

EIS User Group

Agenda

- Enterprise Learning Management Project
- Employee Off-boarding Project
- Mobile App for Students Phase 2
- A Year in the Life of EIS
- EIS Monthly Report
- EIS Acronym List
- EIS Success Stories

About

The Enterprise Information Systems (EIS) User group consists of key users from across the UNT System representing each of the module areas supported within EIS. This group meets with Enterprise Application Services technical leads and directors several times a year to share information of interest to the broader EIS population. Each meeting includes a high level review of upcoming maintenance and upgrade events as well as an opportunity to ask questions about that schedule. The meeting also provides time to hear about the latest strategic initiatives, major projects and success stories related to EIS.

Enterprise Applications - Facts



32,906,928

Number of updates made to Campus Solutions database in April 2017

540

Average number of logins per minute to UNTS portals during its busiest week. (3rd full week of January)



Is the most popular browser to use with EIS representing 38.6% of all use. Internet Explorer is next with 22.2%. Iceweasel is used by less than 0.1% of EIS users

Top **12** Last Names in EIS

| | | |
|----|-----------|--------|
| 1 | Smith | 10,389 |
| 2 | Johnson | 8,194 |
| 3 | Williams | 7,600 |
| 4 | Jones | 6,651 |
| 5 | Brown | 5,856 |
| 6 | Davis | 5,381 |
| 7 | Garcia | 4,683 |
| 8 | Martinez | 4,608 |
| 9 | Rodriguez | 4,351 |
| 10 | Hernandez | 4,029 |
| 11 | Miller | 3,915 |
| 12 | Nguyen | 3,884 |

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PeopleSoft Enterprise Learning Management (ELM)

Terry Ekeland - Director, Human Resources Talent Management

ELM v9.2

- Overview
- Functions
- Benefits
- User Interface
- Scope
- Timeline

ELM Overview

- Native PeopleSoft application
- Built-in compatibility and information exchange with HCM
- Meets key business needs around compliance and record-keeping
- Supports implementation of learning plans based on job/ department/ institution
- Replaces “Administer Training” within HCM
- Oracle YouTube video:
https://www.youtube.com/watch?v=Z54wo_muxVk

ELM Functions

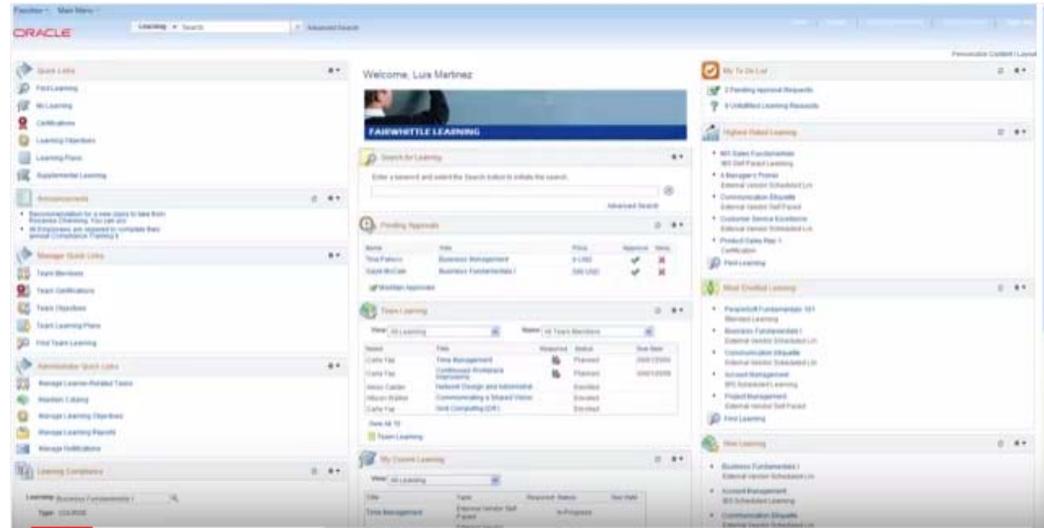
- Training enrollment management
- Delivery of online learning modules
- Automated learning assignment based on job/ department/ institution
- Integration of learning plans with performance management
- Dynamic compliance management/ reporting
- Enhanced visibility to supervisors and employees.

ELM Benefits

- One reporting source
- Reduction of regulatory and compliance risk
- Ability to assign/manage training dynamically
 - based on job code, job family, position, department, and/or organization
- Visibility of training during the performance management process (*with ePerformance*)
- Robust reporting with visibility to management
- Ability to host and launch online and video-based training (including UPKs) directly
- A better learner experience – FLUID interface

