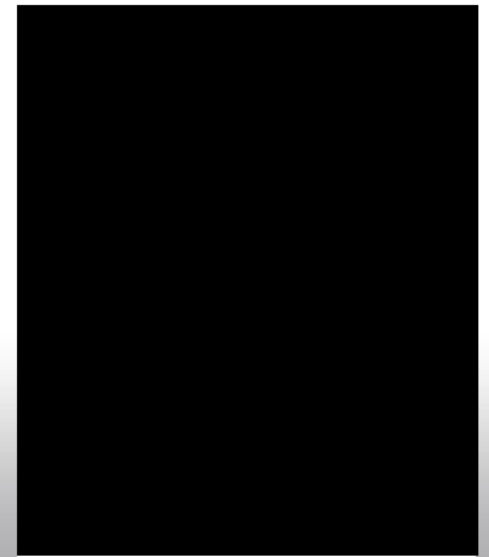


# Enterprise FP&A

Hyperion Planning  
Go-Live Toolkit



# Roadmap to Go-Live for Hyperion Planning

## Why

Is Hyperion is important to Ally?

## How

Does Go-Live of Hyperion impact you?

Does the Hyperion tool work?

## Who

Will be using the Hyperion tool?

Can provide assistance and support during and after the cutover?

## What

Steps do you need to take to prepare to use Hyperion?

## When

Should you start preparing?

Is Go-Live?

## Where

Can you find useful resources?



# Why Hyperion Planning is Important to

## ◆ Business Objective

- Establish a platform that allows FP&A teams to fulfill planning, forecasting, and management reporting requirements using a common technology solution that provides speed, transparency, flexibility, and accuracy; and that enables process improvements

## ◆ Problem

- Existing SAP FP&A tool is deficient in functionality
  - Time consuming
  - Manual effort
  - High risk for errors
  - No modeling capabilities
  - Poor reporting
- Current state is unsustainable in certain FP&A areas

## ◆ Solution

- Hyperion Planning tool with Essbase Reporting was selected by Ally FP&A teams to enable future state processes
- Tool implementation is only a component of the future state so the future state process design is realizing full benefits



Check it out:

**Pulse:**

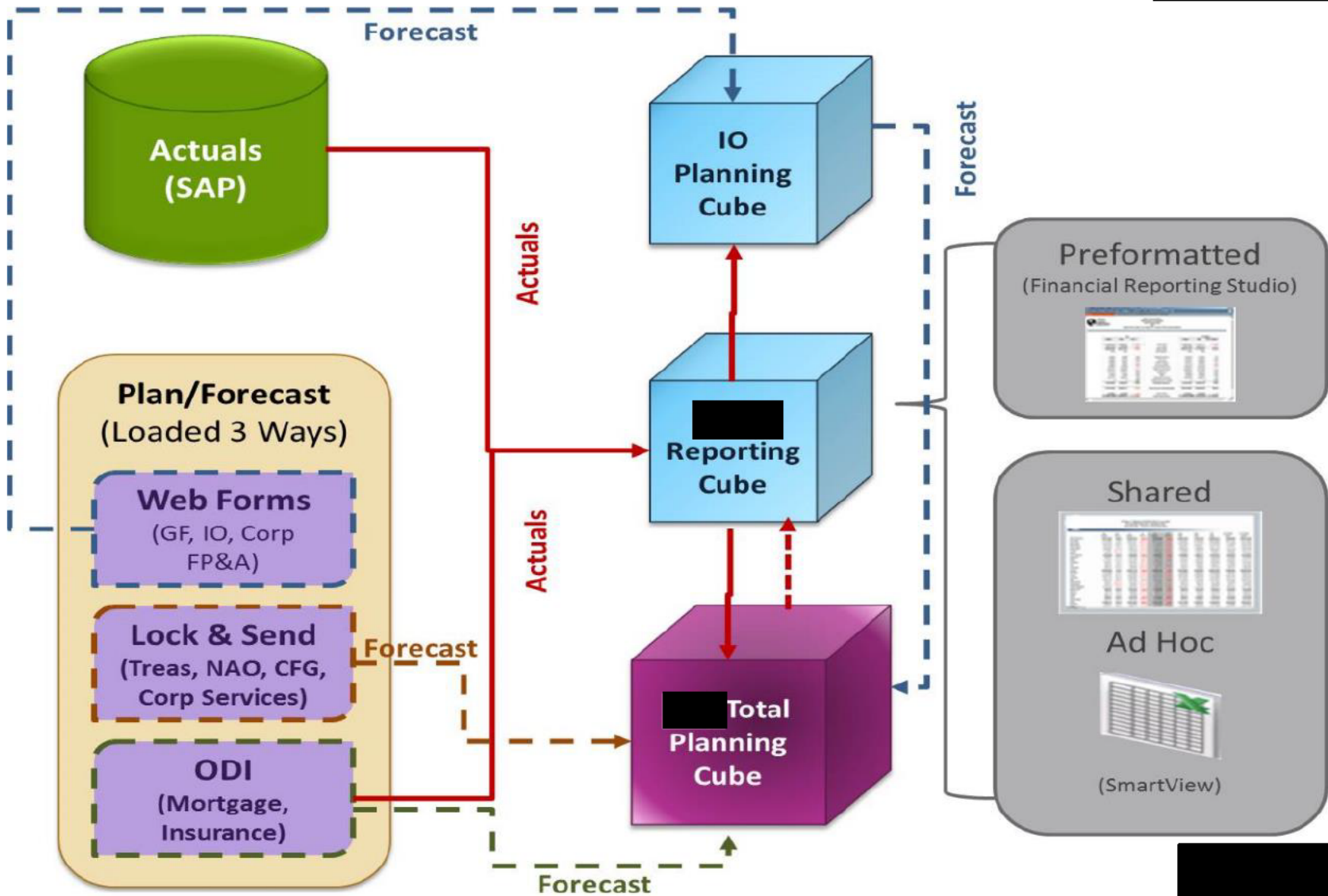
[FP&A Tool Implementation](#)

