EIS User Group

EIS User Group

UNT SYSTEM

Thursday, February 23rd , 2017 Agenda:

- Governance process changes

- Campus Solutions Upgrade

- A Year in the Life of Enterprise Applications

- About Incidents and Service Requests

- PeopleSoft Training Options

- Success Stories and Wrap-up

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.
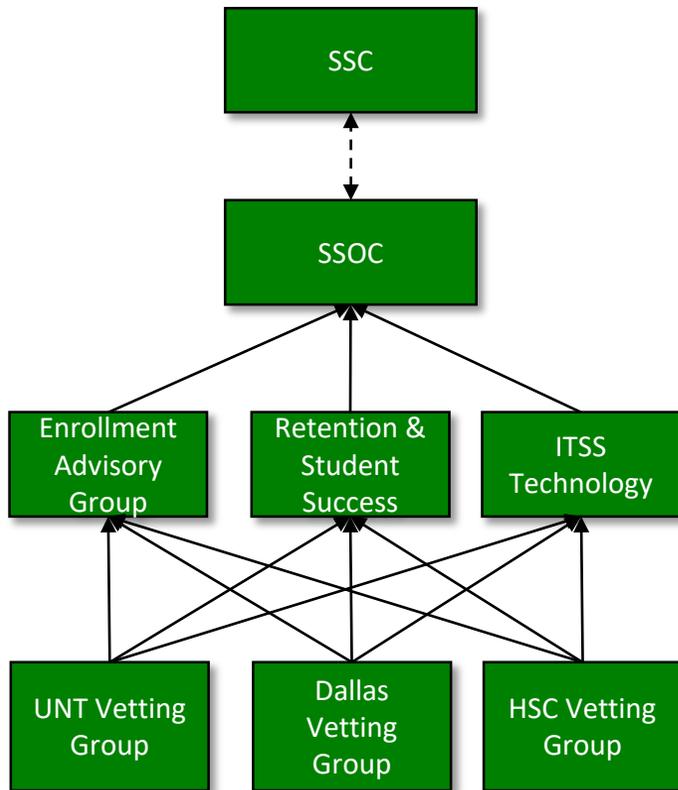
IT Governance Process Changes

Agenda

- Review of ITGC and ITPP Membership
- Demand Assessment Detailed Flow
  - Swim lane
  - Creation of ARB
- Project Leveling Definitions
- Project Leveling Tool Review
- IT Prioritization Tool
- IT Resource Capacity Planning Tool
- Website Info
- Appendix

The new IT Governance Council is made up of the chair and co-chairs of the IT Planning & Prioritization Committees

The Advisory Committees have been consolidated.

CURRENT STRUCTURE
Prior to Jan 2017

TARGET STRUCTURE
Beginning Jan 2017

Hub and Spoke model supported by Educause. Currently in place at UoF, UoM, ND

SSC → SSOC → Enrollment Advisory Group, Retention & Student Success, ITSS Technology → UNT Vetting Group, Dallas Vetting Group, HSC Vetting Group

SSC → SSOC → IT Governance Council → UNT Vetting Group, Dallas Vetting Group, HSC Vetting Group, System Vetting Group
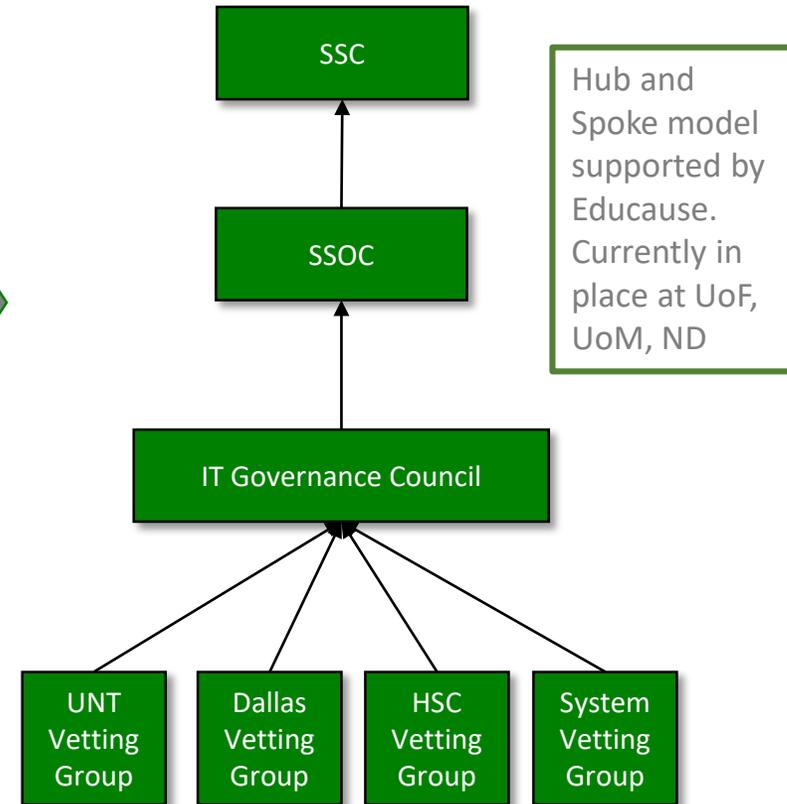
IT Governance Council (ITGC) and IT Planning & Prioritization (ITPP) Membership

Recommended Appointees - Dual role Leaders of campus ITPP			
UNT	**UNTHSC**	**UNTD/COL**	**UNTS/ITSS**
ITPP Chair	ITPP Chair	ITPP Chair	ITPP Chair
ITPP Co-chair	ITPP Co-chair	ITPP Co-chair	ITPP Co-chair
			ITSS CIO
			ITSS Strat Svcs Dir