ELM User Interface

Classic



Fluid
*(multi-platform
mobility)*



ELM Scope

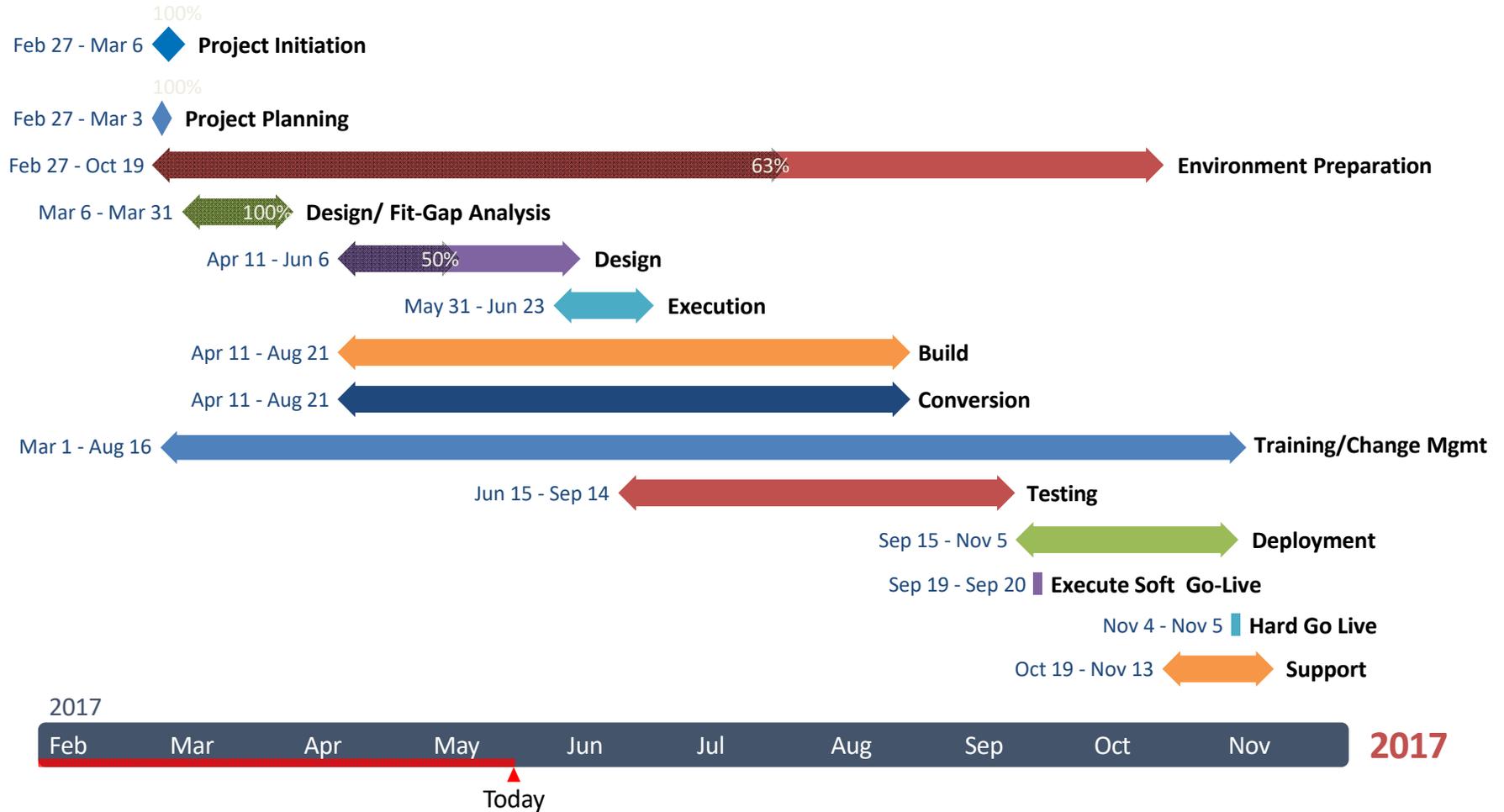
Go-Live (November 2017)

- Functionality for all active, benefits-eligible, non-student staff/faculty employees (*primary service group*).

Post Go-Live (2018)

- Potential extension to other identified groups
 - Non-benefits eligible part-time staff/faculty employees (*ie non-student hourly*)
 - Student employees (*Graduate and Undergraduate*)
 - Students (*non-employees*)
 - Non-employee, non-student populations (*ie volunteers, external Persons of Interest*)

ELM Timeline



HR Off-Boarding Automated Process

Kem Marcum - Director ERP Application Development

HR Off-Boarding

- Project Overview
- Deliverables
- ROM Estimates
- High Level Timeline and Milestones

ITSS Team Members

- Ginny Richards, Technical SME
- Nnaemeka Onuoha, ERP Programmer Analyst
- Jody Gooch, Business Relationship Manager (BRM)
- James Buchanan, Business Analyst (BA)
- Kem Marcum, ERP Appl Devl Director

Business Team Members



- Janet Waldron, Vice Chancellor for Finance
- Luis Lewin, Assoc Vice Chancellor HR
- Don Sabani, Sr Director, BPI
- Andrea Lillie, Associate Director, BPI
- Addyson Green, HR Consultant, System HR
- Katy Mcdaniel, HR Consultant II, System-UNT
- Dana Perdue, HR Business Partner II, System-HSC
- Gary Finney, HR Business Partner I, System-Dallas
- Dorothy Cummings, HR Consultant I, System - HR
- Keeshala Henderson, HR Coordinator III, System - HR
- Meagan Voorhies, HR Consultant II, System - HR
- Shaureece Park, HR Consultant II, System - HR
- Leonard Bates, Senior HRIS Business Analyst, System - HR

Project Managers

- Mohammad Mobashirin (MO), ITSS Project Manager
- Bradley Stephens (Brad), Business Project Manager

Project Overview

Project Background: The UNT System (UNTS) does not have a systematic, standardized process in place to efficiently off-board employees. The lack of a standardized process has resulted in a large amount of payroll overpayments and system access control issues. Human Resources (HR), along with the Business Process Improvements (BPI) department, has identified the following required improvements:

- Create one standardized process
- Create one standardized Off-Boarding Checklist
- Generate month-end report for HR management to track terminations and monitor progress

Current State: Off-boarding is occurring in varying degrees in each unit/division exercising their own processes, without active campus/management oversight. Therefore, campuses have limited assurances that off-boarded employees are prevented from gaining access to localized systems and facilities, that campus property is being returned, and that off-boarding goals are achieved.

Some departments have implemented the use of a separation checklist, but not all departments follow this process, nor does this checklist address all off-boarding activities desired.

Project Overview

Future State: UNTS has identified that the standardized employee off-boarding process should be automated and utilized across all business entities. The objective for this project is to automate and stabilize the process, decreasing the termination timeframe for the separating employee.

The goal is to terminate an employee within one day after the employee's final work day.

An Off-Boarding process map and checklist have been drafted by HR and Business Process Improvement, outlining the ideal Off-Boarding process to be implemented which requires an employee or manager to initiate a separation or termination online. This trigger will result in automatic notifications to specified areas (i.e. HR, Employee's Manager, ITSS/ACE) to take specific actions per a checklist.

The automated process will address the following:

- Establish a well-defined business process for handling separation of employment in place
- Ensure ePARs are entered and the departing employee will get their final check in a timely manner
- Decrease the possibility of overpaying the departing employee
- Remove the employee's access to system(s) upon separation
- Define the Information Security requirements for all outgoing employees

This new process will ensure that when a separation of employment occurs, an employee is prevented from gaining unauthorized physical and electronic access to campus systems and facilities, and the return of campus property prior to an employee's departure.

