

# EIS User Group

# Agenda

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- 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. (3<sup>rd</sup> 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

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- 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](https://www.youtube.com/watch?v=Z54wo_muxVk)

# ELM Functions

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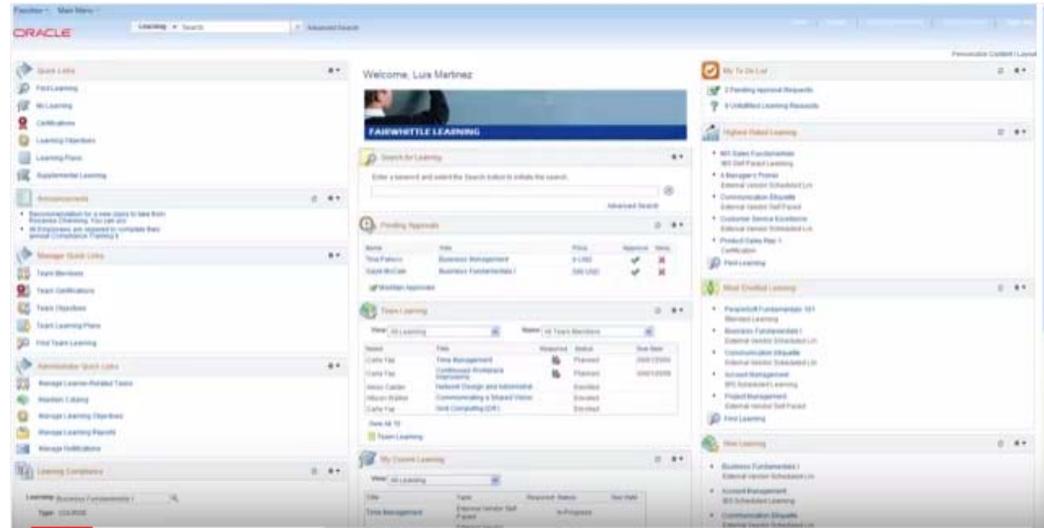
- Training enrollment management
- Delivery of online learning modules
- Automated learning assignment based on job/ department/ institution
- Integration of learning plans with performance management
- Dynamic compliance management/ reporting
- Enhanced visibility to supervisors and employees.

# 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

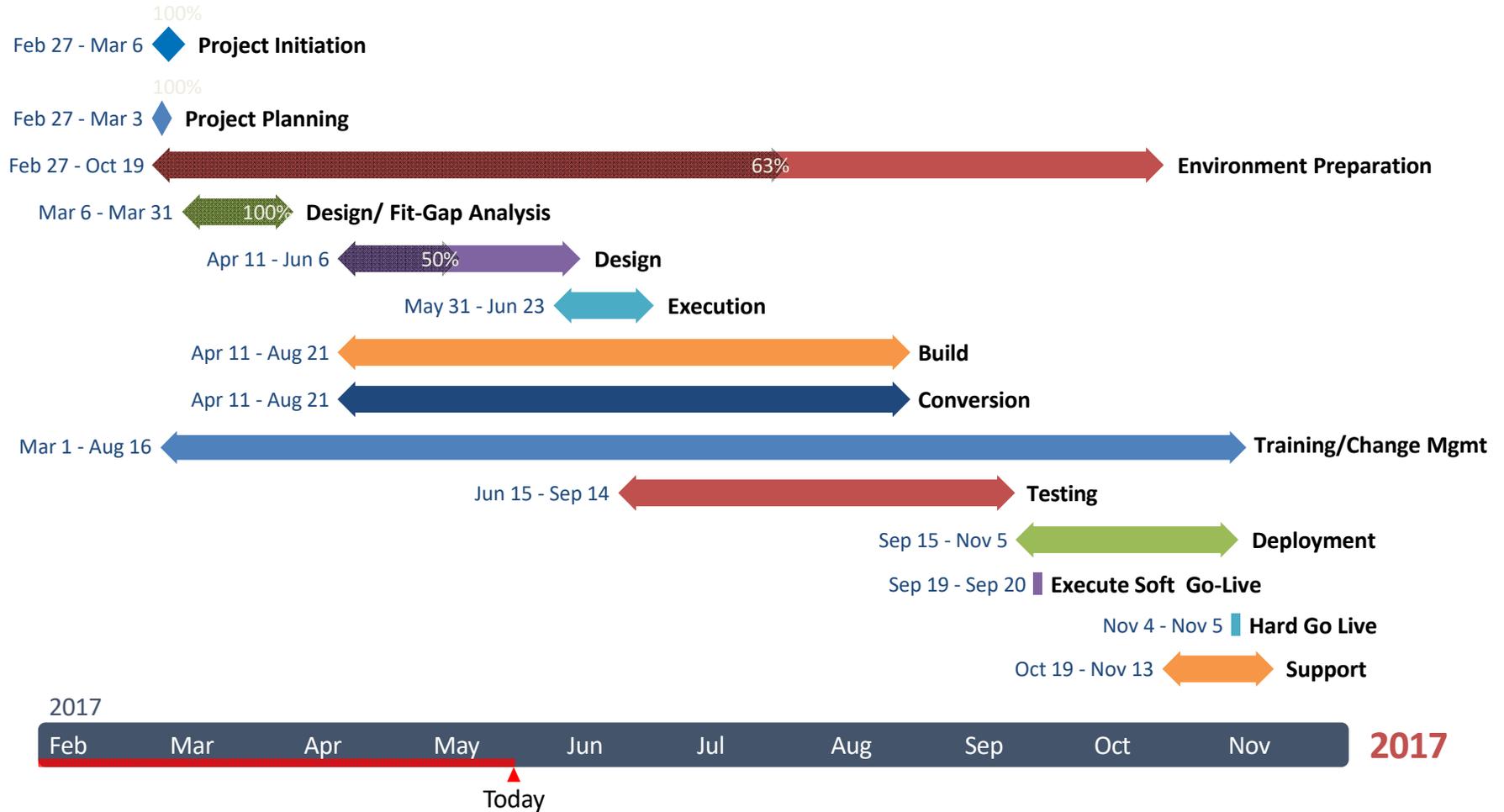
## Go-Live (November 2017)

