



# Online Expense Claims – CTSC

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# Agenda

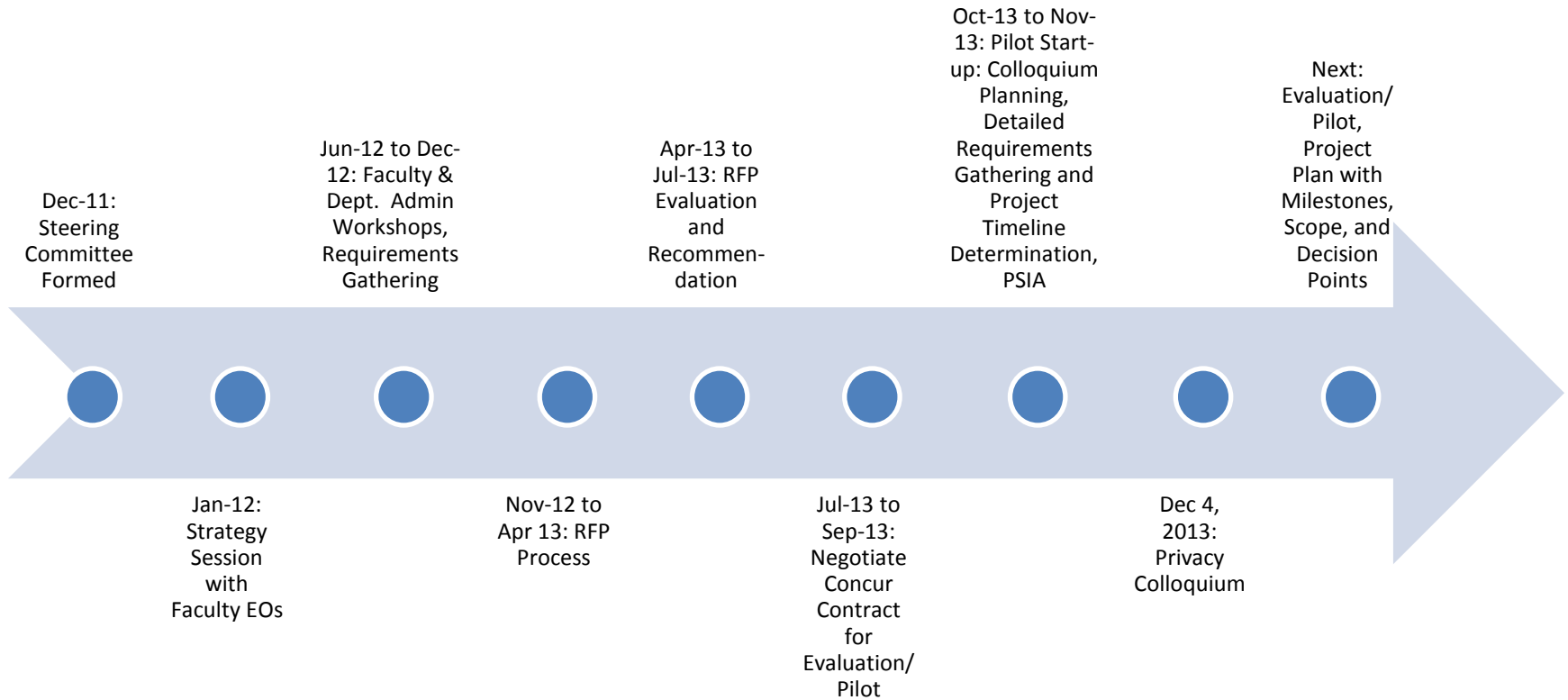
- Online Expense Claims business drivers
- Consultation process & Where we are today
- Evaluation/pilot format
- Processes, interfaces and Policy 8 data
- Concur technical information
- Feedback for UCIST



# Business Drivers

The University of Waterloo (Waterloo) is evaluating the use of Concur to automate expense claim processing for employees, students and visitors. The system will position Waterloo at the leading edge of expense management and enable the adoption of best practices.

