

Enterprise Resource Planning (ERP)

Selection and Implementation



THE UNIVERSITY OF
TENNESSEE
KNOXVILLE

The ERP project is a state-wide initiative,
led by UT System Administration.

Reason for Implementing New ERP

- SAP, the ERP platform of the IRIS system, is phasing out support in 2025
- New and improved ERP systems have come to the market since 2001 when IRIS was implemented
 - Examples of new technology available: AI (Artificial Intelligence), RPA (Robotic Process Automation), Machine Learning
- Goal is to take advantage of the modern cloud-based ERP systems by streamlining and standardizing processes

History of the ERP Project

2019 – Current State Evaluation

- Current state evaluation of UT's business processes

2020 – Readiness Evaluation

- Readiness assessment involving many campus stakeholders
- Selection of ERP vendor was originally scheduled for March 2021, but was delayed as campuses focused on challenges introduced by the pandemic

2021 – Analysis of Current Processes

- Planning and Selection Phase led by Accenture
- Business Process Review sessions with subject matter experts (SME's) across campus participating

Project Management Team for Knoxville

Finance – Brandon Herriage

Human Resources – Elizabeth Smith

Information Technology – Sheila McNeil

ERP Project Phases

Business Process Review	Future State	ERP Selection	ERP Consultant Selection
<ul style="list-style-type: none"> • Subject Matter Experts (SME's) selected • Current State of HR, Finance, and Cross-Functional Business Areas • Identify Pain Points and Opportunities of Current Processes Identified by SME's 	<ul style="list-style-type: none"> • Business Process Reimagine Sessions with SME's 	<ul style="list-style-type: none"> • Request for Proposal (RFP) • Vendor Proposal Submissions • Vendor Demonstrations • Vendor Selection • Contract Negotiations 	<ul style="list-style-type: none"> • Request for Proposal (RFP) • Consultant Proposal Submissions • Consultant Review • Consultant Selection • Contract Negotiations

Number of SME's* Attending Business Process Mapping Meetings

Process Review/Future State Meetings	Staff by Entity									Total
	UTSA	UTK	UTIA	UTSI	UTC	UTM	UTHSC	IPS	UTFI	
Budget & Planning	4	7	2	1	2	1	3	1	0	21
General Ledger	3	6	3	0	3	2	3	0	1	21
Accounts Payable	5	5	3	0	4	1	3	1	0	22
Billing & Accounts Receivable	6	5	1	0	4	1	4	0	0	21
Cash Management	9	2	1	0	0	2	2	0	1	17
Grants & Project Management	7	9	2	1	5	2	3	0	0	29
Purchasing	7	5	2	0	2	2	2	0	0	20
Travel	5	3	2	0	3	1	1	1	0	16
Asset Management (Inventory)	13	2	3	0	2	2	2	1	0	25
Audit & Internal Controls	7	3	2	0	0	0	3	1	0	16
Gifts & Endowments	13	3	1	2	1	0	3	1	2	26
Contracts	9	5	2	0	2	2	7	1	1	29
Recruit-to-Hire	7	8	1	2	1	1	4	1	2	27
Time & Absence	7	6	1	2	1	1	2	1	2	23
Performance Mngt & Succession Planning	6	7	1	1	2	1	2	1	0	21
Employee Mobility & Transition	6	7	1	1	2	1	5	1	0	24
Compensation Administration	6	4	1	2	2	1	1	1	1	19
Learning & Development	6	5	2	1	3	1	3	3	0	24
Position Budgeting	8	9	3	1	2	1	4	1	0	29
Compliance & Reporting	10	12	2	0	2	5	4	1	0	36
Tuition Fee Waiver	3	10	2	0	1	3	3	0	0	22
Total Count of Attendees	147	123	38	14	44	31	64	17	10	488
Percentage by Entity	30%	25%	8%	3%	9%	6%	13%	3%	2%	100%

*SME's – Subject Matter Experts

Shared Services, Centralization & Data Opportunities

Think outside our current box

Utilizing cloud-based ERP platforms may bring opportunities for centralizing some Finance and HR processes where we thought might not be possible or is contrary to our current way of working. Using highly modern architecture, new ERP platforms can provide real-time data and ways to query such data for easier reporting and prioritizing what is most important for your department or unit.

- A cloud-based platform may bring automation to processes to reduce manual entry where we still handle paper such as invoices, receipts and contracts. Creating shared services in strategic places can lead to efficiencies, reduce errors and rejections.
- Modern day ERPs may have integration points with 3rd party software we currently use and bring that data into the ERP so we can have better access to meaningful data so decisions can be made timely.

Modern ERP Functionality Examples

Accenture provided glimpses into modern ERP functionality

- Artificial Intelligence (AI) - Chat bots
- Robotic Process Automation (RPA) - Scanned documents can be parsed into a program rather than manual entry
- Run transactions and analytics in one solution

Many possibilities depending on ERP vendor selected and functionality implemented

Wrap-Up

Project Managers are advocates for our campus and institutes

More communication will be coming as the ERP Project advances including method for submitting questions