[Finance Transformation & Support](#)

# How Hyperion Planning Will Impact You

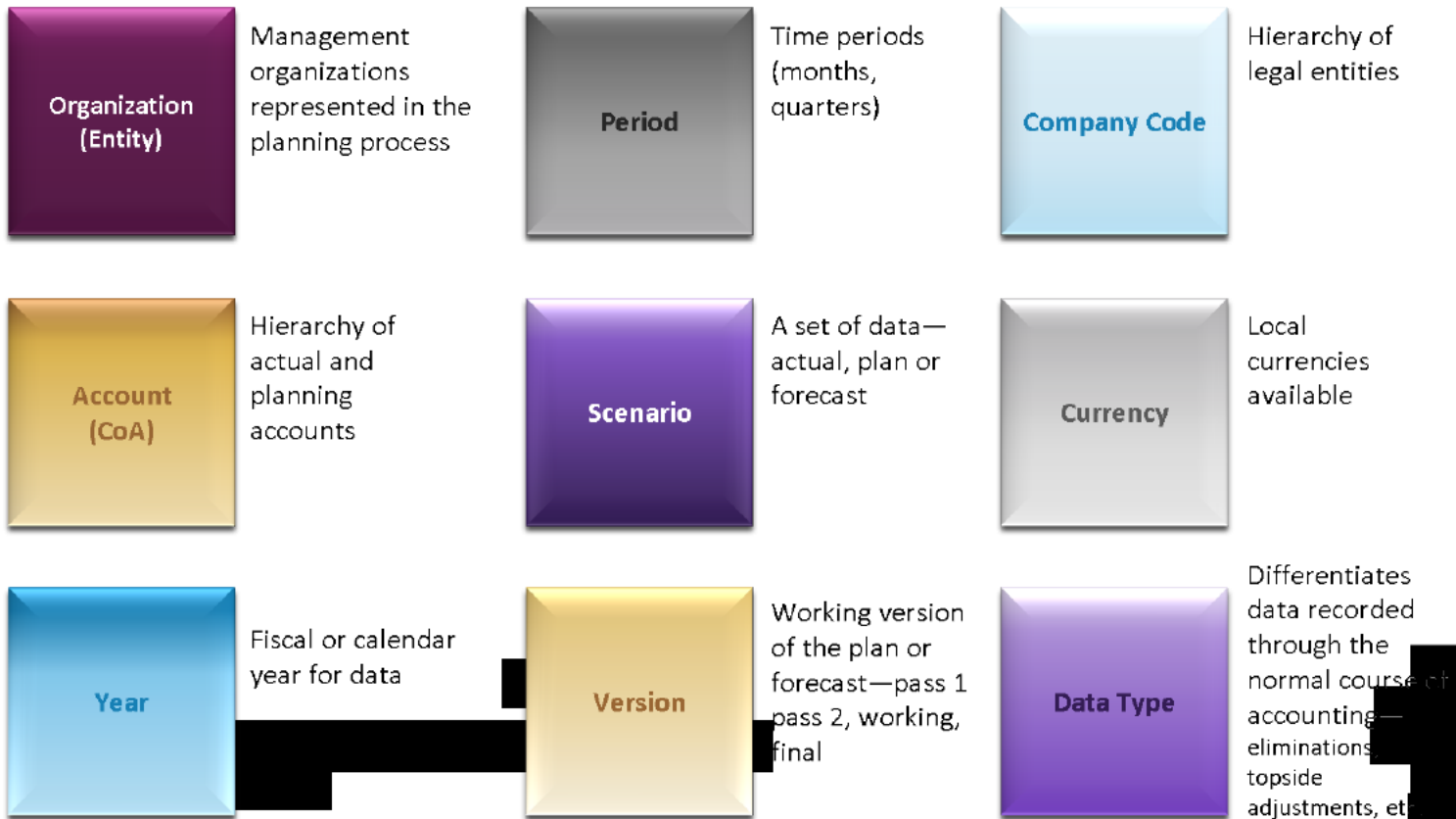
Business Unit	Impact Description
All	<ul style="list-style-type: none"> <li>◆ Load process changes—Hyperion rather than SAP</li> <li>◆ Realign cost centers to enable allocations in tool</li> <li>◆ Standardized eliminations process</li> </ul>
NAO	<ul style="list-style-type: none"> <li>◆ Expand Legal Entity parameter usage</li> <li>◆ Redesign load templates</li> </ul>
I/O	<ul style="list-style-type: none"> <li>◆ Implement Web Forms to enable individual countries to load non-GF data</li> <li>◆ Utilize workflow functionality</li> </ul>
Insurance	<ul style="list-style-type: none"> <li>◆ Restructure data flow from SAP-SAP to SAP/Essbase-Hyperion</li> <li>◆ Continue usage of SAP allocation functionality</li> </ul>
Mortgage Operations	<ul style="list-style-type: none"> <li>◆ Restructure data flow from Essbase-SAP to Essbase-Hyperion</li> <li>◆ Eliminate manual upload process</li> </ul>
CFG	<ul style="list-style-type: none"> <li>◆ Adopt new code block to eliminate excess/unused cost centers</li> <li>◆ Redesign load templates</li> </ul>
Treasury	<ul style="list-style-type: none"> <li>◆ Revise forecasting process to include additional legal groupings</li> <li>◆ Redesign load templates</li> </ul>
Global Functions	<ul style="list-style-type: none"> <li>◆ Use Web Forms to load data</li> <li>◆ Use Task List and Workflow functionality to eliminate duplicative effort and ensure completeness</li> </ul>

