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 Universität's 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
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 (average)

- 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 engineering
- 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

**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
- Continuous 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 attention!