

WolfieONE

Change Leader Network Kickoff

Nov 2024

Office of Change Management

**FAR
BEYOND**

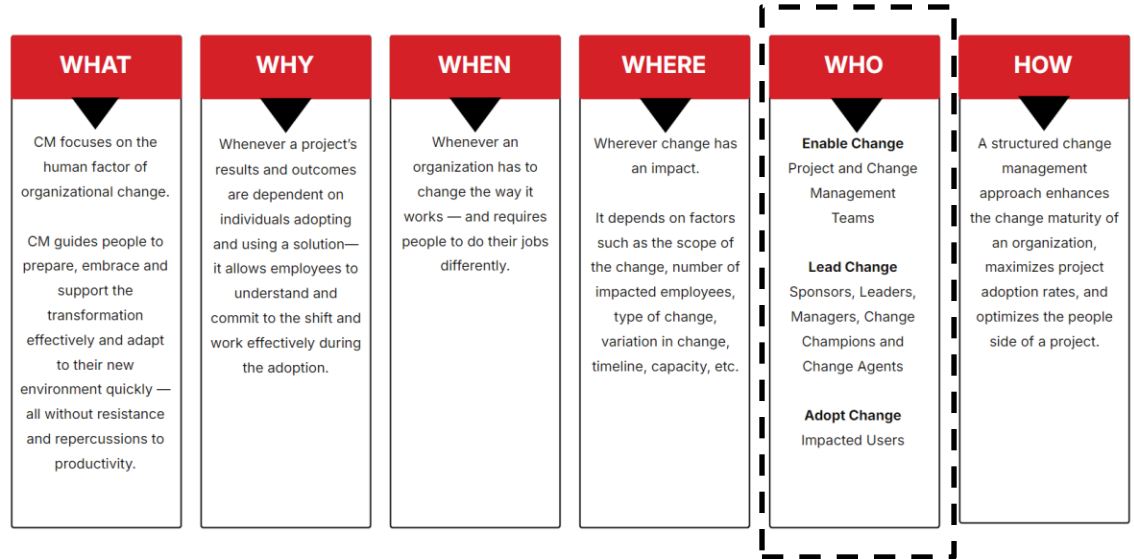
Agenda



Change Leader Network (CLN)

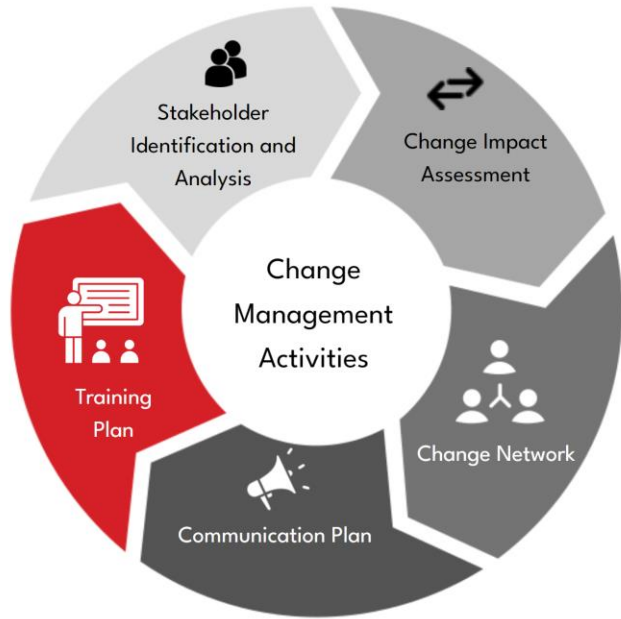
What is a Change Leader Network?

- *An integral part of the Change Management Methodology at Stony Brook*
- *A **peer-led** group of influencers and impacted users across Stony Brook who will assist in building awareness, active listening and gathering concerns, promoting buy-in, and providing support to stakeholders impacted by the project*
- *An indispensable asset to drive and support change adoption*



Change Management at Stony Brook

Why is a Change Leader Network needed?



Promote **understanding** to assist employees in understanding changes, dealing with uncertainty and ambiguity as the program progresses through implementation



Advocate positive change through face-to-face and informal communications that are required to **change behaviors** and attitudes



Build **accountability** and **ownership** by empowering Change Champions to gather feedback from stakeholders, answer questions and resolve concerns without having to wait or rely only on “formal, official” communications

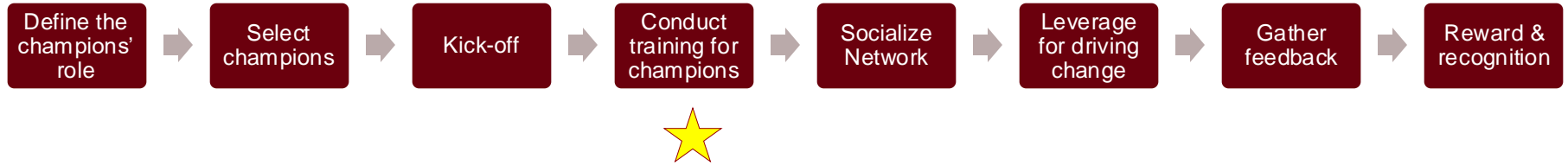


Build a **community of early adopters** who value the opportunity to try out new technology first and get a chance to demonstrate their leadership skills

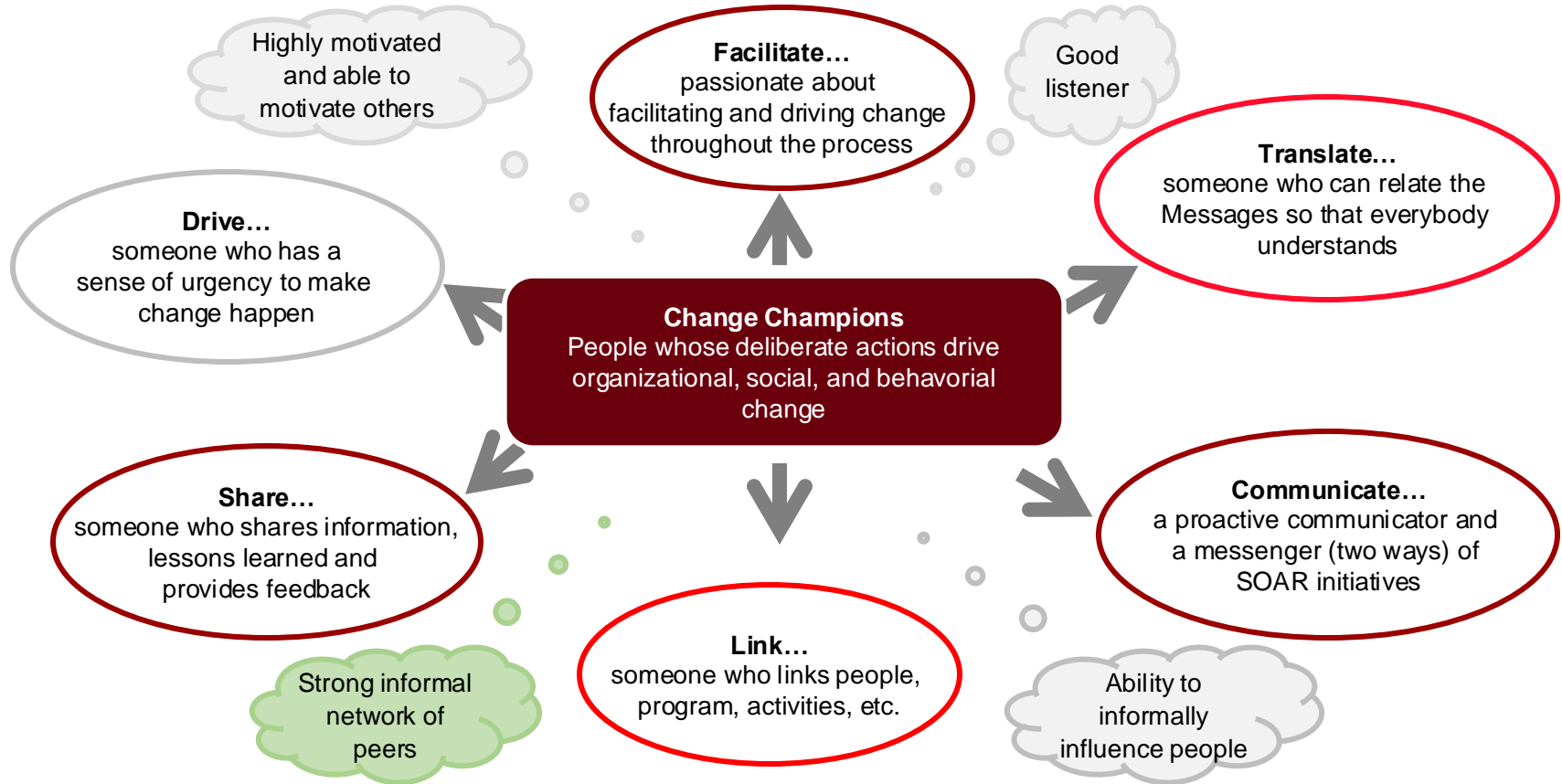


Accelerate the adoption of the change by quickly disseminating timely and accurate information and build trust through communication and feedback