# How Data Flows in Hyperion



# Dimensions in Hyperion

- ◆ The structural elements of an application (IO Planning, Total Planning, Reporting) that describe and hold data
- ◆ Dimensions contain members that are organized into hierarchies



# Where to find your dimensional data

Type of Data	In Legacy Systems	In Hyperion
Chart of Accounts		
Company Codes		
Alternate Hierarchy		
Organization		



Check it out:

## Quick Videos:

[How Data Flows through Hyperion](#)

[Dimensionality in Hyperion](#)

# How Hyperion Impacts the Forecast Calendar

- ◆ **Impact to 2011 calendar is minimal, primary change is due date(s) in SAP will become due date(s) in Hyperion**
- ◆ **Go-live plan data loading:**
  - Loading to SAP completed at the end of November.
  - Users will load plan data, which has already been loaded to SAP, into Hyperion during the window prior to month/quarter/year-end close
  - Unless there is a problem with the data load itself, there will be no need to reload data



Check it out:

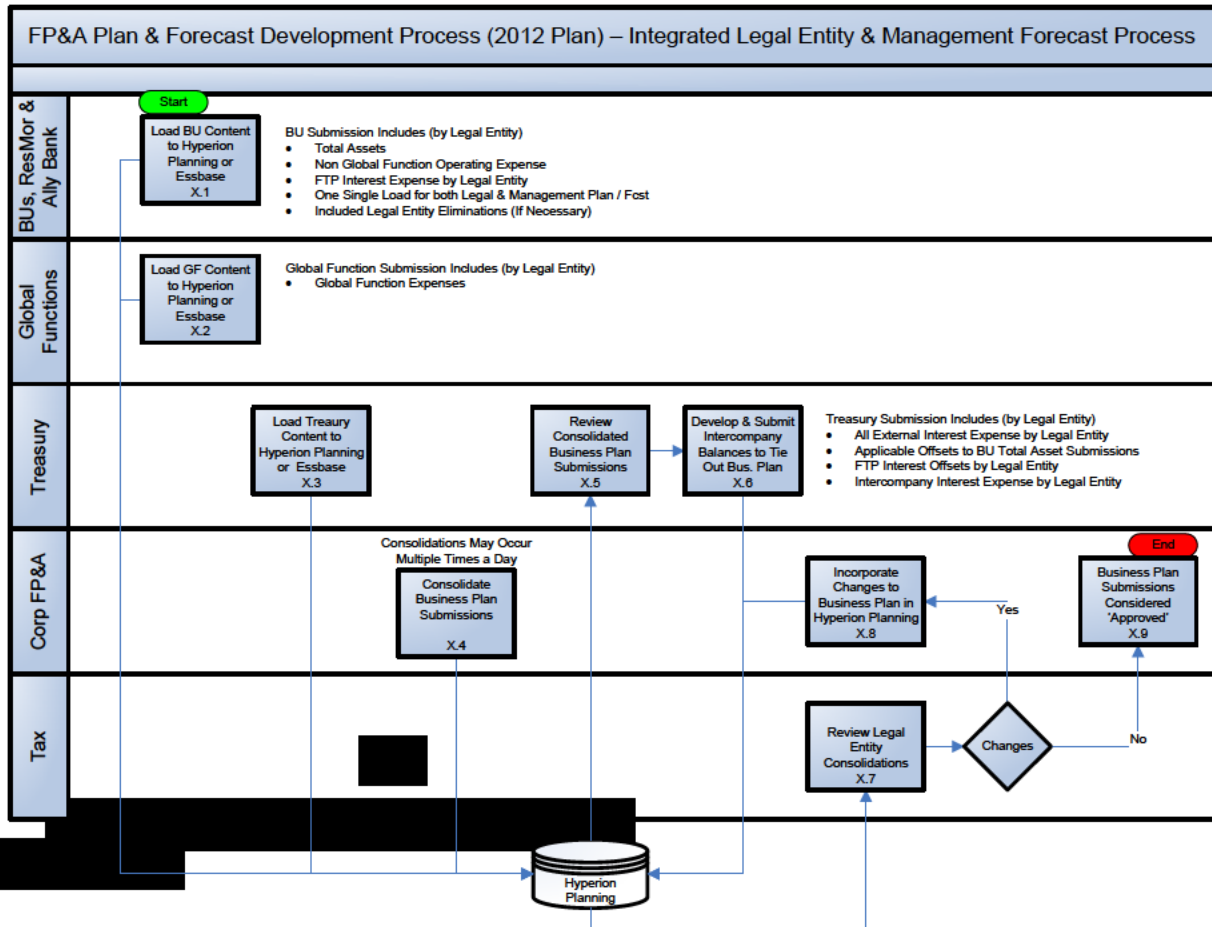
2012 Forecast  
Calendar

FP&A Handbook



# Plan & Forecast Process

- ◆ Initial plan submissions by Business Unit and Global Functions into Hyperion. Process incorporates reviews and subsequent submissions by Treasury, Corp FP&A and Tax.



