Welcome to the EIS User Group

October 28, 2016

We'll begin soon!

UNT SYSTEM
IT Shared Services

What is the EIS User Group?

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 together with Enterprise Application Services technical leads several times a year to share information that is valuable and of interest to the broader EIS population.

Each meeting includes a high level review of upcoming maintenance and upgrade events with an opportunity to understand and ask questions about that schedule. The meeting also provides an opportunity to hear about the latest strategic initiatives around EIS as well as the major projects and success stories that make up the life of our Enterprise Information Systems.

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Today's Agenda

- Introduction of New Staff
- A Year in the Life of Enterprise Applications – Jason Myre
- ITSS Projects Review – Debbie Eyzaguirre
  - Mobile Project – Mo Mobashirin
  - Insights Program – Jason Simon
- Campus Solutions Upgrade – Linda Wallace
- Recent Success Stories

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New Staff Introductions

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A Year in the life – Jason Myre

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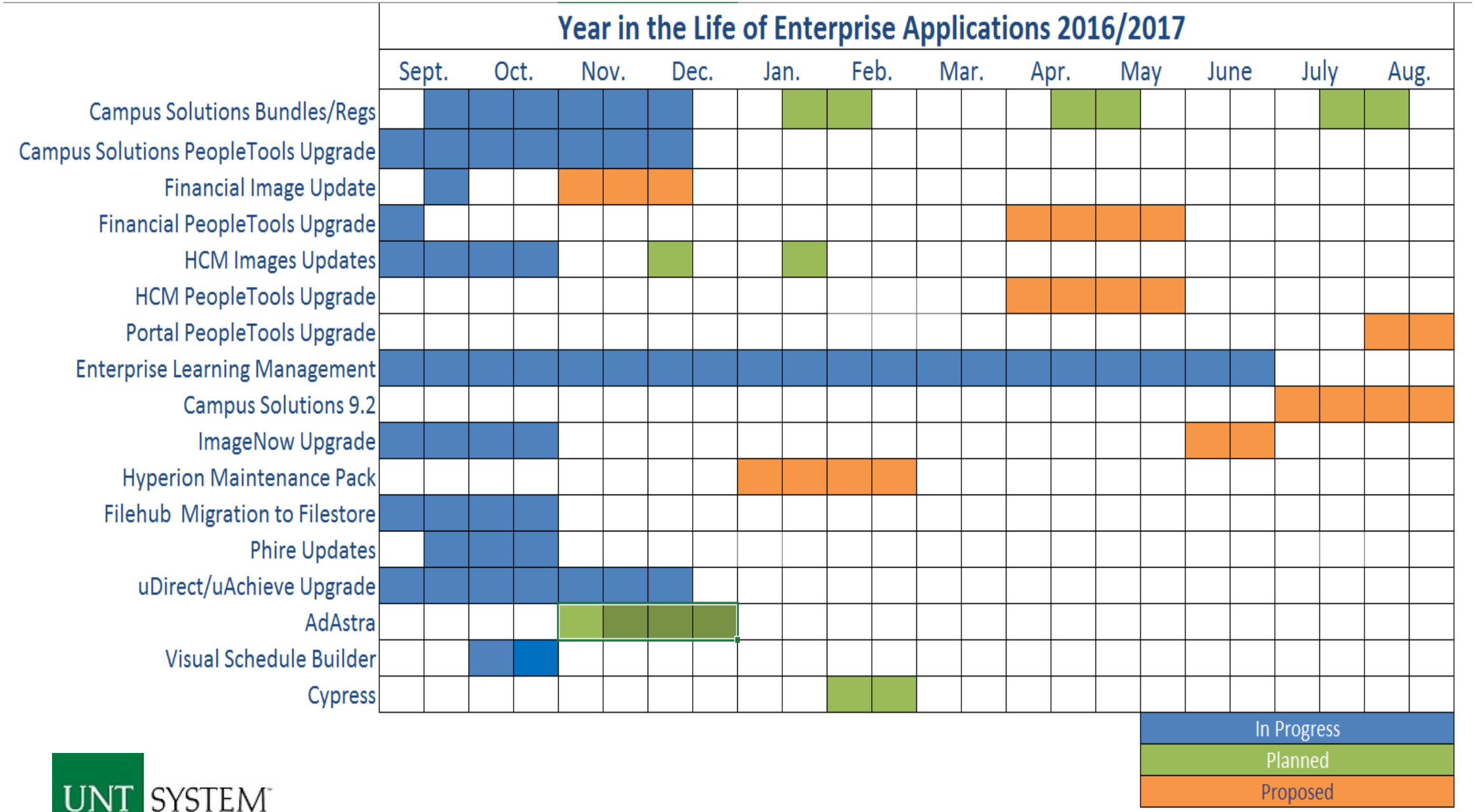