Deliverables

- **Ability for Employee or Manager/Supervisor/Admin to initiate termination through portal**
 - ✓ Send e-mail confirmation to Employee & Supervisor/Manager when Employee Initiate the termination
 - ✓ Send e-mail confirmation to Supervisor/Manager when Supervisor/Manager/Admin Initiate the termination

Note: Email confirmation will consist of the employees termination effective date, termination checklist
- **Online Employee Checklist (Dynamic)**
 - ✓ Ability for Employee to complete checklist (Online)
 - ✓ Ability for Supervisor/Manager to review and approve a completed Checklist online with WorkFlow
- **Online Manager/Supervisor Checklist (Dynamic)**
 - ✓ Ability for Manger to complete checklist (Online)
 - ✓ Ability for Campus HR to review and approve a completed Checklist online with WorkFlow
- **Automate ePAR generation and submit**
 - ✓ Pre-Populate ePAR information from Employee/Manager Termination form and automate generation and submission of ePAR request
- **Trigger automatic e-mail notifications to specified areas to take specific actions per a checklist on ePAR Approval. There will also be a file of pending terminations.**

(i.e. HR, Employee's Manager, ITSS/ACE, Purchasing Card, Travel Card etc..)
- **Reports**
 - ✓ Generate month-end report for HR management to track terminations and monitor progress

Out of Scope

➤ **Transfer/Termination**

- ✓ Employee moving from one department to another department
- ✓ Employee moving from one Business Unit to another Business Unit

➤ **EIS/HCM to ServiceNow Integration to create Ticket/Service Request to specified areas to take specific actions per a checklist once ePAR is approved.**

(i.e. HR, Employee's Manager, ITSS/ACE, Purchasing Card, Travel Card etc..)

Estimated ITSS Hours

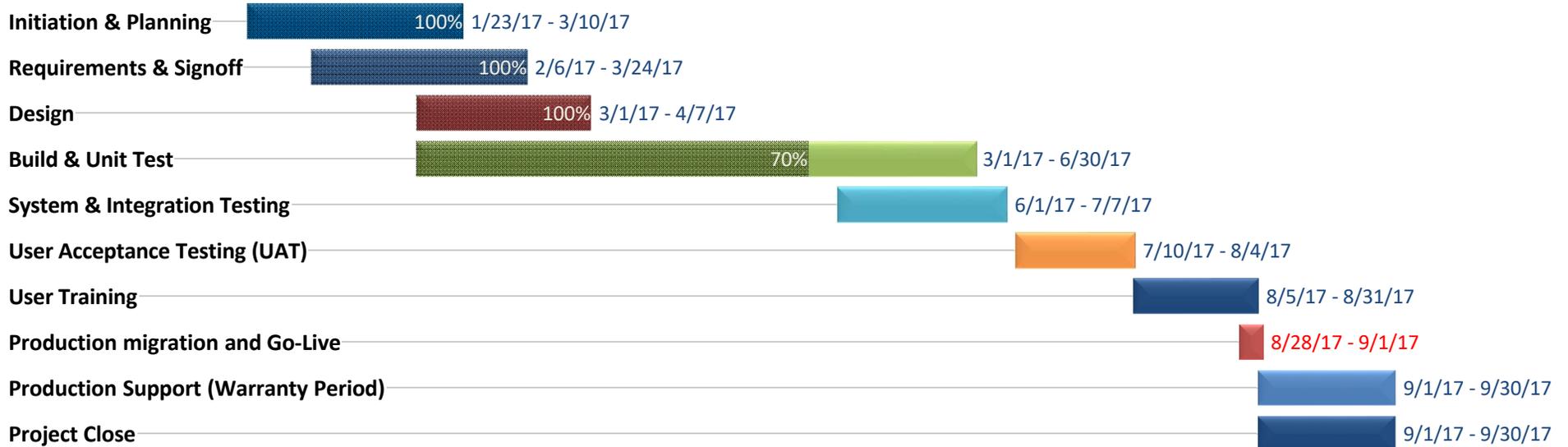
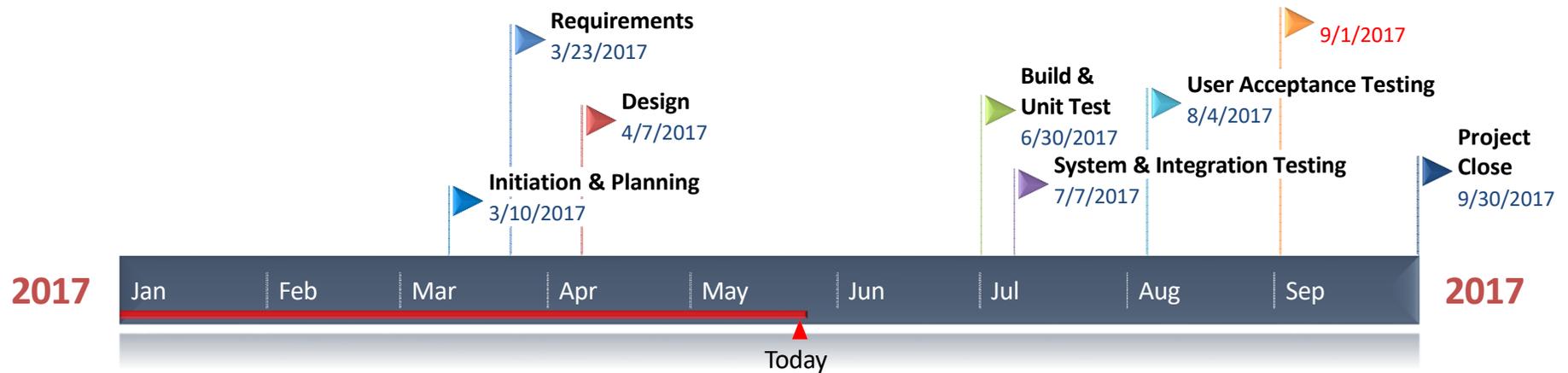
Estimated Project Hours

