



# **Project Digital Business Travel Management**

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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

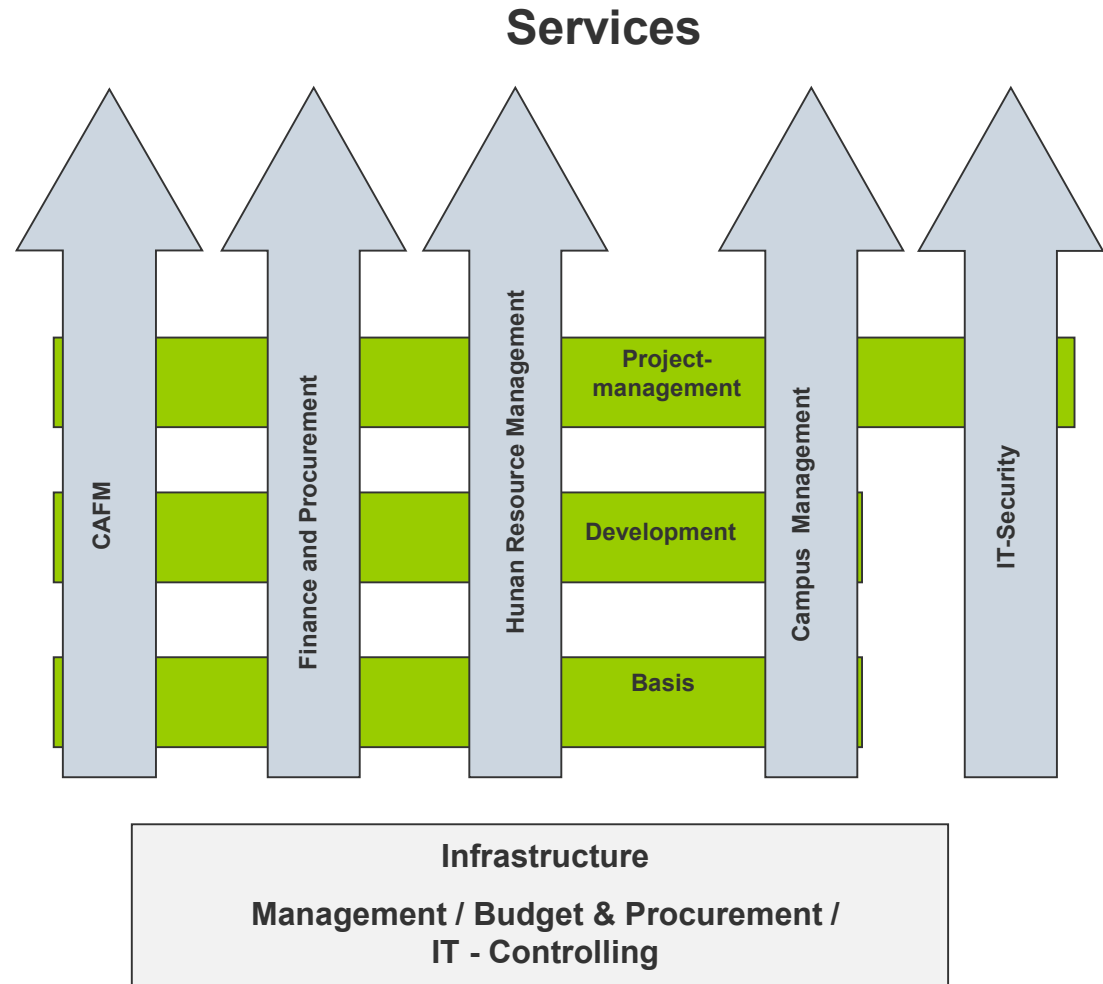
# FU Berlin: International Network University



# Support Matrix for administrative IT-Services



elektronische Administration und 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.*



elektronische Administration und Services

# 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 service, especially regarding travelling!
- Overload in the central travel department
- Processing of billing often takes 10 month per case
- Employees are frustrated by awkward paper formulars
- Bills and receipts have to be sticked 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 (avarage)
- 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



Berlin Radio Tower, 1936  
Height: 147 mtr.



