In business for people

In Business for You

Workstream Description

System Administration

Nonprofit Model 21.3

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About this document

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Context

Unit4 has developed the **Nonprofit Model** (NP Model), which is the approach to deliver out of the box capabilities embedded in the software based on best practices for Nonprofit organizations. It is supported by additional database configuration, documentation and an iterative delivery model.

Workstreams

The NP Model consists of several workstreams. For each of these workstreams, documentation is available that describes the supplied capabilities. The following workstreams are available:

- Finance (mandatory)
- Budgeting
- Asset administration
- Procurement
- Sales
- Human Resources
- Payroll
- Travel & Expenses
- Project Cycle Management
- Award Management
- System Administration
- Volunteer Management

The workstreams setup is predefined based on the process scoped for the solution. In the personalization phase, the information specific from the customer is configured. Unit4 ERPx is a highly flexible and agile solution that can easily be adapted to support different system setups and processes.

Intended audience

The intended audience of this documentation is the system administrator. Readers are not required to know all the details of system administration. However, some basic concepts around security, access roles and system access would be advantageous for reading this documentation.

Contents

System Administration process

This documentation describes the System Administration workstream. Next to a predefined configuration of these processes, which are described in detail in this documentation, the solution consists of a standard set of access roles and security access. It also contains the out of the box capabilities delivered to schedule reports and to send proactive alerts to users to manage exceptions. The described processes are based on the software capabilities provided with Unit4 ERPx.