IT Governance Council (ITGC)

UNT ITPP Group • Dallas ITPP Group • HSC EIS ITPP Group • System ITPP Group
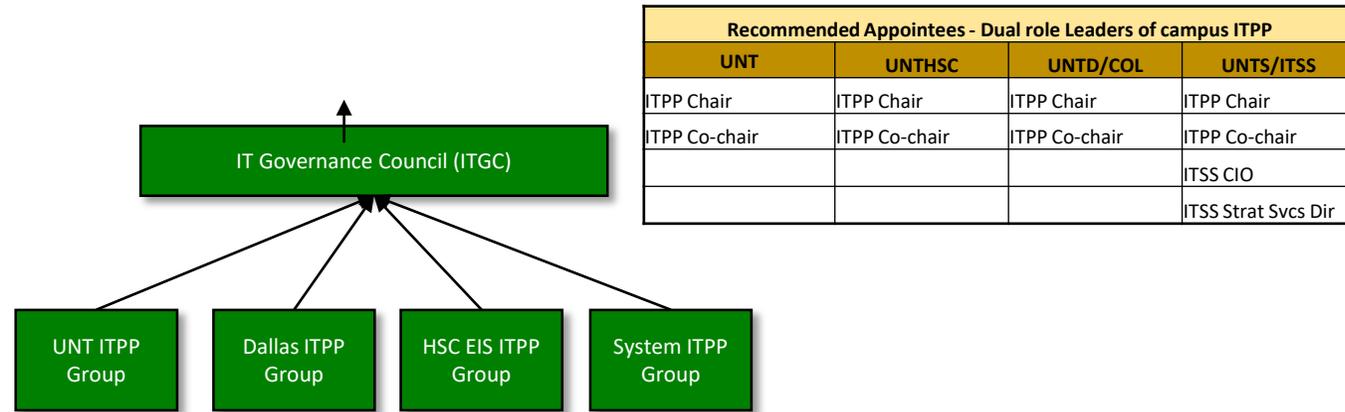
UNT Campus ITPP	**Membership/Areas of Interest**
	Finance & Administration
	Univ Information Systems
	Academic IT
	Administrative IT
	Institutional Research and Effectiveness
	Enrollment & Admissions
	URCM Team
	Learning Enhancement (CLEAR and Blackboard Learn)
	ITSS CTO (replacing ITSS CIO)
	ITSS BRM (replacing ITSS Dir SS)

UNTD Campus ITPP	**Membership/Areas of Interest**
	CFO Dallas
	Enrollment & Admissions
	Academic Affairs
	College of Law
	ITSS Support Manager
	ITSS BRM

HSC Campus EIS ITPP	**Membership/Areas of Interest**
	Enrollment Services
	SPH Admissions
	SHP Admission
	GSBS Admissions
	TCOM Admissions
	Clinical Education
	HSC IT CIO
	ITSS BRM

NEW System ITPP	**Membership/Areas of Interest**
	Human Resources
	System Controller
	Financial Reporting
	Student Finance
	Budget
	Administration/BSS
	Treasury
	ITSS CIO
	ITSS BRM

Project Level Definitions

SSOC will approve	Level 4	• Very high risk and complexity • Projects that result in a transformation change to the way you do business. • Affects all lines of business or multiple technology areas, and have significant costs and/or risks • Business Case Required • **Example:** ERP implementation
ITGC will approve and prioritize	Level 3	• High risk and complexity • Projects that affect multiple lines of business and have significant costs and/or risks • Business Case Not Required • **Example:** CRM implementation
	Level 2	• Medium risk and complexity • Projects with broader exposure to the organization that present a moderate level of risk to business operations • Business Case Not Required • **Example:** Office 2013 deployment
Prioritized based on availability	Level 1	• Low risk, low complexity and no urgency • Routine/straightforward projects with limited exposure to the business and low risk of negative business impact • **Example:** SharePoint update

Defined for Governance and used by;
- Campus & System ITPPs
- Demand Intake
- Governance
- Resource Capacity Planning
- PMO

How do we distinguish between Service Requests and Level 1 projects? Following the ITIL definition, Service Requests are opened for items that are already operational. Level 1 Projects are opened for new features or something that is not operational.

Project Request level selection criteria tool

Question	Description	Level 1	Level 2	Level 3	Level 4
Scope of Change	What parts of the organization will this project impact?	A single function or department	Multiple functions or departments	Multiple locations and/or campuses	The entire organization
Expected Duration	What will be the expected length of the project. The longer the duration, the higher level of complexity and management required.	0-1 months	2-3 months	4-11 months	12+ Months
Experience	What prior experience does the project team possess with regards to this type of project?	Transparent to user.	This project has been done before by the organization.	This project has not been done before, but has a proven approach.	This is a new type of project for the organization and has not been proven.
Budget	What is the estimated capital investment for the project	$0-20,000	$20,000-50,000	$50,000-100,000	$100,000+
Customer Involvement	What is the level of customer involvement required for this project?	No customer involvement is required for project success.	Limited customer involvement is required for project success.	Moderate customer involvement is required for project success.	Extensive customer involvement is required for project success.
Integration	What degree of integration with other projects, systems, infrastructure, or organizations is required (i.e. integration with things external to the project)?	There are no integration requirements.	There are a moderate number of integration requirements into non essential systems.	There are a moderate number of integration requirements into essential systems.	There are significant integration requirements.

This tool supports the leveling definitions and can be applied to all demands during the intake process.

