The FAST team will provide functional support to users for all financial applications. Current active Oracle ERP users are limited consisting of mostly bookkeepers, account managers and employees submitting expense reports (iExpense). After phase 2 Oracle goes live with Human Resources, Payroll and Benefits, 10,700 employees and approximately 4,200 part-time employees will be expected to become active users, more than quadrupling the impact to the administrative support offices. The following list provides information about the need for a FAST team.

- Increased and on-going training needs and customer support is necessary due to the varying degrees of employee technology skillsets.
- Continuous changes in employee job responsibilities require configuration and security updates across multiple modules.
- Continuous program and organization changes requires end-to-end coordination among business groups, potentially affecting all module set-ups.
- A one-stop shop for Oracle customer service will have to be provided.
- Employee Benefits open enrollment, as well as employee life changes such as marriage and divorce throughout the year, will transition from a manual paper process to electronic entry through Oracle employee self-service. Again, the varying degree of the employee tech savviness will result in an increased work load on the support staff to assist the employee base with new and changing technology.
- Training on the Oracle system will be continuous because of normal employee turnover in addition to significant employee transfer volume from one work location or position to a new one, especially during the start of a new school year.
- Due to user volume, increased monitoring and follow-up will be necessary to ensure that transactions across all modules get processed accurately, including timely response to system notifications and approvals.
• Employees are not always diligent with delegating authority of their approvals and notifications when they are away from the office. When this happens, support staff must intervene on their behalf to keep approvals moving. The volume of this type of intervention required is expected to at least double when phase 2 goes live.

• The entire employee base of almost 15,000 will enter their own time electronically as opposed to using paper time sheets. Support will be required to ensure that supervisors and timekeepers take action on their approvals or their staff may not get paid properly.

• Technology and software is ever-changing and evolving as we all know by our smart phones and tablets. A dedicated Oracle support team will promote faster turnaround time for delivery of software fixes and enhancements by streamlining the coordination and testing of the Oracle modules.

• Organizationally, a centralized Oracle team enables a holistic versus a silo approach to on-going system testing, training, reporting and problem resolution.

• A dedicated triage and support group for Oracle ERP will ultimately result in improved response time related to problem research and resolution allowing the employee benefits, payroll, accounting and procurement groups to concentrate on their primary business functions.

• A consolidated and integrated reporting function can reduce report redundancy across the business groups and re-use existing functionality, resulting in lower operating and maintenance costs.

• An increased volume of Oracle users results in an increased number of help desk tickets requiring additional support staff.

• This group will also support the transition from a paper document management system to an electronic one.