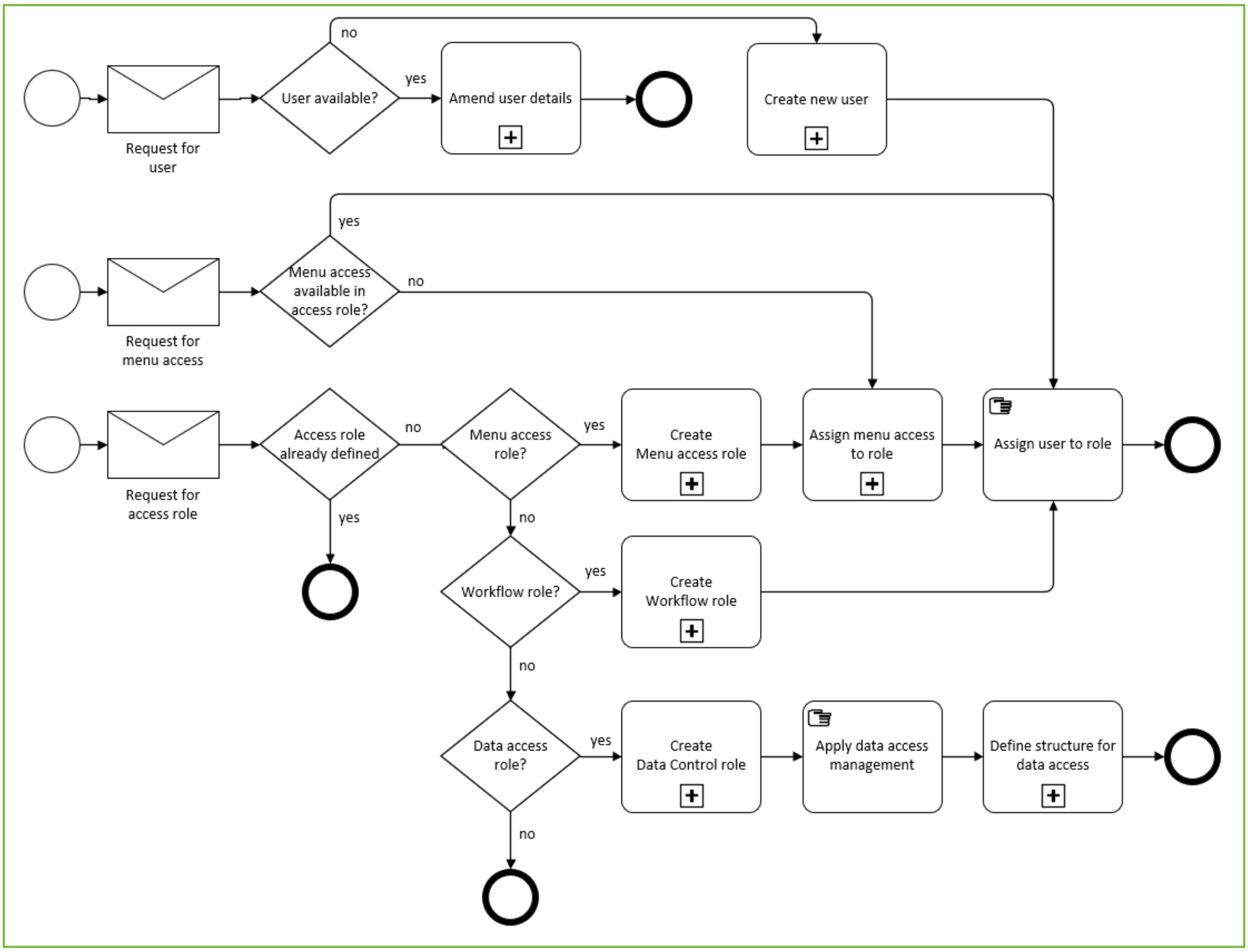

Figure 1 - System administration process

System administration is the capability used to register and control various settings across the solution, such as users and access, alerts, reports, server processes and menus. This workstream contains routines that are common to all companies in the solution. Everything that is done here will therefore influence all companies or clients.

The System Administration workstream is part of the core scope of the NP model. However, some specific processes and/or requirements are not included in the core implementation level. For those, there is a reference in the chapter that identifies it as an Addition.

Access roles

An access role identifies a group of people with common system access and responsibilities in a company. The solution is configured with a set of roles per workstream to provide users with the necessary privileges to perform their tasks.

Type of role	Definition
Menu access role	This role ensures access to individual menu items applying CRUD (Create, Read-only, Update, Delete) access. These roles have a prefix 'MA'
Workflow roles	This role is used to define a group of users that are used in a workflow process step. It sends a workflow task to a group of users. These roles have a prefix 'WF'
Data access roles	This role is used to allow or restrict access to specific data elements, such as accounts, cost centers or supplier groups. These roles have a prefix 'DC'

Menu access roles

Menu access roles are created to group employees with the same menu access to perform similar tasks within the organization. A default set of menu access roles is provided per workstream, with the necessary rights to perform each workstream's scoped actions and operations.

The best practice used here is that all users have a standard role that gives them the minimal access to all common and generic functions. The User role allows users to enter information and grants access to entry screens and inquiries, where the Admin role has no access to enter transactions but is for maintenance of the workstream and grants access to setup and enquiries only. An auditor role is provided that only grants access to enquiry screens to allow auditors to access the solution and enquire on transactions for auditing purposes.

NOTE:
Menu access roles also control Window Options.

Menu Access Role	Description
MA-ALL-USER	Resource general access – this role must be assigned to all users to give them the minimal generic menu access. It contains access to approve tasks, attach documents, see report results, and all the other common tools that do not function specific.
MA-ALL-MNG	Manager general access – this role allows managers to access HR forms (MSS)
MA-AM-ADMIN	Award management administrator
MA-AM-USER	Award management user
MA-AP-ADMIN	Accounts Payable (AP) administrator
MA-AP-USER	Accounts Payable (AP) user
MA-AR-ADMIN	Accounts Receivable (AR) administrator

Menu Access Role	Description
MA-AR-USER	Accounts Receivable (AR) user
MA-BUD-USER	Budget user
MA-FA-ADMIN	Fixed assets administrator
MA-FA-USER	Fixed assets user
MA-FIN-ADMIN	Finance administrator
MA-FIN-AUDIT	Finance auditor (to grant external auditor access to the solution)
MA-FIN-USER	Finance user
MA-HR-ADMIN	Human resources administrator
MA-HR-USER	Human resources user
MA-PCM-ADMIN	Project Cycle management administrator
MA-PCM-USER	Project Cycle management user
MA-PGM-USER	Program management user
MA-PR-ADMIN	Procurement administrator
MA-PR-USER	Procurement user
MA-SL-ADMIN	Sales administrator
MA-SL-USER	Sales user
MA-TE-ADMIN	Travel and expenses administrator
MA-TE-USER	Travel and expenses user
MA-VM-USER	Volunteer management user (for volunteers to have access to the mobile expense and timesheet app)
MA-SA-ADMIN	This System administrator role provides full access to only the menus/screens that are within the NP Model capabilities
SUPER	This role provides system administrator users permission to override data access control and run reports across companies.
SYSTEM	Generic system administrator role with access to all ERP menus

All the menu access roles are provided with the database. Any amendments are your organization's responsibility or treated as an addition, depending on our agreement with your organization.