Building the Champion Network

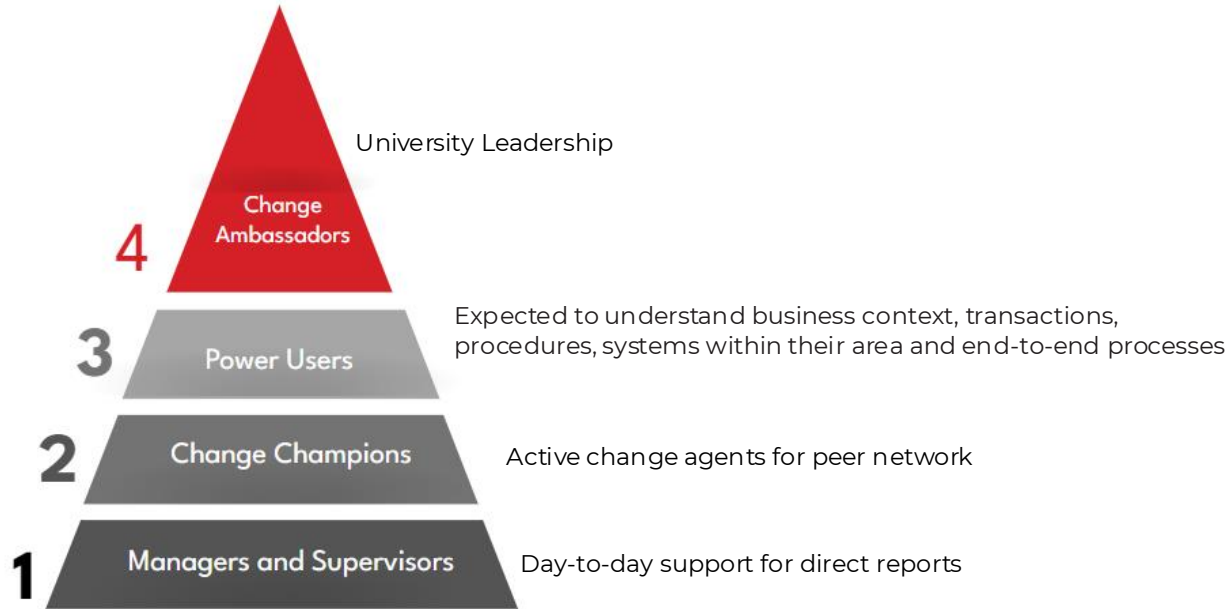


Why are we here?



Change Champion Network Structure

The following represents the various “tiers” in the network:



SBU's Power Users collaborate with the project team to ensure the solution meets the business needs. What do Power Users do?



Learn and articulate the shifts from current to future state processes to Change Champions and direct reports. Play a role in process improvement.



Business user at the Unit level who understands the business context, end to end processes, transactions, procedures and systems within their area.



Participate in the "Build" phase Sprints, testing (UAT), validate system functionality; Train-the-Trainer, and Onboarding. Build user proficiency in their process area (post go-live).

High-Level Responsibilities include:

Promote WolfieONE

Promotes best practices, continuous improvement and works as a positive change agent for the business.

Inform SBU's WolfieONE Project Team

Gathers feedback from Champions and direct reports; informs the Project Leadership where adjustments and training enhancements should be made.

Support (post go-live)

Works with department and program leadership to design, test, train and provide ongoing employee support **to the WolfieONE Change Champions**. Front-line support for non-technical issues.

SBU'S Change Champions enable the success of our WolfieONE implementation by driving adoption.

What do Change Champions do?



Serve as **project advocates** that play a role in shaping the future of Stony Brook
Disseminate & Amplify the OCM materials/message.



Enable a **cross-functional network** to execute change campaigns and **enable delivery of standardized messaging**.



Participate in Champion meetings & assist with rapid change campaigns.
Be a conduit for change, tailored to groups via a two-way communication channel.

High-Level Responsibilities include:

Promote Stony Brook's WolfieONE Transformation

Learn about **new functionality and processes**. Share the benefits using OCM materials to increase awareness and adoption.

Inform SBU's WolfieONE Team

Provide feedback to the project team as the **eyes and ears** within SBU to prioritize the needs of the business.

Position the message

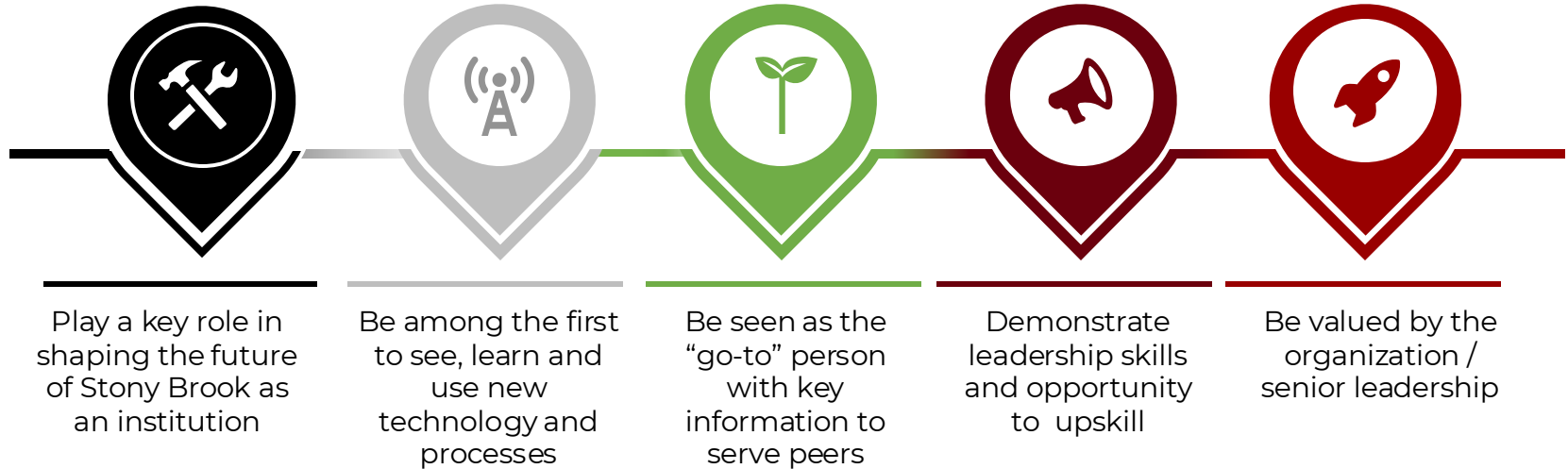
Help develop and craft messaging and **mitigation plans** to proactively drive an authentic and relevant change experience for operating units.

Evaluate operational readiness

Participate in **change readiness** activities to provide a pulse on the organization, supporting the opportunity to pivot the engagement program and involve leaders.

Benefits of Being a Change Champion

WolfieONE



Networking Activity

Networking Activity

In Breakouts (groups of 4), WolfieONE Champions are given 10 minutes to network.
Prompts:

- Share name and department name
- How long they have been a Seawolf
- Favorite yearly event or activity on campus
- Your “Superpower” – the secret sauce, the thing YOU consider your strength!
- What (if anything, that you learned so far) are you the most excited about in the move towards Oracle Cloud?

About WolfieONE

Business Transformation Initiative:

WolfieONE is more than just a software update. It is a strategic transformation initiative that will design and implement an Enterprise Resource Planning (ERP) ecosystem at SBU, supported by Oracle, to better support our financial, budget, HR and business operations.

The new, cloud-based software will replace some of our systems but will also seamlessly integrate with many existing systems.