Delegation of Authority updated to align with project levels

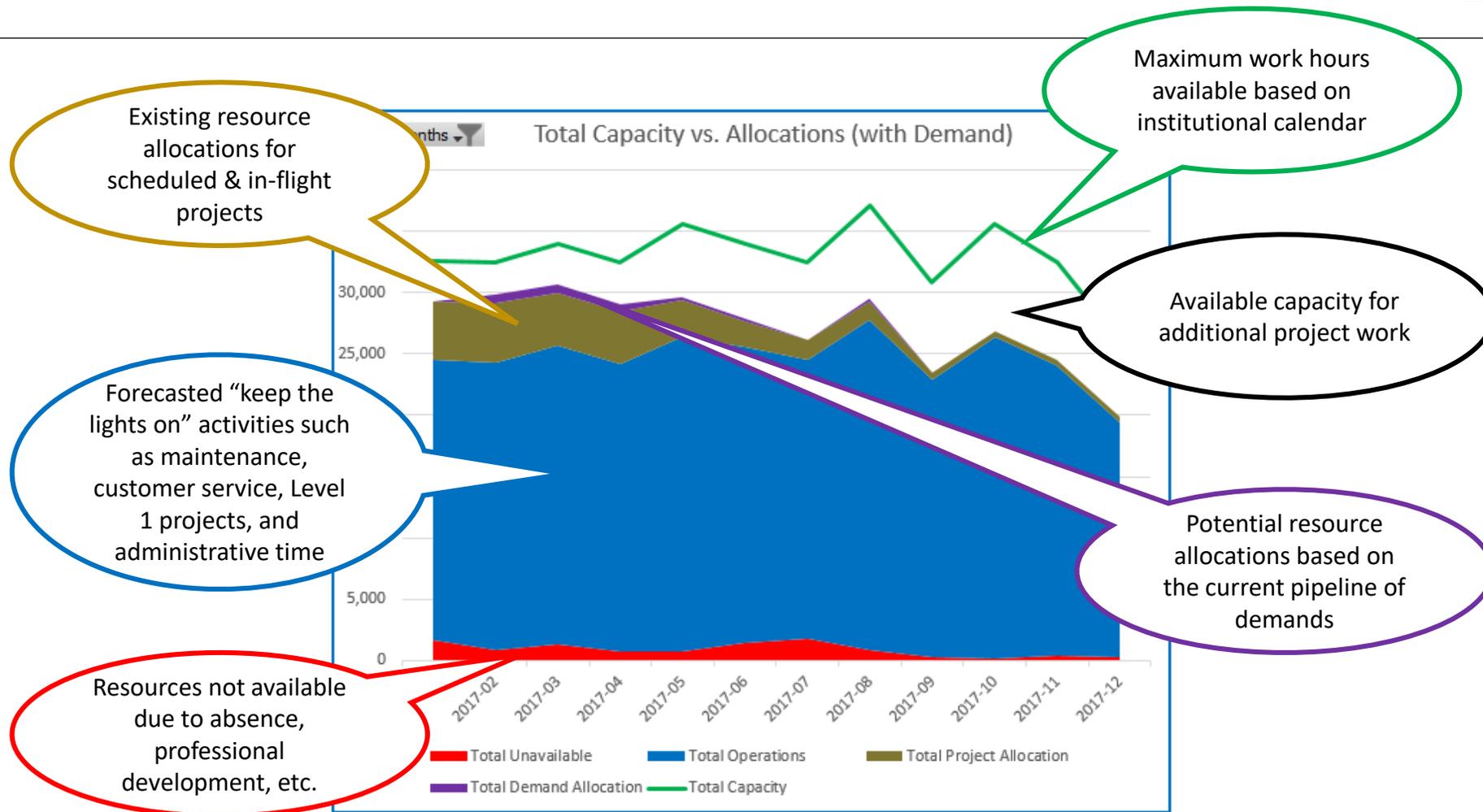|	Level	Level description	Capital Investment Per project
Shared Services Council	Escalated by SSOC	• Escalated by SSOC	$1 Million +
Shared Services Operations Committee	Level 4	• Very high risk and complexity • Projects that result in a transformation change to the way you do business. • Affects all lines of business or multiple technology areas, and have significant costs and/or risks	$100,001 - $999,999
IT Governance Committee	Level 3	• High risk and complexity • Projects that affect multiple lines of business and have significant costs and/or risks	$20,000 - $100,000
	Level 2	• Medium risk and complexity • Projects with broader exposure to the organization that present a moderate level of risk to business operations	

Prioritization Tool – Summary of input columns

Project Request Data

Rank	Project Name	Sponsor	Sponsor Department	BRM Assigned	Project Level	ROM Status	Overall Score	Business Need Date	ITSS Project Team Assigned	Comments
1	UNT Common App for Admissions	Rebecca Lothringer	Admissions	Jeri Takimoto	Level 3	545	69.0		EA SAS	EA SAS 340, EA TS IMG 205
2	One Card System	Stephanie Holley	Student Access & Success	Jody Gooch	Level 2	300	68.0	4/01/17	EA SAS SR	EA SAS SR 150, EA FAS HR 150
3	UNT Dallas CRM	Stephanie Holley	Student Access & Success	Jody Gooch	Level 3	800	67.0	3/01/17	EA FAS CRM	
4	Housing Management System	Stephanie Holley	Student Access & Success	Jody Gooch	Level 2	550	64.0	4/01/17	EA SAS SR	
4	HSC - Career Placement Tracking System	Matt Adrignola	SPH Admissions	Deborah Eyzagl	Level 2	500	64.0	6/01/17	EA SAS SR	HSC Resource

Each ITPP will create and maintain their own prioritizing. The results of all ITPPs list will be maintained by the BRMs in a Master list as input to the IT Governance Council.