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Key EIS Initiatives – Debbie Eyzaquirre

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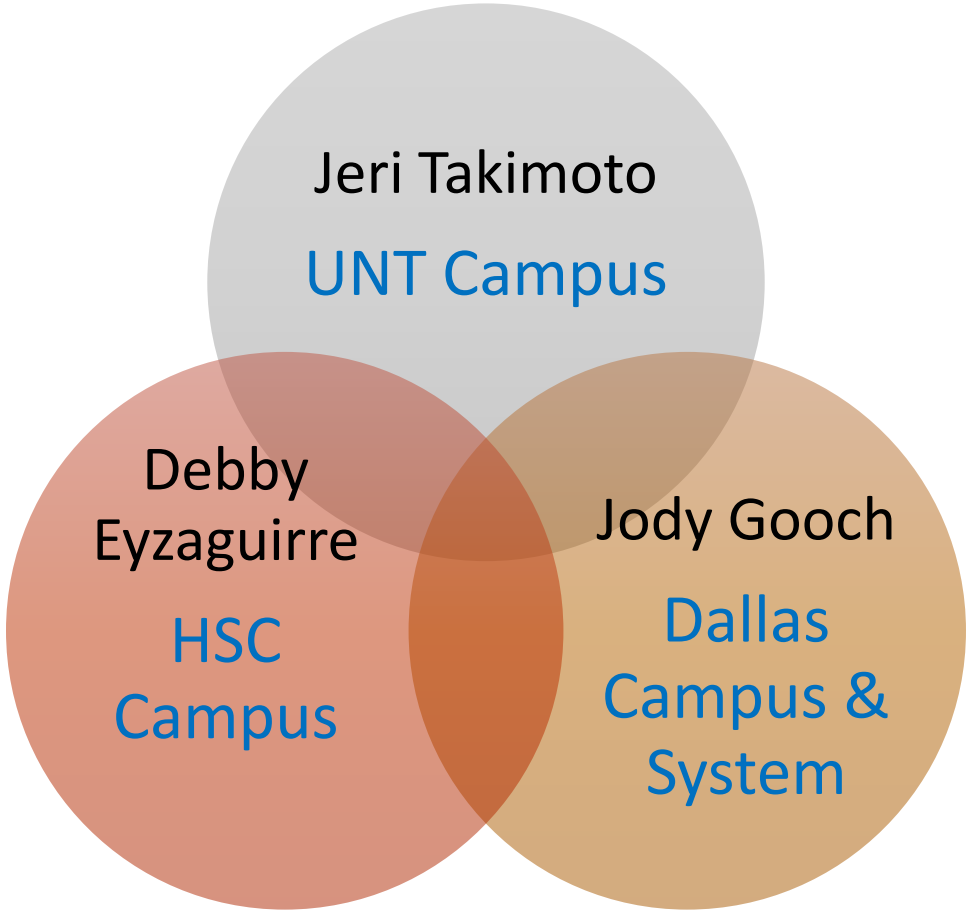
Business Relationship Managers (BRM) cover specific campuses and unique area's To server as a focal point for all ITSS Inquires

- Champions for ITSS and Campuses
- Customer Advocates
- Trusted Advisors



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ITSS Active Projects

Project Name	Project Manager	Go-Live Date	Classification
I9/eVerify Scanners	Shay Floyd	12/01/16	Mandated
TAC 202 and ISO 27001/2 Standards	Mears, Paula	12/30/16	Mandated
ERS File Layout Changes	James Buchanan	01/19/17	Mandated
2016 Compliance and Risk Assesments	Tina Sikes	03/30/17	Mandated
TAC 202 & ISO27001/2 Standard	Mears, Paula	03/15/18	Mandated
KK ReDesign	Haq, Asadul	Complete	Operations
Calero Pinnacle Upgrade	Shay Floyd	11/30/16	Operations
VMWare NSX-DC Network Rollout	Haq, Asadul	09/30/16	Strategic
Information Security SIEM Logging	Patrick McLeod	12/16/16	Strategic
Academic Advising (Phase 2) -- UNT	Mobashirin, Mo	01/31/17	Strategic
Active Data Guard	Juregan Stegmir	03/30/17	Strategic
Data Warehousing/Analytics/Dashboards	Griffin, Tonica	04/30/17	Strategic
Dallas College of Law - Update Admissions Process	Mobashirin, Mo	05/01/17	Strategic
PeopleSoft Enterprise Learning Management 9.2 (ELM)	Spice, Mike	06/30/17	Strategic
Customer Relationship Management (CRM) and Marketing Automation (Phase 2)	Shay Floyd	Ongoing Sprints 11/17/2016, 12/14/2016	Strategic
Mobile Application Project (Implementation Phase)	Mobashirin, Mo	Phase 1: 11/30/16 Phase 2: 03/31/2017	Strategic