- 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

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

# ITSS Team Members

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- 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

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- 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

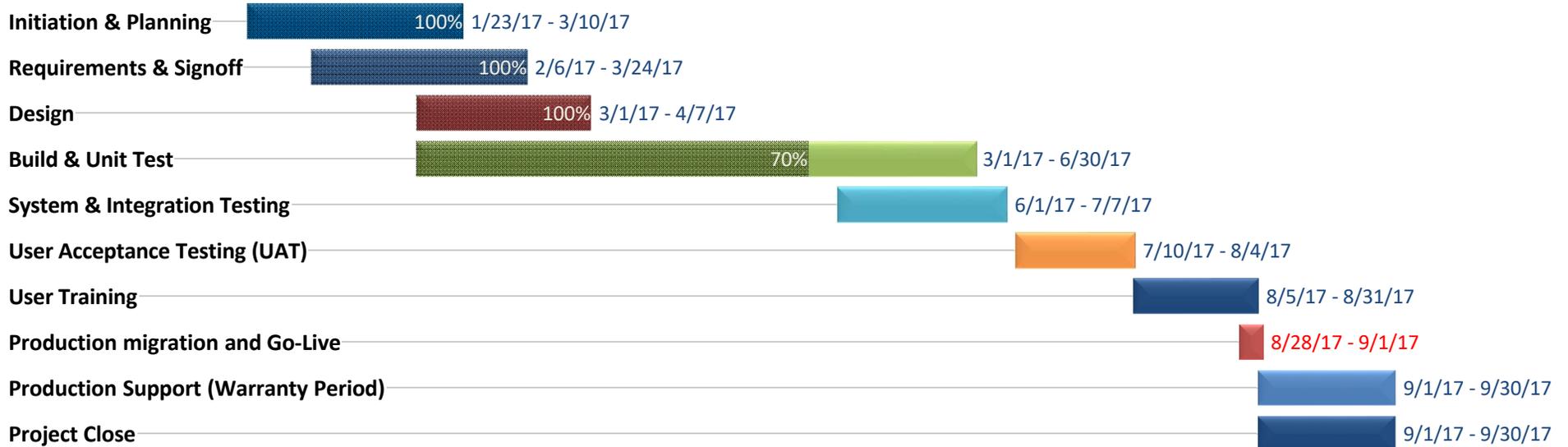
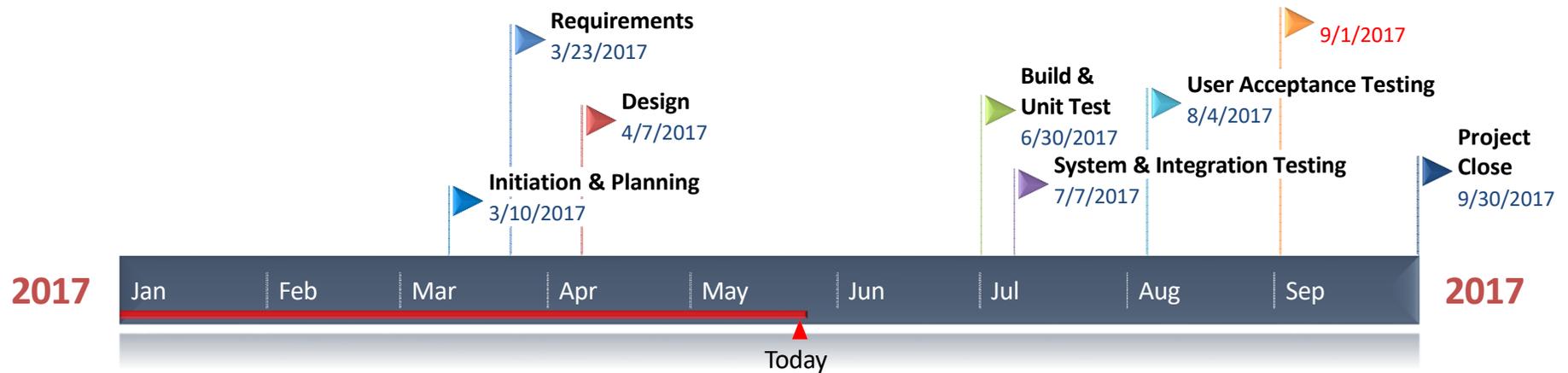
## Estimated Project Hours

