faculty Work Load & Activity Reporting
  - Online Travel Authorization
In Closing . . . To Be Successful We Must

- Involve Stakeholders
- Be active, decisive and visible
- Manage change and training effectively
- Communicate and manage expectations
- Improve business processes
- Adapt to new rules and policies
- Participate and engage
Questions and Feedback

iCAT Website =
Thanks for your support!