A role-based access report is provided to enquire about the menu access per role for every menu item and reports menu.

Workflow roles

When setting up the approval processes, it is necessary to identify who is responsible for approving tasks. When the tasks are sent directly to a group of users, that group is determined using workflow roles. Even though it is used to identify a group of users, it is only necessary to have one employee performing the approval.

Workflow Role	Description
WF-AP	Used on the supplier creation or amendment processes to identify the recipient responsible for the approval or amendment of new supplier records.
WF-AR	Used on the donor creation or amendment processes to identify the recipient responsible for the approval or amendment of new donor records.
WF-HRHRDEP	Used on competence and resource amendment workflows to identify the recipient responsible for the approvals.
WF-HRPOSNO	Used on the position creation processes to identify the recipient responsible for the approval of new positions.
WF-ITREQ	Used on the requisition workflow to identify the IT department responsible for the approval of IT product purchases.
WF-OO106-1	Used on the pre-award approval process to identify the recipient responsible for the approval. Also used on the first step of the award approval process to identify the responsible for the approval.
WF-PLFINAP	Used on the internal project creation process to identify the recipient responsible for approving new internal projects. Also used on the second step of the award approval process to review the award's financial status and approve it.
WF-PMHEAD	Used on the external project creation to identify the recipient responsible for the approval of new external projects.
WF-PRCLERK	Used on the requisition creation or amendment processes to identify the recipient responsible for coding or amend the requisition. It is also used to identify the recipient responsible for approving a purchase order amendment.
WF-PRDEP	Used on incoming invoices workflows to identify the recipients responsible for goods receipt registration.

Data access roles

To restrict the access to specific data, the solution provides two specific roles:

Data Access Role	Description
DC-SUPPGRP	Used to restrict users to create suppliers within the Employee supplier group. These suppliers are automatically created when a new Resource record is created. It avoids employee suppliers to be double entered in the solution
DC-ABSPROJ	Used to grant access to absence codes defined for entering absence requests against operational projects. This is related to the scenario where absence and absence costs are part of an awarded grant, and the cost of absence must be captured against the project the user is working on. (instead of a generic internal project)

Users

It is the customer's responsibility to upload users. The solution is provided with a user, SYSTEM, which has System Administrator rights to allow the creation of all other users.

Assign roles to users

When creating a new user in the system, they must be identified by the necessary roles to perform their daily job. Each user must be given access to the company(s), select the menu access role(s), workflow access role (s) and data access role(s) (if applicable).