Our WHY:

Beyond the business reasons that became apparent during and post-pandemic, there are human capital drivers for this initiative, such as **employee morale and institutional reputation.**

The industry is moving from on-premise to the cloud in a number of ways. To remain competitive, modernizing archaic systems and processes is essential.

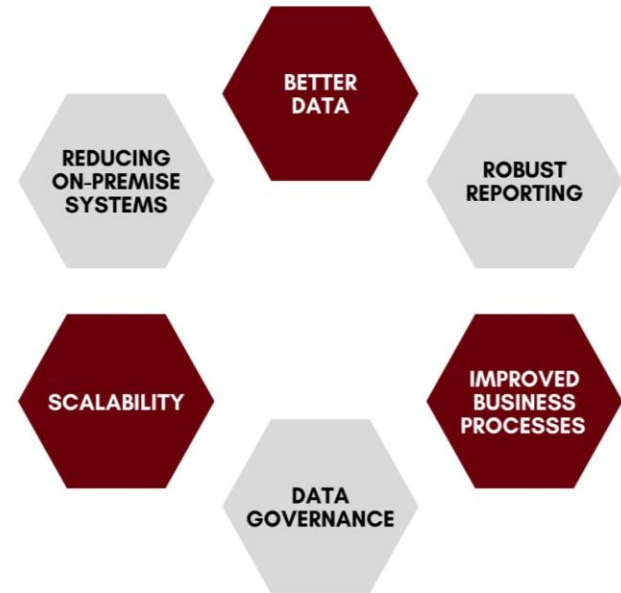
The employee experience and how you spend your time interacting with data is one of our top reasons for this transformation.

Vision Statement

Drive university-wide strategic initiatives with a transparent, data-driven, and seamless user-focused experience to limit friction and support business continuity for all members of our community.

Expected Benefits

- Gradual reduction of on-premise (i.e., campus-based) systems, paper-based processes and labor-intensive manual processes
- Better integration across various ERP modules which supports smoother transaction processes and more powerful blended analytics/reports
- Integrated information systems that provide more up-to-date and accurate financial and operational data that increases transparency, and enhances planning and forecasting efforts
- Robust reporting capabilities enabling better decision-making as well as managing from a holistic vantage point rather than a siloed view
- Increased automation and self-service processes (and fewer human errors as a result)
- Simpler, more intuitive, modern user experiences and enhanced **cloud-based** data security



Guiding Principles

- Collaborate cross-functionally
- Be transparent in decision making
- Communicate fully, seeking input and feedback

- Put Stony Brook interests above anything else
- Make strategic decisions that support the mission of our university and hospitals
- Leverage every opportunity to elevate Stony Brook's reputation



- Adhere to the governance structure in place
- Respect the authority of the governing bodies
- Refer to the guiding principles to guide organizational decision making during day-to-day activities

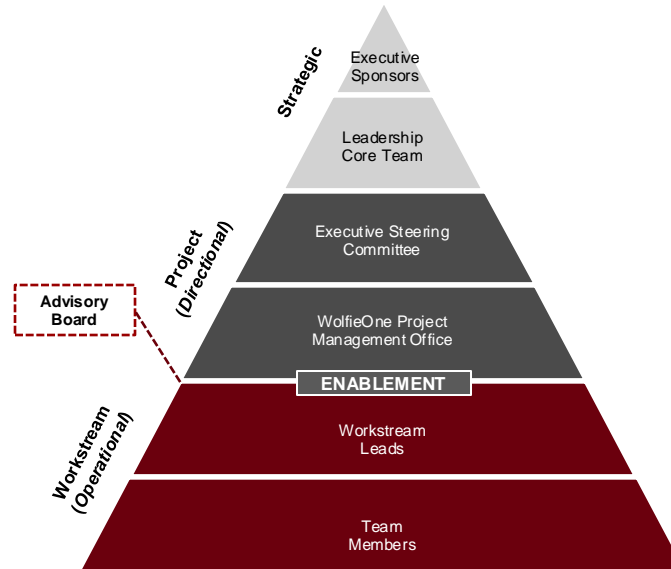
- De-siloed and transparent data
- Adopt and practice data governance
- Develop trust in system data

- Self-service
- Improve policies and practices
- Build for the long-term
- Data-empowered decision making

- Streamline workflows
- Simplify operations
- Redesign processes based on higher education best practices

Project Governance

Stony Brook and Deloitte team members have dedicated escalation channels to the project leadership stakeholders – driving efficiency and consistency in the decision-making process leads to better communication and fewer bottlenecks.



Our Executive Sponsors

WolfieONE

Simeon Ananou

CIO and VP of the
Division of Information Technology



Carl Lejuez

Provost and Executive
Vice President



Justin Fincher

Chief Deputy to the President and SVP for
Government & Community Relations



Jed Shivers

Senior Vice President for
Finance & Administration



Carol Gomes

Chief Executive Officer, Chief
Operating Officer, SB Hospital



William Wertheim

Interim Executive Vice President for
Health Sciences and Stony Brook Medicine



Dr. Gerald Kelly

Chief Information
Officer, SB Hospital



Our Steering Committee

Braden Hosch

VP for Educational and Institutional Effectiveness



Cassie Amadio

AVP for Accounting and University Controller



Colette Brown

Chief HR Officer
Stony Brook Medicine



Heather Montague

Senior AVP for Budget and Financial Planning



Hina Kausar

Director, Office of Change Management



Jim Gonzales

AVP Enterprise Applications & Integrations (DoIT)



John Hennessey

Chief Applications Officer,
Stony Brook Medicine



Lyle Gomes

Vice President for Finance



Tracey McEachern

AVP HR Operations,
Services, and Payroll



Dennis Gallagher

CTO, Medical Information System



Entity Scope ERP & HCM

The purpose of this Entity Scope view is to articulate how user populations within the below entities will align with respect to Day 1 Future-state WolfieONE application use and/or data integration. The Legal Entities that will be configured in Oracle is separate from this scope view.

Functional Area	Entity									
	SB University	SB Foundation	FSA	Research Foundation ³	SB Medicine					
					SBUH ¹	LISVH ¹	CPMP	ELI ²	SBSH ²	Other Affiliates ²
ERP (Finance)	Yes	Yes	No	Integrate	Integrate	Integrate	No	No	No	No
HCM (HR)	Yes	No	No	Yes	Yes	Yes	No	No	No	No

Definition	
Yes	Populations within this entity <u>will</u> log on to WolfieONE Oracle Cloud to transact and/or perform reporting activities.
No	Populations within this entity <u>will not</u> log on to WolfieONE Oracle Cloud to transact and/or perform reporting activities.
Integrate	Data from this entity will integrate with WolfieONE Oracle Cloud.
Notes	
1.	SBUH / LISVH: EPM at summary level - they have their own budget system for daily operations. ERP – integrate for URAS reporting purposes – they have their own GL. Will load audited financial statement data to FCCS for consolidated financial reporting.
2.	ELI/SBSH/Other SBM Affiliates: These entities will load audited financial statement data to FCCS for consolidated financial reporting.
3.	RF: HCM consideration – RF employees include select CPMP and SBF staff.

In our next session, we will deep dive into the 3 main workstreams that lead to change impacts that have the broader reach (ERP, HCM, EPM).

Workstreams relevant to educational campuswide efforts:

Enterprise Resource Management: all things **Accounting & Reconciliation!**

Human Capital Management: **HR processes**

Enterprise Performance Management: Budgeting, planning and forecasting.

Technology: Integrations & Reporting

Change Management

* Although other workstreams are performing crucial work, those process areas are expected to directly impact a much smaller group of end users.

What's Changing?

