

Governing Expenses Project

Project Scope

Statement of Purpose

Solutions Plus, based out of New York City was founded in 1927. They are currently servicing North and South Americas and Eastern Europe with small satellite offices in 10 cities in the US. Their current revenue is 10 billion and they have a small footprint in Australia, and would also like to expand their business in Asia Pacific. They have a total of 52,250 employees, which includes 35,000 consultants who are in the field.

Currently, Solutions Plus does not have a good way of governing their employee's expenses. We review the travel expenses submitted by the field consultant and manually applied the proper charges to the general expense category in the system. They then send approval to the system administrators to be reimbursed through the payroll system. The company does not have a problem but there is an opportunity to better track the employee expense through mobile application.

We propose analyzing our current situation by using process flow diagrams and entity relationship diagrams. We want to implement a mobile expense tracking application that consultants upload their expenses too with a photograph of each invoice/receipt. Client Relationship Managers and System Administers can use this same application to evaluate expenses and the monthly reports. The steps we will be addressing are: process flow diagram, data diagram, business rules, persona, scenarios, and prototype of the application.

Objectives:

- Decrease paperwork by 90%
- Have quarterly reports sent to directors breaking down all client expenses by category
- Decrease the amount of operational expenses by at least 8%; more automating within a mobile application and less administration employees
- Improve the means of identifying recorded expenses that may not be project or company related
- Implement a solution that does not require field consultant to manually submit expense report

Risks:

Project Risk	Probability	Risk Response	Impact
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Employee will not be able to learn the new system	Medium	Mitigate- to reserve time in the project schedule for employee training	High
Letting go of the GM and Project went over schedule time frame	Low	Mitigate-by getting a new replacement GM or finishing the project on-time	High

Business Risk	Probability	Risk Response	Impact
Lay off of consultants	Medium	Mitigate-by having a more efficient system so employee don't get upset	High
Rapid expanding slow down into the global market	Medium	Accept it	High

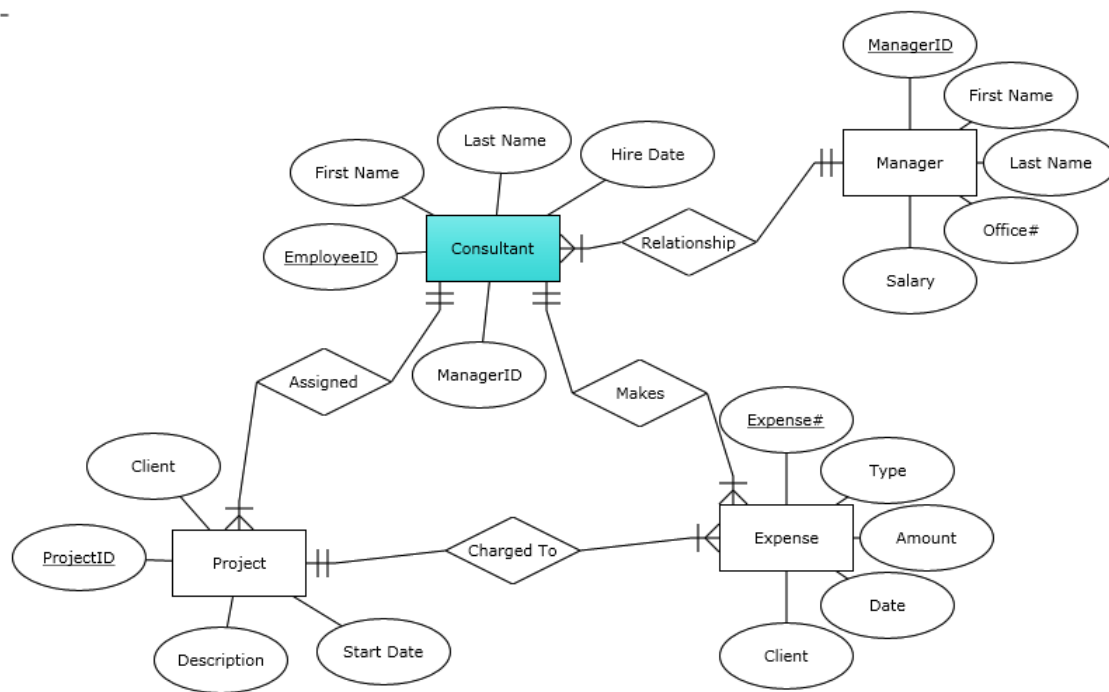
Assumptions:

- The company will not be facing any major changes
- All employees are willing to follow new procedures
- Employees will work with new system
- There are 35,000 field consultants that need tracking for expenses
- Every field consultant has his own credit account where expenses are charged.
- There is a phone account for each field consultant and they are only contacted if the calls or data are excessive.
- Expenses spreadsheet and monthly bill copy are sent to the Client Relationships Managers.
- Client Relationships Managers approve the expenses.

Constraints:

- The company will not change the way it runs its business or system
- Employees won't understand or having a hard time with the new system that is being offered.