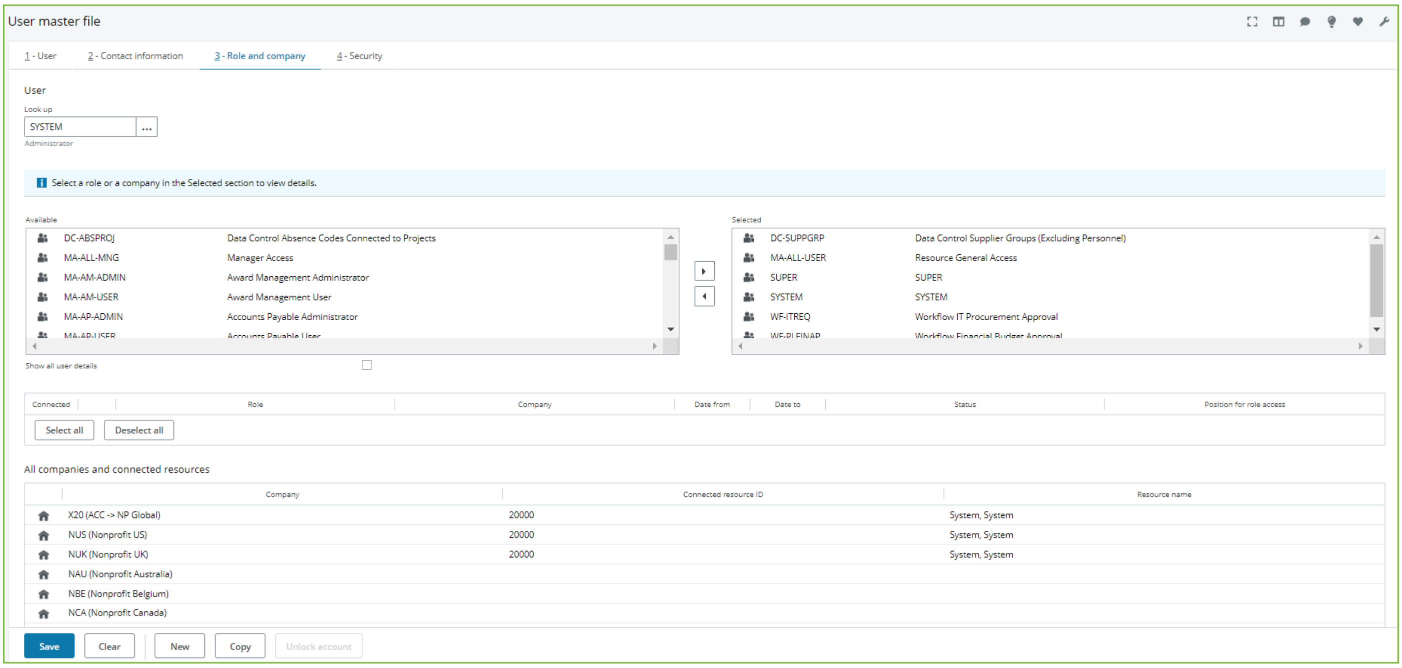

Figure 2 - User master file, roles and companies

Seven predefined users are available within the NP model:

USER	Description
SYSTEM	This is the system administrator user that allows entering the NP model solution and adding additional users
SYSFPA	Predefined user for integration with Unit4 FP&A (Financial Planning & Analysis) integration
SYSSR	Predefined user for integration with Unit4 Smart Recruiters (HCM Recruitment) integration
SYSTAL	Predefined user for integration with Unit4 Talent integration (Talent management)
SYSINT	Predefined user for API access for integration with systems external to Unit4 systems.
SERVICE	Predefined user for machine to machine integration
WEBSERVICE	Predefined user for API access

System admin workspace

An out-of-the-box system administrator workspace is provided. The workspace contains information about login attempts, users, roles and access and importing master data and transactions from external sources. It gives the system administrator 360 degrees view of the solution. The dashboards contain relevant KPIs and metrics, and the system administrator has direct links to the most important activities in his/her role.

These metrics are provided:

- Number of active, parked, closed users
- Number of active companies in the database
- Number of users with SYSTEM and SUPER role
- Number of users with ADMIN roles
- Number of batches stuck in the import process from external data sources
- Number of transactions stuck in the import process from external data sources
- Users by language
- Successful logins per company and interface for the last 7 days
- Unsuccessful logins per error in the last 7 days
- Login errors over time for the last 12 months
- Number of users per access role
- Number of users per company
- Detail on journal batches stuck in the data import
- Detail on donors/suppliers stuck in the data import
- List of journal transactions stuck per batch and journal
- List of donors and suppliers stuck per batch and per donor/supplier

Links are available to the following activities:

- Company information
- All ordered reports
- User maintenance
- Access role maintenance
- Menu access (reporting object access, screen/field access)
- Import of journals, donors, suppliers, and resources

