



WYOCLOUD LISTENING SESSIONS

Greetings,

Over the past several weeks, the WyoCloud team hosted a series of listening sessions. As a result of the feedback gathered at these listening sessions, below please find a summary of several of the major themes that emerged, as well as some of our next steps. For a more detailed explanation of every topic and question that was raised during the sessions, please review our [Frequently Asked Questions](#) or the attached document. If you do not see your question listed or have an additional question, please email us at wyocloud@uwyo.edu.

The Need for Additional Communication and Training

A major theme that emerged from the listening sessions was the need for additional training and communication. Based on your feedback, we have reshaped our training and communication plans, and we have outlined our next steps below.

- *Relaunch the Change Agent Network.* We are relaunching the WyoCloud Change Agent Network and expanding its members and focus. More information will be forthcoming.
- *Create Business Process Reference Guides.* Many comments focused on the need for training on how we do business outside of the system—not just in the system itself. Consequently, we are developing business process reference guides that will outline the workflow associated with the process, the purpose for the process, definitions, required documentation, and the approvals process. We hope to begin providing these to users in January.
- *Host additional Deep Dive Sessions.* We have begun to plan campus wide Deep Dive Sessions on the Chart of Accounts, Accrual Accounting, Budgeting, Reporting, Transactional Reporting, and an overview of business processes at UW. With the approach of the winter holidays, these are being scheduled in January and February.

Transactional Reporting

Another theme that emerged from the listening sessions was the need for more comprehensive reporting, most specifically the need for a single, detailed transactional report. Please know we have been diligently working on creating additional reports for you, even prior to hearing this theme at the listening sessions. For example, in October, the WyoCloud team released the [Transactions by Period report](#). The creation of these customized reports requires many hours of work from our WyoCloud reporting team; hence, in order to respond to your feedback, we've made two key hires who will start this December and January.

We also have the following reports in the development stage: a report that gives you transaction level detail from deposits into Banner and a requisition lifecycle report. Our long term goal is to create a single dashboard that includes reports such as payments, deposits, journal entries, budget transfers, budget details, expense reports, requisitions, and purchase orders. We are also planning in-person reporting deep dive sessions for campus to attend in January. We thank you again for your patience as we further develop our reporting capabilities.

Errors in the System

If you encounter an error in the system, it is important for you to notify our team by emailing userhelp@uwyo.edu. If, after investigation of the error you received, we find that the error is a result of the system, we open a service request with Oracle to fix the issue. Every day we are monitoring these service requests and working behind the scenes to fix them. However, some system issues require us to wait for a quarterly patch/update from Oracle. Hence, we are not always able to address every issue in as timely a manner as we would like.

Enhancement Requests

Many of the comments and feedback you offered revolved around requests to make the system better, such as drilling down into details on pages. We call these sort of requests “enhancements” to the system. As our system came to us in a pre-built format, we can make some changes in configuration settings, but we are unable to significantly alter the system. In the event we are unable to make the enhancement you requested, we can open a service request with Oracle; however, Oracle may not be willing to make the changes we have requested or we may have to wait until the next upgrade/patch from Oracle to see the change implemented. Like you, we are excited to be able to continue to improve our system; however, we will need (and appreciate) your patience as we to work through these requests.

Thank you for your participation in the Listening Sessions. We gained valuable insight into your needs and we heard a lot about things that you like in the new system!

Best,

The WyoCloud Team

Contact Information

The WyoCloud Team
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Need help with WyoCloud?
Contact the UW Help Desk
766-4357, Option #1
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