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 stapel of ca 150 mtr**

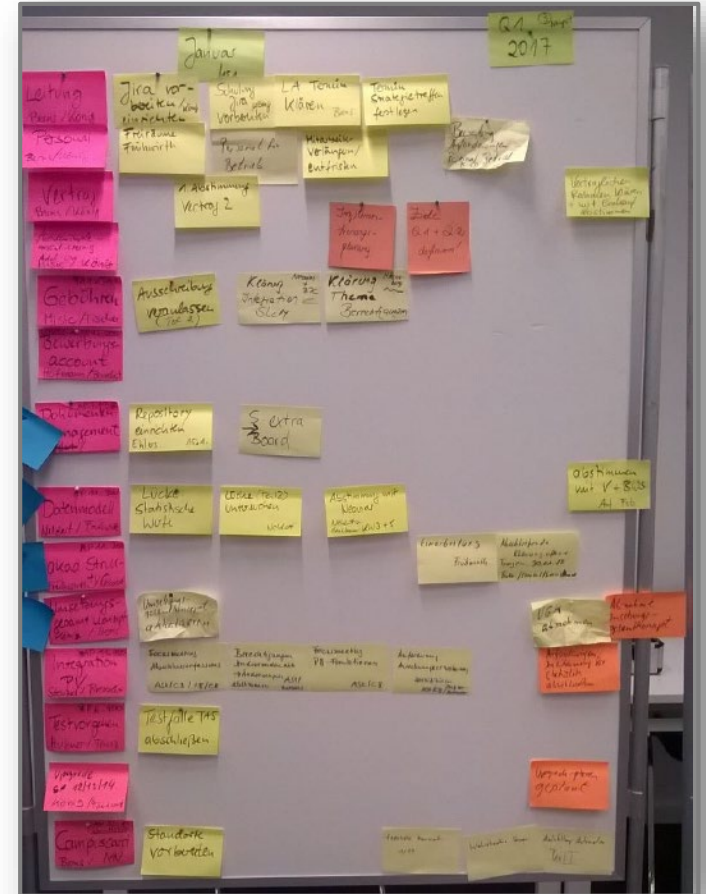
# project preparation

- ✓ 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)

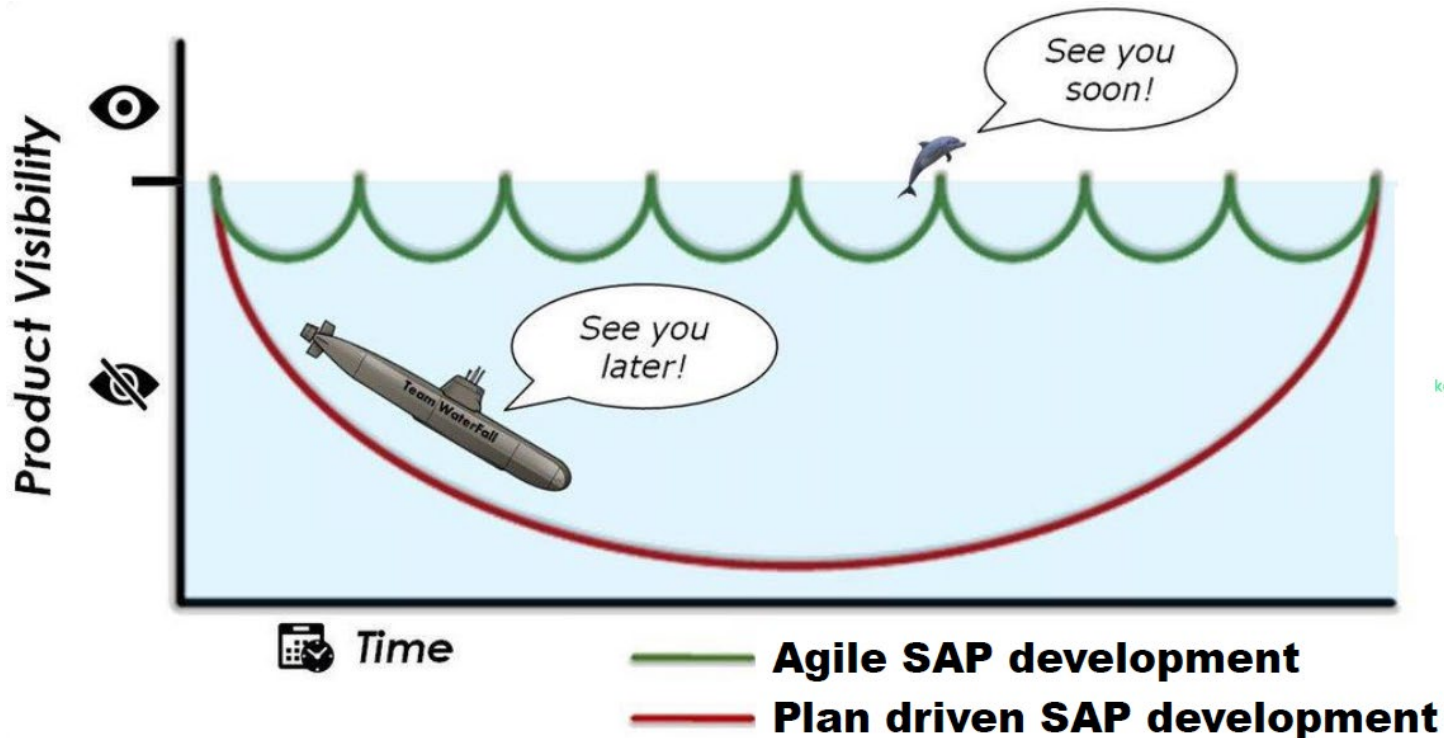
- Applications run on mobile devices
- Copy already approved business trips without re-entering data
- Copy master data at login
- Access to settled trips in an electronic record
- Plausibility checks during input
- Search help for selecting account assignment elements
- Request or settle business trip 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