**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
<b>Total</b>	<b>1,009</b>	<b>412</b>	<b>476</b>	<b>121</b>

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](https://sharepoint.unt.edu/sites/ITSS_Strat/PPM/hroffboarding/SitePages/Home.aspx)
- For questions please email:  
[Mohammad.Mobashirin@untsystem.edu](mailto:Mohammad.Mobashirin@untsystem.edu)  
[Bradley.Stephens@untsystem.edu](mailto: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

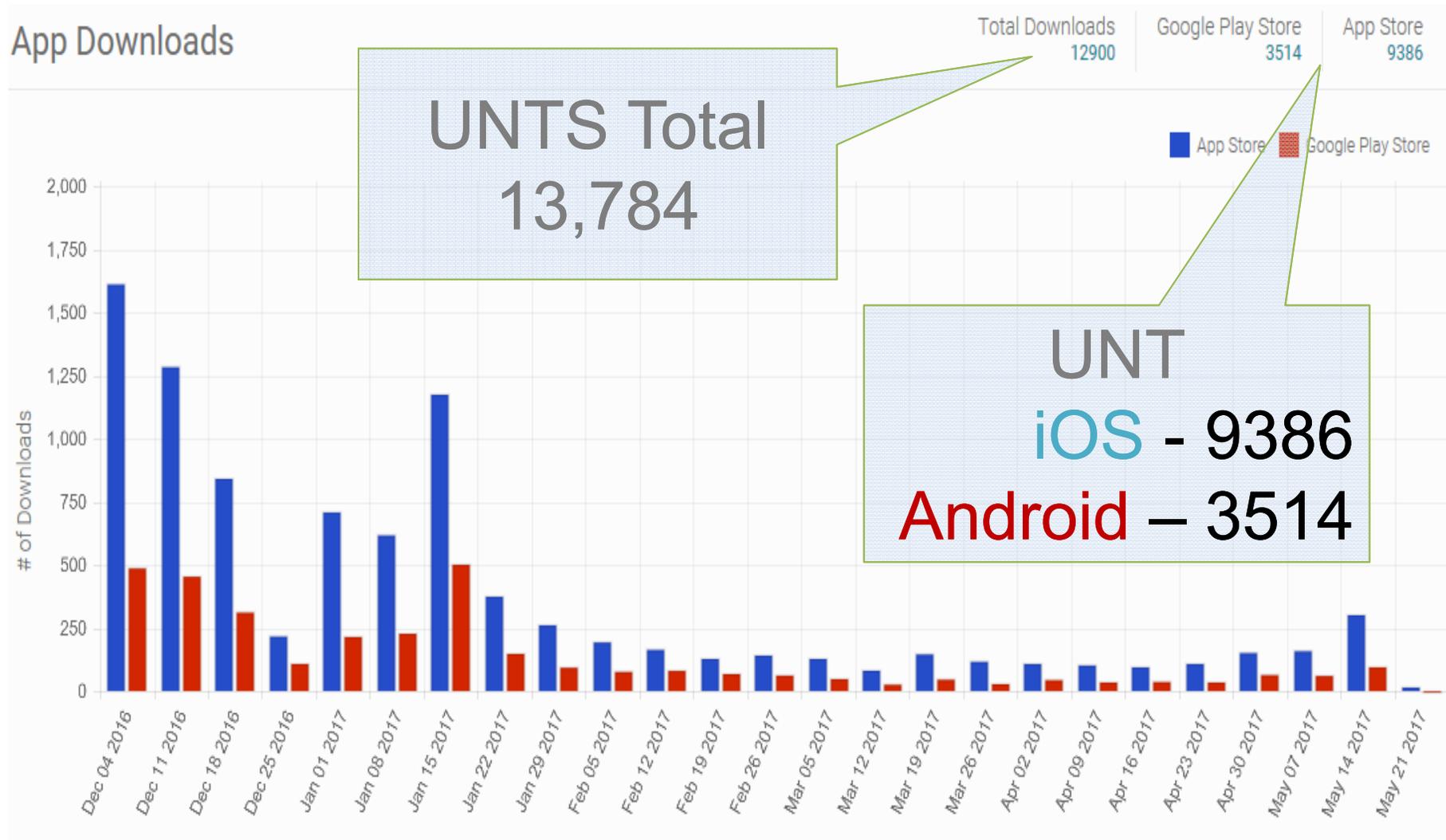


UNT-Dallas



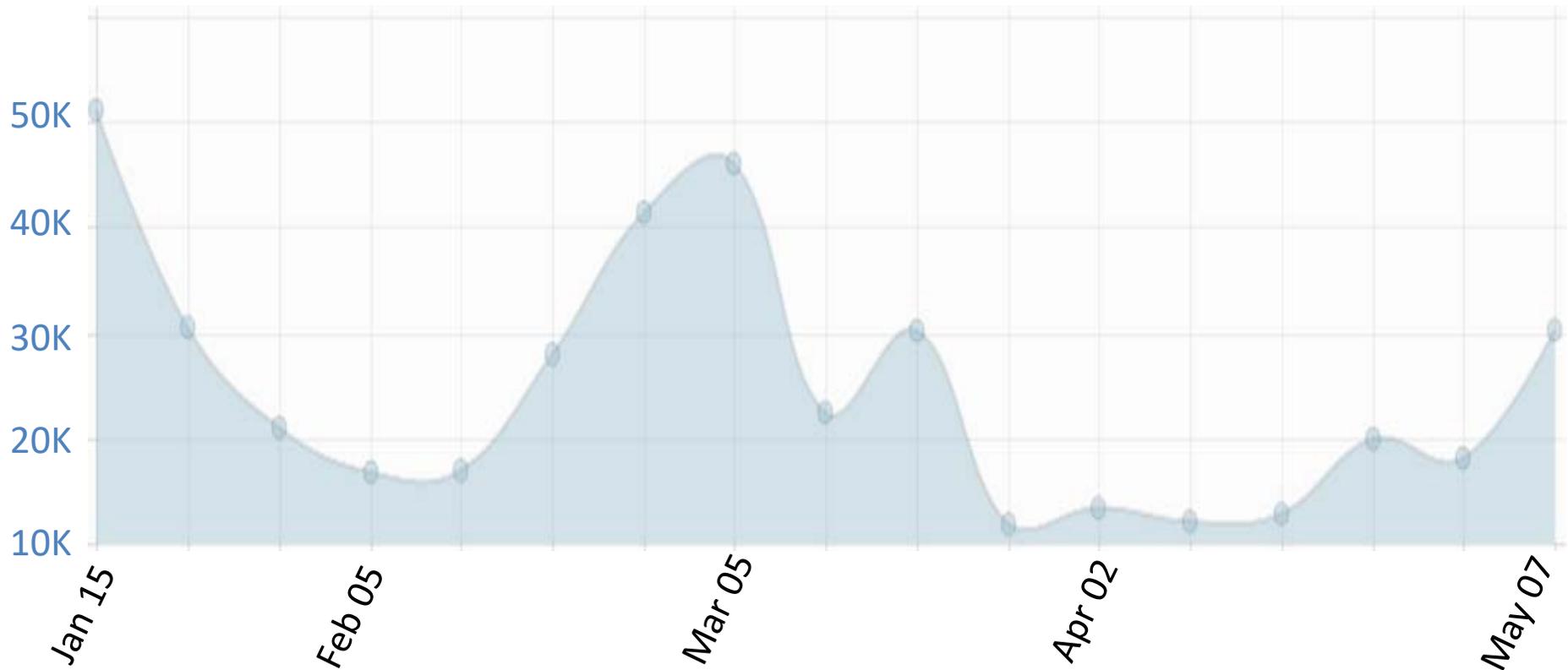
UNT-HSC

