

## QUARTERLY BUSINESS OFFICERS MEETING

MARCH 2019



## TODAY'S AGENDA

- I. Budget Updates (Susan Klatt)
- II. Credit Card Policy & PCI Compliance (Sara Jedlicka & Warren Staal)
- III. Purchasing, A/P & Travel BI Reporting (John Watkins)
- IV. Professional Liability Program Blanket Policy (Emily Robnett)
- V. HR2020 Update (Terri Hein & Dan Schropp)
- VI. Utilities System P3 Evaluation (Terry Johnson)
- VII. Other Updates (Selina Martin)

## BUDGET UPDATE

SUSAN KLATT, ASSISTANT VP & UNIVERSITY SECRETARY AND DIRECTOR, TREASURY OPERATIONS AND FINANCIAL MANAGEMENT, FINANCE & OPERATIONS



## CREDIT CARD POLICY AND PCI COMPLIANCE

SARA JEDLICKA, DIRECTOR, INVESTMENTS, BANKING & TRUST OPERATIONS, TREASURY OPERATIONS, FINANCE & OPERATIONS WARREN STAAL, SENIOR IT SECURITY ANALYST, SECURITY OFFICE, INFORMATION TECHNOLOGY SERVICES

## **UI CREDIT CARD POLICY - BACKGROUND**

- Policy last updated in 2016
- Processor conversion in 2016-2017
- PCI-DSS internal audit in 2018
- Treasury Operations
  - Information Security & Policy Office
  - Controller's Office

## WHAT IS THE SAME?

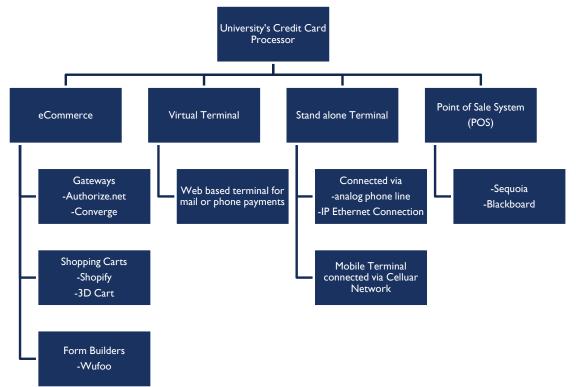
- New Merchant Requests <u>https://finapps.bo.uiowa.edu/MerchantAccount/</u>
- SAQs are completed annually via <u>https://pcicompliancemanager.com</u>
- SAQ & Scan Requirements Guide Table policy Appendix D
- Monthly reconciliation of credit card sales to the Elavon merchant statement and TDR
- Annual ICON course requirement for all staff
  - WCCARD Credit Card Policy Training
  - WSANSI UIOWA Security Awareness Training
  - Utilize HR contact to add to employee training compliances for monitoring

## NON-COMPLIANCE – NO CHANGES

- Merchant accounts with:
  - Non-compliant SAQ OR Non-compliance External Vulnerability Scan
  - Systems not on the PCI network
- Will be given a reasonable amount of time, not to exceed 30 days, to resolve the issues that have caused the non-compliance. Non-compliant merchants beyond the allowed timeframe will be reported to the following individuals with the recommendation that merchant card processing privileges be terminated:
  - University Chief Information Security Officer
  - University Chief Financial Officer

## WHAT HAS CHANGED? New information for departments

- Validated and Approved methods of processing
- E-commerce website requirements
- Pricing estimates when available
- Technology Review Process third parties and new technology not already validated and approved



## WHAT HAS CHANGED?

- Sections reorganized for better flow
- Reference information for both new and existing merchants
- American Express acceptance campus wide
- PCI Steering Committee formed in 2018
  - Monitor 2018 PCI audit findings to ensure timely closure
  - Provide campus guidance
  - Promote merchant engagement from both business and technical staff

## PCI COMPLIANCE

## The 5 stages of PCI maturity



## NEW INITIATIVES FOR PCI COMPLIANCE TREASURY OPERATIONS

- Improved notification process utilizing Dispatch application
  - In addition to PCI Compliance Manager emails, merchants are notified at least one month in advance of SAQ expiration
- Spirion monthly scans requirement for merchants using shared mailboxes