CURRENT STATE SYSTEMS/PROCESS	FUTURE STATE SYSTEMS/PROCESS
Inconsistency across processes and practices	Standardize processes and practices (80/20)
Oracle/ Peoplesoft software for Financial	Enterprise Resource Planning (ERP), Enterprise Performance Management (EPM)
Oracle/ Peoplesoft software for Human Resources	Oracle Human Capital Management (HCM) Cloud
Campus Budget Module (CBM) for Budget and Planning	Enterprise Performance Management (EPM)
SOLAR (time and attendance; employee information, NOT the student side)	Oracle Human Capital Management (HCM) for reporting time and attendance
Recruiting and onboarding in Taleo	Oracle Recruiting Cloud (HCM)

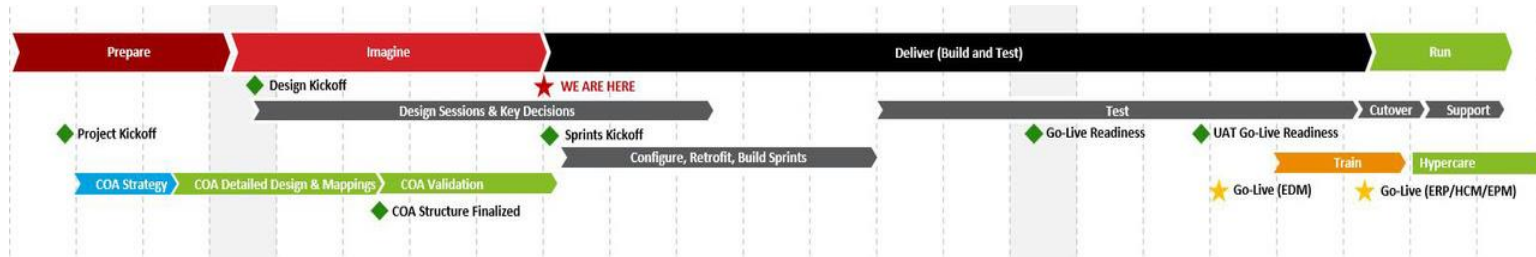
What's not changing?

CURRENT STATE	FUTURE STATE INTEGRATIONS
Jaggaer (WolfMART) SUNY system-wide SaaS solution for Procurement	Possible retrofit for some fields with the new COA, integration with Oracle, end-user will continue to use Jaggaer in the same way
Concur for travel & expense reimbursement	End-user will continue to use Concur in the same way as in the current state.
Hospital - Finance (Lawson)	Hospital finance professionals will continue to use their current COA in Lawson
Student Information Systems	Campus Solutions will integrate with WolfieONE. Students' employee records will also exist separately from their Academic record in WolfieONE.
Hospital usage of Kronos	Will integrate with SUNY system for payroll purposes

Project Phases

ERP & HCM are in Build/configure, while going through an iterative process to make decisions about certain system components still in Design, before moving those processes and user stories into “Sprinting” mode. Enterprise Performance Management is in Design.

Once we configure the system, we test, make adjustments, test again, then train the trainers, who will in turn train the end users.



Next Steps

Change Champion Action Plan

Know, Share, Do | Oct- Dec 2024



Know This!

- ❑ By 12/02: Review the WolfieONE SharePoint site in detail, including:
 - ❑ Oct: Understand the WolfieONE scope and [progress so far](#)
 - ❑ Early Dec: Program Timeline update from OCM
 - ❑ Late Dec: Review Frequently Asked Questions (FAQ)
 - ❑ Jan 2025: Action Plan will be release by the OCM team



Share This!

- ❑ Identify the department ongoing meetings at which WolfieONE can be an agenda item & identify peers who are “your counterparts”
- ❑ Find time on agendas of team meetings to share program updates (refer to talking points provided in this month’s Change Leader meeting-in-a-box)



Do This!

- ❑ Tomorrow: Save the WolfieONE website Resources to your bookmarks (print the QR code that will be provided by OCM and post it in your office!)
- ❑ Nov 2024: Set **reminders** to spend just 15 min biweekly on the WolfieONE website
- ❑ Dec 2024: Share the WolfieONE website, eNewsletter and change survey with colleagues
- ❑ Jan 2025: Share notable feedback and questions from colleagues

Customized Email Signature Add-On

Email Templates, Newsletters, and Vetted Responses

Zoom Backgrounds

Copy/paste THE WolfieONE logo (Appendix) and add to your e-mail signature, along with:
“Proud Change Champion, ask me about WolfieONE!”

OCM Contacts



Hina Kausar

Director, Office of
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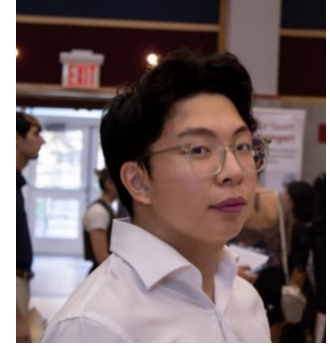
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Appendix

Drive university-wide strategic initiatives with a transparent, data-driven, and seamless user-focused experience to limit friction and support business continuity for all members of our community.



**TRANSPARENCY
AND INCLUSION**



GOVERNANCE



**SINGLE SOURCE
OF TRUTH**



**OPTIMIZED
OPERATIONS &
PROCESSES**



TRANSFORMATION



**STONY BROOK
FIRST**

Wolfie**ONE**



Getting Started with Change Management

The Change Curve

It is natural for anyone to prefer the status quo, not because they are against change, but because humans naturally gravitate towards maintaining things as they are.

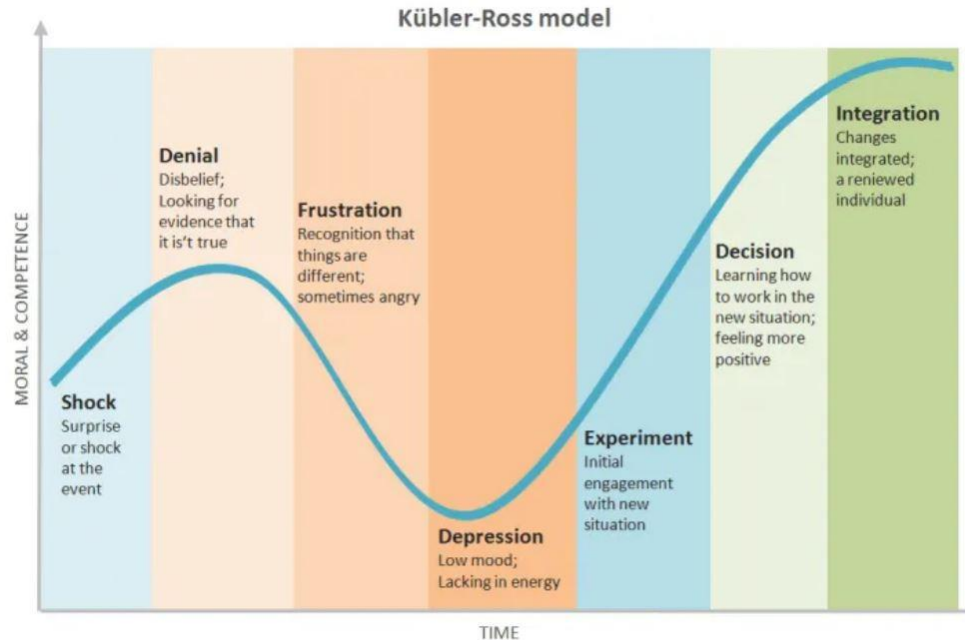
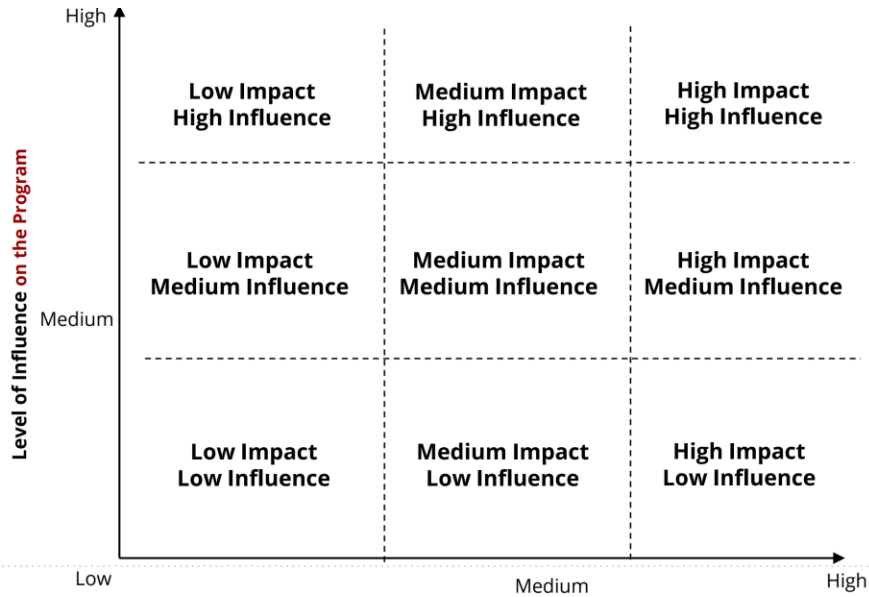
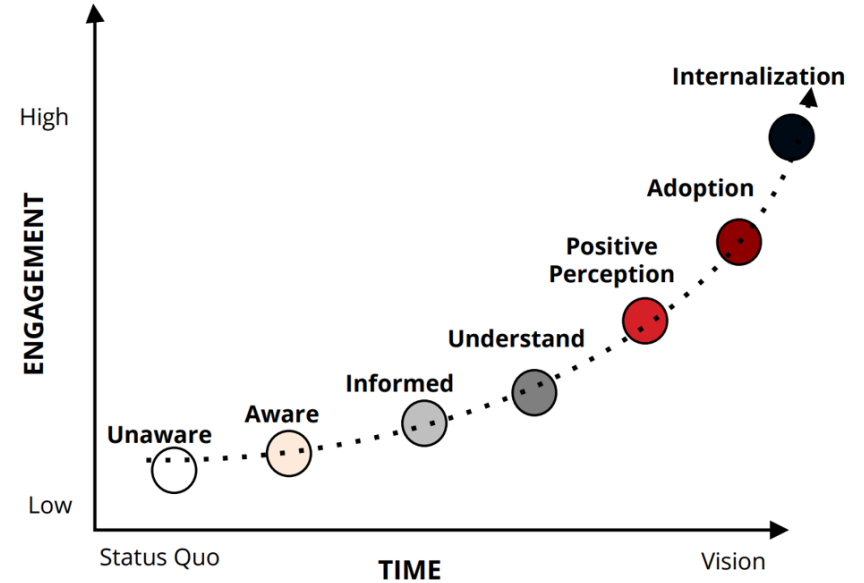