# 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

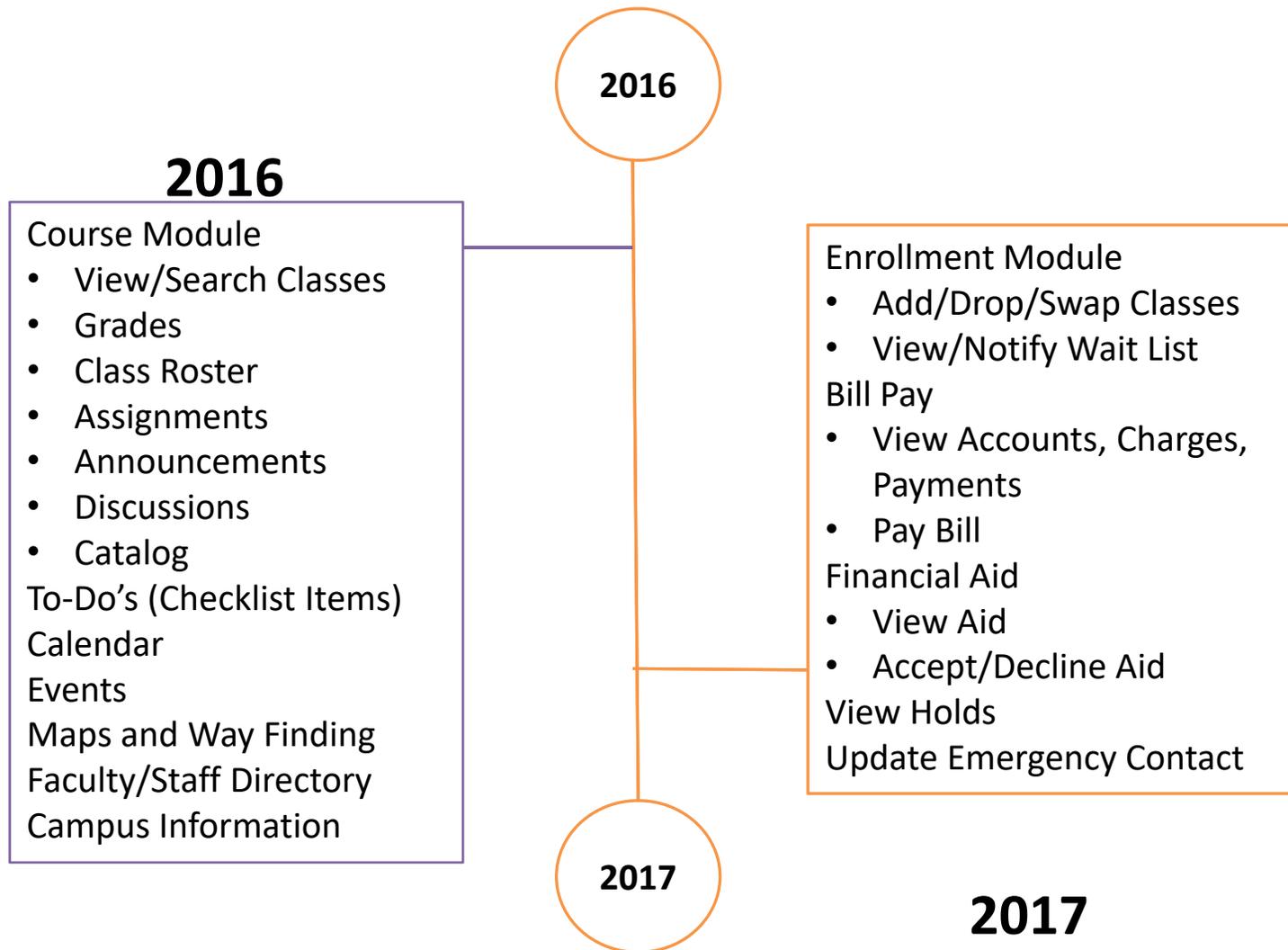
In general i was pleasantly surprised by how useful this app is for undergraduates. Even though I only needed it for a semester before I finished my degree, it was useful a number of times. Being mainly a UTA student, I wish our app was this functional.

