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Robert Birkline, Application Developer 4
David Johnson, Executive Director, Technology Services and Support

New Telecom Work Order Request Process

- Anita Bhakta and Robert Birkline in Technology Services and Support (TSS) developed a new online process for requesting, approving, and reviewing telecommunications work orders. While it is an improvement over the old process, the new process will be improved further following the purchase and implementation of new back-end software in about six months.
- Departments may begin using the new work order request process on December 13, 2013. The new process must be used after December 20, 2013 because the old process will no longer be available.
- The new process is located at: <http://www.uh.edu/infotech/support-case> or you can navigate from the main UIT web page <http://www.uh.edu/infotech> by clicking on “Get Help” and “Create or Manage a Case.”
- Users log in with their PeopleSoft ID and date of birth.
- When someone opens a new case (i.e., creates a new work request), he/she will use a drop down list to select the kind of IT service needed (e.g., Network Services), the specific thing they need help with (e.g., Data Port Activation), and the action needed (e.g., Add). They must also enter a brief description (e.g., Activate the data port in 244 ERP3.)
- There is also a drop down list of department names, building names, floors, and rooms where the work will be located, which are fed from the space inventory in FAMIS. The requester can type information into these fields as well, if it is not in the drop down list.
- The system will determine the requester’s primary department. Drop down menus for active cost centers/speedtypes and certifying signatories will only contain the cost centers and signers for the requester’s department. However, the requester can type another cost center or enter the PeopleSoft ID or CougarNet ID of another certifying signatory, if they are creating a case for another department. If the requester does not select or enter a cost center, the certifying signatory must do it before he/she approves the work request. The requester must select a certifying signatory.
- The certifying signatory chosen will receive an email with a case ID number and a link to the new system. He/she will verify, enter, or change the information entered (including cost center), and approve or disapprove the request. He/she also has the option of forwarding the request to another certifying signatory on the approval page.
- Departments can check the status of previous requests, including whether billing has occurred or not. Departments can also reopen or comment on previously submitted cases, if needed.
- TSS is working with Finance to make sure the case ID number appears in the description field of the 1074 report.
- TSS will post a message on the old work request page about the new process with a link to the new page (old page: https://ittools.e.uh.edu/WorkRequest/wo_new.asp). TSS will also post a video and printable instructions for the new process on the old work request page. Printable instructions are also attached to these minutes.
- Questions about the new process should be emailed to aad@uh.edu.

Sandra Silva, Accounts Payable Manager – Travel
Rachell Underwood, Accounts Payable Analyst – Travel

Travel Rules Q&A

- Sandra Silva and Rachell Underwood answered various questions about UH travel rules.
- Maura Capper said that Travel Requests needing the Provost's approval should be submitted as early as possible and include a pre-trip itinerary covering each day of the trip.
- Travel Requests that are not signed by the traveler and all required approvers prior to the trip will require a Policy Exception Memo, which can be routed with the voucher and backup after the trip. The Policy Exception Memo is located at:
<http://www.uh.edu/finance/pages/forms.htm>

Mike Glisson, Controller

Travel Management System

- Following a RFP process, Concur Technologies was chosen as the vendor that would provide a travel management system to UH System. UH and UH Downtown will implement first, while UH Clear Lake and UH Victoria may implement at a later time.
- Pre-implementation activity should begin in February with a target date for implementation of July 1, 2014.
- We must choose another primary travel agency, since NTS does not work with Concur. One option is to piggyback on the UT System contract with Corporate Travel Planners (CTP) and Anthony Travel. CTP works with over 20 universities that have Concur and received good reviews from UT and Concur. Anthony Travel specializes in Athletic team travel and also works with Concur. Another option is to conduct our own RFP. A decision will be made in the next few weeks.

Operational Cash Advances

- MAPP 05.01.02 outlines the operational cash advance process:
<http://www.uh.edu/af/universityservices/policies/mapp/05/050102.pdf>
- Operational cash advances are issued in the name of the custodian, limited to \$2,000, and must be used within 30 days.
- The Bursar's Office will not cash operational cash advance checks, so any checks will need to be cashed at the custodian's bank.
- Accounts Payable recommends that operational cash advances be direct deposited into the custodian's bank account to eliminate the need to cash a check.
- Some researchers use operational cash advances to pay human subjects. To avoid the appearance of a conflict of interest or indiscretion, the Division of Research says that PIs should not be the custodian for operational cash advances. It should be someone else in the department.
- Mike is looking into a program offered by Bank of America in which human subjects (or other cash recipients) could receive a pay card (instead of cash), which contains a pre-determined balance. The pay card could be used as a credit card at any retailer or as a debit

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card to withdraw cash at an ATM. Mike will share his findings about the program with the CDAs.

Common Areas of Non-Compliance

- Mike distributed and reviewed the list UH Internal Audit Findings for FY13. Much of the discussion focused on the increasing volume of work placed on administrators, which makes it more difficult for them to maintain compliance.
- Fred McGhee said that 30% of the documents approved by NSM staff are approved after business hours, which suggest that they have more work than they can complete during normal business hours. He wondered if we should recommend a maximum number of transactions to review and approve or a maximum number of cost centers to verify or review. Mike will consider this question when he prepares the list of transaction statistics for FY13, which will be made available to the CDAs.
- Pat Sayles suggested, and others agreed, that a university contract for promotional items with one or more vendors would be helpful to reduce the number of contracts and POs created for these items. Mike will create a RFP for promotional items and involve the CDAs who expressed an interest.