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ITSS Active Projects

Project Name	Project Manager	Go-Live Date	Classification
Online Transcript Ordering Process	Haq, Asadul	TBD	Tactical
MailHost 2016	Jason Gutierriz	10/14/16	Tactical
ImageNow Upgrade to Content 7.1	Griffin, Tonica	10/24/16	Tactical
File Hub Migration	Haq, Asadul	10/30/16	Tactical
PMO Maturity Project	Adams, Anne	11/18/16	Tactical
SAIG Automation for file transfer	Jenny Books	11/21/16	Tactical
Firewall Exception Security Monitoring	Mears, Paula	12/13/16	Tactical
Graduating Student Portal Module	Jenny Brooks	12/23/16	Tactical
ePAR Phase II	Ginny Richards	01/31/17	Tactical
EHC (FEHC) General Activities (Prep Environment, Vendor Support, RCMs, Etc.)	Gordon Albury	04/06/17	Tactical
Office 365 Implementation	Athanasios Galiopoulos	08/31/17	Tactical
Event Management	Jason Gutierrez	08/31/17	Tactical

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Current Status of Key Strategic Initiatives

Data Warehousing - Analytics - Dashboards (D.A.D.)

October 2016

- Technical implementation is in progress – Sprint 1.2
- Implementation of security component for HDP clusters
- Completion of Cluster Operational Runbook

Next Steps

- SAS engagement tentatively scheduled to start the week of 10/24
- Sprint 2.1
- SAS install for the Dev/Test environment
- Scheduling continued informational meetings/sessions

Mobile Applications

October 2016

- Currently in UAT with 75% complete
- Project team scheduled to retest defect fixes and PS people tools upgrade in next 2 weeks

Next Steps

- Go-live Date changed from 11/30 to 12/5
- Complete iOS, Android, Windows App Store Review

CRM for Recruiting and Marketing Automation
October 2016

- Currently executing Sprint3
  - 5 items in testing
  - 1 item complete

Next Steps

- Sprint3 Completion
- Sprint4 Started

Academic Advising, Degree Planning and Audit
October 2016
UNT

- Design phase completed
- Build and Unit Test complete
- UAT plan for My Planner

Next Steps

- System and Functional Testing
- UAT Testing & Signoff

BRM Contact Info

Business Relationship Manager Contact Information:

- Jeri Takimoto, Jeri.Takimoto@untsystem.edu
- Debby Eyzaguirre, Deborah.Eyzaguirre@untsystem.edu
- Jody Gooch, Jody.Gooch@untsystem.edu

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Mobile App Update – Mo Mobashirin