# Who Can Provide Assistance

## ◆ Super Users

- First line of support
- Answer questions on functionality
- Help initiate Incident Reports

## ◆ Help Desk

- Initiate and track Incident Reports
- Security Access Requests
  - Add or modify role access to Hyperion
- Modifications & Enhancements
  - Hierarchy changes
  - [Redacted]ed & Shared Reports



Check it out:

[Hyperion Enterprise Support Site](#)

[Hyperion Super Users \(Pulse\)](#)

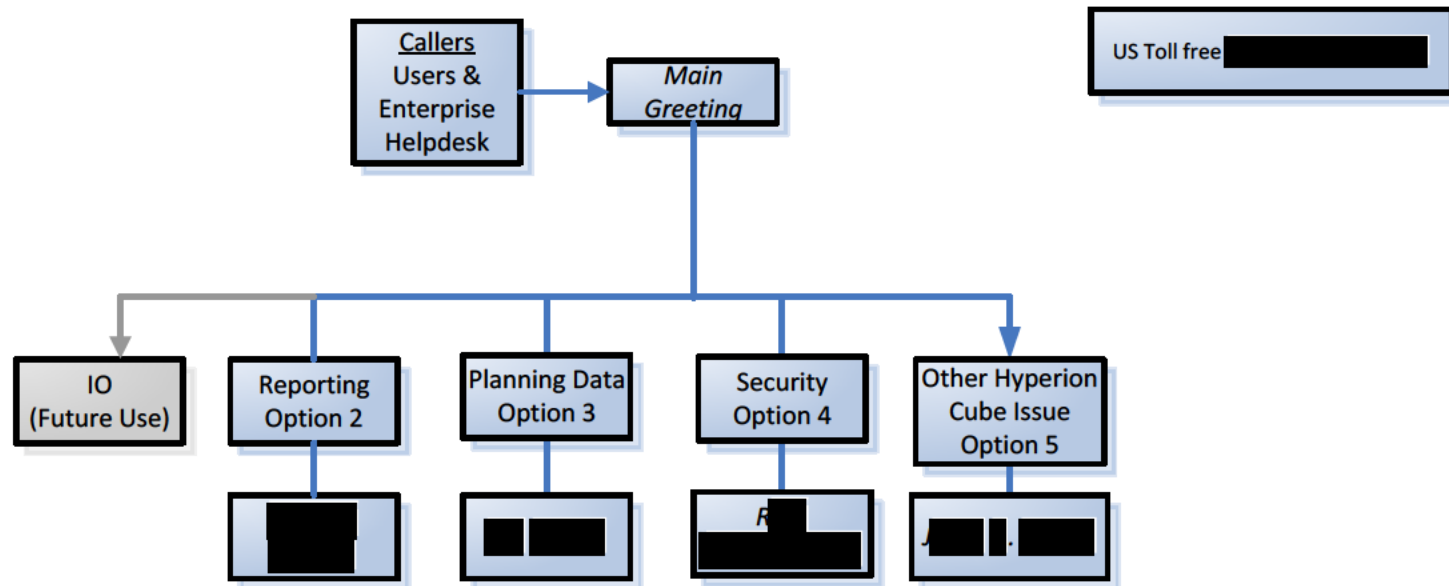
[Learning Center](#)

Help Desk:

- US Toll free:

# The Help Desk Process

- ◆ Requests will be acknowledged within 24 hours
- ◆ Resolution timeframe depends on type of problem



# The Help Desk: Level 2 Support Contacts

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- ◆ **Reporting Support: K [REDACTED] [REDACTED]**
  - New Formatted Reports
  - Issues with conversion of BEx queries
  - Troubleshooting Shared and Ad Hoc Reports
- ◆ **Planning Data Support: J [REDACTED]**
  - Questions/Issues with hierarchies
  - General planning questions
- ◆ **Security Access: R [REDACTED] [REDACTED]**
  - New Security Access
  - Changes to existing access
- ◆ **Other Hyperion Issues: J [REDACTED] [REDACTED]**
  - Loading with Web [REDACTED] Forms and Lock & Send templates
  - [REDACTED] change rates