NEW INITIATIVES FOR PCI COMPLIANCE INFORMATION SECURITY & POLICY OFFICE

## PCI Network – guidance clarification

- IT Support bringing ITS and HCIS engagement into completion of SAQ
- PCI Matrix Information Security and Policy Office initiative

## NEW INITIATIVES FOR PCI COMPLIANCE INFORMATION SECURITY & POLICY OFFICE

Home / Services

Credit Card Handling (PCI-DSS) Standards Compliance

View Edit

| PCI Compliance FAQs |

#### Credit Card Handling (PCI-DSS) Standards Compliance

The IT Security Office works with Treasury Operations to offer technical analysis and assistance to ensure compliance with IT security standards for handling credit cards on all campus systems. The service involves a review implementation of systems that accept credit cards for payment, to ensure compliance with the Payment Card Industry Data Security Standards. The IT Security Office provide recommendations to mitigate issues, or areas needing additional controls.

If you have questions or need assistance please call the IT Security Office (5-6332) or email: it-security@uiowa.edu

More information can be found off of the Treasury Operation's website.

Click the PCI Compliance Matrix link below to download a local copy to complete. Click the PCI Compliance FAQs link at the top of the page to view the most current frequently asked questions.

#### PCI Compliance Matrix

For additional information, questions and or feedback e-mail: it-security@uiowa.edu.

## PURCHASING, ACCOUNTS PAYABLE & TRAVEL BUSINESS INTELLIGENCE (BI) REPORTING

JOHN WATKINS, DIRECTOR PROJECT MANAGEMENT, BUSINESS SERVICES, FINANCE & OPERATIONS



# BI REPORTING FOR PURCHASING, ACCOUNTS PAYABLE AND TRAVEL

### Definition of Business Intelligence (BI)

 Techniques and tools for acquiring and transforming data into meaningful and useful information for business analysis.

### Project Overview

• **Objective:** Provide detailed reporting from Purchasing, Accounts Payable, and Travel systems to campus.

### Project Team

- ProTrav Reporting Focus Group including April Tippett, Nate Robinson, Terri Hein, Laura Felleman, and Chris Anderson.
- Working with the Business Intelligence Shared Service Center (BISSC) in ITS: Dawn Moore, Braden Smith, and led by Brenda Ulin.
- Purchasing, Accounts Payable, and Travel team with support from Finance and Business Information Systems (FBIS) and Administrative Information Systems, ITS.

# BI REPORTING FOR PURCHASING, ACCOUNTS PAYABLE AND TRAVEL, CONTINUED

### 3 Project Phases for Campus Reports

- Phase I: Travel-related Data Model, Data Mart, Tabular Model, and Travel Explorer Report
- Phase 2: Updates to Data Model, Data Mart, Tabular Model with Procurement Card data
- Phase 3: Revamp PeopleSoft Data Model and Data Mart

### Current Status

- Travel-related Data Model, Data Mart, and Tabular Model created
- ProTrav Travel Explorer report created and final testing is underway
  - Phase I go-live target is I<sup>st</sup> half of April
  - Email communication at go-live including directions for requesting access
  - Reported issues will be logged and prioritized



### PROTRAV TRAVEL EXPLORER REPORT



\$30M

2014

2015

2016

2017

2018

Travel Expense Description	Trip Count	Travel Amount	% of Total
Hotel	107,835	\$56,987,140.45	30.85%
Meal	104,803	\$14,332,194.42	7.76%
Miscellaneous	86,927	\$26,670,583.66	14.44%
Other	33,244	\$14,150,699.21	7.66%
Transportation	149,420	\$72,562,910.04	39.29%
Total	206,917	\$184,703,527.78	100.00%

Travel Amount by Fiscal Year and Travel Expense Description (Full Fiscal Years Only)

(\$994,963.55)