Image from Cleverism.com

Change Management: Foundational elements



Stakeholder's Level of Impact by the Program



The Engagement Curve

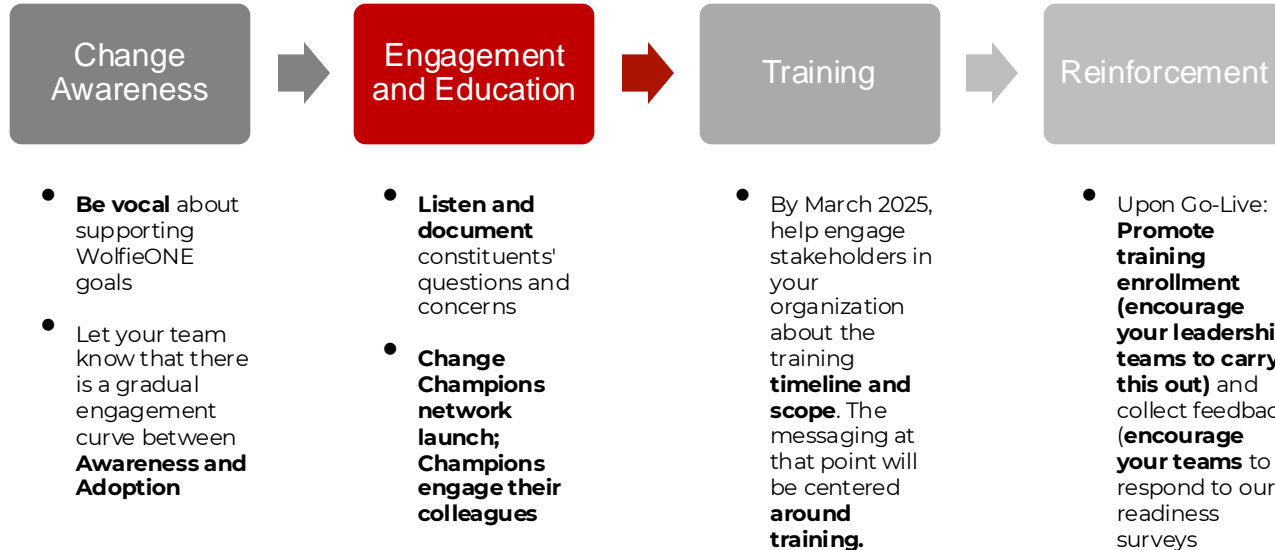
Change Network | Highly Impacted groups

HR professionals
Finance administrators
Asst. to the Chair
Capital Planning
Student Affairs
Enterprise Risk Management
IFR Managers
DoIT
HRIS
Hospital HR
SBF
Bursar's
HSC - Health Science Center
School of Medicine

Communications
University Advancement
OVPR /RF
Accounting (incl. procurement)
Institutional Effectiveness
President's office
School of Dental Medicine
Government and Community Relations
Athletics
School of Nursing
Labor relations
Procurement
OEA (Office of Equity and Access)
Academic(Dean, Chair, Faculty)

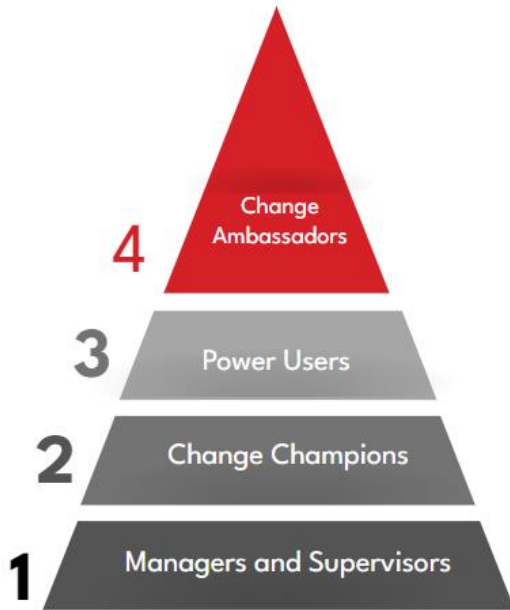
A full list of Change Champions will be on the [WolfieONE website!](#)

Change Management



Change Champion Network

The following represents the various “nodes” in our network:



NOW: Be vocal about supporting WolfieONE goals and changes.

Listen and document constituents' questions and concerns (pass it to OCM) in your regular meetings and informal chats.

Carry our message to your peers. OCM will provide materials (eNewsletters, toolkit).

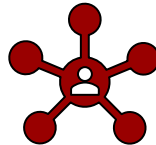


By **January next** year, help engage stakeholders in your organization about **change impacts**, the training **timeline and process/systems scope**. The messaging at that point will be centered **around training**.

Align with OCM team on the cadence of peer network meetings.



Upon Go-Live: **Promote training enrollment** and collect feedback; **encourage your peers** to respond to our **readiness surveys!**



That's you, the center of this influence network!

Topics to cover during Kick-off

Kick-Off

- What is a CLN?
- Why you?
- Benefits
- Structure of CLN
- Roles and responsibilities
- About WO
- Scope, entities, workstreams
- Next Steps – assign some readings/recordings
- Resources

Orientation/training

- Change Management
- Modules; ERP, EPM, EDM, HCM,
- Processes
- COA
- Known Change Impacts

Toolkit

- What are they expected to do?
- Cascade information (newsletter); intro to WO
- How? Comm channels in dept., meetings, events
- Where to find resources? Website, calendar

Oracle Cloud Overview

Workstreams relevant to educational campuswide efforts:

Enterprise Resource Management: all things Accounting & Reconciliation! Messaging must be sensitive to “what’s not changing”, which is student receivables.