ROM Total Hours: 1,009
ROM Project Size: Large

| | Phase Hours | Business Analyst | Developer | Project Manager |
|---------------------|--------------|------------------|------------|-----------------|
| Planning | 95 | 24 | 14 | 58 |
| Requirements | 122 | 94 | 19 | 9 |
| Design | 122 | 48 | 65 | 9 |
| Development | 325 | 53 | 264 | 9 |
| System Testing | 122 | 75 | 38 | 9 |
| UAT | 128 | 91 | 23 | 14 |
| Migration & Closure | 95 | 27 | 54 | 14 |
| Total | 1,009 | 412 | 476 | 121 |

| User Effort in Hours |
|----------------------|
| 17 |
| 77 |
| 19 |
| 39 |
| 17 |
| 80 |
| 12 |
| 260 |

High Level Timeline



Communication

- Weekly Status Reports sent via email
- Weekly Project Team meeting Project Document Location
https://sharepoint.unt.edu/sites/ITSS_Strat/PPM/hroffboarding/SitePages/Home.aspx
- For questions please email:
Mohammad.Mobashirin@untsystem.edu
Bradley.Stephens@untsystem.edu
- This presentation will be emailed



Thank you for your time!

Mobile App for Students

Robert Jones - Director Enterprise Application Technology Services

Phase I is Live

- Course Module
 - View/Search Classes
 - Grades
 - Class Roster
 - Assignments
 - Announcements
 - Discussions
 - Catalog
- To-Do's (Checklist Items)
- Calendar
- Events
- Maps and Way Finding
- Faculty/Staff Directory
- Campus Information