\$6.367.937.04

\$1,969,747,89

\$6,625,620.97

\$1,201,668.50

\$3,720,879.94

\$26,670,583.66

\$1,819,515.09

\$1,201,840.43

\$2,722,169.37

\$8,104,304.84

\$3,451,824.53

\$12,109.23

\$82,045.07

\$273,847.98

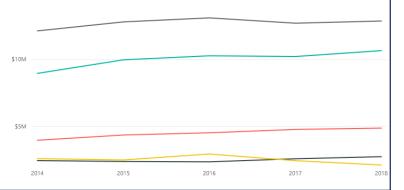
\$1,577,802.85

\$546,306.12

\$996,300.15

\$14,514.03

\$267.971.00



## QUESTIONS AND NEXT STEPS



## Next Steps

- Interested in joining the ProTrav Reporting Focus Group? Email john-ewatkins@uiowa.edu
- ProTrav Travel Explorer report
  - Phase I go-live target: I<sup>st</sup> half of April
  - Email at go-live with instructions for requesting access
- Phase 2 Kick-off

# PROFESSIONAL LIABILITY PROGRAM BLANKET POLICY

EMILY ROBNETT, RISK MANAGEMENT ADMIN, BUSINESS SERVICES, FINANCE & OPERATIONS



## POLICY COMPARISON AND COST SAVINGS

		Blanket Premium: \$63,000						
	Dental Students	Allied Health/Ancillary	Athletic Trainers	Nursing Students	Pharmacy Students	MD Students	Blanket Proposal	
Insurer	ProAssurance	ProAssurance	Markel	CNA	Pharmacy Mutual	ProAssurance	ProAssurance	
Term	7/15/18 - 7/15/19	10/10/18 - 12/1/19	1/26/19 - 1/26/20	8/15/18 - 8/15/19	8/15/18 - 8/15/19	7/1/18 - 7/1/19	6/1/19 -6/1/20	
Coverage Form	Claims Made	Claims Made	Claims Made	Occurrence	Occurrence	Claims Made	Claims Made	
Limits	\$1M Occ / \$3M Agg	\$1M Occ / \$3M Agg	\$1M Occ / \$3M Agg	\$1M Occ / \$5M Agg	\$1M Occ / \$3M Agg	\$1M Occ / \$3M Agg	\$1M Occ / 3M Agg PER STUDENT	
					INDIVIDUAL POLICIES		\$15,000,000 Policy Agg	
Expenses	Outside	Outside	Inside	Outside	Inside	Outside	Outside	
Premium	\$3,000	\$7,077	\$6,006	\$6,019	\$14,693	\$43,225	\$70,445	

Key Changes:

- \$17,000 premium savings for the blanket policy
- Aggregate limit increased to \$15M
- General Liability coverage included
- Policy form changes from "claims made" to "occurrence" for Nursing & Pharmacy
- Effective date of 6/1/2019

## PREMIUM COMPARISON & SAVINGS BY PROGRAM

	Blanket Premium	Current Premium	Savings
Dental Students	\$2,361.91	\$3,000.00	\$638.09
Allied Health	\$5,571.74	\$7,077.00	\$1,505.26
<b>Athletic Trainers</b>	\$4,728.54	\$6,006.00	\$1,277.46
Nursing Students	\$4,738.78	\$6,019.00	\$1,280.22
Pharmacy	\$11,567.85	\$14,693.00	\$3,125.15
Medical Students	\$34,031.18	\$43,225.00	\$9,193.82
	\$63,000.00	\$80,020.00	\$17,020.00

## NEXT STEPS

#### Immediately:

 Risk Management will email area Budget Officers and program contacts for insurance renewals with copy of slides and additional details specific to their program. We will also request any necessary renewal information.

#### **April:**

Programs should contact Risk Management prior to 4/15/19 if they would like further discussion about this transition.

#### May:

Risk Management will communicate finalized premium information to departments.

\*Premium is based on moving all policies to the blanket. Cost savings may be reduced if not all programs participate in blanket policy.

#### June:

Policy will begin June 1, 2019.