Q 4/18

Q 1/19

Q 2/19

Q 3/19

Q 4/19



## 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



 Simulate
  Approve
  Trip Status
 

General Trip Data						PD/FR Reimbursement	
Start	<input checked="" type="checkbox"/>	00:00	Reason			M1	<input type="text"/>
End		00:00	City				
			Country	ID	Region		

Alternative Cost Assignment for Entire Trip, If Different to Master CA

100% Cost Center   

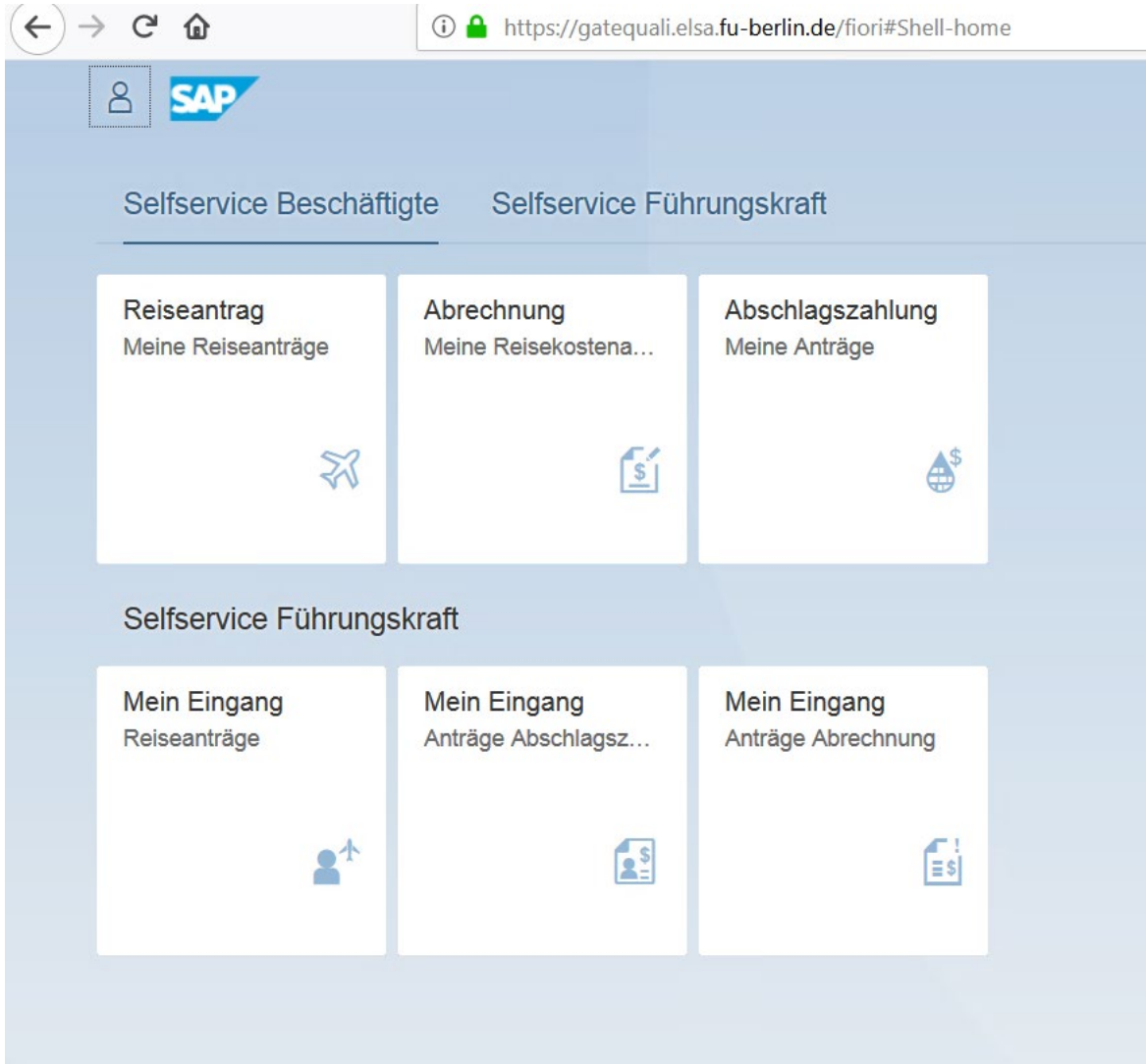
[Receipts](#)
[Trip Segments](#)
[Advances](#)
[Comments](#)