## So helpful!

by IndyBlaze on Mar 16 2017, version 4.0.86

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

# Phased Implementation



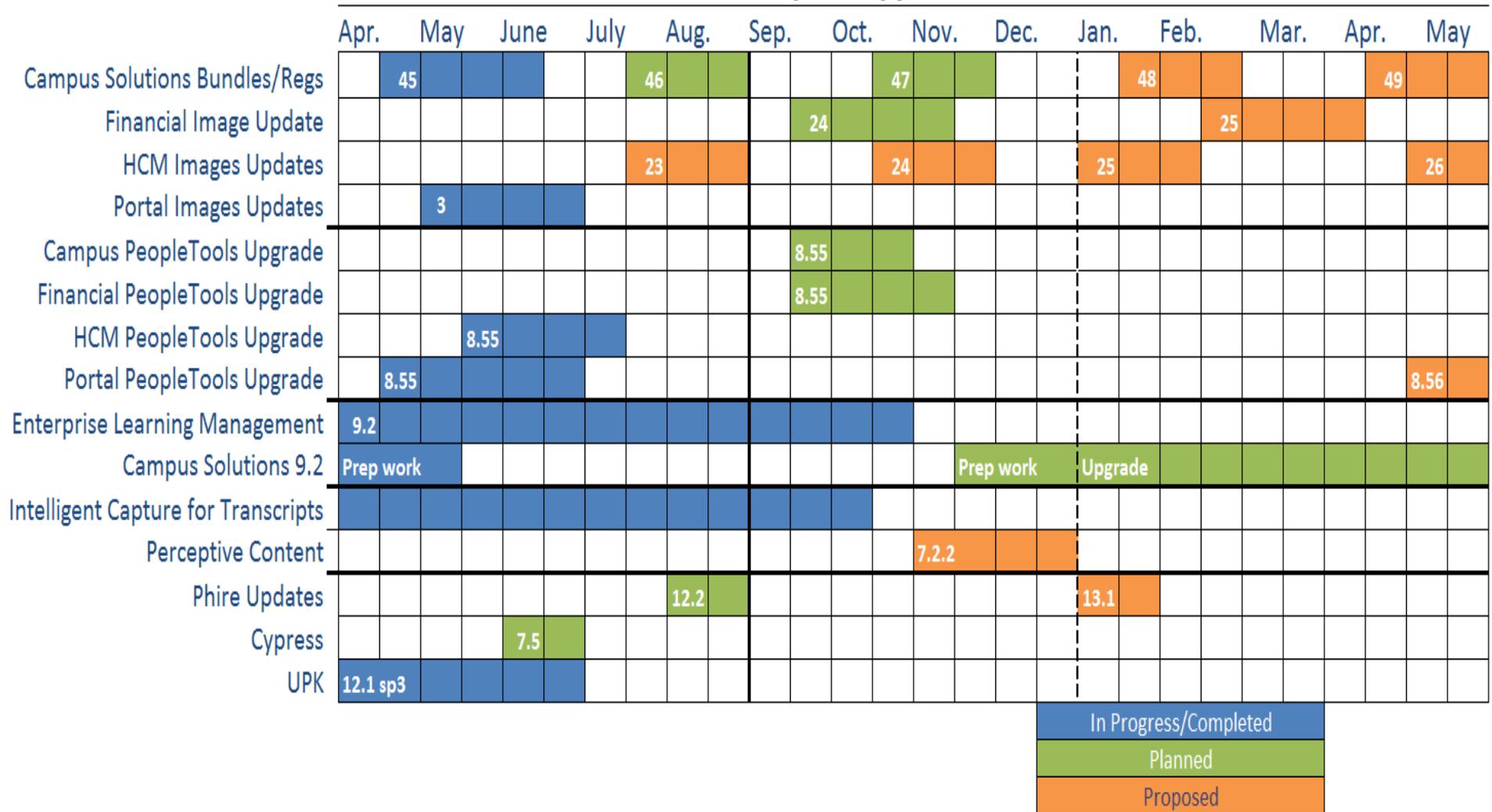
# A Year in the Life of Enterprise Applications