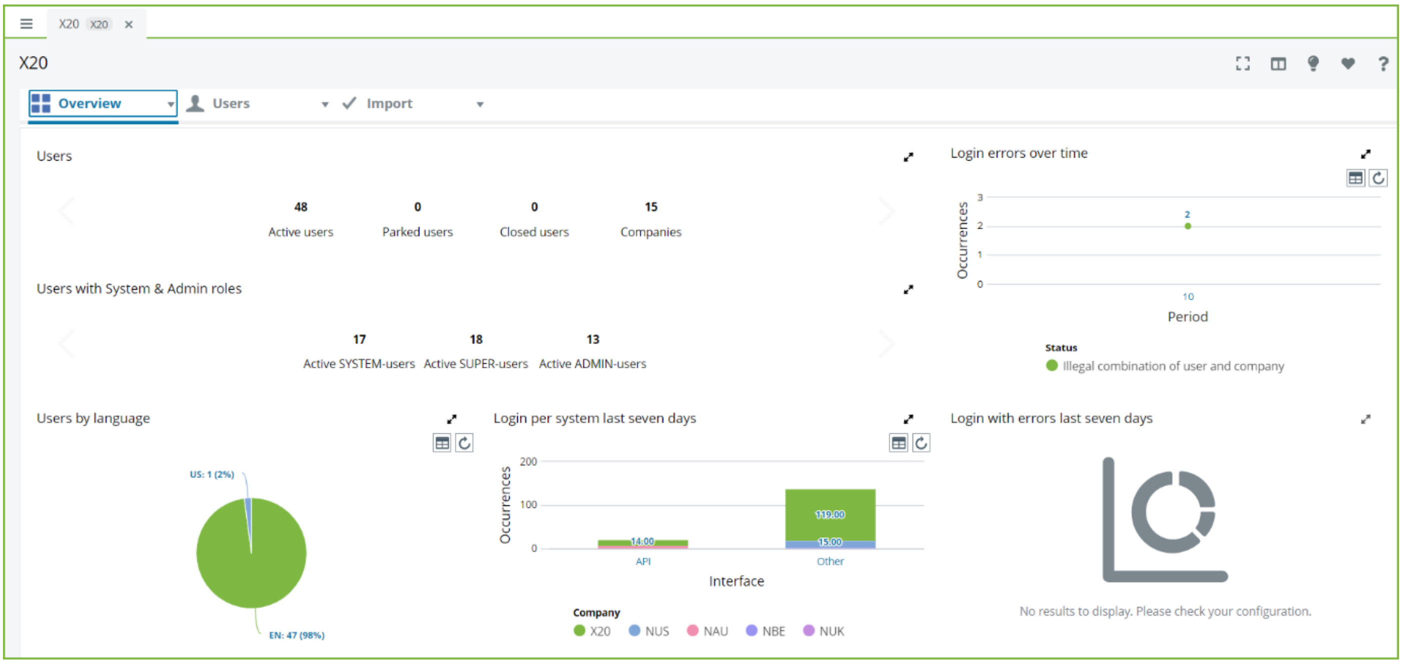

Figure 3 - System administrator workspace

Report Scheduling

The scheduling feature allows automated ordering of reports and server processes which are ordered and run according to a defined schedule. Several reports are provided with schedules and must be activated during the Onboarding phase.