# Request Access to Hyperion

## ◆ ResCap: IT Security Form Wizard ( [REDACTED] )

**1. Add Users: Complete Identity information**

**2. Add Requests: Request Application Access**

**2. Add Requests: Request Type**

**IT Security Form Wizard**

Search Requests | New Request | Logout

Step 1 Add Users | Step 2 Add Requests | Step 3 Your Contact Info | Step 4 Submitted

Request Users  
Request Items

Please enter the contact information for the user(s) requiring system access. Select the 'Save User and Add Another' button to add additional users to this request. Note: Access being requested for multiple users must be the same. Dissimilar access requests will require a separate request to be opened.

Required fields are indicated with an \*Asterisk.

Identity

\*First name  
Connie

\*Last name  
Giordano

Contact

Phone (ex. 123-456-7890)  
704-444-7009

Extension

Email  
connie.giordano@ally.com

Work Location

\*City  
Charlotte

\*State or Country  
North Carolina

\*Company  
Please select

\*Employee or Contractor?  
 Employee  
 Contractor

\*Vendor Company  
KVMS

\*Department or Branch

\*Cost Center

Manager

\*Manager's Name

\*Manager's Email

Save User and Add Another | Save User and Continue

**IT Security Form Wizard**

Search Requests | New Request | Logout

Step 1 Add Users | Step 2 Add Requests | Step 3 Your Contact Info | Step 4 Submitted

Request Users  
Connie Giordano [Edit] [Delete]

Request Items

Connie Giordano Added to this request

**Security Request Information**

Required fields are indicated with an \*Asterisk.

Request For

\*Request Type  
Application Access - Grant User Access

Please Note:  
MortgageServ has been changed to LoanServ  
NewTaxi has been changed to Process Management  
NewInvoice has been changed to Invoice Management

\*Application Required  
Please select

Authorized Approver  
Please Select

Request-Specific Grants Information  
Connie Giordano

Log in

**IT Security Form Wizard**

Search Requests | New Request | Logout

Step 1 Add Users | Step 2 Add Requests | Step 3 Your Contact Info | Step 4 Submitted

Request Users  
Connie Giordano [Edit] [Delete]

Request Items  
(In Progress)  
Application Access - Grant User Access  
Hyperion - Corporate - Other  
Approver: Capen, Chris [Edit] [Delete]