Supports 1 or more Strategic Theme	Significantly moves the dial on a Strategic Theme	Address key operational issue or pain point	Address key compliance or end-of-life issue	Business has the clear ability to execute	Risk mitigation strategies are identified, believable, and incorporated into costing	Economic value (ROI/Cost-Benefit)	Certainty of cost containment
3	3	3	0	5	4	3	4
3	3	5	5	3	3	4	4
3	3	4	5	4	3	3	3
3	3	3	5	3	4	3	3
3	3	4	4	3	3	4	3

ITSS Resource Capacity – Total picture by month

Maximum work hours available based on institutional calendar

Existing resource allocations for scheduled & in-flight projects

Available capacity for additional project work

Forecasted "keep the lights on" activities such as maintenance, customer service, Level 1 projects, and administrative time

Potential resource allocations based on the current pipeline of demands

Resources not available due to absence, professional development, etc.

Total Capacity vs. Allocations (with Demand)

30,000

25,000

5,000

0

2017-02 2017-03 2017-04 2017-05 2017-06 2017-07 2017-08 2017-09 2017-10 2017-11 2017-12

■ Total Unavailable   ■ Total Operations   ■ Total Project Allocation
■ Total Demand Allocation   ― Total Capacity

Viewing the Project Portfolio holistically will allow us to increase capabilities
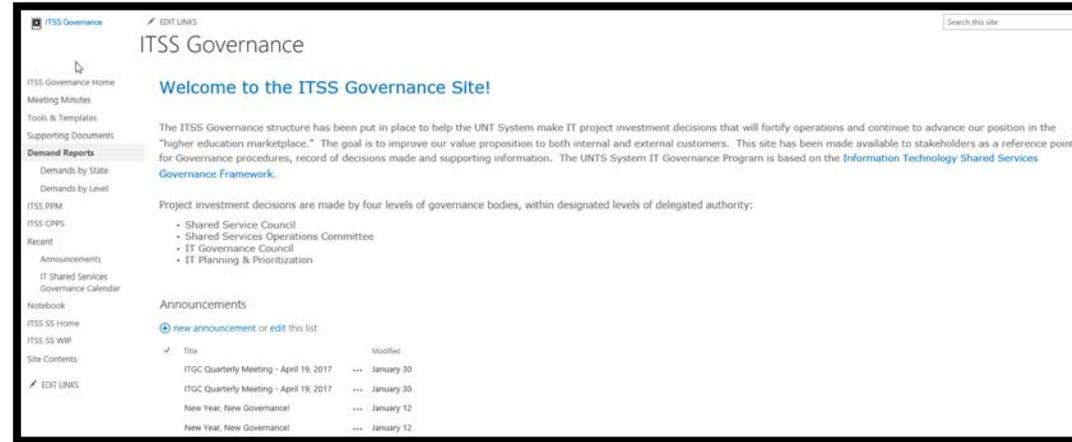

For a PPM strategy to be effective, it must acknowledge the day-to-day working realities of IT.

- New tools support alignment to a decision gate review process
  - Projects are reviewed at established decision points throughout the life of the initiative
  - Validation that right projects continue
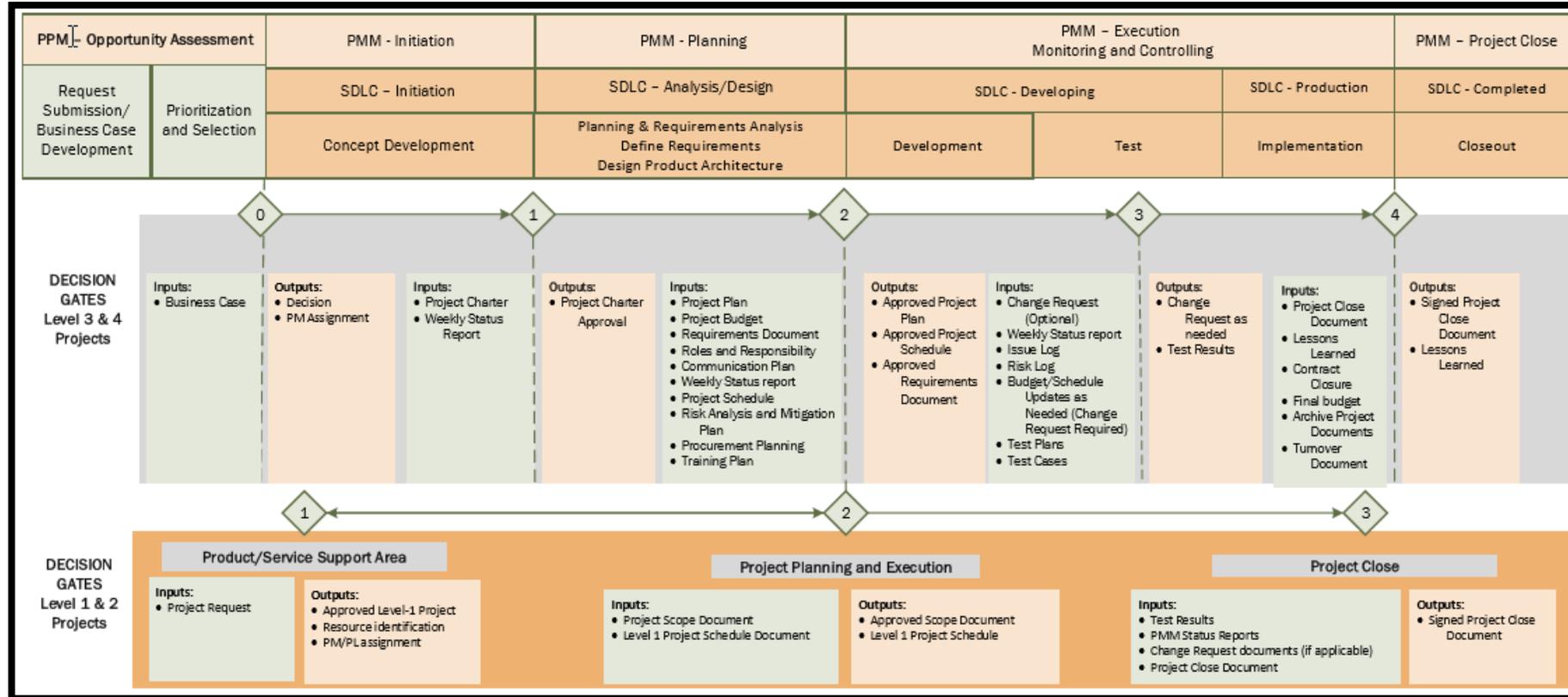 - Changes to schedule and/or budget are reviewed and documented