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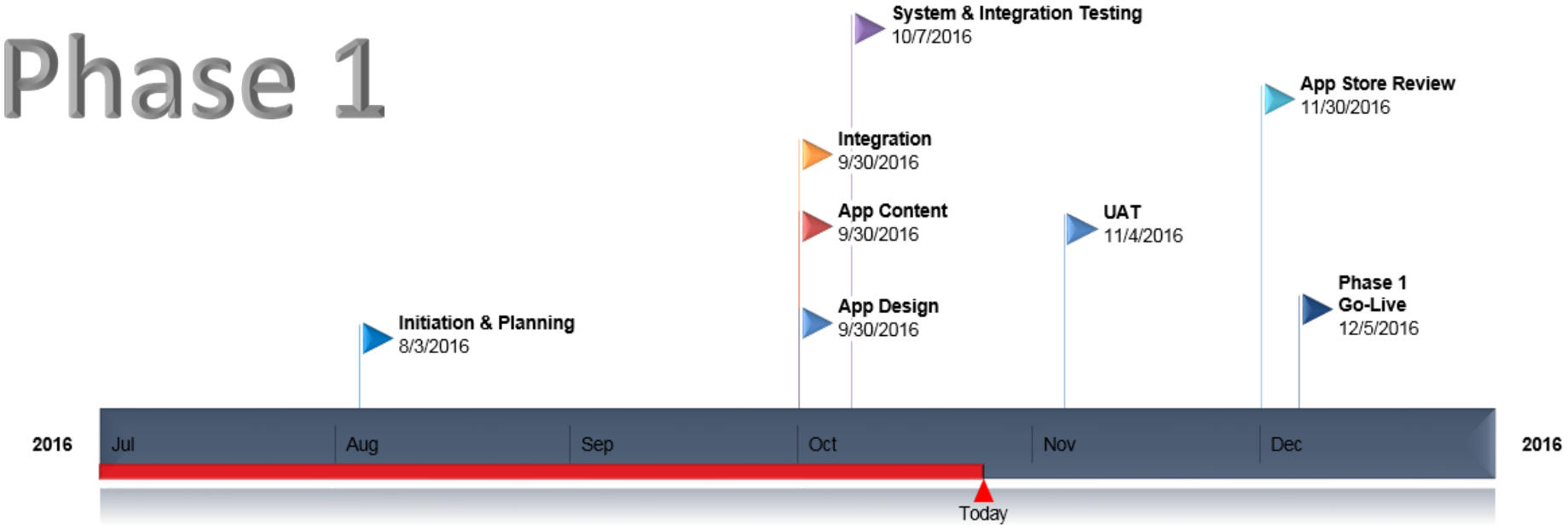
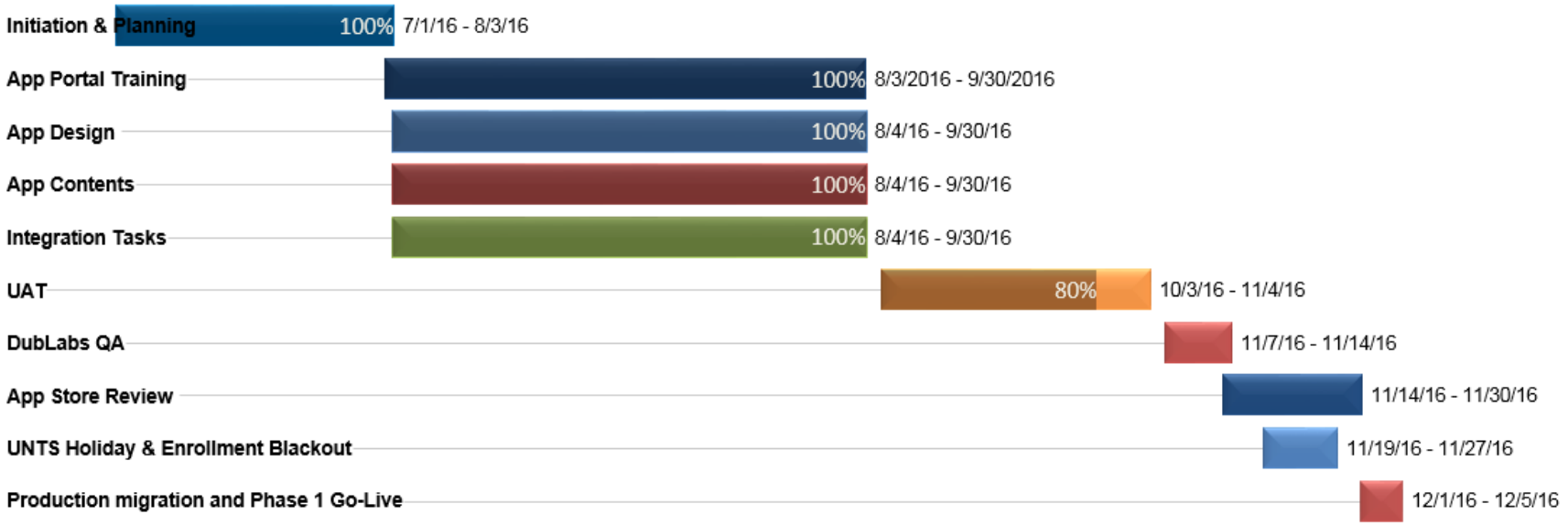
Phase 1