N.	R..	Ex...	Name	P..	Amount	Currncy	Exch. Rate	Ac...	Date
001	<input type="checkbox"/>	FOOD		<input type="checkbox"/>		IDR		IDR	
002	<input type="checkbox"/>	HTL		<input type="checkbox"/>		IDR		IDR	
003	<input type="checkbox"/>	VHCL		<input type="checkbox"/>		IDR		IDR	

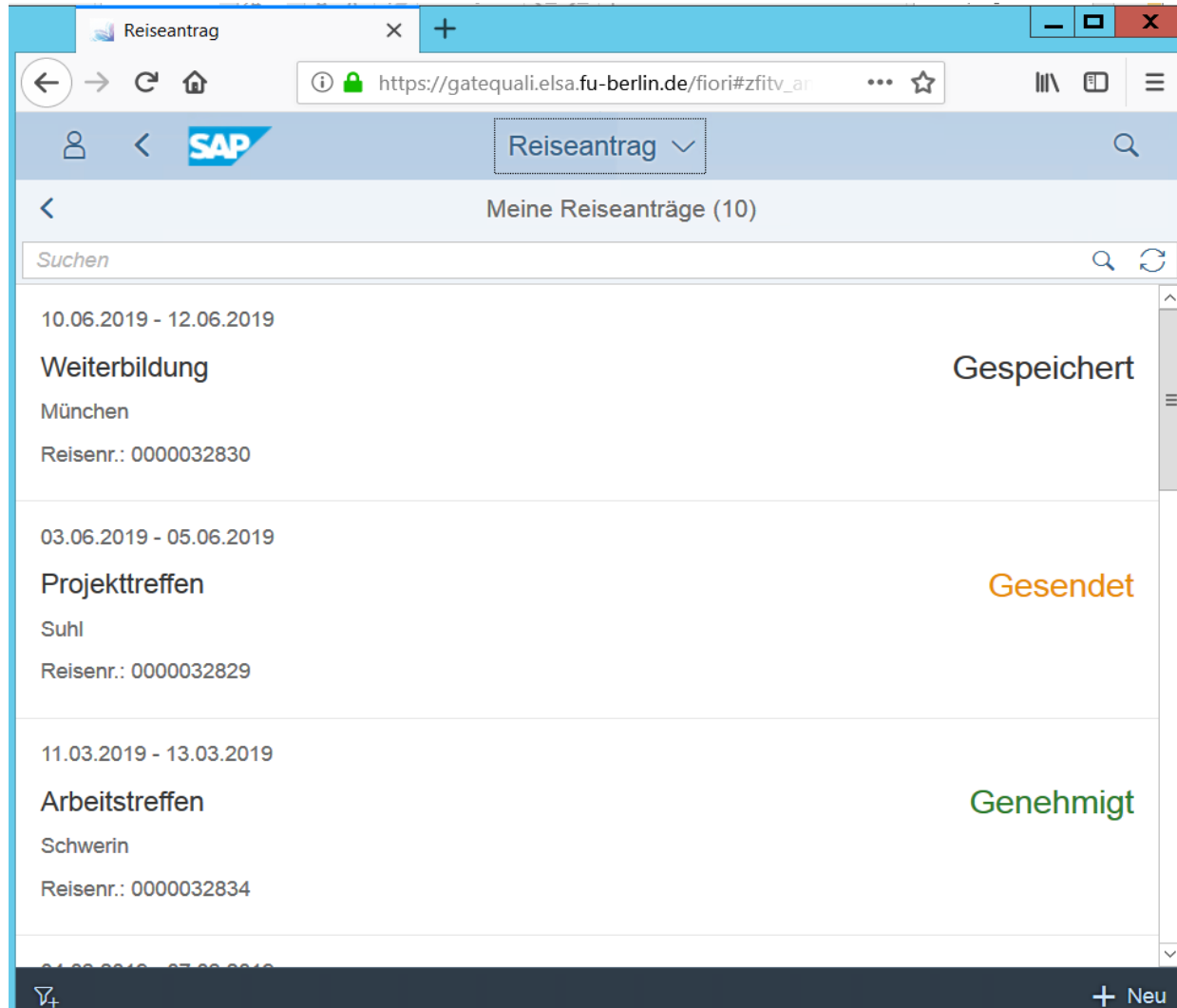
# Paper form (PDF Print)