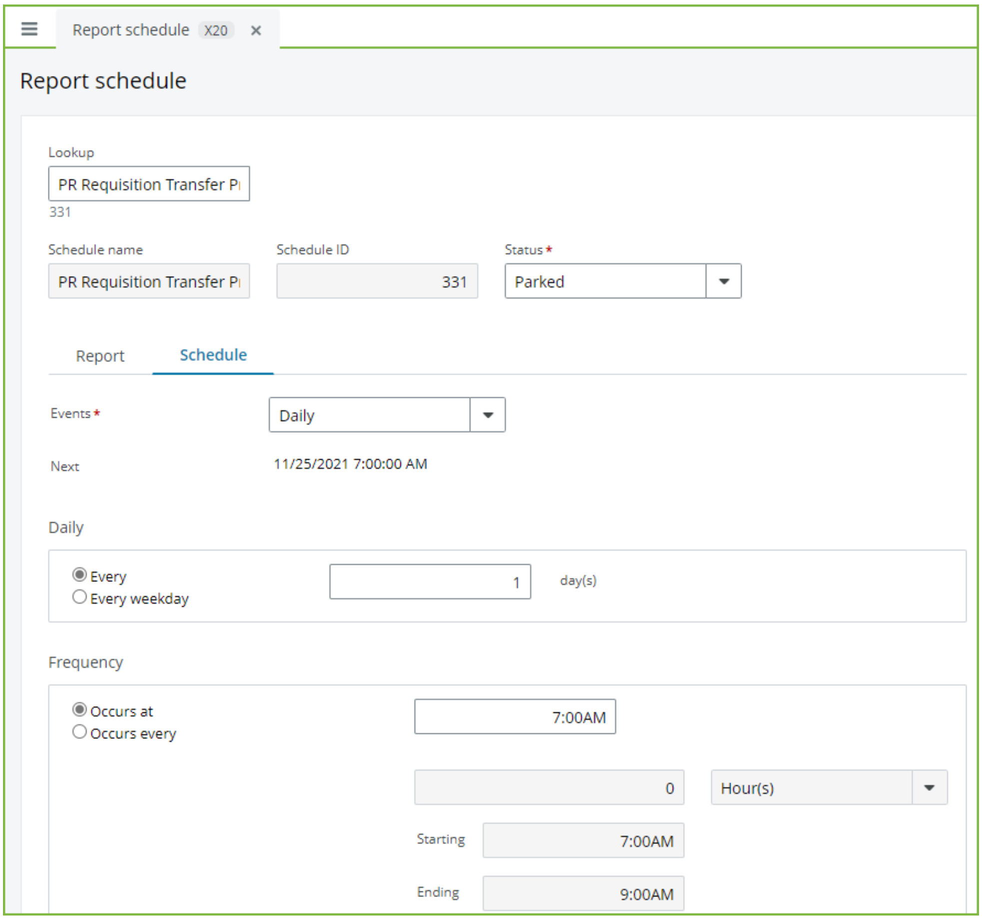

Figure 4 - Example of a Report schedule for Requisition transfer

Report schedule setup

A set of report schedules are provided to help users improve efficiency by automating daily tasks.

> **NOTE:**
> The default frequency is shown in the table below. However, the frequency can be tailored to suit the report.

The following Report Schedules are available:

Report Schedule	Frequency
AP Post approved invoices	Set to run once per day at 09:00
GL Post authorized transactions	Set to run once per day at 09:00
Update structure 100 results	Set to run once per day at 07:00
Update structure 110 results	Set to run once per day at 07:00
Update structure 120 results	Set to run once per day at 07:00
Update structure 130 results	Set to run once per day at 07:00
Update structure 200 results	Set to run once per day at 07:00
Update structure 210 results	Set to run once per day at 07:00
Update structure 300 results	Set to run once per day at 07:00
Update structure 310 results	Set to run once per day at 07:00
Update structure 320 results	Set to run once per day at 07:00
HR Generate Work Schedule	Set to run once per day at 09:00
PR Requisition Transfer Proposal	Set to run once per day at 07:00

Events (Alerting)

IntellAgent is a flexible alert and response tool within the solution that allows the definition of any event and perform certain outputs. An event is something that happens at a certain time and under certain circumstances. To define it, it is necessary to identify a certain input and the conditions that will trigger it and the output it must give.

Event catalog

Several events are available out of the box and can be activated based on the organization's requirements. In case of emails being sent, the correct email addresses must be entered. The solution provides the following set of events:

Event Setup	Description
FA: Reminder asset from invoices Notification	Email to inform the user about the creation of an asset from a received invoice
HR Leavers Notification	Email to inform the user about who is leaving
HR New Starters Notification	Email to inform the user about who is starting
HR: Approval for training courses	Email to inform the user about approved training courses
HR: Approved absences	Email to inform the user about approved absences
HR: Competence approval	Email to inform the user about approved competence
HR: Resource end of probation	Email to inform the user about the user's end of probation period
PC Award Task Alert	Email to inform that a deadline on an award task is reached
PC Confirmed Assignments	Generates an email every time a new assignment is confirmed
PC Pre-Award Status Change Alerts	Email to inform that a pre-award record has changed status
PC Pre-Award Task Alert	Email to inform that a deadline on a pre-award task is reached
PC: Project Close Alert	Email to inform that a project is closed
PC Project Report Due Alert	Email to inform that a project report is due
PC Timesheet Reminders	Weekly notifications to the user to fill a timesheet until the day before the last day of the standard work week
PR: Approved Purchase Requisition notification	Notification sent to the requisitioner when the requisition is approved
PR: Notification about new Supplier Record	Notification about new suppliers created in resource supplier group for Employees

Event Setup	Description
PR: Notification for Contract Expiry	Notification to inform the contract responsible that a contract will expire within 30 days
PR: Notification for Contracts review	Notification to inform the contract responsible that a contract will have to be reviewed 30 days in advance of the contract review date
PR: Notification of Forwarded Purchase Order	Notification to inform the requisitioner that the Purchase Order was sent to the supplier.
PR: Notification regarding PO late delivery	Notification to the requisitioner about PO not fully received
PR: Notification regarding PO late invoicing	Notification to the requisitioner if the delivery date for a PO is more than 15 days overdue and has not been fully invoiced
SAD: New Users	Email to inform about the creation of a new user
SL: Notification for Subscription Expiry	Notification on subscription expiry within 30 days

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