Tools and Standard Operating Procedures (SOP)s will help us **operationalize** and increase capabilities.

Updated Website's Content

- Updated ITSS Governance Intranet site;
  - https://sharepoint.unt.edu/sites/ITSS_Strat/GOV
- Updated ITSS Governance External site;
  - https://itss.untsystem.edu/governance

Appendix

PMO Decision Gates

PPM – Opportunity Assessment		PMM - Initiation	PMM - Planning	PMM – Execution Monitoring and Controlling		PMM – Project Close
Request Submission/ Business Case Development	Prioritization and Selection	SDLC – Initiation	SDLC – Analysis/Design	SDLC - Developing	SDLC - Production	SDLC - Completed
		Concept Development	Planning & Requirements Analysis Define Requirements Design Product Architecture	Development	Test	Implementation	Closeout

DECISION GATES Level 3 & 4 Projects

0

Inputs:
- Business Case

Outputs:
- Decision
- PM Assignment

1

Inputs:
- Project Charter
- Weekly Status Report

Outputs:
- Project Charter Approval

Inputs:
- Project Plan
- Project Budget
- Requirements Document
- Roles and Responsibility
- Communication Plan
- Weekly Status report
- Project Schedule
- Risk Analysis and Mitigation Plan
- Procurement Planning
- Training Plan

2

Outputs:
- Approved Project Plan
- Approved Project Schedule
- Approved Requirements Document

Inputs:
- Change Request (Optional)
- Weekly Status report
- Issue Log
- Risk Log
- Budget/Schedule Updates as Needed (Change Request Required)
- Test Plans
- Test Cases

3

Outputs:
- Change Request as needed
- Test Results

Inputs:
- Project Close Document
- Lessons Learned
- Contract Closure
- Final budget
- Archive Project Documents
- Turnover Document

4

Outputs:
- Signed Project Close Document
- Lessons Learned

DECISION GATES Level 1 & 2 Projects

1 ← → **2** **3**

Product/Service Support Area	Project Planning and Execution	Project Close

Inputs:
- Project Request

Outputs:
- Approved Level-1 Project
- Resource identification
- PM/PL assignment

Inputs:
- Project Scope Document
- Level 1 Project Schedule Document

Outputs:
- Approved Scope Document
- Level 1 Project Schedule

Inputs:
- Test Results
- PMM Status Reports
- Change Request documents (if applicable)
- Project Close Document

Outputs:
- Signed Project Close Document

ITIL Processes and Functions

Service Strategy	Service Design	Service Transition	Service Operation	Continual Service Improvement
Service Portfolio Management	Design Coordination	Change Management	Incident Management	Seven-Step Improvement
Financial Management	Service Level Management	Service Asset & Config Management	Problem Management	
Business Relationship Management	Supplier Management	Release & Deployment Management	Access Management	
Strategy Management	Service Catalog Management	Transition Planning & Support	Request Fulfilment	
Demand Management	Capacity Management	Knowledge Management	Event Management	
	Availability Management	Service Validation & Testing		
	IT Service Continuity Management	Change Evaluation		
	Information Security Management			

Processes

Functions

IT Governance	Infrastructure, Security, Architecture, Applications	Service Desk
Project Management		Operations
IT Administration		

PeopleSoft Campus Solutions 9.2 Upgrade

Presented by Linda Wallace, Director – Student Administration Services, ITSS

Campus Solutions History

- Campus Solutions v8.0 installed 2003/2004, upgraded to CS9.0 in November, 2009

- December 2015 - Oracle released 9.2 version of Campus Solutions

- Upgrade required by December 2019
  - Current 9.0 version will be unsupported
  - No critical tax, legal, and regulatory updates

Campus Solutions History:

- 2003 – CS8.0 install

- 2003-2006 added bolt-ons/customizations

- 2007 – CS8.9 technical upgrade

- 2007-2008 more bolt-ons/customizations

- 2009 – CS9.0 technical upgrade

- 2009-2017 more bolt-ons/customizations

Campus Solutions Modules

Campus Solutions Modules	Description
Student Records	Processing of student academic information including matriculation, class enrollment, grading and academic standing, transcripts, and graduation processing
Admissions	Applicant admissions and test score processing
Student Finance	Student tuition and fees billing including housing, payments, refunding, and creation of general ledger transactions
Financial Aid	Awarding and disbursement of student financial aid and scholarships
Academic Advising (Degree Audit)	Degree planning and auditing functions; advising notes
Campus Community	Student self-service for bio-demo data