Bei allen Reisen ist die Abrechnung vor Weiterleitung an die Reisekostenstelle der/dem Mittel-/Kostenstellenverantwortlichen vorzulegen. Ohne diese Angaben ist eine Bearbeitung nicht möglich.	
An das Präsidium der Freien Universität Berlin Referat IA  - Reisekostenstelle -	Eingang IA
<b>Reisekostenabrechnung</b>  Vor- und Zuname <input type="text" value="Christoph Arndt"/> Pers.Nr. <input type="text" value="00100093"/> Tel.Nr. <input type="text" value="838-51341"/> Beschäftigungsstelle <input type="text" value="eAS"/> E-Mail <input type="text" value="christoph.amdt@fu-berlin.de"/>	
<small>Nur von Externen auszufüllen!</small> Privatanschrift <input type="text" value="Sanderstr. 14, 12047 Berlin"/> Geldinstitut <input type="text" value="DKB"/> IBAN <input type="text" value="DE10 1203 0000 1004 0555 86"/> BIC <input type="text" value="BYLADEM1001"/>	
<b>Angaben zur Reise</b> Reiseziel/e <input type="text" value="Jerusalem"/> von <input type="text" value="05.11.2018"/> bis <input type="text" value="09.11.2018"/>	
<b>I. Anreise</b> Beginn der Reise am <input type="text" value="05.11.2018"/> um (Uhrzeit) <input type="text" value="08:00"/> <input checked="" type="checkbox"/> ab Wohnung <input type="checkbox"/> ab Dienststelle <input type="checkbox"/> ab anderem Ort	
<b>II. Aufenthalt am Geschäftsort</b> Beginn des Dienstgeschäfts am <input type="text" value="06.11.2018"/> um (Uhrzeit) <input type="text" value="09:00"/> Ende des Dienstgeschäfts am <input type="text" value="08.11.2018"/> um (Uhrzeit) <input type="text" value="17:00"/>	
<b>III. Rückreise</b> Rückreise am <input type="text" value="09.11.2018"/> um (Uhrzeit) <input type="text" value="12:00"/> Ankunft am <input type="text" value="09.11.2018"/> um (Uhrzeit) <input type="text" value="22:00"/> <input checked="" type="checkbox"/> an Wohnung <input type="checkbox"/> an Dienststelle <input type="checkbox"/> an anderem Ort	
Wurde die Dienstreise mit einem privaten Aufenthalt/Urlaub verbunden? <input type="checkbox"/> Ja <input checked="" type="checkbox"/> Nein Wenn ja --> Urlaubsort <input type="text"/> vom <input type="text"/> bis <input type="text"/>	
<b>Verpflegung</b> Im Zusammenhang mit der Reise erhielt ich kostenlose Verpflegung <small>(hierzu zählen Mahlzeiten die in der Bahn/im Flugzeug, vom Veranstalter oder sonstigen Orten kostenlos gereicht wurden)</small> Frühstück <input type="checkbox"/> Nein <input checked="" type="checkbox"/> Ja am <input type="text" value="06. - 09.11.2018"/> Mittag <input type="checkbox"/> Nein <input checked="" type="checkbox"/> Ja am <input type="text" value="06. - 08.11.2018"/> Abend <input type="checkbox"/> Nein <input checked="" type="checkbox"/> Ja am <input type="text" value="07.11.2018"/>	
<div style="border: 1px solid black; padding: 5px; width: fit-content;"> <b>Nur bei Auslandsdienstreisen:</b>          Das Mittagessen wurde in einer Kantine ("Kasino") eingenommen  <input type="checkbox"/> Nein <input checked="" type="checkbox"/> Ja am <input type="text"/> </div>	
<b>Übernachtung</b> Im Zusammenhang mit der Reise erhielt ich kostenlose Übernachtung <input type="checkbox"/> Nein <input checked="" type="checkbox"/> Ja am <input type="text" value="05. - 09.11.2018"/> <input type="checkbox"/> Privatunterkunft <input checked="" type="checkbox"/> Dritte Seite	