**Hyperion Security Request**

**Request Type**

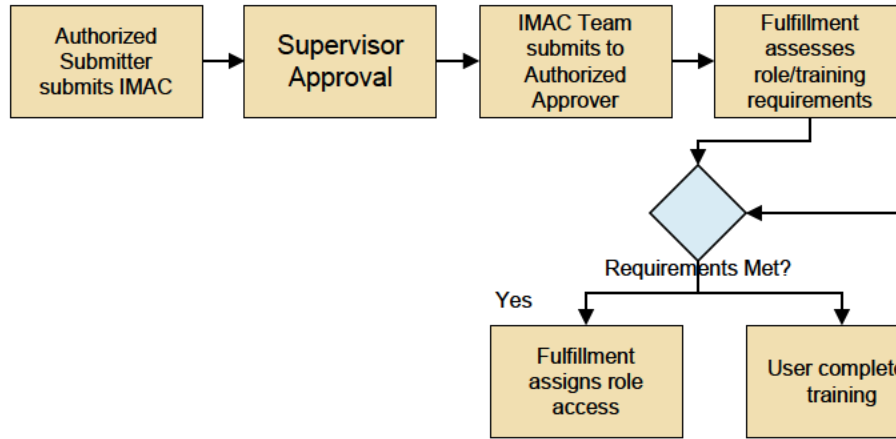
Please indicate access type required

Hyperion - AllyTotl - W/rite

Press to Save your answers

# Request Access to Hyperion

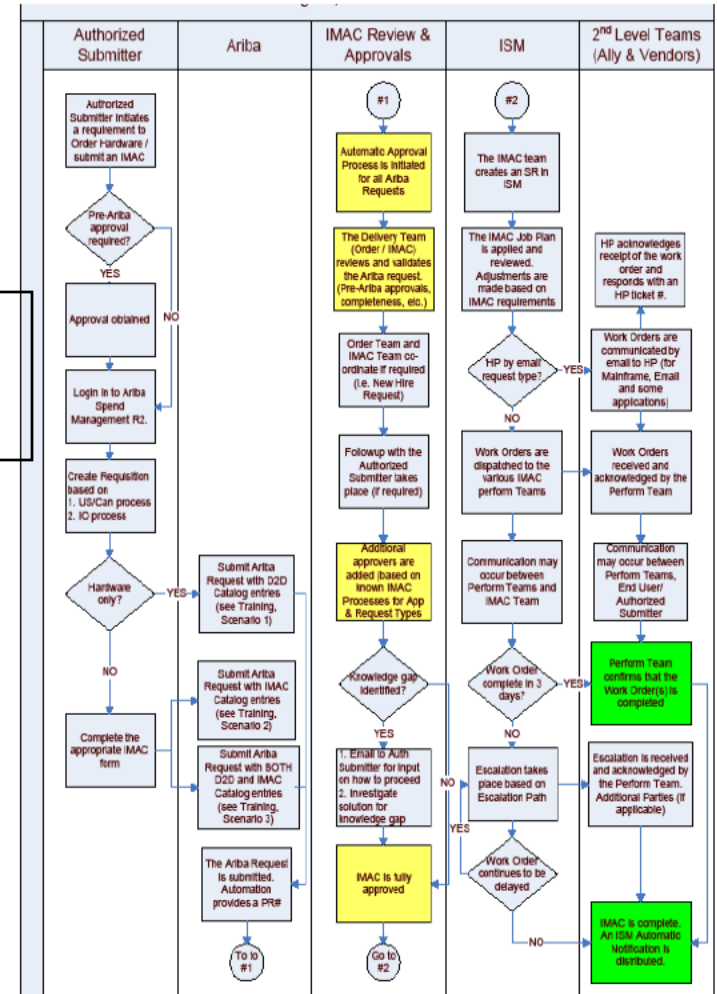
## ◆ All other Business Units: IMAC



SECTION 2.14 - HYPERION CORPORATE - PENDING APPROVAL. [LINK > RETURN TO TOP](#)

Type of Request select from drop down	What Hyperion instance is required? select from drop down
Security Role	
select from drop down	
select from drop down	
select from drop down	
<ul style="list-style-type: none"> <li>Hyperion - AllyToll - Read - Sustan</li> <li>Hyperion - AllyToll - Read - Treasury-FTP Offset</li> <li>Hyperion - AllyToll - Write - Bank</li> <li>Hyperion - AllyToll - Write - Corporate FP&amp;A</li> <li>Hyperion - AllyToll - Write - Corporate - Other</li> <li>Hyperion - AllyToll - Write - CPG</li> <li>Hyperion - AllyToll - Write - Global Functions</li> <li>Hyperion - AllyToll - Write - NAG</li> </ul>	
Comments	

https



# What Steps You Should Take to Prepare

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## ◆ Go Live Checklist

1. Complete training
2. Confirm access
  1. Download Citrix client
  2. Confirm log in
3. Watch for announcements
4. Log in and go to work
5. Report issues

# 1. Complete Training

## ◆ Web-Based Training:

- Allot 2-3 hours to complete the three web-based training courses
- Access WBTs from the Learning Center, complete according to your own schedule
- WBTs are pre-requisites for instructor-led training

## ◆ Instructor-Led Training:

- Training is being scheduled in as one full day by business area
- Plan for approximately 8 hours of training :
  - *SmartView – Building Adhoc Reports* will be covered in the morning
  - One of the following Application courses will be covered in the afternoon, depending on your business area:
    - ▶ Using the [REDACTED] Total Planning Application
    - ▶ [REDACTED] ication (for IO FP&A)
    - ▶ [REDACTED] IO Planning for Countries



Check it out:

[Learning Center](#)

Finance Training Catalog

Job Aid:

[Hyperion Planning Glossary](#)

Quick Reference:

[Navigating Hyperion Workspace](#)



## 2. Confirm Hyperion Access

- ◆ **Complete your assigned training first-Learning Center record of completion will be used to grant security access**
- ◆ **Connect to Citrix**
- ◆ **Log into Hyperion Workspace**
- ◆ **Log into SmartView**
  
- ◆ **NOTE: You can access the Enterprise Hyperion Support site from your Citrix connection**



Check it out:

[Learning Center](#)

Job Aid:

[Citrix Access & Configuration](#)

Quick Reference:

[Navigating Hyperion Workspace](#)

## 3. Watch for announcements

### ◆ Email and Pulse announcements:

- Completion of UAT
- Cutover Information
- Prioritization of access
- Window for Hyperion Plan Data reload
- Sustain/Support information
- Go-Live date



Check it out:

#### **Pulse:**

[FP&A Tool  
Implementation](#)