Live as of December 9, 2016



UNT

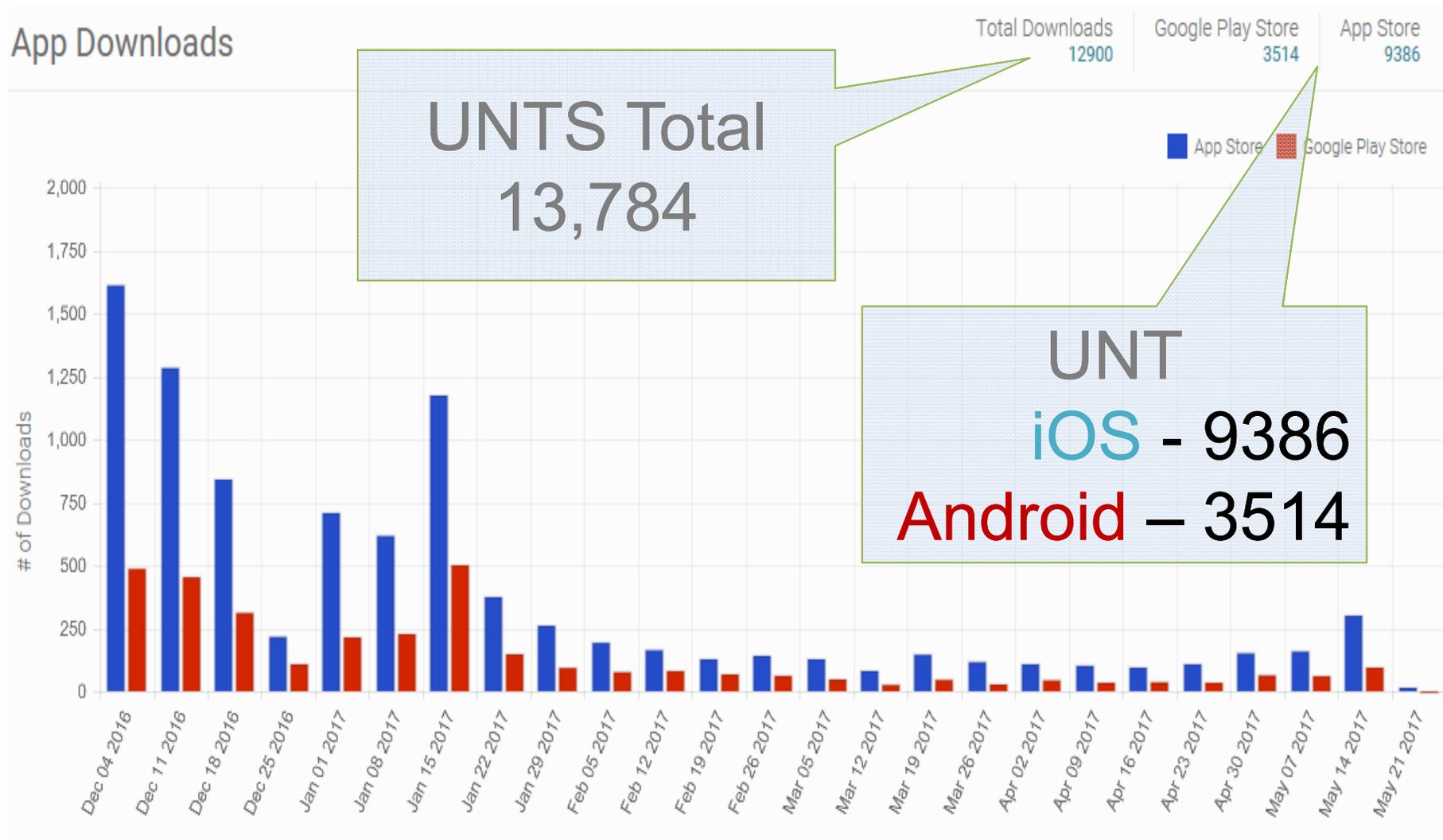


UNT-Dallas



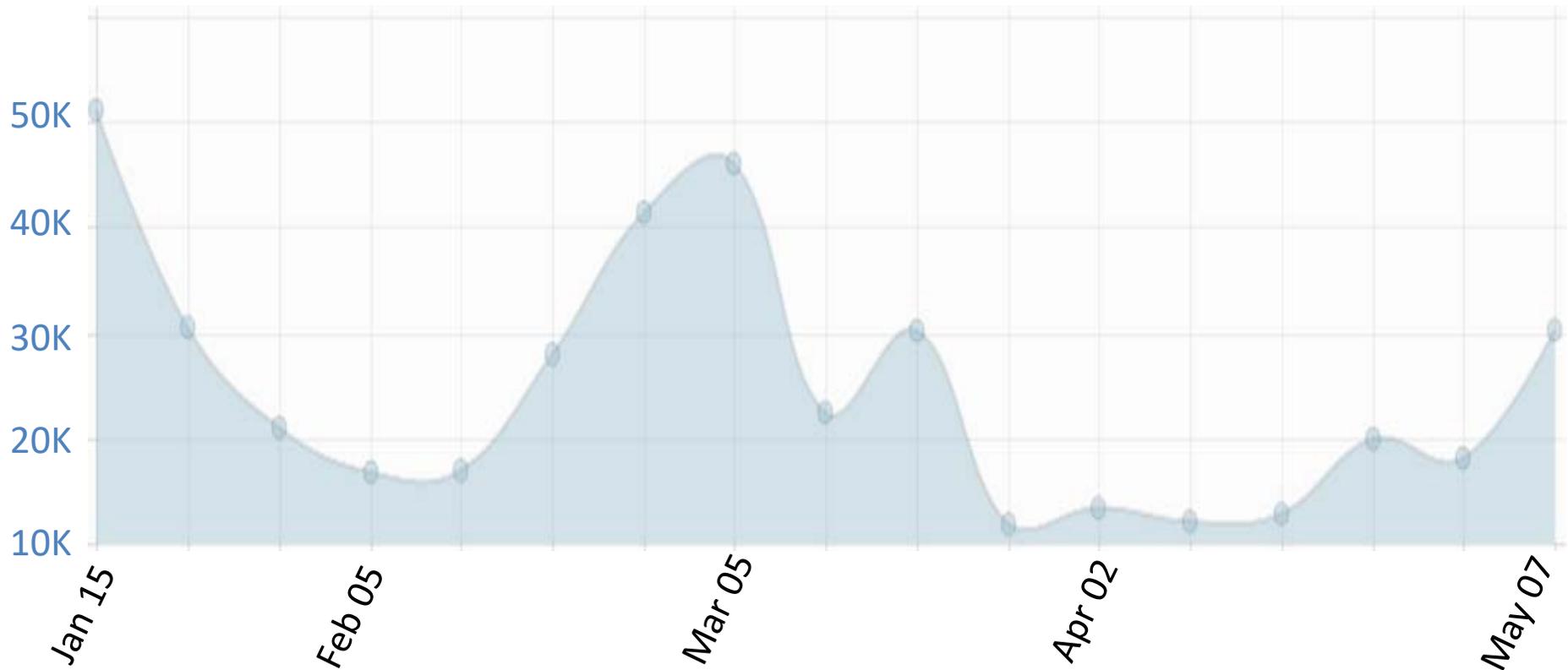
UNT-HSC

UNT Mobile App Download Stats



UNT Mobile App Usage Stats

All Visits to App per Week



Mobile App Reviews

UNT Mobile App

by Anthonyj2428 on Feb 07 2017, version 4.0.86

Helps me keep up with assignments so that I never forget or miss one



iOS - 4.3 Stars

Clubs and Organizations List

by Flowers_bv on Apr 21 2017, version 4.1.26

I love this app as I'm a newly accepted student and this is for me to search through and use. But I would like to know more about clubs that are on campus and I don't see them anywhere under "Campus Life". Could you make this a thing please?

Surprisingly Handy

by Legit panda104 on May 18 2017, version 4.1.26

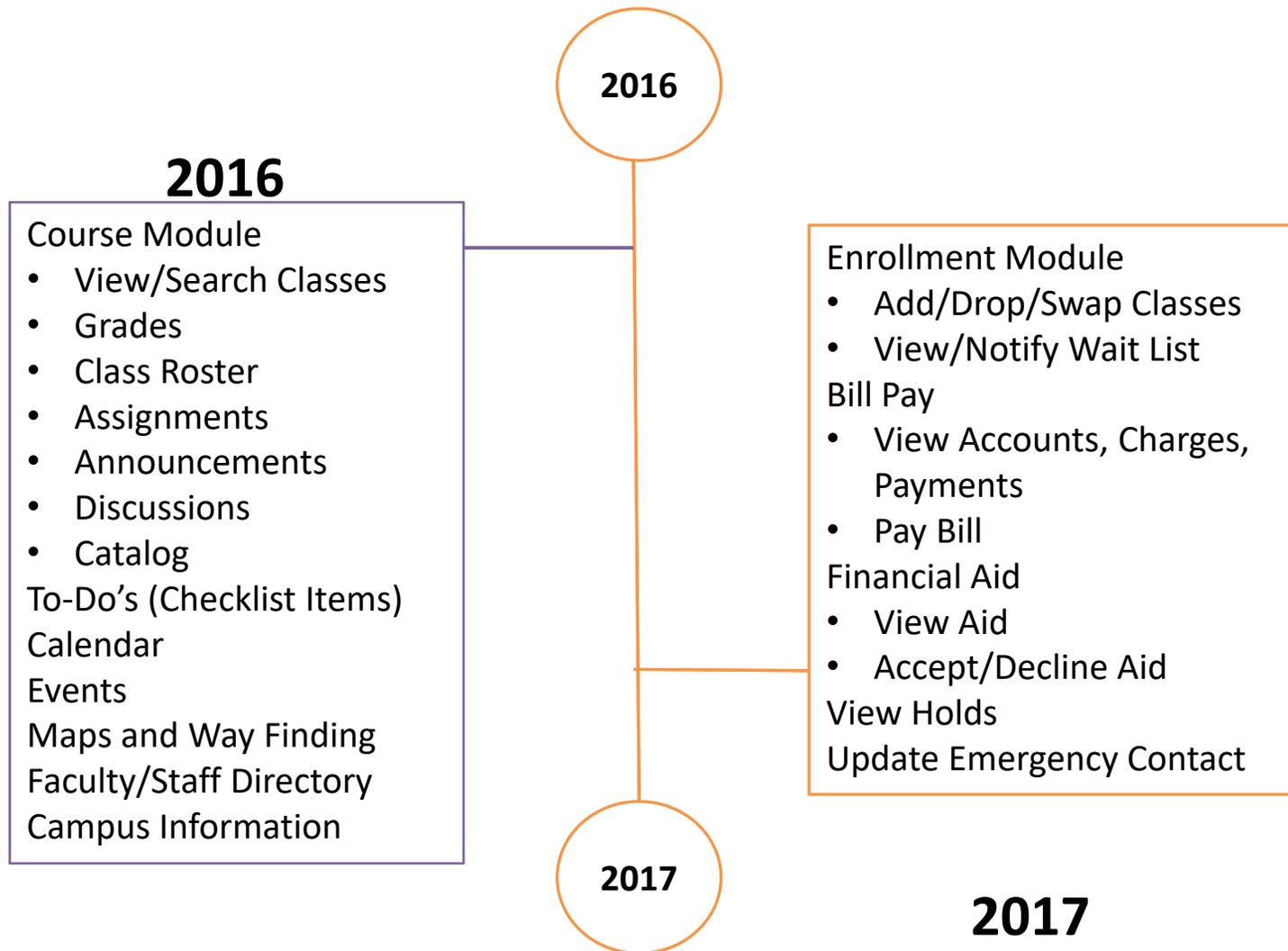
In general i was pleasantly surprised by how useful this app is for undergraduates. Even though I only needed it for a semester before I finished my degree, it was useful a number of times. Being mainly a UTA student, I wish our app was this functional.