# Q&A

## CONTACT US



430 Plaza Centre One



(319) 335-0010



risk-management@uiowa.edu or emily-robnett@uiowa.edu



https://uiowa.edu/riskmanagement

## HR 2020

### TERRI HEIN, DIRECTOR UI PAYROLL TAX/ACCTG & BUDGET OFFICER, HUMAN RESOURCES

DAN SCHROPP, DIRECTOR UI PAYROLL OPERATIONS, HUMAN RESOURCES





PROJECT UPDATE April 2019

#### Track-by-track progress

HR 2020 is organized into five interdependent tracks. The following reports summarize progress during February and March 2019 (see next page for overall timelines):

**Track 1: Payroll Department Realignment** (reorganize current Payroll staff into separate teams responsible for payroll and HR transactions)

- Focused on **defining staff needs** for specific functions
- Secured temporary funding
- Refined **org charts** for payroll and HR transaction teams
- Drafted job descriptions for **new temporary positions**
- Developed proposals for transitioning select functions
- Worked on separating budget lines for new teams

**Track 2: Transaction Service Redesign** (streamline the current service-delivery model to encourage specialization and reduce errors) *and* 

#### Track 3: Transaction System Enhancements (enhance IT systems that support HR transaction services)

- Finalized guiding principles
- Established **four additional subcommittees** dedicated to information flow, metrics, pre-training, and retro accounting with charters and deliverables for each
- Continued development of requirements workbook

**Track 4: HR Service Delivery Redesign** (establish a central hub for reception and questions about payroll, HR transactions, benefits, and other HR services)

- Launched **issue tracking** for all UHR units
- Initiated knowledge database development

**Track 5: Welcome Center Construction** (renovate USB space to accommodate the new welcome center and enhance building security)

- Completed initial technical committee tasks and delivered specs to project architect
- Received preliminary architectural drawings
- Exploring **iPad check-in options**

	DEC 20 NOV 20 OCT 20 SEP 20 JUL 20 JUL 20 AUG 20 AUG 20 AUG 20 AUG 20 JUL 19 JUL 10 JUL 10 JU								
Track 1:	Realignment plan (100% complete)								
Payroll Department	Team composition (95% complete)								
Realignment	New departments (75% complete)								
Lead: Terri Hein	Change management and Implementation (0% complete)								
Track 2:	Pre-planning (100% complete)								
Transaction Service	Service model design and reviews (15% complete)								
Redesign	Pilot group Implementation (0% complete)								
Lead: Dan Schropp	Phased campus Implementation (0% complete)								
Track 3:	Pre-planning (100% complete)								
Transaction System Enhancements	System design, development, and testing (6% complete								
Lead: Dan Schropp	Phased campus Implementation (0% complete)								
	Issue tracking (28% complete)								
Track 4:	Knowledge database development (10% complete)								
HR Service Delivery Redesign	Seasonality mapping (0% complete)								
Lead: Rebecca Olson	Measurements and metrics (0% complete)								
	Issue/case management software (0% complete)								
	Initial meeting with Facilities Management (100% complete)								
Track 5: Welcome Center	Recommendations on construction needs (100% complete)								
Construction	Input, Ideas, and finalized drawings (60% complete)								
Lead: Libby Washburn	Construction bids (0% complete)								
(All dates tentative)	Construction (0% complete)								
	Security measures (0% complete)								

## UTILITIES SYSTEM P3 EVALUATION

TERRY JOHNSON, CHIEF FINANCIAL OFFICER & TREASURER, FINANCE & OPERATIONS



## **OTHER UPDATES**

- □ FINANCIAL SUB-CERTIFICATION 2.0
- FINANCIAL ACCOUNTS BI DASHBOARD

SELINA MARTIN, UNIVERSITY CONTROLLER, FINANCE & OPERATIONS



## FSC 2.0 COMMITTEE

- 1. College of Engineering (April Tippett)
- 2. College of Pharmacy (Bill Wise)
- 3. College of Liberal Arts & Sciences (Erin Herting)
- 4. College of Medicine (Jason Haddy)
- 5. College of Public Health (Lori Cranston)
- 6. Student Life (Scott Seagren)

