Workshop Findings and Key Messages

- Key messages from Workshop activity
- Review of your feedback
**Question 1:** The types of training for Mosaic-Finance included full-day in-class, half-day in-class, on-line see-practice, on-line manual, drop-in workshops. The timing was just before use, and continued through the first several weeks of go-live. Knowing that, what advice do you have for the Mosaic-HR training?

- **On-line training available in advance**
- **Limit length of training sessions**
- **Opportunity to use real examples**
  - *Share answers via Mosaic FAQs*
Question 2: What are the key lessons you’ve learned from Mosaic-Finance that you will take with you in to the next modules? What are the key lessons you want the Mosaic teams to take in to the next modules?

- **Get the workflow matrix right**
- **Ensure sufficient help resources**
  - Need more/ sufficient super users
- **We need to work together and help each other**
Question 3: How have you been building bridges with other people, areas and departments to leverage Mosaic knowledge?

- **We are using “over the shoulder” support**
- **Using internally created tips and tricks**

Please...

- **Improve the on-line user manuals**
- **Ensure modules work together and super users understand the connections**
Question 4: What tools exist at McMaster for sharing feedback and information with your team and with the broader financial users community?

- Internally created “tips and tricks” sheets
- Creation of SMEs within departments
- “Ask Mosaic” to build off of Ask McMaster
Question 5: How do you anticipate year-end will be different this year than previous years?

- *Reports from two systems*
- *Users need support on the available reports*
- *Extended cut off for April end/ Adjustment*
- *Some reconciliations different resources*
  - *i.e. interim process PDA*
Question 6: Who and what are the resources you are using as we work through the Mosaic transitions?

- Reviewing online tools and training manuals
- Using each other as resources
- Open Houses and 1:1 with super users
Question 7: What can the financial users community do to further support the transition to Mosaic Finance?

- Online suggestion box for feedback
- Online support forum (user driven/moderated)
- Update training modules (then and now)
- Encourage discussion...
Workshop Findings and Key Messages: Next Steps

- Content will be shared with key stakeholders for planning purposes

- These slides will be included with the larger slide deck on-line

Thank You So MUCH For Your Support!