Project
Digital Business Travel Management

Christoph Arndt
Presentation at EUNIS 2019
Agenda

- Introduction
- Project goals and solution scope
- Project approach
- First impression
- Lessons learned (so far)
FU Berlin in numbers

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
FU Berlin: International Network University
Support Matrix for administrative IT-Services

Services

Infrastructure
Management / Budget & Procurement / IT - Controlling

Finance and Procurement
Human Resource Management
Campus Management
IT-Security

CAFM
Development
Basis

Support Matrix for administrative IT-Services
Our Mission for the administrative IT

- eAS supports the digitization of administrative processes at Freie Universität Berlin with **reliable, user-oriented IT services** which gradually replace paper-based work by enhancing the use of **electronic workflows and electronic folder management** supporting the mission of E-Government to make the administration **more efficient, transparent and sustainable.**
Digitalization of administrative processes (2007-2019)

- Electronic ordering system for acquisition
- Electronic invoice processing
- Online employee self service
- Electronic recruitment and onboarding (ongoing project)
- Electronic travel management (ongoing project)

-> Big, university-wide projects!
Starting conditions travel management

- Full paper-based process

- Challenge: Very complicated, detailed rules of service, especially regarding travelling!

- Overload in the central travel department

- Processing of billing often takes 10 months per case

- Employees are frustrated by awkward paper formulars

- Bills and receipts have to be stucked on paper and then mailed to the administration

- Nearly 50% of the processes return to sender, because the application was not completed correctly
Digital travel management: targets

- Simplify and digitize forms and processes
- All invoices and records in an electronic file
- Shorter processing and decision paths
- Avoiding of media breaks
- Reduction of incorrect/incomplete applications and approvals
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.

Saved Resources through Digitization: Ca. 1/2 Tree p.a.
Savings of paper consumption per year by use of workflow with electronic folders

- 6,000 business trips á 10 pages
  60,000 pc. paper

- 47,000 purchase orders á 2 pages
  94,000 pc. paper

- 100,000 invoices á 1 page with ca 2 copies
  300,000 pc. paper

- 230,000 accounting transactions á 5 pages
  150,000 pc. paper

ca 1.5 million pc. paper p.a.

equal a staple of ca 150 mtr
project preparation

✓ As-is analysis and requirements

✓ Target scenario formulation based on SAP Travel Management

✓ Reference visit to the central IT-Department of Rheinland-Pfalz

✓ Contracting of Zalaris (SAP Partner) as project-partner
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

IN SHORT: EASY AND MOBILE!
Agile project approach

- Very short specification sheet to define the project scope

- Iterative approach instead of deep conception phase at the beginning of the project

- Prototyping and instant feedback in workshops

Source: Marlies De Roode, University of Amsterdam (at HERUG International Conference 2019)
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 (duration: 6 Weeks)
- Short-term tests of the results

**Going live for pilot areas**
- 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

Christoph Arndt, FU Berlin, EUNIS 2019
Bei allen Reisen ist die Abrechnung vor Weiterleitung an die Reisekostenstelle der/dem Mittele/ Kostenträgerverantwortlichen vorzulegen. Ohne diese Angaben ist eine Bearbeitung nicht möglich.

An das
Präsidium der Freien Universität Berlin Reiter IA
- Reisekostenstelle -

Reisekostenabrechnung

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Reiseziele: Jerusalem

Anreise
Beginn der Reise am 05.11.2018 um 08:00
[] ab Wohnung
[] ab Dienststelle
[] ab anderem Ort

Aufenthalt am Geschäfts Ort

Beginn des Dienstgeschäfts am 06.11.2018 um 09:00
Ende des Dienstgeschäfts am 08.11.2018 um 17:00

Rückreise
Rückreise am 09.11.2018 um 12:00
Ankunft am 09.11.2018 um 22:00
[] ab Wohnung
[] an Dienststelle
[] an anderem Ort

Verpflegung

Im Zusammenhang mit der Reise erhielt ich kostenlose Verpflegung (Jeweils ein/das Frühstück/das Mittagessen, die in der Rahmen Verpflegung, von Veranstalter oder sonstiger Dritter Kostenberechnung nicht zugerechnet werden):

Frühstück [] Nein [x] Ja am 05. - 09.11.2018

Mittagessen [] Nein [x] Ja am 06. - 08.11.2018

Abendessen [] Nein [x] Ja am 07.11.2018

Übernachtung

Im Zusammenhang mit der Reise erhielt ich kostenlose Übernachtung

[ ] Nein [x] Ja am 05. - 09.11.2018

[ ] Privatunterkunft [ ] Dritte Seite

[ ] Bilanzierung: Druckformat, E-Mail-Adresse, Telefonnummer

[ ] Prüfung: Datum, Unterschrift, Stempel
SAP Fiori Launchpad

Selfservice Beschäftigte

- Reiseantrag
  Meine Reiseanträge

Selfservice Führungskraft

- Abrechnung
  Meine Reisekosten...

- Abschlagszahlung
  Meine Anträge

Selfservice Führungskraft

- Mein Eingang
  Reiseanträge

- Mein Eingang
  Anträge Abschlagsz...

- Mein Eingang
  Anträge Abrechnung
Overview: My business trips

- Weiterbildung: München, Reisenr.: 0000032830
- Projektreffen: Suhl, Reisenr.: 0000032829
- Arbeitstreffen: Schwerin, Reisenr.: 0000032834
Details in working mode
Responsive design

- Responsive design, scales with screen of the device (for example smartphone)

- Scanner-App for mobile upload of invoices or bills to the electronic file
Lessons learned (so far)

- Agile project approach works fine for user oriented design
- External software developer should work inhouse at our department a few days a week
- New SAP Fiori user interface is a great step forward to useability
- Steering of the workflow is a challenge
- No additional stuff -> conflicts between daily workload and project
- Agile doesn`t mean you get faster results
Thank you for your attention!