he University of Iowa Y 2018 Financial Sub-certification	Submit to Controllers Office
nancial Sub-certification is a control to clarify business units' accountability for financial repo ontrols. Deans, Vice-Presidents, Senior Fiscal Officers and certain central administration Direct nancial Sub-certification questionnaire. The annual process is intended to serve two purposes	tors are required to complete the
provide reasonable assurance of the underlying numbers in the University's financial stateme provide reasonable assurance of a sufficient and effective internal control structure which car rocesses and systems.	
ollow steps 1-6 to complete & submit the form:	
Save blank e-form to your preferred directory. Answer sub-certification questions including all necessary comments reflecting the practice/input of all departments within t Submit the completed form via email by clicking "Send to Controllers Office" button. Print a copy of the completed form. Obtain appropriate certification signatures (see https://controller.fo.uiowa.edu/who-required-complete-annual-financial-sub Send signed FSC form through campus mail to Dianne Plummer at BSA Jessup Hall.	
Ve hereby certify, to the best of our knowledge, that the information submitted	in this financial sub-
ertification questionnaire is representative of the business practices of our unit	for the current fiscal year.
elect the applicable Org unit for this sub-certification: Select your org unit	
Dean or Vice President Date Senior Fiscal Officer	Date

## FINANCIAL SUB-CERTIFICATION 2.0

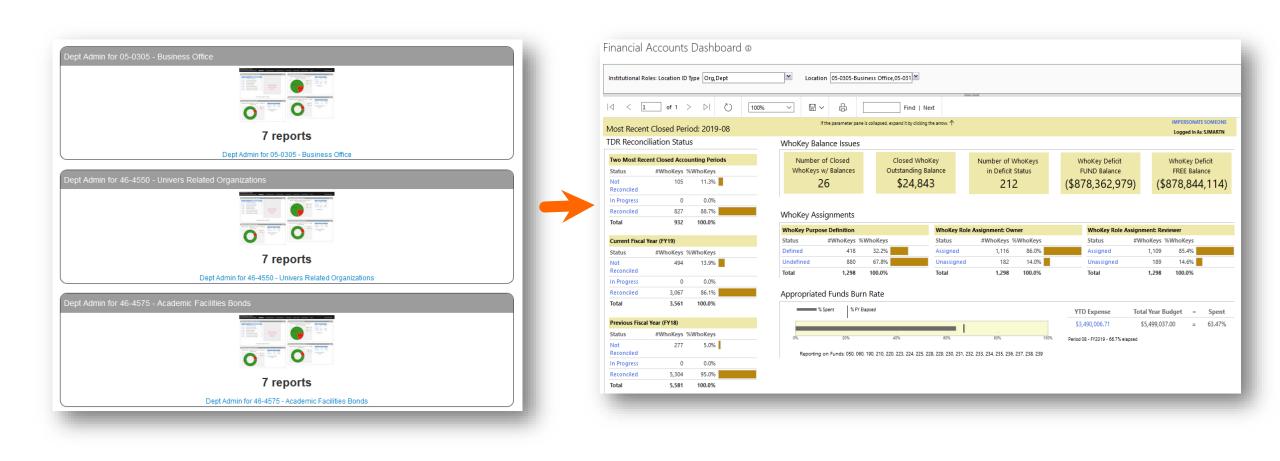
- Ethics ★
- Personnel & Payroll 📩
- Cash Handling ★
- Reporting Financial Risk
- Recon of Assets & Liabilities
- Management of Non-cash Assets
- Purchasing & Travel
- Gift Accounts Process ★

- Restrictions by Sponsors
- Addressing Audit Issues
- Review of Financial Transactions
- Financial Systems/Process Training
- Service Center Rates
- Use of University Resources
- Sponsored Programs

## OTHER IMPROVEMENTS

- I. New FSC application (no more pdf form)
- 2. Workflow Routing (no need to send signature page)
- 3. Administrative Reports (status & consolidated reporting)

