Projekt
Digital Business Travel Management

Presentation at EUNIS 2019

Agenda

- Introduction

- Project goals and solution scope

- Project procedure

- Results

NUMBERS IN
A NUTSHELL

Approx.
33,000
students

Approx.
4,500
doctoral
students

Over
450
professors

Over
4,000
members
of staff

From around
150
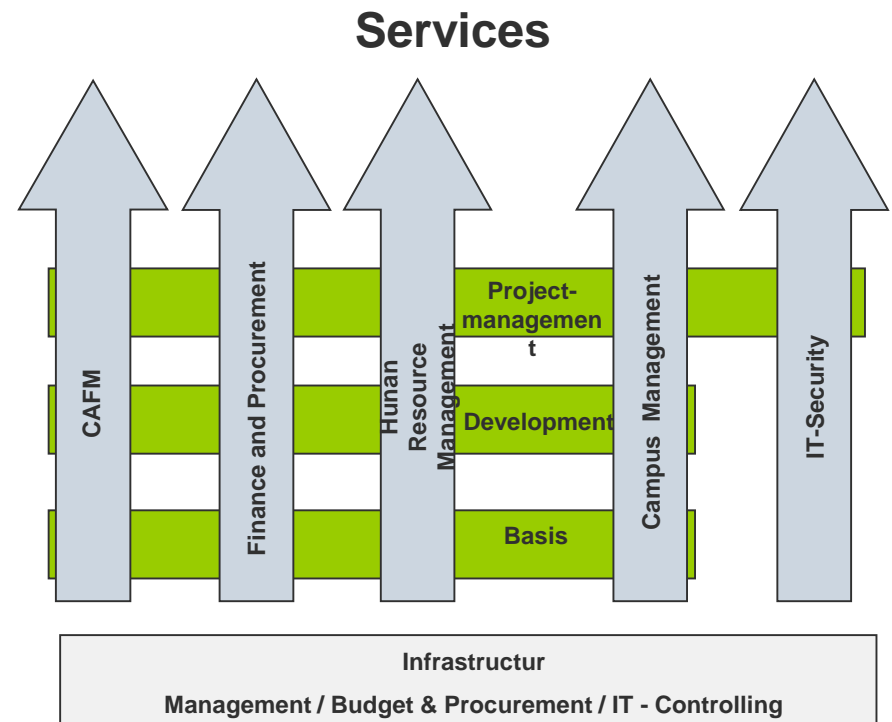**countries in**
the world

eAS Mission

- eAS supports the digitalization of Freien Universitäts administrative processes with a

  - **reliable offer of user oriented IT-services**,

    - which will successively replace the paper-based work

      and will be replaced by an extension of the

      - **use of electronic workflows and electronic files**

        - support the central concern of e-Government

- **in order to make the administration more efficient, transparent and sustainable.**
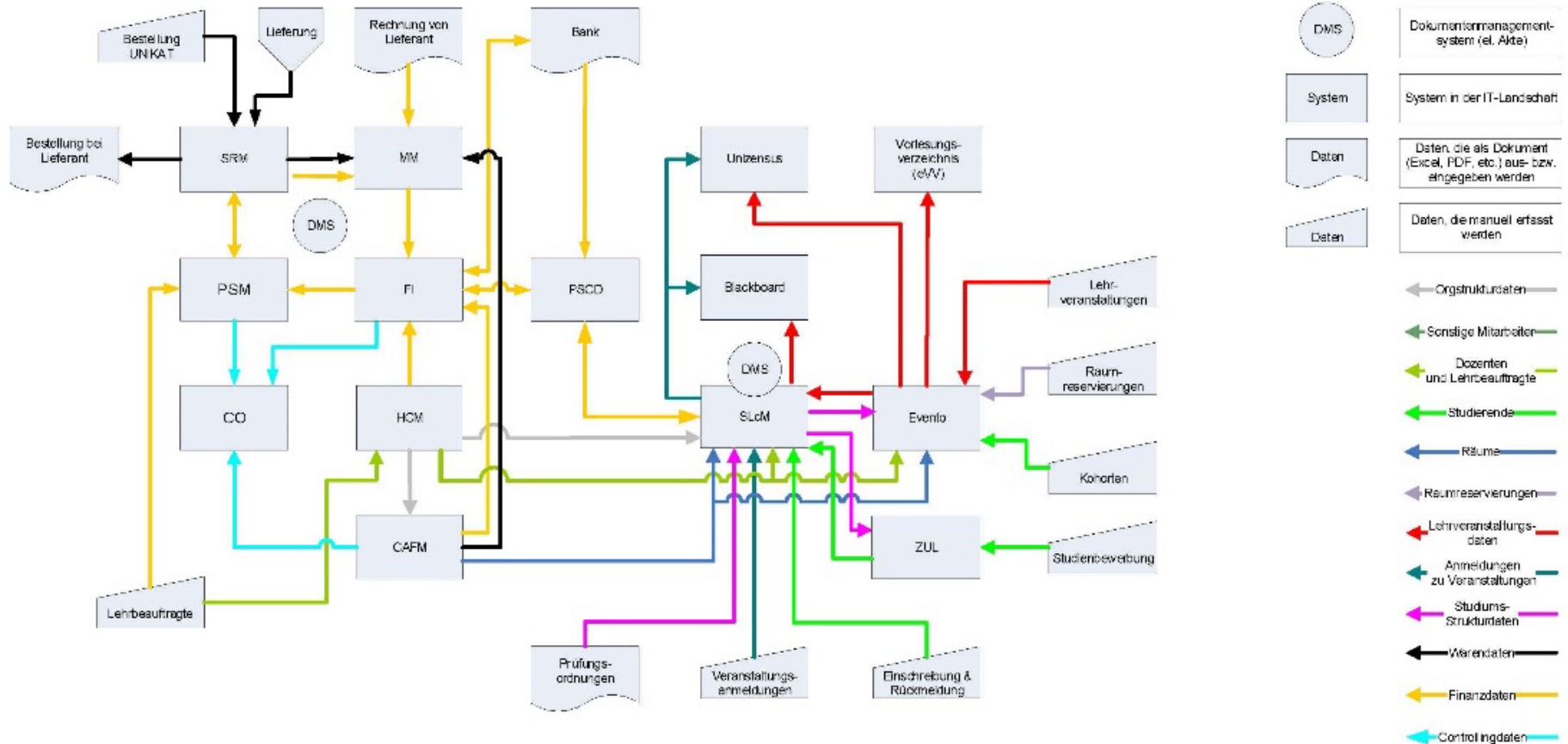
Support Matrix for administrative IT-Services

