



HR & Finance
Hand - in - Hand



September 29, 2021

SAO Leadership



State Accounting Officer, Ms. Gerlda B. Hines



Ms. Kris W. Martins
Statewide Reporting



Ms. Barbara Rosenke-Sweeney
TeamWorks



Ms. Kelly C. Dudley
Shared Services

Shared Services



Travel

- Updated Travel Policy
- New enterprise monitoring software
- Role of the agency liaisons

Vendor Management

- Vendor Form within TeamWorks for efficiency and data security
- De-Activation of Vendors is a recurring system task
- IRS behind on new TIN/EIN numbers
- Beware of fraud!

Payroll Shared Services

- 26 agencies and over 14,000 employees paid by PYSS
- 3 more expected to onboard in FY22

Accounting Shared Services

- 4 organizations
- Targeting small agencies losing accounting staff through attrition

Miscellaneous: Final Wages and Beneficiaries, Out-of-State Employees



Can Finance exist without HR?

Can HR exist without Finance?

Our Greatest Asset: PEOPLE

Our Most Expensive Asset: PEOPLE

How Do We Make this Relationship Work?

- **Simple... Pick-Up the Phone and TALK!**
- **Meet with One Another Regularly & Purposefully**
- **Learn from One Another – Ask Why?**
- **Create Policy Together**
- **Break Down the Ego and the Walls**
- **Watch Each Other's Back**

Internal Controls – What is It?

- ***Everyone* has a responsibility for internal controls**
- **A process that provides reasonable assurance that the objectives of the organization will be achieved.**
- **Not one event, but a series of actions that occur throughout an organization's operations, including HR.**
- **An integral part of ALL operational processes and not simply a reporting system.**

What Should You Think About?

- **What is the Tone at the Top?**
- **Are there segregation of duties?**
- **Is there conflict of interest?**
- **How do you uphold policy?**
- **Are your files secure and doors locked?**
- **Do you have checks & balances?**
- **Do you have points of high risk?**
- **Have you checked your fax machine? Really!**



Let's Talk Fraud!

Why Does Fraud Occur?



News Flash!

“One current employee and one former employee of New York City’s Human Resources Administration have been arrested today and charged with orchestrating schemes to steal \$2.1 million from government benefit programs.”

“The indictment alleges that Spoon submitted falsified income and employment documentation when applying for a mortgage and that Wallace aided Spoon in submitting false information.”

“Unemployment fraud on the rise.”

Common Schemes that Cost:

- Ghost Employees
- PII Data Theft
- Payroll Gifting

TeamWorks: NextGen ERP



What is NextGen? The next generation of our TeamWorks system; an Enterprise Resource Planning (ERP) modernization project.

What is an ERP? It's the software that organizations use to manage day-to-day business activities. GA will include: Financials, Human Resources, Asset Management, Procurement, Grants & Contracts, Reporting and more.

What is the State's Goal? To modernize our existing system, automate processes, improve & enhance usability, reduce disparate systems, and streamline data reporting.

GA ERP

TeamWorks: NextGen ERP



When should we expect to have a new system? This is a multi-year project, which will involve many resources from various agencies.

Where are we now?

- RFI was issued on 09/07/2021 to explore which vendors provide a cloud-based SaaS software system.
- We will be reviewing products and the degree of configuration, customization, etc. required to meet business needs.
- Currently gathering recommendations on software implementation approaches; 250 state employees had the opportunity to give input into use cases.
- Some of the next steps in the RFI are to evaluate vendor responses, review vendor demos, and test drive the system in a lab environment.

Ready to be on the SME Team?

GA ERP

TeamWorks CSC: #1 Question



What is the #1 question that comes into the Customer Service Center?

Password Resets

40,882 CSC Calls in FY2021
47.2%
19,303 Password Resets

Resetting Your Own Password

- Save time – no call to CSC
- Increase data security for the user and for the State

How Can You Help?

- Ask staff to set-up their security questions in BOTH FSCM and HCM (and remember the answers!)
- Locked out? Reset password using security questions.
- Instructions: <https://sao.georgia.gov/security-resources/security-self-service>