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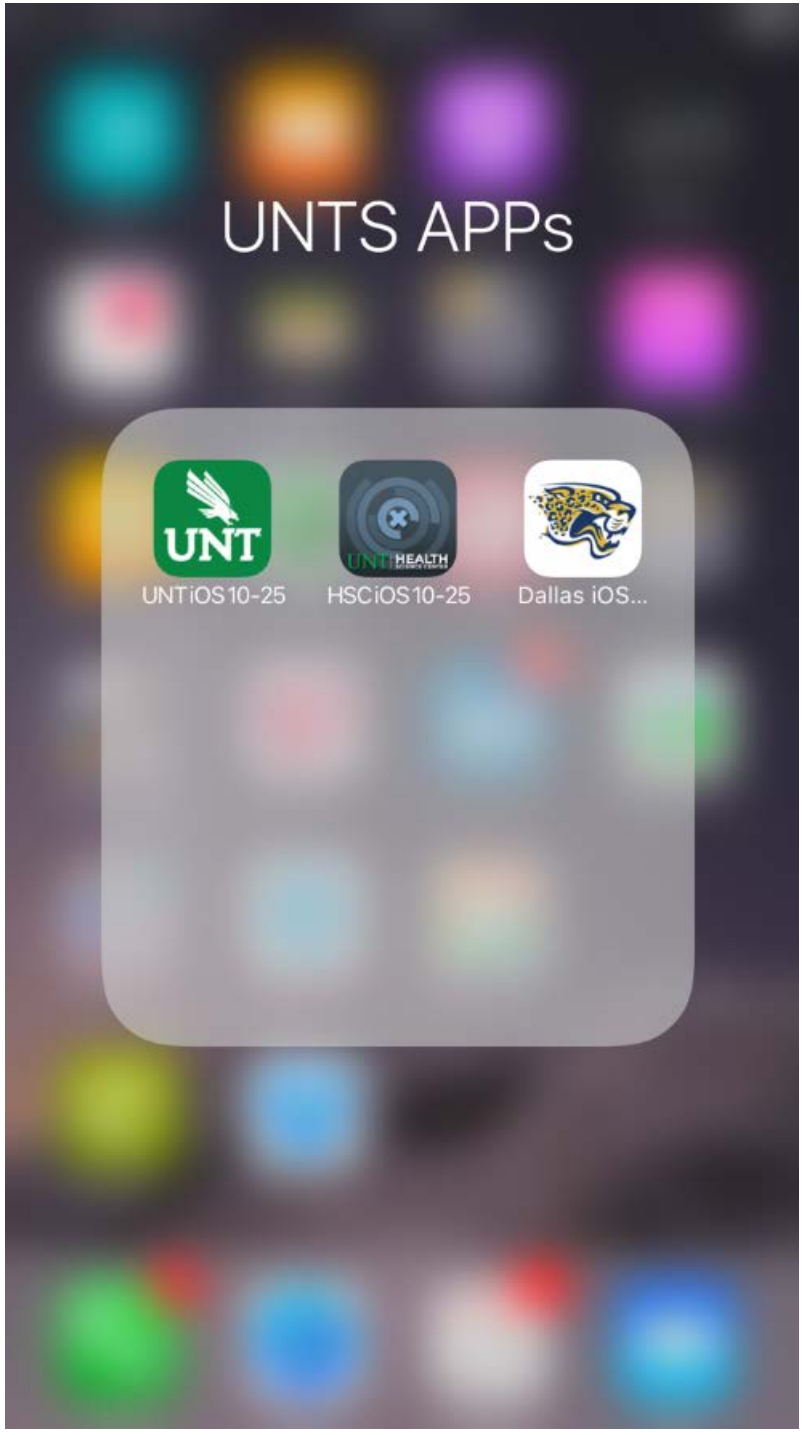

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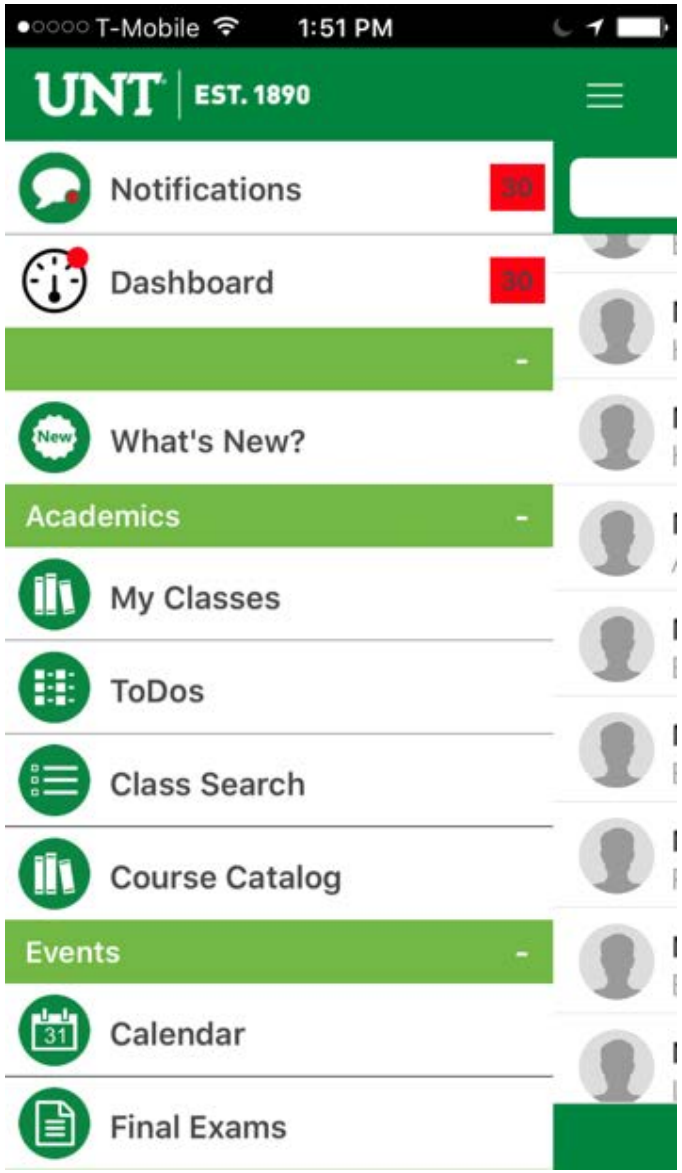