So helpful!

by IndyBlaze on Mar 16 2017, version 4.0.86

Parent of student-to-be and it's so helpful

Phased Implementation



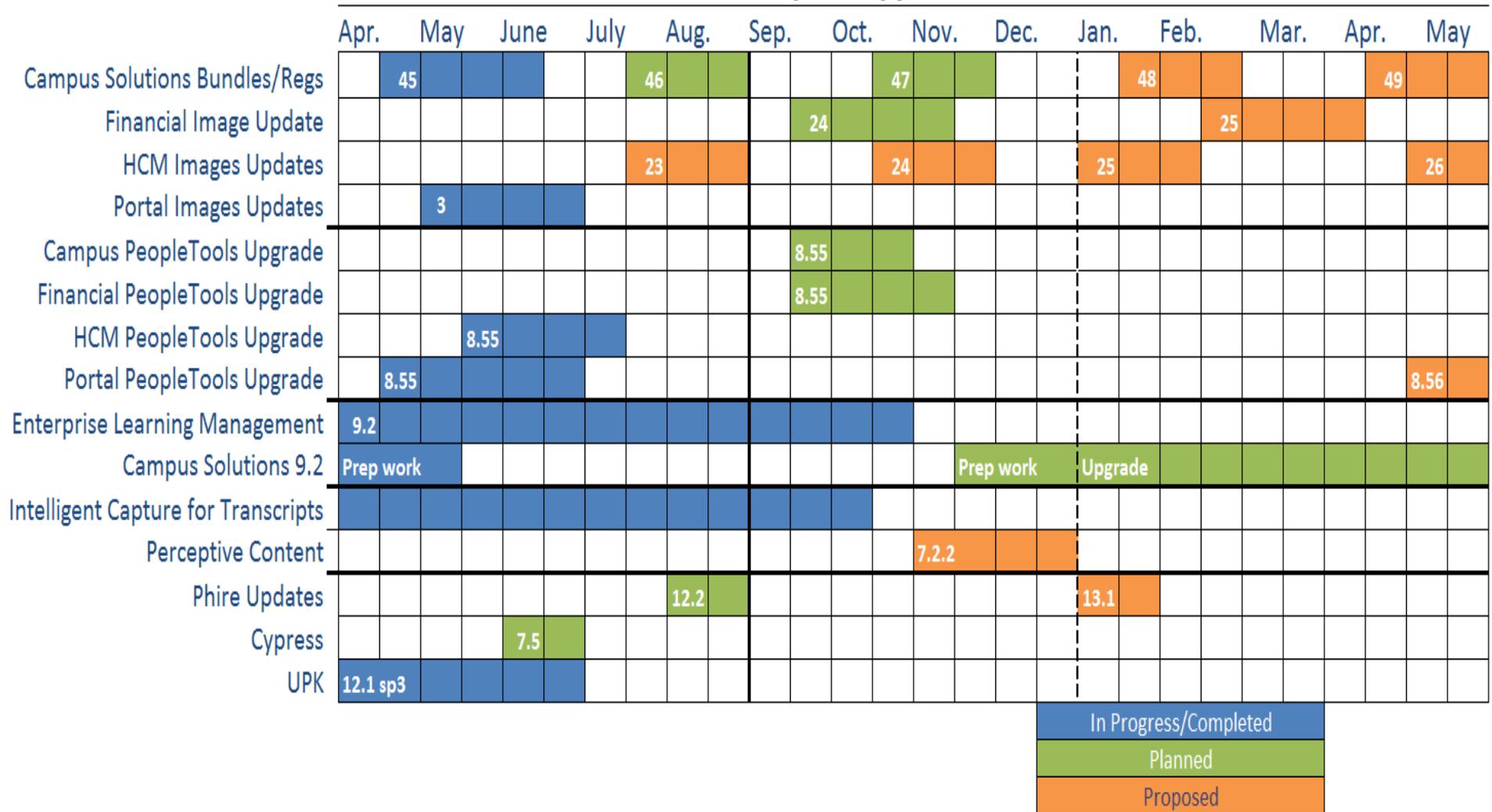
A Year in the Life of Enterprise Applications

Jason Myre - Manager Enterprise Application Support Services

A Year in the Life



Year in the Life of Enterprise Applications 2016/2017 & 2017/2018



EIS Monthly Report

Dorothy Flores – Executive Director of Enterprise Applications

Incidents and Service Requests

Closed in April

| Sub-division | Service Requests | Incidents |
|---------------|------------------|------------|
| SAST - Linda | 28 | 29 |
| FAST - Kem | 16 | 44 |
| EATS - Robert | 11 | 51 |
| TOTAL | 55 | 124 |