Campus Solutions Touchpoints

- PeopleSoft Modules – 6
- Integrations
  - Other PS Applications – 3
  - 3rd Party Applications - 35
  - External Entities – 16
- Major Bolt-ons – 7
- Customizations – Approx. 60 processes
- Evaluation of new features

Campus Solutions Systems Overview

Other PeopleSoft Interfaces
- Finance
- Human Resources
- Portal

PeopleSoft Campus Solutions
- Admissions
- Student Records
- Academic Advising (Degree Audit)
- Student Center
- Campus Community
- Faculty Center
- Financial Aid
- Student Finance
- Bolt-ons

3rd Party Interfaces (examples)
- Blackbaud Raisers Edge
- Blackboard/ Canvas
- u.Achieve Suite
- Blackboard Connect
- Facilities
- AdAstra
- HSC Health Clinics
- Admissions Lab
- RMS Housing
- Card Swipe
- Salesforce
- Faculty Profile
- Imaging
- ePortfolio
- Libraries
- On-line Transcripts

Other Interfaces (examples)
- NCAA
- External Applications
- State Reporting
- Federal Reporting

Campus Solutions future state:

- 2018: Campus Solutions 9.2 with fluid user interface and more delivered functionality

- 2018-2019: Assess business practices and supporting bolt-ons/customizations for process improvement and use of delivered functionality

Linda Wallace – February 23, 2017

Accomplished so far:

- UNT System Leadership Meetings March and September 2016 - Project information, recommended timeline, and estimated cost
- Submitted in FY17 Budget Cycle as "informational item" –awareness of the funding needs for a potential project in FY18
- Steering Committee formed:
    - ✓ Shannon Goodman (UNT)
    - ✓ A.J. Randolph (HSC)
    - ✓ Stephanie Holley (UNT Dallas)
    - ✓ Aaron LeMay(UNT System)
- Campus Governance and IT Governance Advisory Groups - Approval of the timeline recommendation
- SSOC approval of recommendation in January 2017

Campus Solutions 9.2 Upgrade

- Inventory of critical customizations/bolt-ons and business process documentation to be completed by November, 2017

- Fit/Gap workshops in February 2018 leading to a roadmap and CS Functionality Program to deliver business process improvements and optimizations

- Technical Upgrade to CS9.2 with go-live Thanksgiving, 2018

- Execution of Campus Solutions Functionality Program to begin spring 2018 with an anticipated completion by Dec. 2019

CS9.2 Upgrade Timeline

Questions?

A Year in the Life of Enterprise Applications

Presented by Jason Myre, Manager of Enterprise Application Support– ITSS

Year in the Life of Enterprise Applications 2016/2017

	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.
Campus Solutions Bundles/Regs	44			45			46			47		
Financial Image Update	22				24							
HCM Images Updates	21		22			23			24			
Campus Solutions PeopleTools Upgrade							8.55					
Financial PeopleTools Upgrade				8.55								
HCM PeopleTools Upgrade					8.55							
Portal PeopleTools Upgrade			8.55									
Enterprise Learning Management												
Campus Solutions 9.2		Prep work										
Phire Updates	12.1					12.2						
Phire PeopleTools Upgrade	8.55											
Cognos BI			Fix pack 10									
Perceptive Content (ImageNow)										7.1.5		
Blackboard Learn	Q2-2016											
uDirect/uAchieve Upgrade	4.3											
AdAstra		7.5.15										
Cypress			7.5									
UPK	12.1 sp3											

Legend:
- In Progress/Completed
- Planned
- Proposed

About Incidents and Service Requests

Presented by Dorothy Flores, Executive Director for Enterprise Applications– ITSS

Incidents and Service Requests

➢ **What is an Incident?**

An incident is defined as any event that is 1.) unplanned 2.) causes an interruption in service or a deterioration in service quality. Basically, something is broken or isn't working correctly. Incident tickets can be submitted by users or IT.

➢ **What is a Service Request?**

A service request is defined as a formal request submitted by a user for some type of service, software, or hardware. Service requests are generally small tasks, requiring minimal effort (no more than 40 hours), and can often be repeatable, like granting security access. They will never involve creating a new service or implementation of new technology.

Incidents and Service Requests

Closed in January

Sub-division	Service Requests	Incidents
SAST - Linda	15	32
FAST - Kem	12	60
EISTS - Robert	7	42
TOTAL	34	134

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

Service Requests – Jan. 2017

Team	Count		Sub-div	Count
ITSS-EA Admissions Systems Count	1		SAST - Linda	15
ITSS-EA Enterprise Apps Count	1		FAST - Kem	12
ITSS-EA Fin Aid - Scholarship Count	6		EISTS - Robert	7
ITSS-EA Finance Systems Count	9		Grand Total	34
ITSS-EA Human Resources Count	2			
ITSS-EA Imaging Services Count	6			
ITSS-EA Payroll-Time-Labor Count	1			
ITSS-EA Student Admin BA's Count	1			
ITSS-EA Student Finance Count	4			
ITSS-EA Student Records Count	3			
Grand Total	34			