Human Capital Management: HR processes (messaging must be sensitive to “what’s not changing”, such as Interfolio, Handshake, and Healthstream)

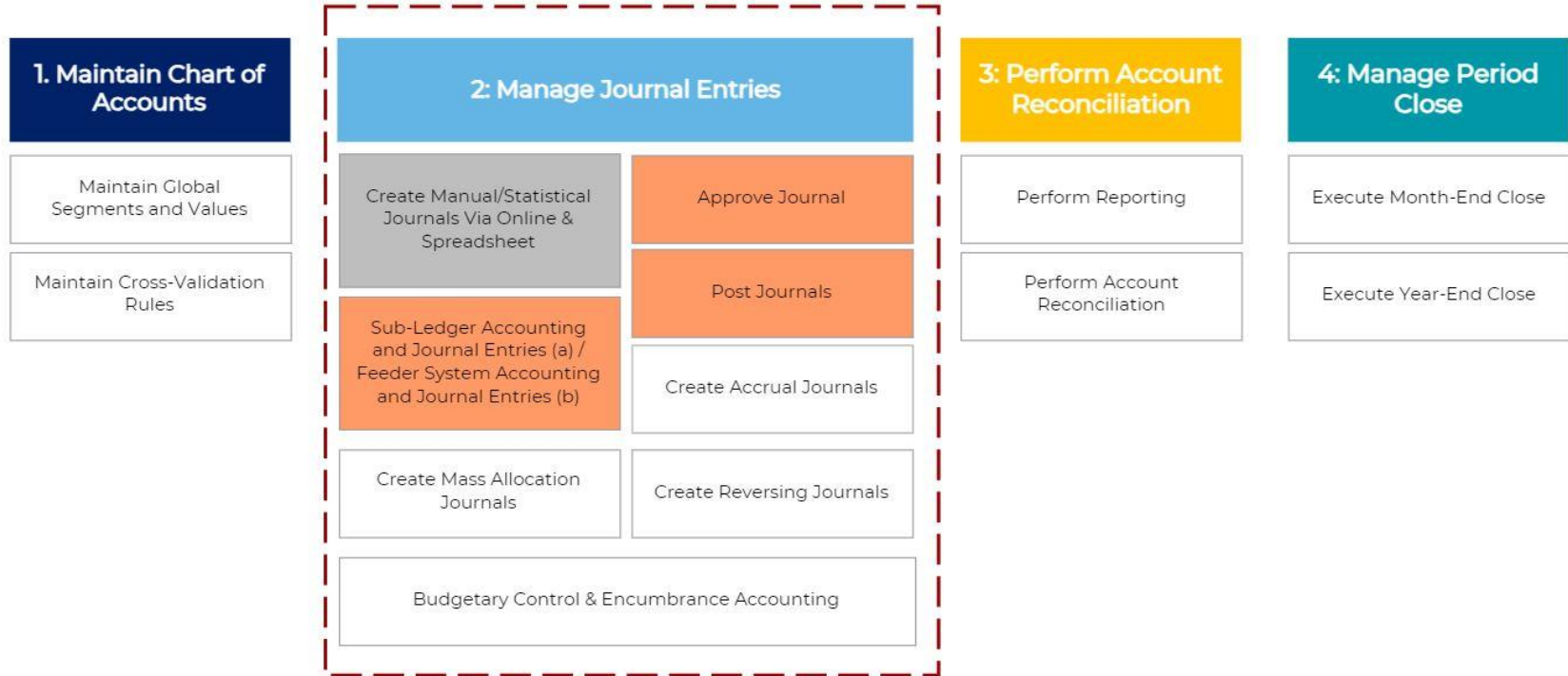
Enterprise Performance Management: Budgeting, planning and forecasting.

Technology: Integrations & Reporting

Change Management & Project Management Office

Enterprise Data Management
Security and Controls
Analytics

ERP Example- General Ledger breakdown



ERP Example of Receivables breakdown

1. Manage Customers

Manage Customer Records

2: Manage Receivables

Process Invoice – Import
Process Invoice - Manual

Adjust Invoices
Process Credit Memo

Deep Dive – SBU/SBF
Specific Business Process

3: Manage Cash Receipts

Record Cash/Check
Receipts

MISC Receipts

Process Refund

Reverse, Reapply, Write-
Off, On Account

Deep Dive – SBU/SBF
Specific Business Process

4: Close Receivables Close

Customer Statements
Invoice Template

Execute Month-End Close

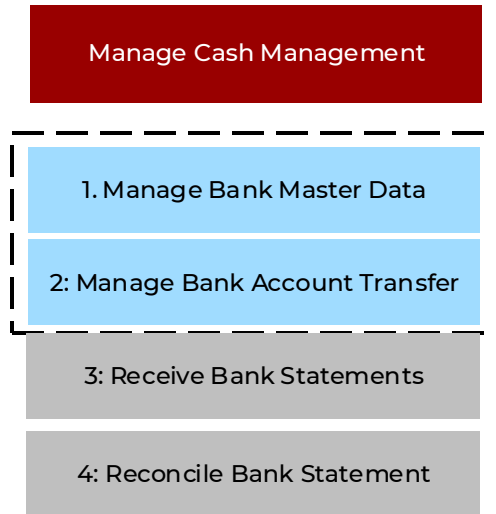
Collections (TBD)