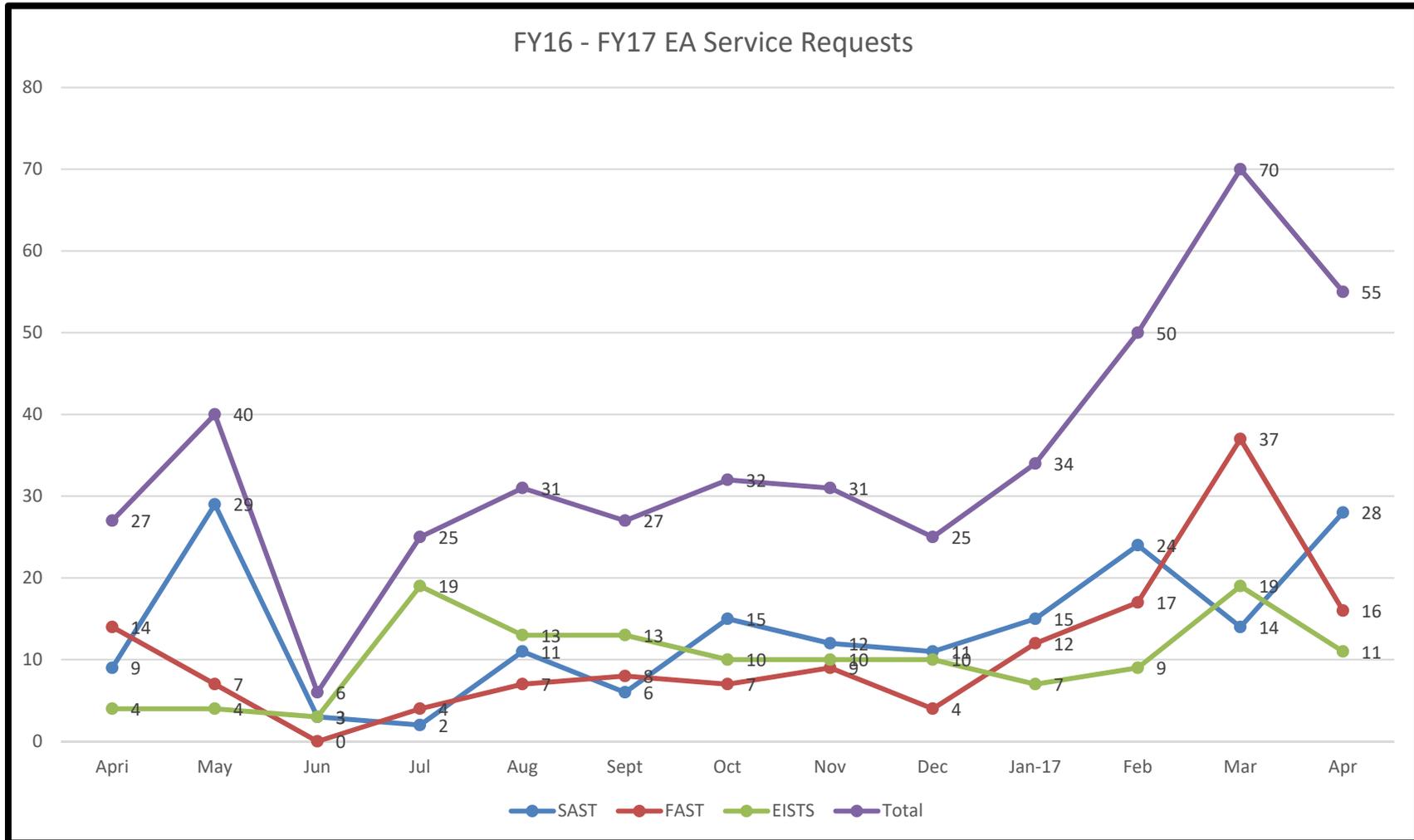
- SAST – Student Administration Systems
- FAST – Human Capital Management (HCM) , Finance, and Constituent Relationship Management (CRM)
- EATS – Portal, PeopleTools, EIS Security, Imaging Services, PeopleSoft and non-PeopleSoft Application Administration

Service Requests – Apr. 2017



| Assignment group | Count | Sub-div | Count |
|-------------------------------------|-----------|---------|-------|
| ITSS-EA Admissions Systems Count | 7 | SAST | 28 |
| ITSS-EA EIS Security Admin Count | 1 | FAST | 16 |
| ITSS-EA Fin Aid - Scholarship Count | 8 | EATS | 11 |
| ITSS-EA Finance Admin BA's Count | 2 | TOTAL | 55 |
| ITSS-EA Finance Systems Count | 4 | | |
| ITSS-EA Human Resources Count | 3 | | |
| ITSS-EA Imaging Services Count | 10 | | |
| ITSS-EA Payroll-Time-Labor Count | 7 | | |
| ITSS-EA Student Finance Count | 9 | | |
| ITSS-EA Student Records Count | 4 | | |
| TOTAL | 55 | | |