## EFR PORTAL DASHBOARD – CONVERSION TO BI



## CURRENT DASHBOARD

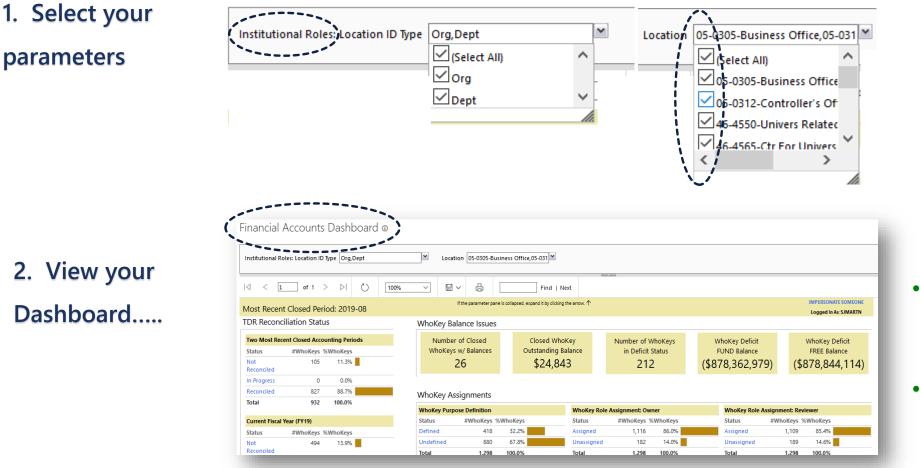


### 2. Scroll thru Dashboard.....by specific org or dept.

ept: 05-0305 (Dept Admin for 05-0305)										
DR Reconciliation Status: Department view				<b>≞</b> ^	WhoKeys in Deficit	Status: Department view				÷ •
Monthly TDR reconciliation status for 05-0305 - Business Office for February FY2019 & January FY2019	FY 2019 (most current two accounting periods)					100				
	Not reconclied	Is Not recordled 61 49:19% WhoKeys in Defic					Status.			
	Reconclied	Reconciled	63	50.81%						
25			FY 2019 (all other accounting periods).		Show 10 v en Org-Dept.	Department	Count	Fund Balance Deficit :	Search:	e Balance Deficit
JAX		Status	Count	Percentage	05-0305	Business Office	160	\$-109,553,566.28		\$-110,034,607.0
		Not reconciled	276	54.22%	Showing 1 to 1 of 1 e	ntries				Previous Next
		In-progress	0	0.00%						
Outer ring=FY 2018 (all periods) Middle ring=FY 2019 (all other accounting periods).		Reconciled	233	45.78%	WhoKey Reviewer	Role Assignment: Department vier	w			•
Inner ring=FY 2019 (an other accounting periods).			FY 2018 (all periods)		WhoKe	y Reviewer Assignment for 05-0305 - Business O	Iffice	Assignment	Count	Percent
Click here to run full TDR Reconciliation Status Report		Status	Count	Percentage			A45	Assigned	551	94.
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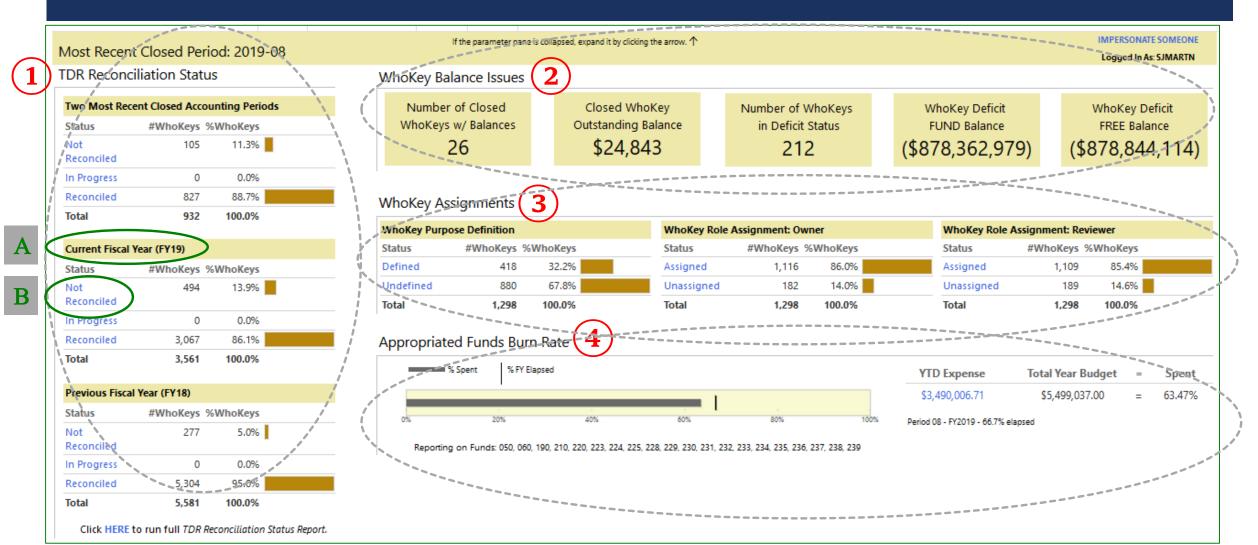
## "FINANCIAL ACCOUNTS DASHBOARD"