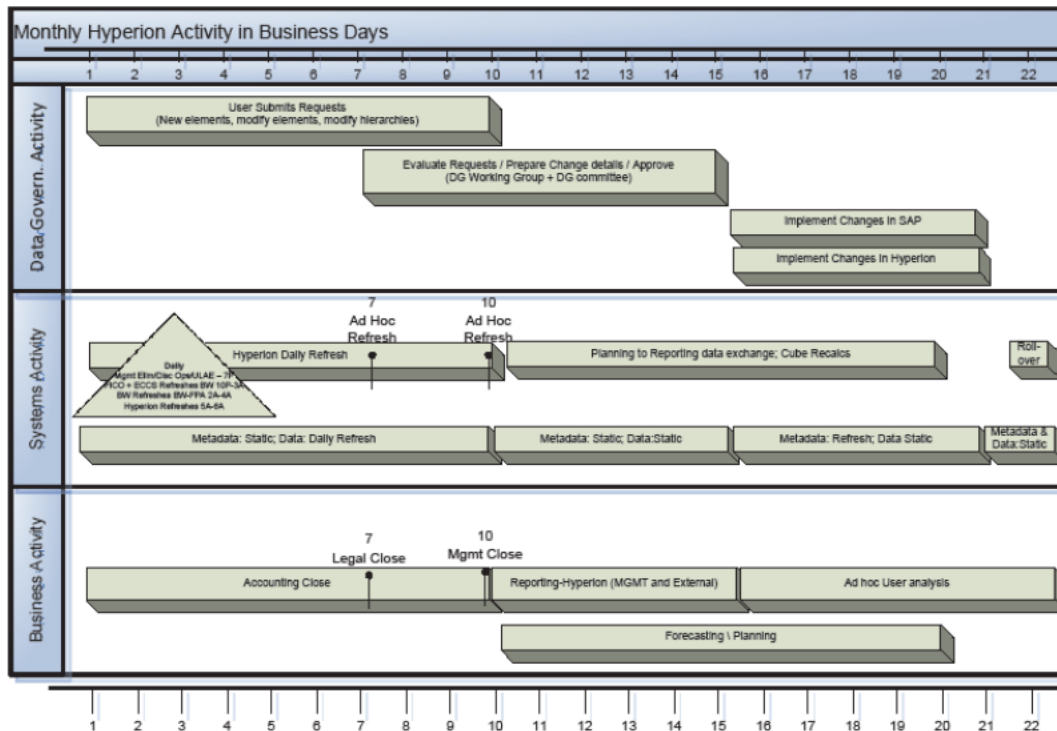
Program News

[Finance Transformation  
& Support](#)

2012 Forecast  
Calendar

# 4. Log in and go to work

- ◆ **Connect to Hyperion**
- ◆ **Perform FP&A activities**
- ◆ **Things to be aware of:**
  - Help Desk level 2 available extended hours through XX/XXXX
  - Overnight timing cycle



- Metadata Changes are not available until halfway through a planning/forecasting cycle
- Metadata is changing halfway through a planning/forecasting cycle



**Check it out:**

[Hyperion Enterprise Support Site](#)

[Learning Center](#)

**Job Aid:**

[Citrix Access & Configuration](#)

**Quick Reference:**

[Navigating Hyperion Workspace](#)

[Workspace Setting Preferences](#)

[Building Reports in SmartView](#)

[Submitting Data with Web Forms](#)

[Formatted Reports for Total Users](#)

[Formatted Reports for IO Users](#)

# 5. Report Issues



## ◆ Three ways to get help:


- Contact your Business Unit Super User. Most current List of super users is available on Pulse
- Contact the support hotline: 855-672-2559
- Submit an Incident report via Support Team Site. Log into Citrix

[https](#)



## ◆ Support Hours

- Overall hours of support are 8:30am – 6:00pm (GMT-5)
- During the first several weeks there will be additional personnel monitoring submitted incident reports for extended hours

**Check it out:**

- [FP&A Super Users](#)
- [Hyperion Enterprise Support Site](#)
- [Learning Center](#)
- [Job Aids & Toolkit](#)