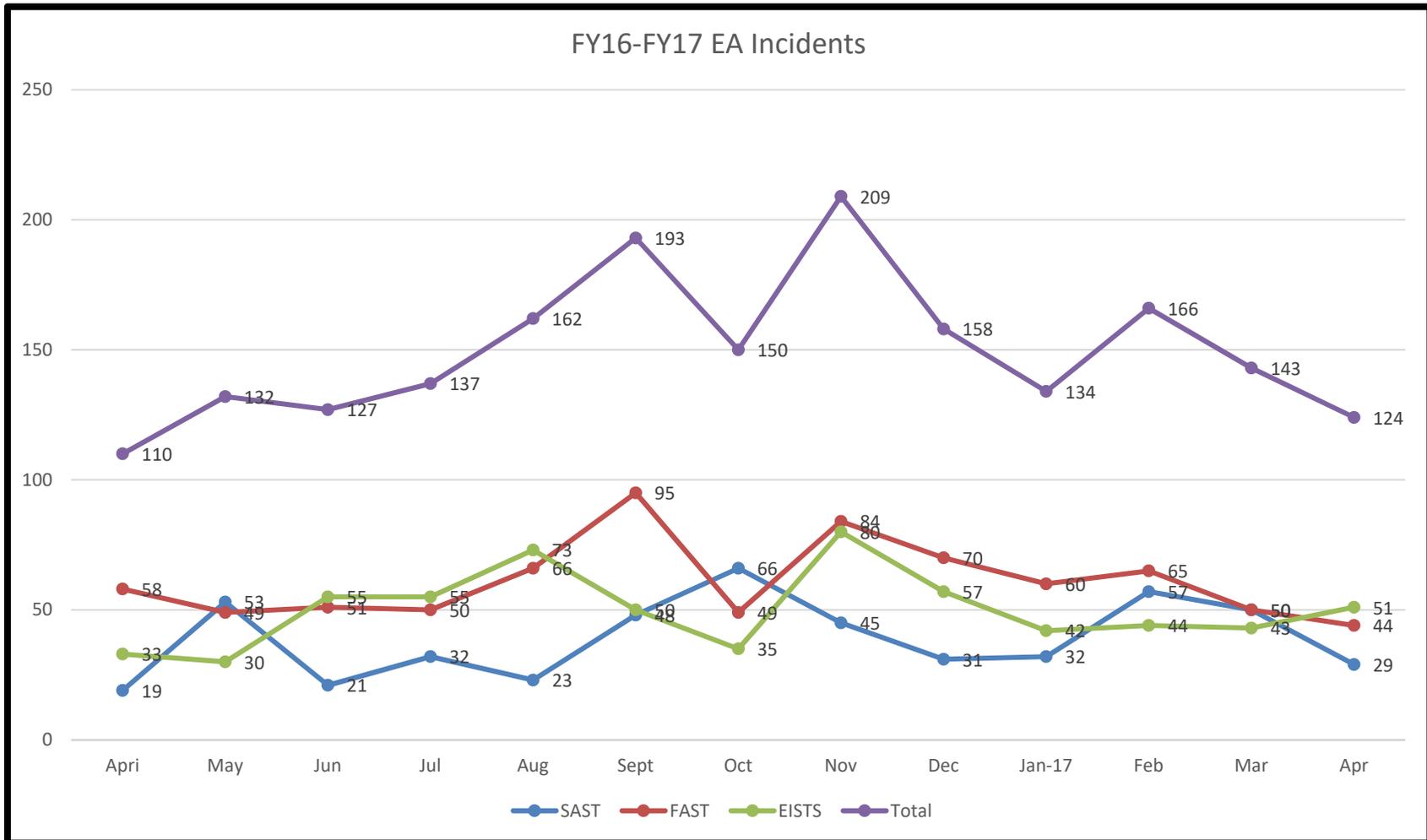
Service Requests – Past 13-months



Incidents – April 2017

| Assignment group | Count | Sub-div | Count |
|-------------------------------------|------------|---------|-------|
| ITSS-EA Admissions Systems Count | 9 | SAST | 29 |
| ITSS-EA Const Rel Mgmt (CRM) Count | 1 | FAST | 44 |
| ITSS-EA EIS Security Admin Count | 26 | EATS | 51 |
| ITSS-EA EIS Tools and Portal Count | 4 | TOTAL | 124 |
| ITSS-EA Enterprise App Spt Count | 4 | | |
| ITSS-EA Fin Aid - Scholarship Count | 4 | | |
| ITSS-EA Finance Admin BA's Count | 1 | | |
| ITSS-EA Finance Systems Count | 29 | | |
| ITSS-EA Human Resources Count | 5 | | |
| ITSS-EA Imaging Services Count | 14 | | |
| ITSS-EA Payroll-Time-Labor Count | 8 | | |
| ITSS-EA PeopleSoft App Spt Count | 2 | | |
| ITSS-EA Production Control Count | 1 | | |
| ITSS-EA Student Admin BA's Count | 1 | | |
| ITSS-EA Student Finance Count | 1 | | |
| ITSS-EA Student Records Count | 14 | | |
| TOTAL | 124 | | |

Incidents – Past 13-months



Active Project Summary

| Sub-division | Level 1 | Level 2 | Level 3 | Level 4 | Total |
|---------------|-----------|----------|----------|----------|-----------|
| SAST - Linda | 27 | 5 | 4 | 1 | 37 |
| FAST - Kem | 16 | 1 | 3 | 4 | 24 |
| EATS - Robert | 10 | 0 | 0 | 1 | 11 |
| TOTAL | 53 | 6 | 7 | 6 | 72 |

- SAST – Student Administration Systems
- FAST – Human Capital Management (HCM) , Finance, and Constituent Relationship Management (CRM)
- EATS – Portal, PeopleTools, EIS Security, Imaging Services, PeopleSoft and non-PeopleSoft Application Administration

ITSS Acronym List

ITSS Portfolio & Project Ma | IT Governance Active Portfc | ServiceNow | Enterprise Applications

its.untsystem.edu/divisions/ea/enterprise-applications-links

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Enterprise Applications Links

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- Visiting EA

Production Login URLs

- Untranet PeopleSoft Signin Links

Acronym List

- ITSS Acronym List**

Conferences

- Alliance (PeopleSoft Higher Education Users Group-HEUG)
- Blackboard World
- Perceptive Inspire
- South Central HEUG Regional User Group (SCHRUG)

Support Sites

- Oracle Support
- Blackboard Support
- Higher Education User Group Forum (HEUG) Support
- Perceptive Support

Requires login to SharePoint

<https://its.untsystem.edu/divisions/ea/enterprise-applications-links>

Success Stories

Graduating Year Experience



Available to graduating students on UNT Student Portal

Provides a targeted set of links/actions designed to prepare them for their next steps

Links provided up to 9 months prior to graduation

Important Graduate Student Survey provides UNT needed information for mandated collection surveys

Participation went from 900 last year to over 3600 so far this spring

EIS Financials Maintenance



- UAT started in February and implementation into Production was on April 22
- 347 test scenarios were used in testing
- 25+ individuals from Finance, Purchasing, Budget and Grants were involved in this team effort

Questions?