# SAP Fiori Launchpad



# Overview: My business trips



Meine Reiseanträge (10)	
Suchen	
<p>10.06.2019 - 12.06.2019</p> <p><b>Weiterbildung</b></p> <p>München</p> <p>Reisenr.: 0000032830</p>	Gespeichert
<p>03.06.2019 - 05.06.2019</p> <p><b>Projekttreffen</b></p> <p>Suhl</p> <p>Reisenr.: 0000032829</p>	Gesendet
<p>11.03.2019 - 13.03.2019</p> <p><b>Arbeitstreffen</b></p> <p>Schwerin</p> <p>Reisenr.: 0000032834</p>	Genehmigt
<p>04.03.2019 - 07.03.2019</p>	


+ Neu

# Details in working mode

Reiseantrag

[←](#)
[→](#)
[↶](#)
[🏠](#)

[🔒](#)
[https://gatequali.elsa.fu-berlin.de/fiori#zfitv\\_an](#)
[⋮](#)
[☆](#)

[👤](#)
[⏪](#)


Reiseantrag ▾

[🔍](#)

Weiterbildung

10.06.2019 - 12.06.2019

[💰](#)
[🔗](#)
[✕](#)

REISEDATEN

REISEZIELE

REISEKOSTEN ▾

VERKEHRSMITTEL

BEGRÜNDUNG > ⋮

Reiseart

▾

Dienstreise

Reise

von

10.06.2019 08:00

bis

12.06.2019 19:30

Reiseziel

Ort

München

Land

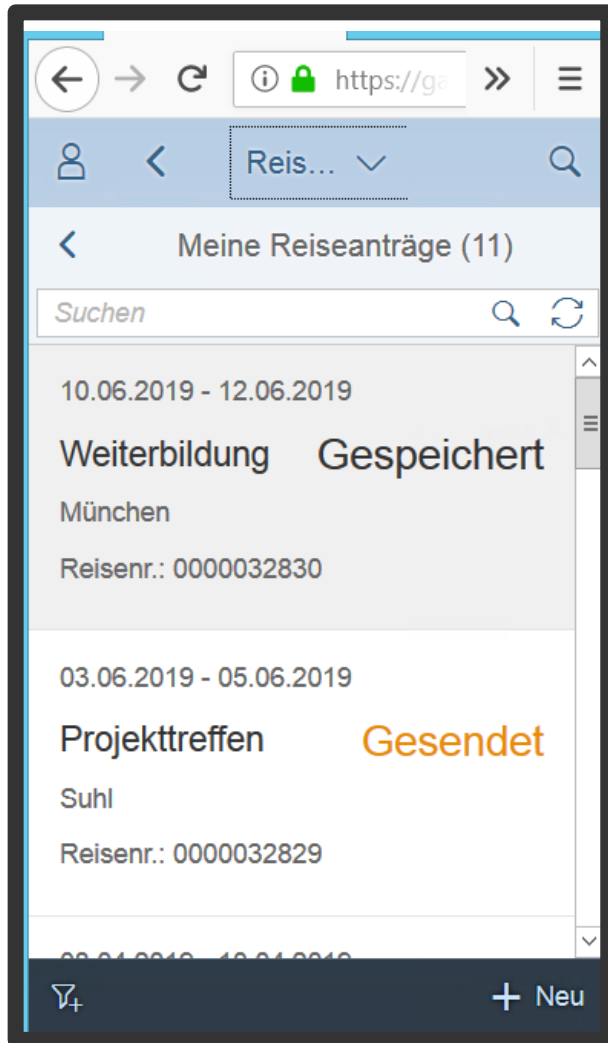
Deutschland, Großstadt

Kopieren

Ändern

Löschen

# 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!**