

Concur
SERVICE ADVISORY BOARD

Purpose:

The Concur Service Advisory Board advises the service owners (AVP Business Affairs/Controller and VPFA) on matters related to travel expense management procedures, and software function, and advises the Domain Committees, CIO, and ITSC on matters related to IT policies, priorities and performance.

About the Service:

Concur travel expense management software is hosted, maintained and supported by SAP.

Concur services procured:

1. Request (pre-trip approval)
2. Travel (online booking tool for air, car and hotel)
3. Expense (travel and pcard expense report processing with itemization and allocation)
4. Locate (travel risk management and messaging for duty of care)
5. Intelligence (Cognos reporting)

Owner: AVP Business Affairs/ Controller

Funding: Business Affairs

Begin Date: March 27th 2018

System Integrations:

1. SSO
2. Banner Finance (reimbursement invoice, one card JV, receivables)
3. US Bank card feeds (procurement, ghost, and travel one card)
4. UO contract travel agency GDS employee profiles (Anthony, Direct, and Premier)

Scope – Major Activities:

The Concur Service Advisory Board provides the Domain Committees and CIO, with advice and recommendations as follows:

- Service Integrations: Evaluate and provide recommendations related to enterprise system integration, including recommended priority and associated funding and resource requests.

- Service Lifecycle: Provide recommendations related to the priority, scope, funding, benefits, and resource needs of new service offerings or sun-setting of existing services.

The Concur Service Advisory Board provides the service owners with advice and recommendations as follows:

- Travel expense management procedure.
- Service Operations: Provides prioritization and recommendation of configuration changes and changes in business practice.
- Service Lifecycle: Provides recommendations for new service offerings or the elimination of existing services.

Not in Scope:

- Involvement in routine service operations, except as required in a member's other role(s)
- Implementation of initiatives or projects, except as required in a member's other role(s)
- Record retention processes and record retention policies

Procedural Guidelines:

- Meetings: The Concur Service Advisory Board is expected to meet quarterly.
- Recommendations and Reports: The Concur Service Advisory Board will ensure that stakeholders' perspectives and needs are considered and used in decision-making, when feasible. Discussion to obtain consensus on recommendations and policies will be the prevailing procedure used at meetings. If consensus cannot be obtained, a minority report may be prepared. As needed, subgroups may be convened to address specific assignments made by the chairs or service owners. Subgroup recommendations and reports will be submitted in writing to the Concur Service Advisory Board. Documents will include both suggested action and justification for suggestions.
- Minutes: Minutes of each meeting will be kept. Meeting notes will be available to stakeholders via mutually agreeable collaboration tools.
- Amendment of Charge: Amendments to the charge will be approved by the service owner (AVP Business Affairs) and VPFA.

Membership:

Members are appointed by the committee chair(s)/system owners and serve at the discretion of the service owner and VPFA.

All members must have a broad campus perspective and demonstrated interest in the strategic application of technology in support of the University's mission.

Members should have experience providing or consuming resources related to travel expense management services.

Standing membership will include:

- Co Chairs
 - Business Affairs: Mark McCulloch and Laurie Jacoby
- Service Delivery Representatives
 - Business Affairs: Brooke Millet-Montgomery, Brian Strait, Jody Bleisch
- User Represented Departments
 - Advancement
 - Athletics
 - Business Affairs
 - CAS Conferences/Events
 - CAS Economics/Sociology
 - CAS Neuroscience
 - College of Design CBSO
 - College of Ed/Budget and Resource Planning
 - Enrollment Management
 - Finance and Admin Shared Services
 - Graduate School
 - International Affairs
 - Knight Campus
 - Law School
 - Lundquist College of Business
 - Music
 - Purchasing and Contracting
 - Research and Innovation
 - Safety and Risk
 - School of Journalism

Subject matter experts will be invited to meetings as needed to provide information, discuss issues, and/or assist in setting priorities.