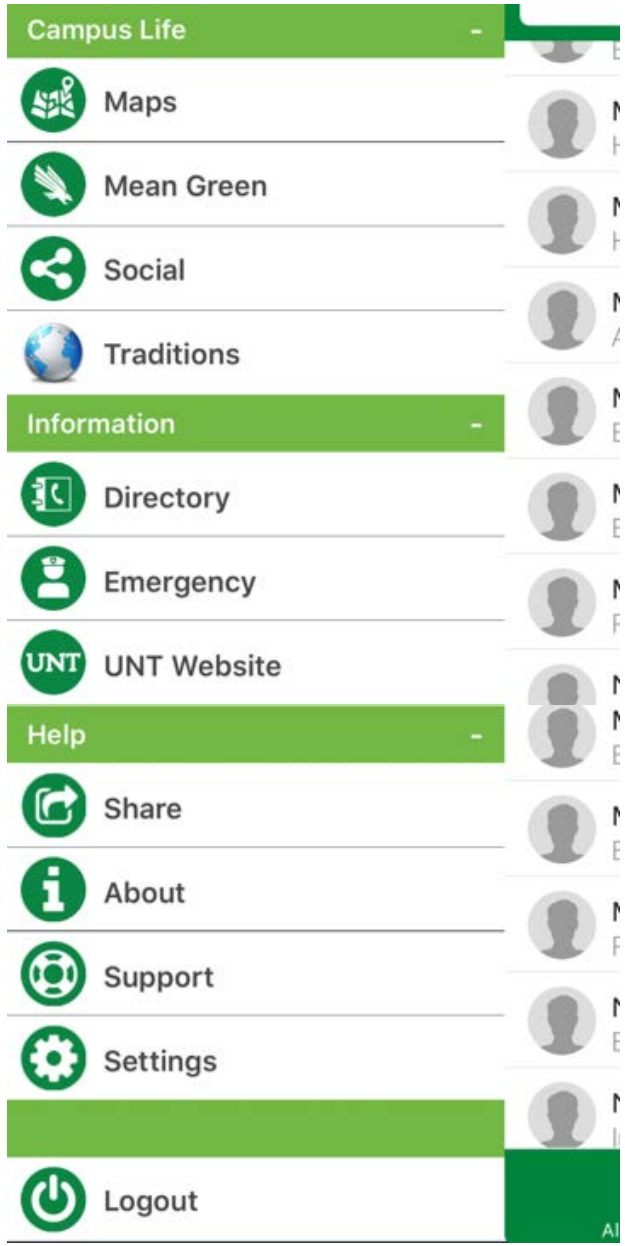

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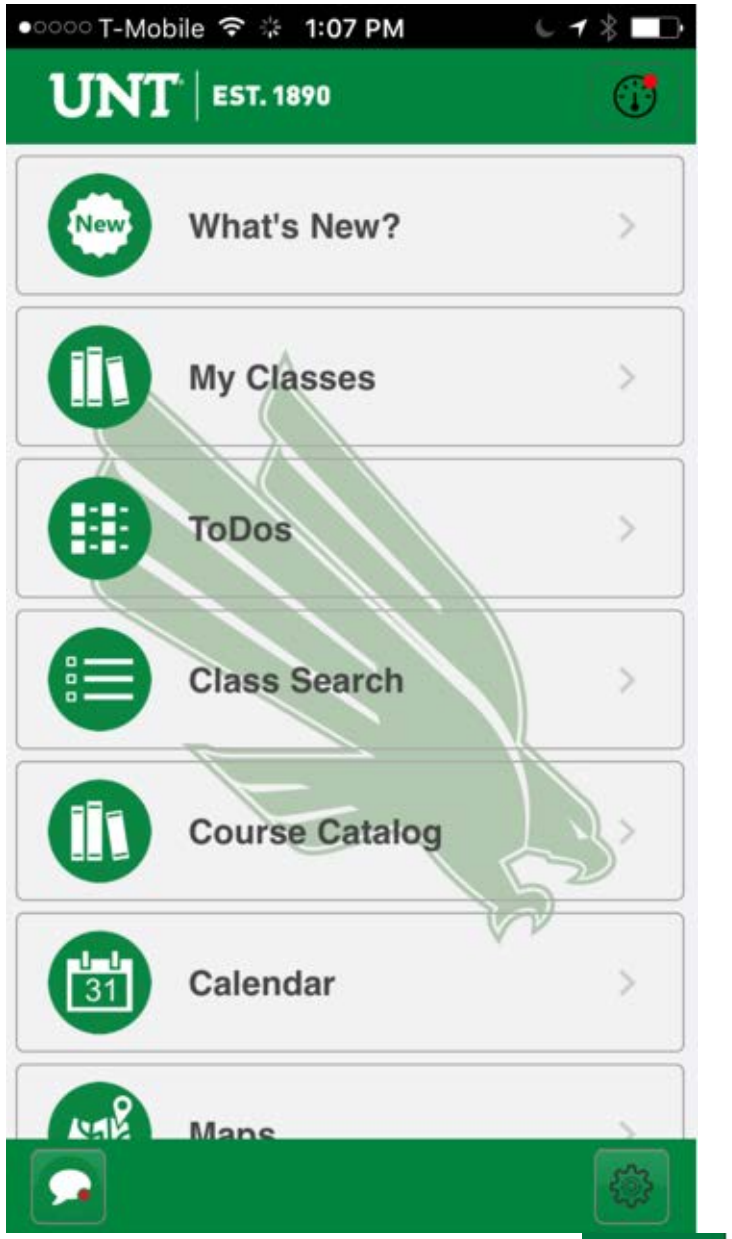