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
<b>TOTAL</b>	<b>55</b>	<b>124</b>

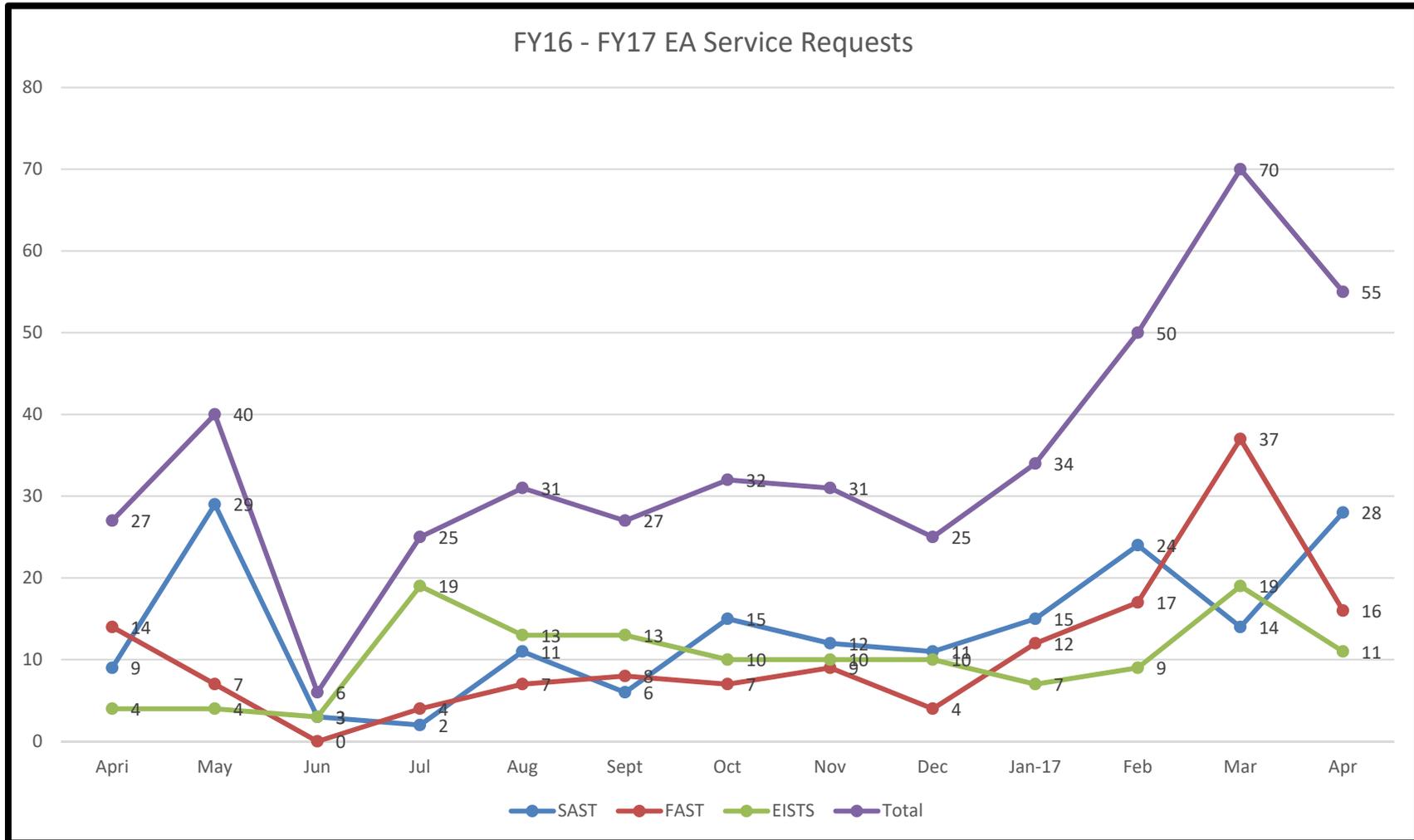
- SAST – Student Administration Systems
- FAST – Human Capital Management (HCM) , Finance, and Constituent Relationship Management (CRM)
- EATS – Portal, PeopleTools, EIS Security, Imaging Services, PeopleSoft and non-PeopleSoft Application Administration