(BI DASHBOARD IN SSRS PLATFORM)



- Consolidated on a single screen
- No more scrolling

## FINANCIAL ACCOUNTS DASHBOARD



## **OTHER UPDATES**

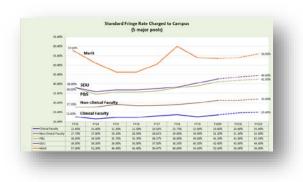
## FY 2020 Fringe Rates Negotiations



HR & Business Conference

## **Business Processes Series**

## **Upcoming Quarterly Meeting Topics**



#### **Business Processes Series**

Business Processes Series

coming and Dovelopment offers classes about beamers processes at The University of Issee (Heamors Proce 985)

The same provides an overview of many bounders processes in the anim of Accounting Greenal Ladges Anima Resources Proceedings and Accounting Projection Virtual Hean account of a Responsibility accounting and radius, account is systems, eventable book, Internal and external reporting. Understand an employee's responsibility for approximation approximation of the accounting Projection and an interprot is responsibility. The accounting is the approximation of the accounting Projection and an import is responsibility. The accounting for a call accounting and accounting Projection accounting on restrict targets. Alter attending this cursue, attendees with lows:

1. What is the difference in inter-ingranization is between departments versus central administration 2. What is mean when you approve a submaction in and/thom 3. What are partment business units for transactionn? 4. What happens to be transaction enders in through the system? 5. What are the consequences of not biliowing processes and policies? 5. What are the consequences of not biliowing processes and policies? 5. What are the consequences of not biliowing processes and policies? 5. What are the consequences that what information to a torp yiely on? 5. What are the consequences of not biliowing processes and policies?

#### **Business Officers**

The role of a Collegiate and Auxiliary Business Officer is to actively serve as a leader, consultant, resource, and departmental authority on fiscal policies, processes, programs, and transactions with support and guidance from Central Administration. Furthermore, it is also a vital role to support an ethical and accountable work environment consistent with the University's Resource Handbook for Business and Fuduciary Conduct.

2019 Quarterly Meetings

1st Quarter: February 4th, 3:00-5:00, PBB-S401 Meeting Presentation 2nd Quarter: March 28th, 10:00-12:00, PBB-S401 3rd Quarter: June 13th, 9:00-11:00, PBB-W401 4th Quarter: October 24th 9:00-11:00, CDB-Rembell Conference Room

## 2019 QUARTERLY BUSINESS OFFICERS MEETINGS

### **2019 MEETINGS**

**1<sup>st</sup> Quarter** February 4<sup>th</sup>, 3:00-5:00, S401 PBB

**2<sup>nd</sup> Quarter** March 28<sup>th</sup>, 10:00-12:00, S401 PBB

**3<sup>rd</sup> Quarter** June 13<sup>th</sup>, 9:00-11:00, W401 PBB

**4<sup>th</sup> Quarter** October 24<sup>th</sup>, 9:00-11:00, CDD, Remboldt