Service Requests – 13-months

FY16 - FY17 EA Service Request Data Trends
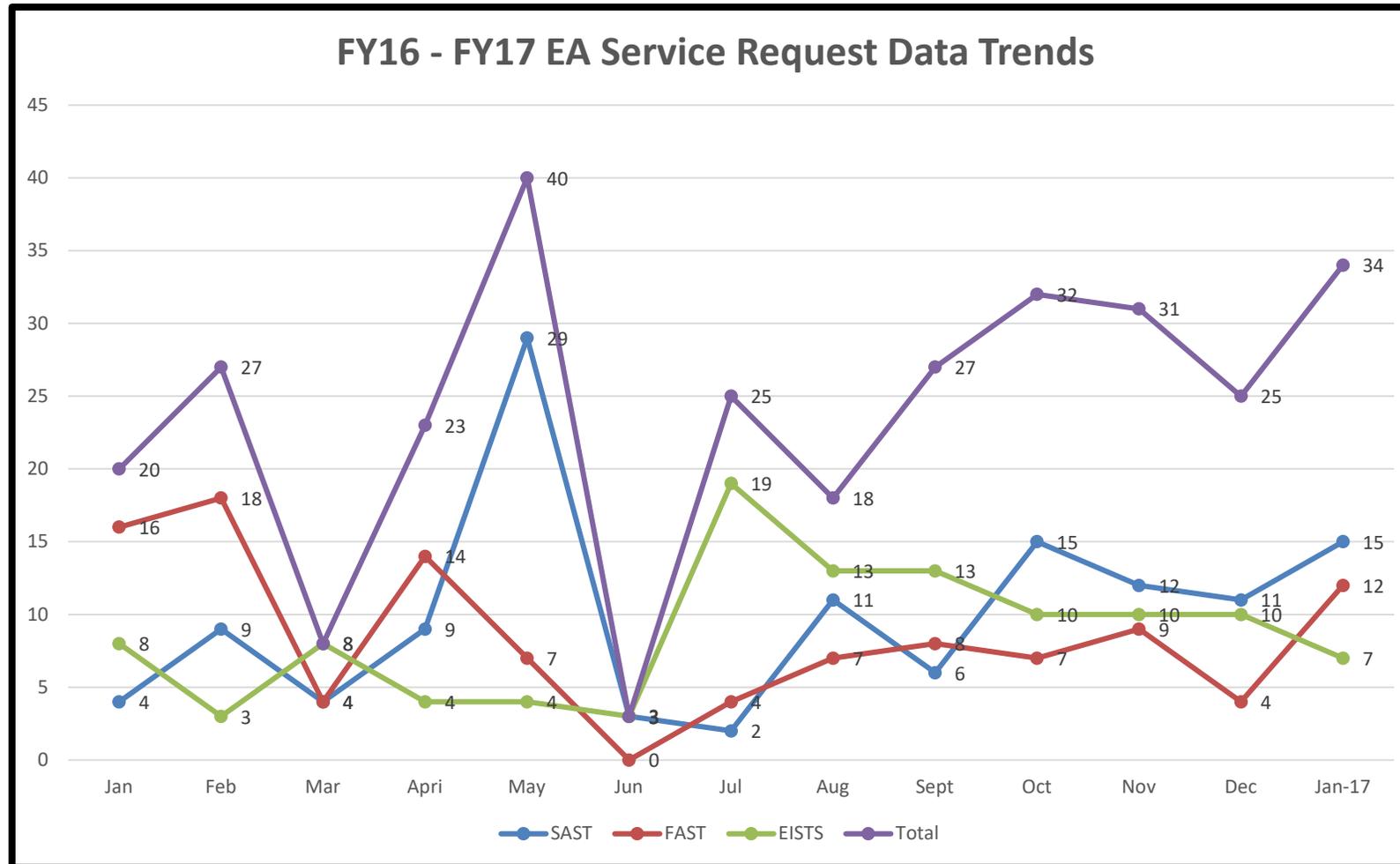
Incidents – January 2017

Team	Count		Sub-div	Count
ITSS-EA Admissions Systems Count	13		SAST - Linda	32
ITSS-EA Const Rel Mgmt (CRM) Count	1		FAST - Kem	60
ITSS-EA EIS Security Admin Count	22		EATS - Robert	42
ITSS-EA EIS Tools and Portal Count	1		Grand Total	134
ITSS-EA Enterprise App Spt Count	6			
ITSS-EA Enterprise Apps Count	1			
ITSS-EA Fin Aid - Scholarship Count	2			
ITSS-EA Finance Admin BA's Count	2			
ITSS-EA Finance Systems Count	30			
ITSS-EA Human Resources Count	12			
ITSS-EA Imaging Services Count	7			
ITSS-EA Mobile App Support Count	1			
ITSS-EA Payroll-Time-Labor Count	15			
ITSS-EA PeopleSoft App Spt Count	4			
ITSS-EA Student Finance Count	7			
ITSS-EA Student Records Count	10			
Grand Total	134			