# 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		
<b>TOTAL</b>	<b>55</b>		

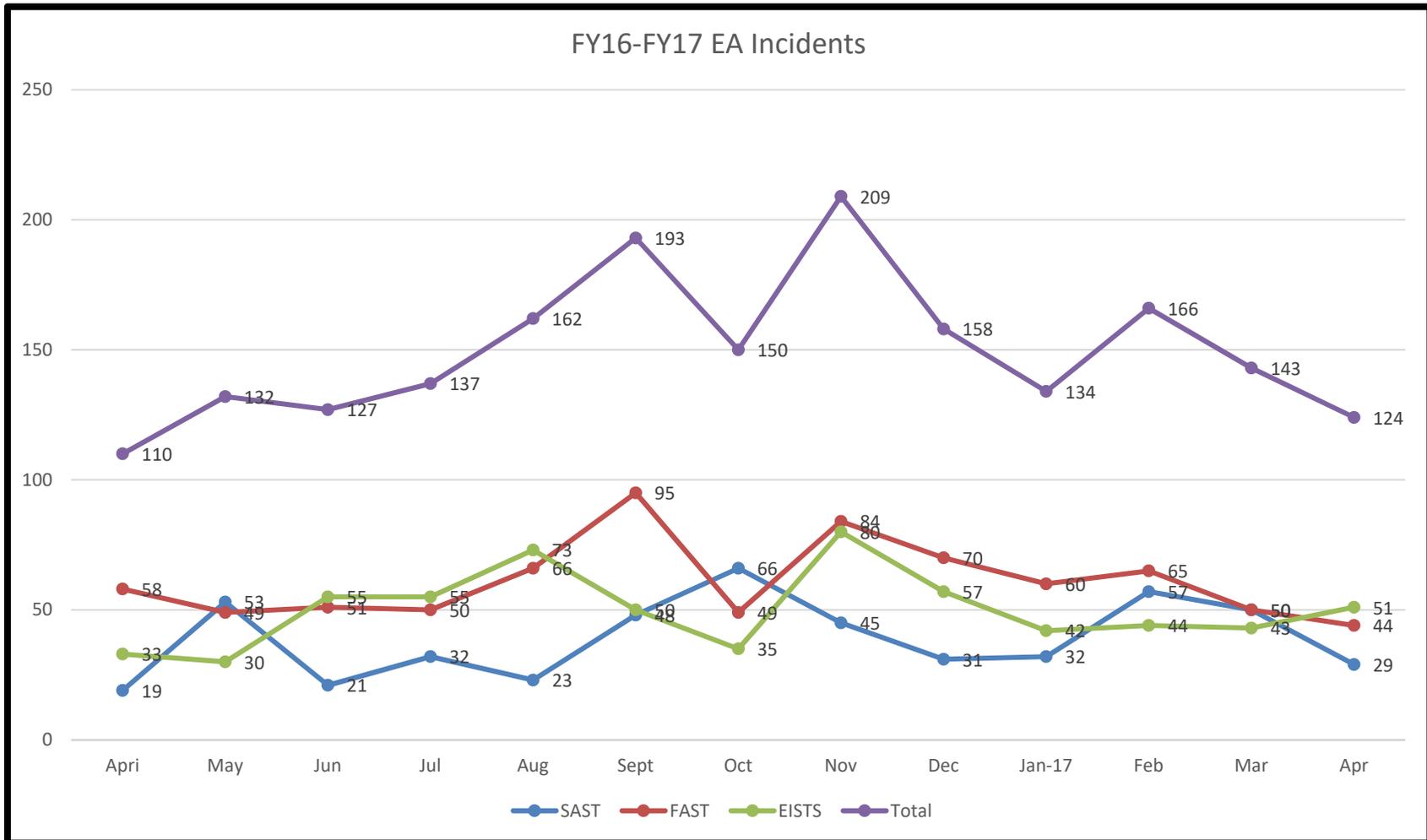
# Service Requests – Past 13-months



# 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		
<b>TOTAL</b>	<b>124</b>		

# 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
<b>TOTAL</b>	<b>53</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>72</b>

- 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

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

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## Enterprise Applications Links

**Enterprise Applications Menu**

- About EA
- EA Links**
- Imaging
- EA Training
- EIS Users Group
- 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://itss.untsystem.edu/divisions/ea/enterprise-applications-links>

# Success Stories

# Graduating Year Experience

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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

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- 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?