Services

Arrow columns labeled: CAFM, Finance and Procurement, Hunan Resource Management, Campus Management, IT-Security

Horizontal bands: Project-managemen t, Development, Basis

Infrastructur
Management / Budget & Procurement / IT - Controlling

Flow of data

Digitalization of administrative processes

- Electronic ordering system for acquisition

- Electronic invoice processing

- Online employee self service

- Electronic recruitment and onboarding (ongoing project)

- Electronic travel management (ongoing project)

IT for sustainability:
Electronic Self Service for travel management

- 6 000 trips p.a.

  - 2 pages per application

  - 2 pages per approval

  - 2 pages per billing request

  - 2 pages per billing notice

  - 2 pages annex (avarage)

- Approx. 60 000 pages A4 paper p.a.

Starting condition travel management

- Full paper-based process

- Overload in the central travel department

- Processing of billing takes more than one year per case

- Employees are frustrated by awkward paper formulars

- Bills and receipts have to be sticked on paper and than mailed to the administration

- Nearly half of the processes return to sender, because the application was not filled correctly

- Challenge: Very complicated, detailed rules and regulations in German public service, especially regarding travelling!

project lead time

✓ As-is analysis

✓ Requirements engeneering

✓ Description of future process flows

✓ Target scenario formulation based on SAP

✓ Reference visit to the central IT-department of the State of Rhineland-Palatinate

✓ Tendering and awarding

Requirements collected from stakeholders (academic and non academic staff)

- Applications run on mobile devices

- Copy already approved business trips without re-entering data

- Copy master data at login

- Access to settled trips in an electronic record

- Plausibility checks during input

- Search help for selecting account assignment elements

- Request or settle business trip by order

- No dispatch of original invoices and receipts by internal post mail -> instead all invoices digitally in the electronic file
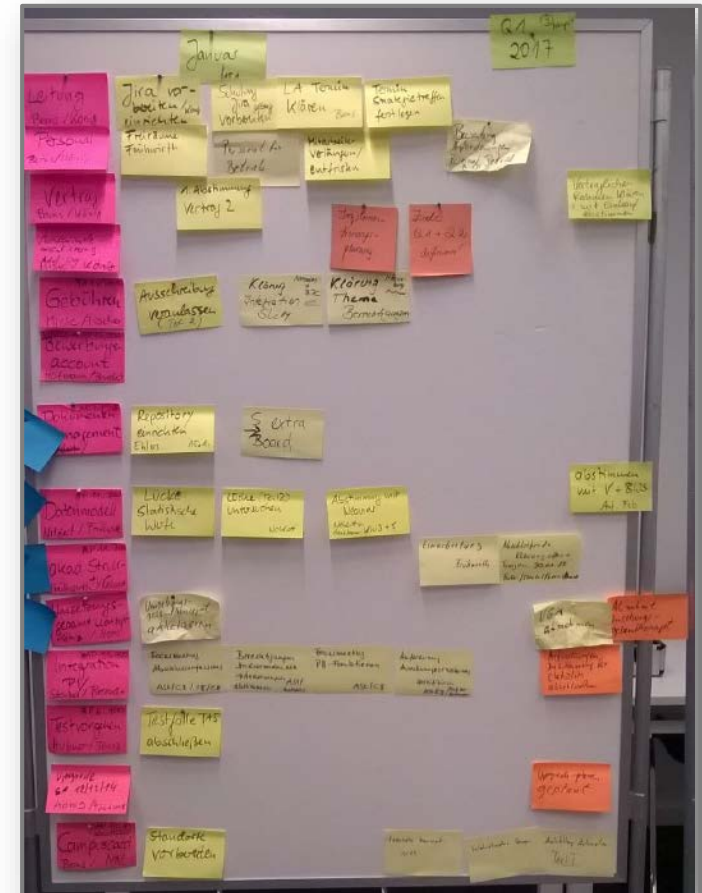
Project contents

- Detailed conception / specifications

- Implementation by Zalaris (SAP Partner)

- Test, pilot phase und optimization

- Rollout

Digital travel management: targets

- Optimization of processes

- Supporting the mobile use-case

- Shorter processing and decision paths

- Reduction of media breaks

- Reduction of incorrect/incomplete applications and approvals

Agile project approach

Q 4/18   Q 1/19   Q 2/19   Q 3/19

Project preparation:
- Technical requirements
- Responsibilities
- Kickoff
- Clarification of open process questions

Specification & Development:
- Specification workshops
- Prototyping of user interfaces and workflows
- Connection of the electronic file
- Continouus review and feedback by the project team
- Iterative provision of new functionality in sprints
- Short-term tests of the results

Going live:
- User training for pilot areas
- Integration tests
- Documentation
- Release for go-live for pilot areas
- Support
- Follow-up optimization of the system through feedback in pilot operation

Life demo

Lessons learned (so far)

Thank you for your attantion!