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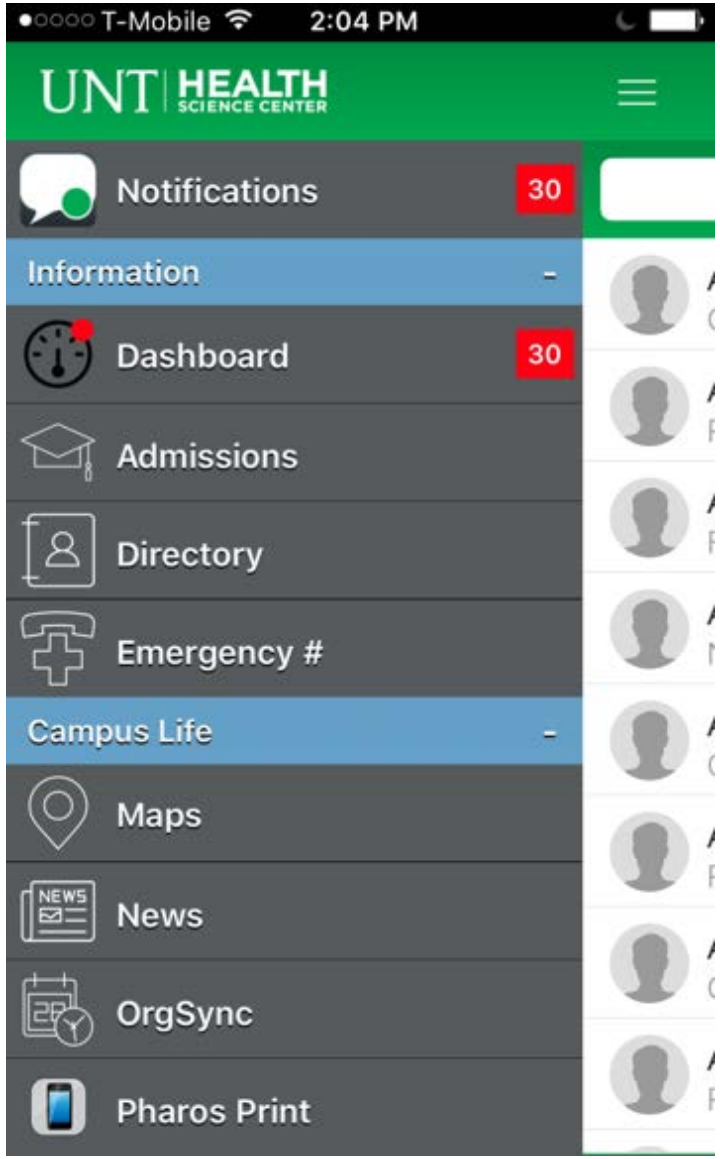

