

University Financial Services Announces Changes to its Customer Service Model

In response to customer feedback and in an effort to streamline communication channels, University Financials Services (UFS) will be moving to a Subject Matter Expert model and eliminating the current Cluster focus model **effective Monday, May 9th**. Users will be able to reach customer service for the following departments by calling one number and speaking to a Subject Matter Expert (SME):

UFS Customer Service Area	If you used to call	Now call	Or e-mail
Accounts Payable	617-495-8500	617-495-8500	ap_customerservice@harvard.edu
HCOM	-----	617-495-8500	hcom@harvard.edu
Vendor Setup	617-495-2000	617-495-8500	vendordsetup_ufs@harvard.edu
Payroll	617-495-3001	617-495-8500	ufs_crt@harvard.edu
Nonresident Alien Tax Compliance	617-496-6800	617-495-8500	nratax_ufs@harvard.edu
PCard Administration	617-496-2273	617-495-8500	pcard@harvard.edu

Each area will now be answered by a customer service subject matter expert (SME); you will also have the ability to leave a voicemail for one of the SME's in the event that no one is available to take your call. Any emails sent to the above email addresses will also be answered by the SME's.

What's Changing?

- Cluster phones and emails will be routed to the above phone numbers and emails and will be addressed by the SMEs for the respective areas
- To allow for daily briefings we will be changing our phone/front desk hours and will be available from 9:15-5:00 pm daily
- Implementation of Remedy support-tracking system to allow for better tracking of calls which will help us evaluate staffing and assess internal and external training needs
- Ability to leave a voice mail message to avoid a long wait time during peak demand
- Inclusion of "Tips and Tricks" during phone hold times

If you have any questions or concerns, please contact Joanne Jordan (617-496-1994) or Marc Willis (617-496-5224). We welcome your ongoing suggestions and feedback.

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Human Resources Reporting News

- CREW Report Spotlight - HRTRNDP232 - Departmental - Training Administration (Costing)
 - NEW report allows you to look up departmental training costs based on the department the employee worked in during the time the training was taken, including previous fiscal year data.
 - This report can assist with predicting year end training costs, as well as modeling future training costs and needs.

Category	Production Date	Report Name	Description

Human Resources	Rel 7.3 (3/21/11)	HRTRNDP232 - Departmental - Training Administration (Costing)	NEW report, gives departments the ability to look-up departmental training costs for employees based on the department the employee worked in at the time the course was taken. Security Roles: HDW^HRUNV^TUB^Job No Comp HDW^PUB^TUB^Reports User HDW^HRUNV^TUB^Training Admin
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If you have any questions or concerns, please contact the UIS Helpdesk at 496-2001 and ask the attendant to log a ticket to the HHR-Reporting Team.

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New Desktop Standards

Updated desktop standards for the University's administrative systems are now available on [ABLE](#). They include the following:

- Updates for minimum and recommended hardware
- Internet Explorer 8.0 as the supported browser instead of IE 7.0
- Addition of Windows 7/32 bit for operating system where applicable. The 32-bit restriction is necessary as current versions of Oracle Financials and PeopleSoft are not certified with 64-bit.
- No change to the Macintosh operating system or Safari versions as these are the only versions that Oracle certifies with current versions of Oracle Financials and PeopleSoft.
- Update to the version of the desktop JRE for the Financials to 1.6.0_24 as CAIT desktops will be on this version in April
- Addition of desktop standards for the ID Card and PhotoApp applications

If you have any questions or concerns regarding the Desktop Standards, please contact the UIS Help Desk at 496-2001 or via [email](#).

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Upcoming Releases

FINDINI Release Schedule

A software release to the Oracle Financial Applications, known as a "FINDINI release", is done every two to four months. Each upgrade introduces needed bug fixes, enhancements, and technical upgrades into Harvard's financial systems. Generally, releases are performed on weekends to assure maximum availability during the business week. Most outages occur from 6 pm Friday evening-6 am Monday morning.

The next FINDINI release, 3.2.14, is tentatively scheduled for the weekend of June 17-20, 2011. Details will be available in an upcoming e-News.

The Oracle Financial Applications are:

[-General Ledger & ADI](#)

[-Sponsored Budget Tool](#)

[-Accounts Receivable](#)

[-Electronic Shop and Pay \(ESP\)](#)

[-Harvard Crimson Online Marketplace \(HCOM\)](#)

- [-Web Voucher](#)
 - [-Procurement Card \(Pcard\)](#)
 - [-Applications Administration](#)
 - [-Cash Management Reconciliation Application \(CMRA\)](#)
 - [-General Ledger \(GL\) Validator](#)
- [-Capital Project System \(CAPS\)](#)
 - [-Web Reimbursement](#)
 - [-Online Vendor Request Form](#)
 - [-Accounts Payables](#)
 - [-Chart Security Maintenance Application \(CSMA\)](#)
 - [-Chart of Accounts \(CoA\) Validator](#)

CREW FIN Releases

The Common Reporting Environment for the Warehouse (CREW) is a reporting system that draws data from a variety of sources which are updated on a nightly basis. Users can submit report requests for immediate processing or schedule reports to automatically run on a recurring basis. Types of CREW reports include financial, budget, receivables, HR management, benefits, costing, payroll, pension, security, grants management, and sponsored reports.

The next CREW FIN release, 3.2.14, is tentatively scheduled for for the weekend of June 17-20, 2011. Details will be available in an upcoming e-News.

HR (PeopleSoft) and CREW HR Release 29

The next PeopleSoft Release (HR 29) is scheduled for May 20-23, 2011. Details will be available in an upcoming e-News.

The CREW HR 29.0 Release is scheduled for May 20-23, 2011. Details will be available in an upcoming e-News.

CREW Reports

In addition to the CREW Financial and CREW HR releases which correspond with the FINDINI and HR releases listed above, changes and enhancements to new and existing CREW reports are also released the 3rd weekend of each month.

Release Number	Dates	Notes
7.4	4/15/11	
7.5	5/20/11	
7.6	6/17/11	
7.7	7/15/11	
7.8	8/19/11	
7.9	9/16/11	
7.10	10/14/11	
7.11	11/18/11	
7.12	12/16/11	

Sponsored Systems Releases

The [GMAS](#) release (1_28) was deployed on Saturday, March 12, 2011. As always see the [Release Notes](#) about releases to date.

The [HIRBERT](#) release was deployed on Saturday, March 19, 2011. As usual, please see the [Release Notes](#) for details about releases to date.

HUBS Releases

The [Harvard University Budgeting Systems \(HUBS\)](#) is a set of web-based Oracle Hyperion Planning applications used for budget data entry, estimates, annotations, reporting, and submission associated with the annual budget and planning cycles.

The next major HUBS release, Release 1.0.10, is tentatively scheduled for June 2011. Details will be available in an upcoming e-News.

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About the e-News

The Center for Workplace Development publishes this electronic newsletter for users of Harvard University's financial, HR, and reporting systems, policies, and procedures. The e-News is generally published on or around the 15th of each month.

It contains:

- updates on projects underway to build or improve University administrative systems;
- information about new University policies, procedures, and forms;
- reminders about upcoming deadlines and cut-over dates;
- tips and tricks for working more easily or productively.

We welcome questions and suggestions for improvement from readers. If your questions are of general interest, we will answer them in future issues.

Please send comments, questions, or suggestions for improvement by email to us at: admin_systems_eneews@harvard.edu.

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