# Incident Reporting

## ◆ If the Help Desk directs you to submit an Incident Report:

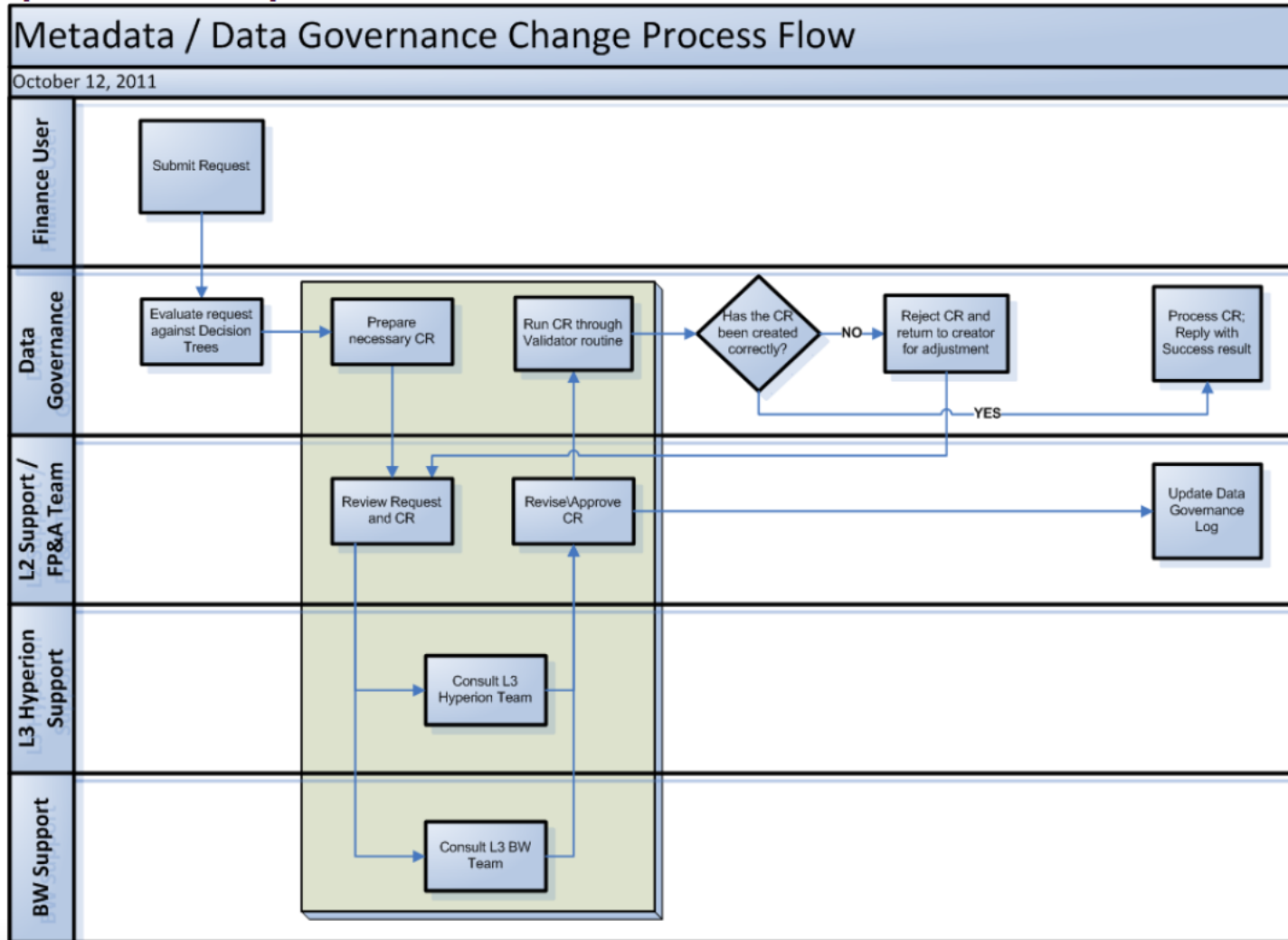
1. [https:// \[redacted\]](https://[redacted])  
>Production >Hyperion >Hyperion Support
2. Click the Planning Incident Report Link
3. Complete the Report form

The image contains two screenshots. The left screenshot shows a Citrix desktop environment with a web browser displaying the Hyperion Applications support site. A red box highlights the 'Hyperion Support' icon in the 'Current folders' pane, and a blue circle with the number '1' is next to it. Another red box highlights the 'Planning Incident Reports' link in the 'Links - Ally Corp Planning' section, with a blue circle and the number '2' next to it. The right screenshot shows the 'Hyperion Applications FPA Incident Report' form. A blue circle with the number '3' is in the top left corner of the form. The form includes fields for 'Incident Type', 'Incident Detail', 'Date of Occurrence', 'Incident Reported by (your name)', 'Business Segment', 'Phone number (your contact phone)', 'Incident Impacts', 'Email address (your contact email)', and 'Business Application'. There are also sections for 'Additional Information (if needed)', 'Record', and 'For Use Only - Incident Resolution'.

**Note:** You must have Office 2007 installed to access the TeamSite directly and create a new Incident Report.

# Modification/Enhancement Requests

- ◆ Use the Incident Report for Enhancement Requests (ER) until the ER process is implemented



# What Questions Are Being Asked

## ◆ General

- Who should I contact if I can't log into the Hyperion applications?  
*Call the Hotline at 1-8-██████████ (ET), select Option 4.*
- I'm getting #NoAccess displaying in my Lock & Send template. How can I fix this?  
*Recheck your Point of View selections to ensure that all have been made. #NoAccess indicates you have left out a dimension, or selected an incorrect member level.*

## ◆ Processes

- How does Hyperion impact the eliminations process?
- What do I need to do for Legal Entity Forecast?

## ◆ Data

- What data is stored in existing systems and what will be stored in Hyperion?
- When do data refreshes occur in Hyperion?
- How do I request a change to a hierarchy?

## ◆ Security Access

## ◆ Reporting

- When should I run reports from █████ Total or IO rather than the █████ Reporting cube?
- My report is not displaying any data. What should I do?  
*Review your Point of View selections. All nine dimensions must be selected*



Check it out:

### Pulse:

[FP&A Tool  
Implementation](#)

Program News

2012 Forecast  
Calendar

FP&A Handbook

# When

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- ◆ **Start Preparations Now**
- ◆ **Go-Live is December 19, 2011**



# Where



Check out these resources for FP&A/Hyperion Planning Tool:

## General Information / Pulse:

[FP&A Tool Implementation](#)

Program News

Super Users

## Support:

Hyperion Enterprise Support Site

[https://\[REDACTED\]](https://[REDACTED])

**Production >Hyperion > Hyperion Support**

## FP&A TeamRoom:

2012 Forecast Calendar

FP&A Handbook

## Security Access Requests:

Rescap: IT Security Request application

[https://\[REDACTED\]](https://[REDACTED])

All other [REDACTED] Business Units: IMAC Process

[https://\[REDACTED\]](https://[REDACTED])

## Training:

[Learning Center](#)

[Job Aids & Quick Reference Guides](#)

## Sustain/Modifications & Enhancements:

Use Enterprise Support Site for