Incidents – 13-month

FY16-FY17 EA Incident Data Trends

PeopleSoft Training Options
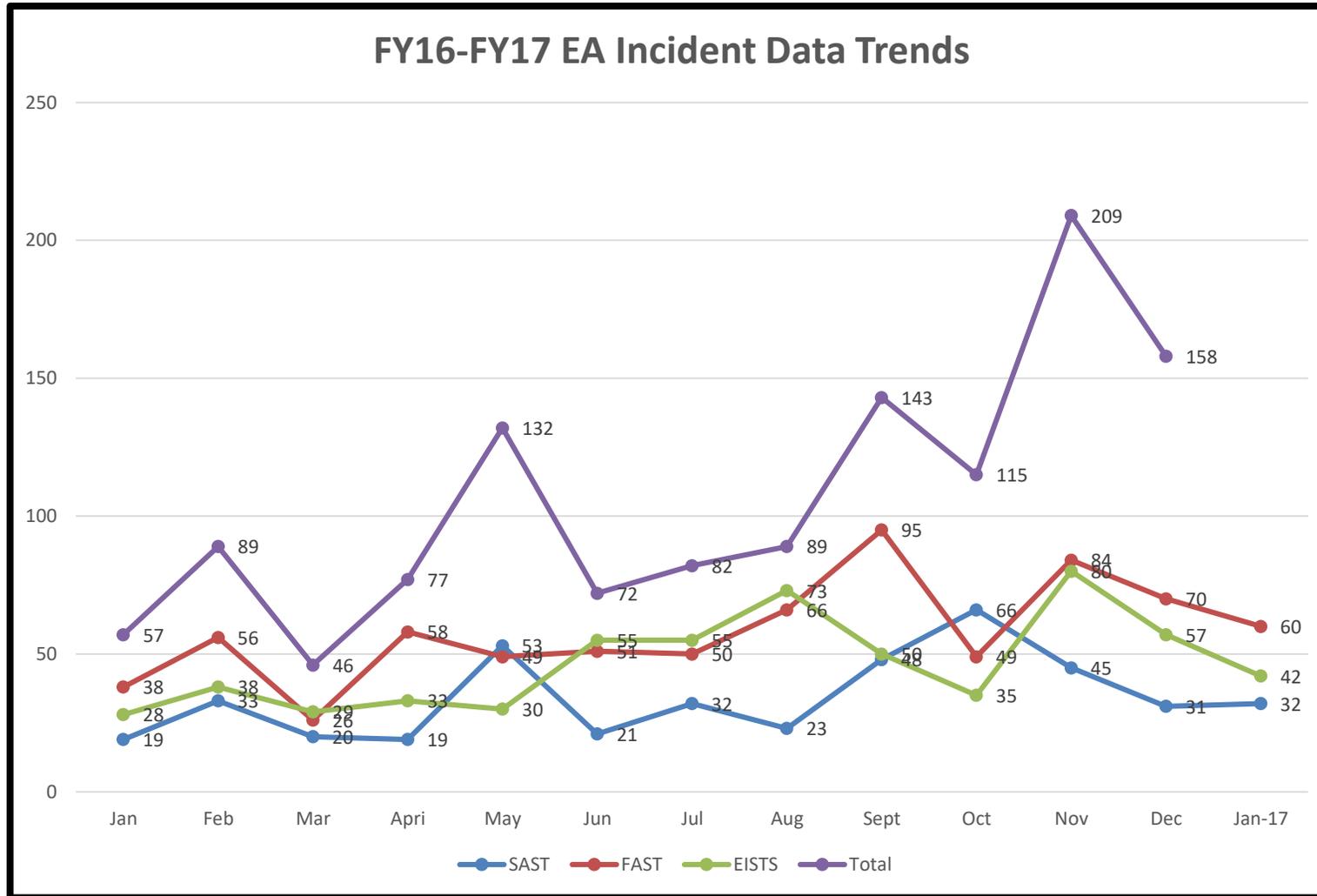
PeopleSoft Training Vendors

These companies offer both off-site classes and/or on-line training options:

➢We have used:

Oracle University - http://education.oracle.com/pls/web_prod-plq-dad/ou_product_category.getFamilyPage?p_family_id=24&p_mode=Training

SpearMC - http://spearmc.com/peoplesoft-live-virtual-training/

Maverick - http://www.mavericksolutions.net/courses/peoplesoft/

TeachMe2Day - http://teachme2day.com/course-offerings (no on-line training)

➢We have not used:

PeopleSoft Tutorial - http://peoplesofttutorial.com/peoplesoft-training

Tam Training - https://www.tamtraining.com/courses/peoplesoft/

Exit Certified - https://www.exitcertified.com/training/oracle/peoplesoft

NOTE: Submit a Service Request at ITHelp@untsystem.edu, if you need assistance with assessing your needs and available options.

EIS Success Stories

Shared by Robert Jones, Director – ITSS

UNT Alternative Loan Entrance Counseling

For UNT and UNT Dallas Financial Aid Offices

- Yevgeny Armor and Lacey Thompson
- Completed in January of 2017

A custom Private Loan Counseling function was created in student self-service as part of the Accept/Decline Financial Aid Awards process

Mobile Applications – Phase I

UNT SYSTEM

For UNT, UNTHSC and UNT Dallas Campuses

- Staff Involvement
  - 17 ITSS Staff
  - 20 Campus Staff
  - 13 ITSS Student Employees
- Live in December 2017
- Phase II in progress

Over 10,500 Downloads across the three campuses

4+ Start rating in iTunes and Google Play

HCM – Image 18

Applied Latest Image (or software update) to the HCM System

- Staff Involvement
  - 10 ITSS staff
  - 12 HR and Payroll Staff

Did you Know HCM Actually Means Something?

Human Capital Management

This project brought us up to the current (as of then) level of patches and enhancements from Oracle for version 9.2 of PeopleSoft HR and Payroll.

1099 forms

1099 Forms are required to be out by January 31st of each year

- Staff Involvement
  - 3 people ITSS Staff
  - 4 people Finance Area staff

This project was more complex this year as data had to be combined from before and after the PeopleSoft 9.2 upgrade, which went into production on 3/1/2016

I-9 and E-verify

UNT SYSTEM

Form I-9 is used for verifying the identity and employment authorization of individuals hired for employment in the United States.

Staff Involvement

- 5 ITSS Staff including HR, Project Management and Management & Risk Services teams

- 4 HR staff

The result of this project is a much more secure and efficient way to process I-9 documents for new employees.

Academic Advising, Degree Planning and Audit

UNT SYSTEM

For the UNT Campus

- Staff Involvement
  - 2 ITSS Staff
  - Several COB, COE, COI advisors
  - 1 outside consultant

Provides a custom online planner for graduate students and advisors in Colleges of Business, Education and Information to assist in the planning for and meeting of degree requirements

Questions/Comments

EA_Council@unt.edu