ERD



Business Rules

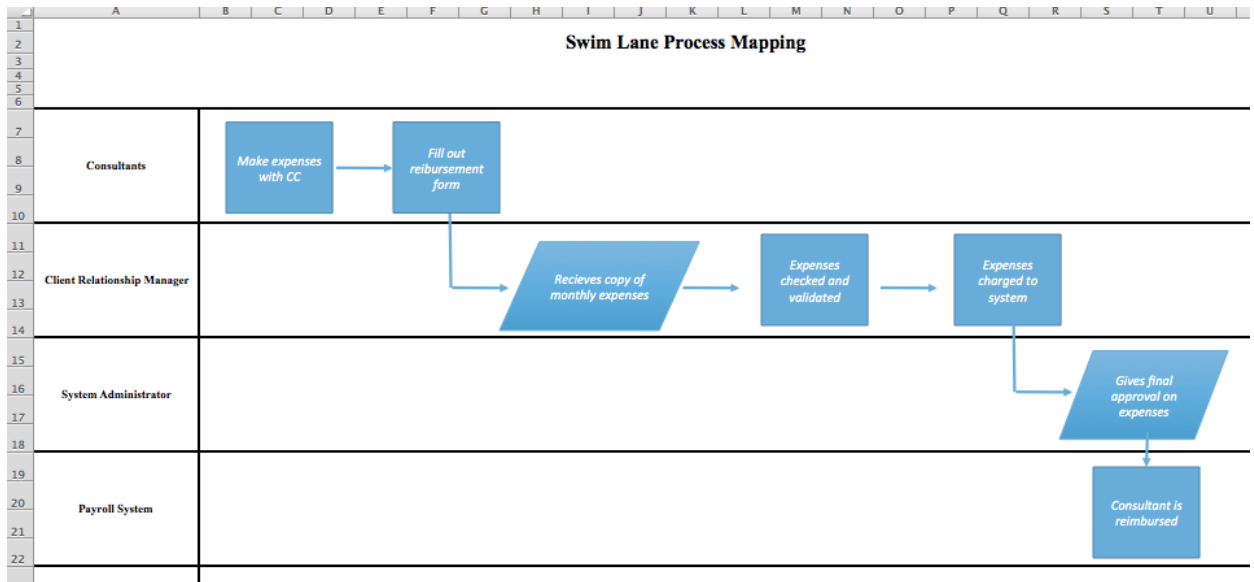
BR1. Consultants must charge expenses to Corporate Credit Card, and are personally responsible to pay.

BR2. Consultants must fill out a separate spreadsheet to get reimbursement for expenses and has to include a scanned copy of the monthly charge bill.

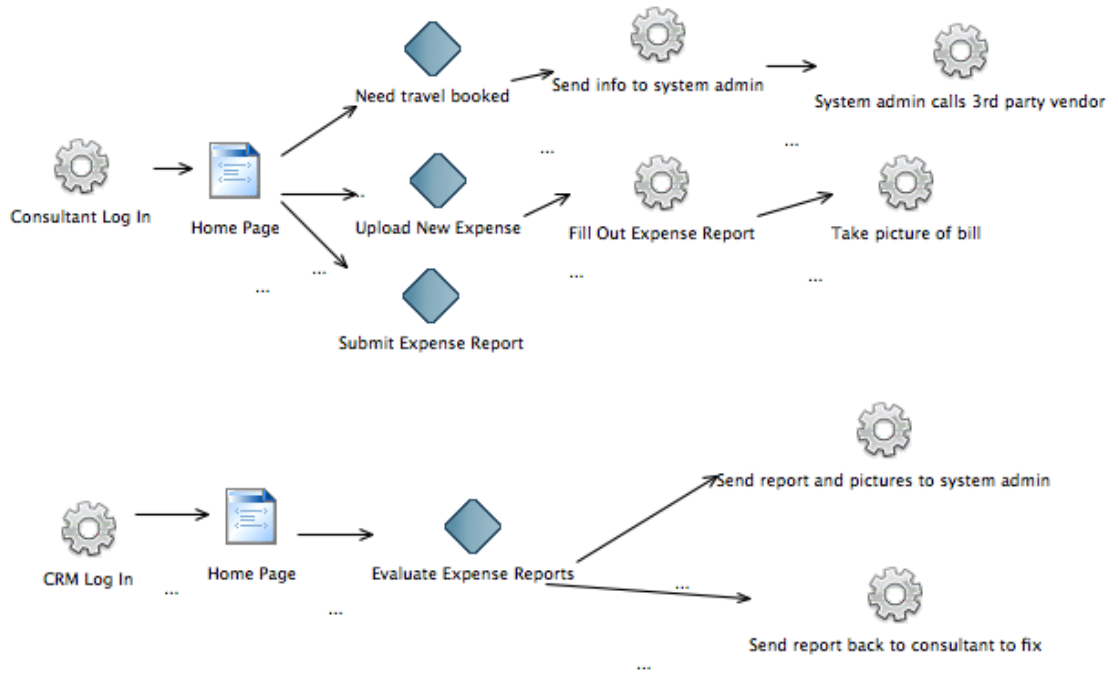
BR3. The Client Relationship Managers must approve this document before sending it to the System Administrator who enters the data into the payroll system.

BR4. System Administrators use a contract with a 3rd party travel booking vendor to locate and book all the necessary travel arrangements.

Process Flow Diagram



Scenario



Persona



Name- Mark

Age- 30-45

Occupation- Consultant

Marital Status- Married

Education- Business Undergrad

Defining Characteristic- Multilingual

Mark is a consultant who is regularly travelling, and therefore does a lot of work on his phone.