Deep Dive – SBU/SBF
Specific Business Process

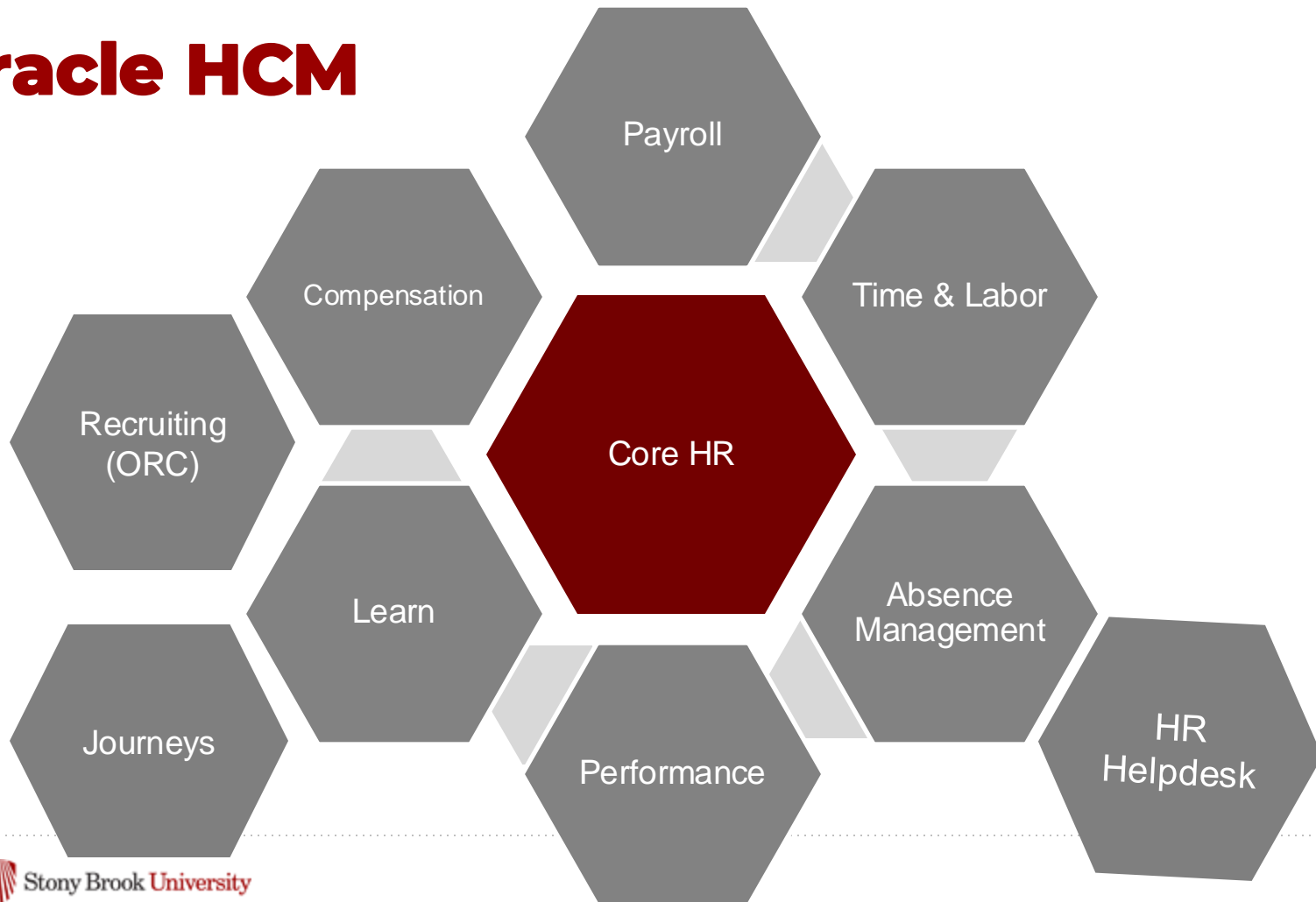
ERP Example of Fixed Assets breakdown



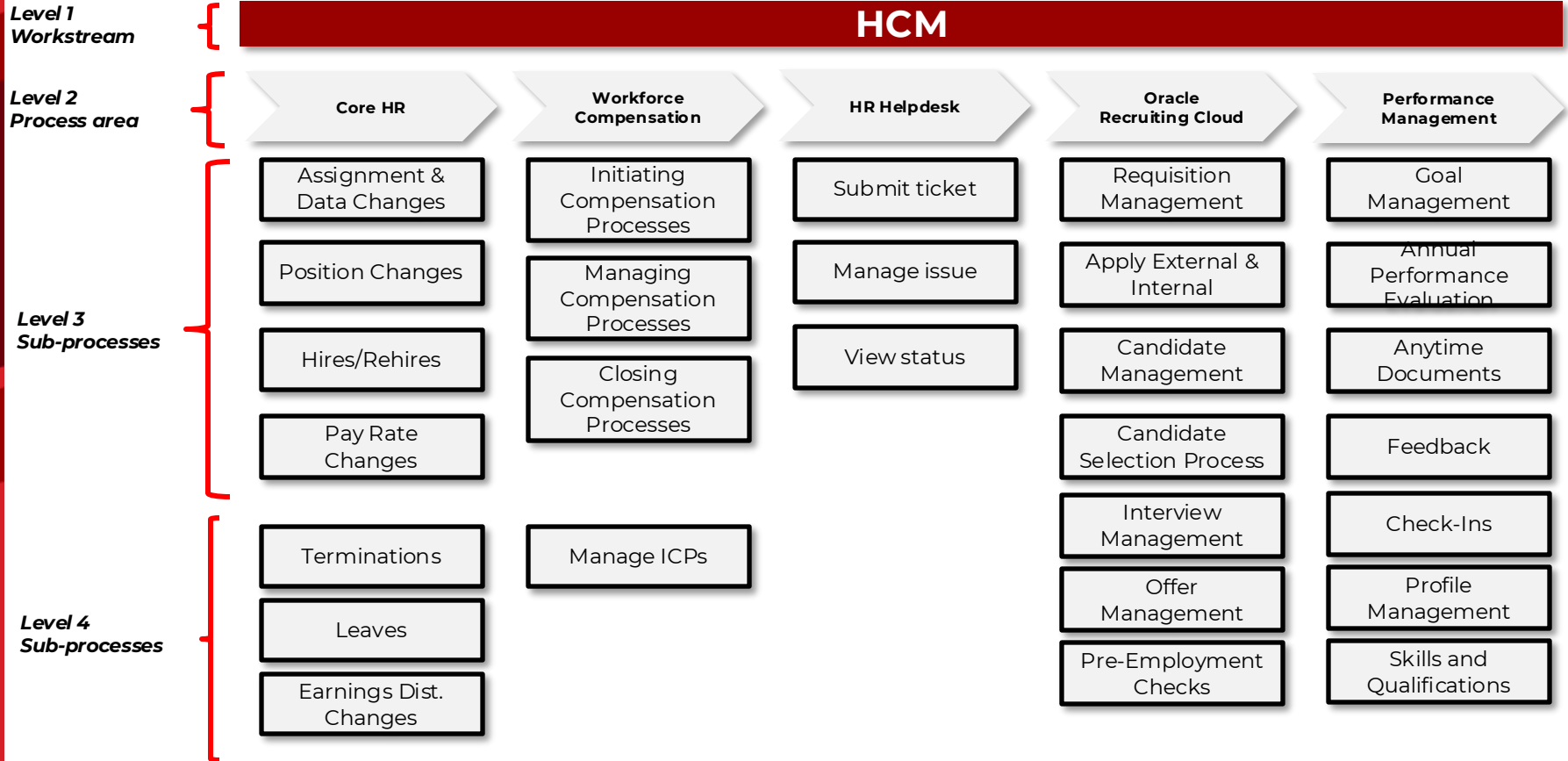
ERP Cash Management breakdown



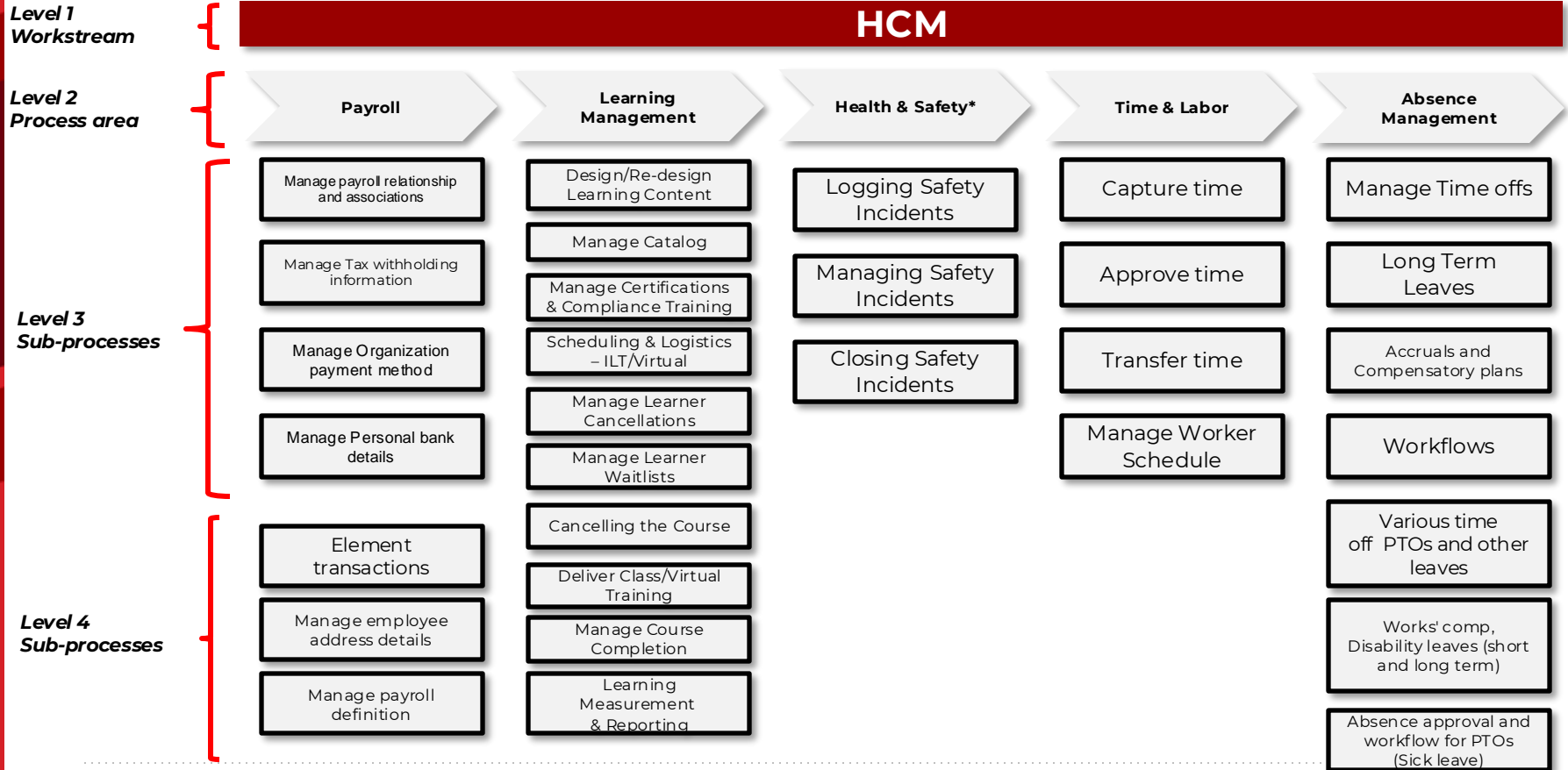
Oracle HCM



HCM Processes in Scope



Process Scope



Placeholder for Change Management

The OCM team has developed a framework and tailored approach to prepare, equip, and support the campus community to successfully adopt new **processes, procedures and system changes** as a result of the WolfieONE transformation.

We work gradually and programmatically to **drive adoption** through data gathered from understanding the current state and the future state, stakeholders' perceived readiness, and end user needs and preferences. OCM works to identify risks, develop mitigation paths, and developing a training curriculum. Post go-live, OCM will enable functional and tech leaders during hypercare, and provide additional support to the end user by measuring adoption and developing additional trainings in key areas, as needed.

Message bank (key themes)

The time is NOW: Build foundation knowledge, so as to prepare for formal training. Change is gradual and must be broken into small bites.

Peak-end rule: people will remember the most meaningful/intense part of their experience and their last portion

Nudges are visual and timely reminders to encourage the right behaviors for

Toolkit Introduction

The Change Leader Toolkit is meant to serve as a helpful resource for our Seawolves' network of Power Users & Change Champions.