# Consultation Process





# Concur

- US-hosted, SaaS solution
- Web-based user interface
- Uses Cognos 10.2 for BI
- York, USask and Manitoba have expense relationship with Concur
- Many, many more HEs in US use Concur



# Evaluation/Pilot Format

- Gather requirements
- Initial design/build, bringing in expertise from university community (e.g. usability)
- Unit testing
- Envision series of workshops/open houses and feedback for broader stakeholder community to test and evaluate ... an iterative process
- Decision points (e.g. Go/No Go will be built in to plan, based on feedback)



# Processes

- Travel & Expense information added into Concur
- Reimbursement issued through Oracle eBusiness Suite (EBS) Financials review and approvals
- Expense report and supporting documentation (e.g. receipts, itineraries, etc.)
- Future: travel/online booking

# Interfaces

- Employee interface (to Concur)
- Account Segment or Code extract (to Concur)
- Approval Hierarchy (to or within Concur?)
- Concur Accounting Extract (to EBS)
- Reporting Extract from Concur to university's Business Intelligence (future), or from Concur to authorized users?
- Other Extracts? (e.g., business continuity)





# Policy 8 Data

- Personal info: Employee or Student ID and name
- Credit card info: University corporate card
- Travel or expense info: locations and places

# Technical Info: Supported Browsers

Browser	Desktop Operating System
Firefox 22.0** 23.0** 24.0**	Windows 7 (SP1) Windows Vista (SP2) Windows XP Professional (SP3) Mac OS X 10.4 or later
Google Chrome 27.0** 28.0** 29.0**	Windows 7 (SP1) Windows Vista (SP2) Windows XP Professional (SP3) Mac OS X 10.x or later
Internet Explorer 10.0***	Windows 7 (SP1) Windows 8
Internet Explorer 9.0	Windows 7 (SP1) Windows Vista (SP2)
Internet Explorer 8.0	Windows 7 (SP1) Windows Vista (SP2) Windows XP Professional (SP3)
Internet Explorer 7.0	Windows Vista (SP2) Windows XP Professional (SP3)
Safari 6.0**	Mac OS X version 10.8 or later
Safari 5.1**	Mac OS X version 10.5 or later
Safari 5.0.5**	Mac OS X version 10.5 or later
Safari 4.1.3**	Mac OS X version 10.5 or later



# Technical Info: Supported Mobile Devices

Concur for Mobile supports the following devices under the listed versions:

Device	Operating System
RIM BlackBerry <b>NOTE:</b> Please see open letter in Appendix	Version 4.6 or greater- users can continue to use Concur version 8.6.1 Version 5.0 or greater - users will be able to upgrade to the current version
Apple iPhone	Version 4.3 or greater - users will be able to upgrade to Concur version 8.9 Version 5.1 or greater - users will be able to upgrade to the current version
Apple iPad	Version 4.3 or greater - users will be able to upgrade to Concur version 8.9 Version 5.1 or greater - users will be able to upgrade to the current version
Google Android	Version 1.6 or greater - users can continue to use Concur version 7.2 Version 2.2 or greater - users will be able to upgrade to the current version
Windows Mobile	Version 7.1 or greater

# Technical Info

- Generates email notifications and impacts SPAM filters
- Disaster recovery plans tested annually, with recovery time objective (RTO) and recovery point objective (RPO) targets and results available
- Business continuity management



# Concur Security & Privacy Model

- Dedicated Security & Risk Management group, to ISO 27001 ISMS standard
- Privacy Compliance with:
  - PIPEDA in Canada and others (e.g. EU Privacy Directive, US state PII privacy and security incident disclosure laws)
- Collects only minimum necessary for PII and only for agreed upon purposes
  - Encryption for transmission over public networks, database and file storage, email, e-receipt data (merchants to Concur)
  - Accessible only by vetted, authorized personnel
  - Storage of PII prohibited on Concur workstations
  - Published privacy policies

# Concur Security & Privacy Model

- Concur SSO
  - SAML & HMAC based SSO (i.e., supports CAS)
- Download Server
  - Accounting & reporting purposes
  - https protocol
- Concur FTP site (SFTP, FTP, FTPS supported)
  - Transfer and retrieval of information (i.e., interfaces)
  - Client specific accounts and complex, often-changed passwords
  - PGP file encryption with key file exchange
  - Credit card provided data to Concur also via secure communications over public or private networks & audited regularly by (internal & external) PCI auditors

# Events/Info/Feedback

## Other Info:

- Privacy Colloquium Dec. 4, 2-5 pm, M3 1006
- More information: [uwaterloo.ca/online-expense-claims](http://uwaterloo.ca/online-expense-claims)

## Feedback:

- CTSC Nov. 28 - receive feedback
- UCIST Dec. 6 – communicate CTSC feedback