This Toolkit <i>is...</i>	This Toolkit <i>is not...</i>
<p>...a living document that is updated regularly</p> <ul style="list-style-type: none"> • View the “as of” dates of change impacts for a timestamp of the last update 	<p>Meant to holistically inform Change Champions. Educational meetings (starting in Dec) and two-way communication are also critical to this network.</p>
<p>...a tool for Change Champions to:</p> <ul style="list-style-type: none"> • Stay informed • Access key resources • Understand their roles and responsibilities 	<p>...perfect or holistic, and we love feedback!</p> <ul style="list-style-type: none"> • Please reach out to Hina Kausar /OCM Mailbox [ocm@stonybrook.edu] with any content you’d like to see added or any gaps you notice need filled that could be helpful

Change Champion Toolkit

Goals

The goal of this Toolkit is to serve as an updated repository of information meant to keep Change Champions and Power Users in the WolfieONE know.

The Change Leader Toolkit will include key resources, points of contact, and tools to help the Change Leader network succeed in becoming a cohesive, effective team.

WHAT'S INCLUDED



Roles and Responsibilities



Program overview, scope, timeline and updates specifically curated for Change Champions



Tools like email templates and opt-in email signatures and [Zoom backgrounds](#)



Access to other helpful resources



Change Champion Journey

Change Champions will be asked to act as representatives of their departments or units and as partners of the WolfieONE program, and align their WolfieONE expertise with modules/processes, rather than departments.

1. Tell the Change Story

- Help employees understand what's "in it for them"
- Be realistic and recognize that change is challenging, "status quo bias" is expected

2. Provide Honest Feedback

- Leverage your subject matter expertise and familiarity with your Story Brook group or department to help us shape communications, engagement, and training

3. Build Trust

- Engage others with whom you have influence, build support (informal networks matter!)
- Become a trusted communicator by taking on the responsibility of keeping your department or group "in the know"

5. Monitor Resistance & Empower End Users

- Serve as an informal "go-to" point of contact for two-way communications
- Escalate obstacles that are preventing your group or department from being ready for change as you empower them to be confident that they are prepared for go-live

4. Champion Change







- Continue vocal support as go-live approaches
- Use existing forums and channels to build awareness around what to expect at go-live
- Reinforce the focus on the overall vision

6. Support Adoption

- Partner with SBU leaders to drive adoption and continue to connect end users to channels for learning and support

Change Champion Journey

Change Champions will be asked to act as representatives of their units or peer group in support of this Oracle Cloud implementation. The following represents **examples of specific actions** that Change Champions can take as part of their Journey:

	Stage of Journey	Example Action / Activity
	Tell the Change Story	<ul style="list-style-type: none">Work with OCM to construct a shared “Stony Brook Change Story” at your next leadership meeting, in your upcoming departmental newsletter, or via existing comms channels for your group.
	Provide Honest Feedback	<ul style="list-style-type: none">Provide input and feedback on program communications
	Build Trust	<ul style="list-style-type: none">Update your email signature to say “Ask me about WolfieONE”
	Champion Change	<ul style="list-style-type: none">When the time comes, put up go-live posters in your office / workspaceUse WolfieONE Zoom backgrounds
	Monitor Resistance & Empower End Users	<ul style="list-style-type: none">Schedule a regular check-in with your Change Ambassador or OCM team point of contact to talk about any current resistance within your department or group to brainstorm solutions
	Support Adoption	<ul style="list-style-type: none">Set an automatic email reply to reinforce the use of Oracle for key processes within your department or user group (e.g. “Oracle WolfieONE is now live! Need help registering for courses this month? Reach out to <i>[insert support channel details]</i>”)



Appendix

Change Champion Expectations

Change Champions will actively champion WolfieONE, foster smooth adoption through communication and promotion, and provide invaluable feedback perspective to the program.



Learn & Engage

Attend monthly one-hour Change Leader Network meetings

Attend program and/or workstream-related events and activities (webinars, roadshows, townhalls, etc.)



Foster Two-Way Communication

Influence colleagues to adopt change:

- Collect concerns, questions, & feedback from peers & community, share with program team
- Spread awareness & key information from program to peers & community
- Share ideas for strategies to best engage schools and units



Participate

May be selected to participate in key implementation activities or recommend individuals to participate:

- User acceptance testing (UAT)
- Train-the-trainer
- End-user training

Time Commitment:

- **3-5 hours total in 2024**
- 2-3 hours per month in 2025
- Oct 2024 – Dec 2025

The role of Change Champions does **NOT** include:

- Decision-making
- Providing input on functional design

Meeting Cadence

2024: only **two more educational meetings** after this one, **minimal time commitment**

Begin your journey with a recap of the Town Hall: [WolfieONE Town Hall April 2024.pdf \(stonybrook.edu\)](#)

2025: At the Change Champions' discretion, how often to meet with peers.

Feedback loop through the feedback form and Change Readiness Survey:

- The OCM Feedback form should be used regularly to inform OCM of any updates. OCM team will bring up the topics from the feedback form in the next meeting:

[Feedback | Change Management \(stonybrook.edu\)](#)

- The Change Readiness Survey is your key tool (get your peers to fill it out)



Change Champion Action Plan

Know, Share, Do | Oct- Dec 2024



Know This!

- ❑ By 12/02: Review the WolfieONE SharePoint site in detail, including:
 - ❑ Oct: Review / understand the WolfieONE scope and [progress so far](#)
 - ❑ Early Dec: Program Timeline update from OCM
 - ❑ Late Dec: Review Frequently Asked Questions (FAQ)
 - ❑ Jan 2025: Action Plan will be release by the OCM team



Share This!

- ❑ 01/25 Identify the department/ongoing meetings at which WolfieONE can be an agenda item & identify peers who are “your counterparts”
- ❑ 03/25: Find time on agendas of team meetings to share program updates (refer to talking points provided in this month’s Change Leader meeting-in-a-box)



Do This!

- ❑ Tomorrow: Save the WolfieONE website Resources to your bookmarks (print the QR code that will be provided by OCM and post it in your office!)
- ❑ Nov 2024: Set reminders to spend just 15 min biweekly on the WolfieONE website
- ❑ Dec 2024: Share the WolfieONE website, eNewsletter and change survey with colleagues
- ❑ Jan 2025: Share notable feedback and questions from colleagues

Upcoming Activities

Oct

Today! Kickoff Meeting

11/04 Share eNewsletter with peers (with a personal note)

Nov

11/20 Recording released, specific to COA

TBD Champion Training

Dec

12/6 Recording from OCM

12/17 Attend OCM session on change impacts (Holiday themed)

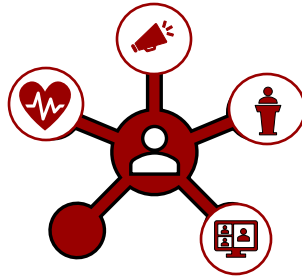


Why is a Change Leader Network needed?

Promote **understanding** to assist employees in understanding changes, dealing with uncertainty and ambiguity as the program progresses through implementation

Accelerate the adoption of the change by quickly disseminating timely and accurate information and build trust through communication and feedback

Build a **community of early adopters** who value the opportunity to try out new technology first and get a chance to demonstrate their leadership skills



Advocate positive change through face-to-face and informal communications that are required to **change behaviors** and attitudes

Build **accountability** and **ownership** by empowering Change Champions to gather feedback from stakeholders, answer questions and resolve concerns without having to wait or rely only on “formal, official” communications

graveyard

The resources listed on this slide are meant to ensure that Change Champions have access to resources to invite inquiries about WolfieONE in easy, low-effort ways, like via an **email signature add-on or Zoom background**

All the below modes of engagement are opt-in!

WolfieONE

Copy/paste this logo and add to your e-mail signature, along with “**Proud Change Champion, ask me about WolfieONE!**”



Email Templates,
Newsletters, and
Vetted Responses



Zoom Backgrounds

- Vetted Responses for high-level Oracle WolfieONE questions can be found on the WolfieONE FAQs page; Business processes will be covered in upcoming educational sessions
- If folks have questions that you don't know the answer to, **reach out to OCM!***
- The WolfieONE Change Champion [PLACEHOLDER FOR GOOGLE GROUP] brings our cohort together for easy collaboration
- Zoom backgrounds (see Appendix) are an easy way to welcome questions surrounding WolfieONE at Stony Brook – and we have multiple options!