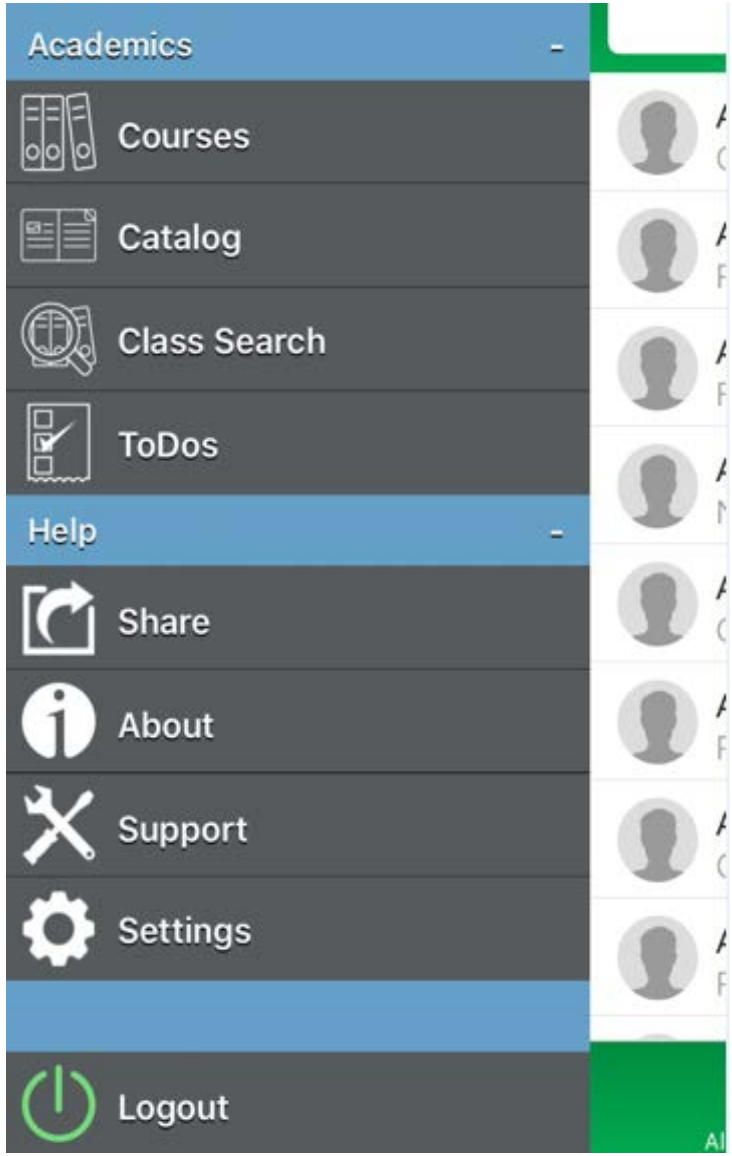

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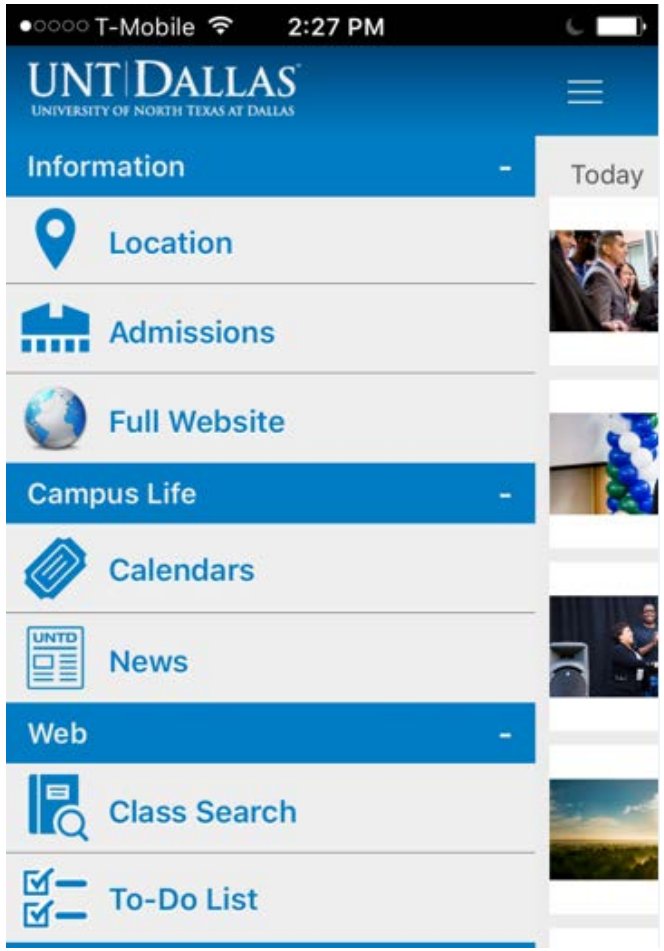

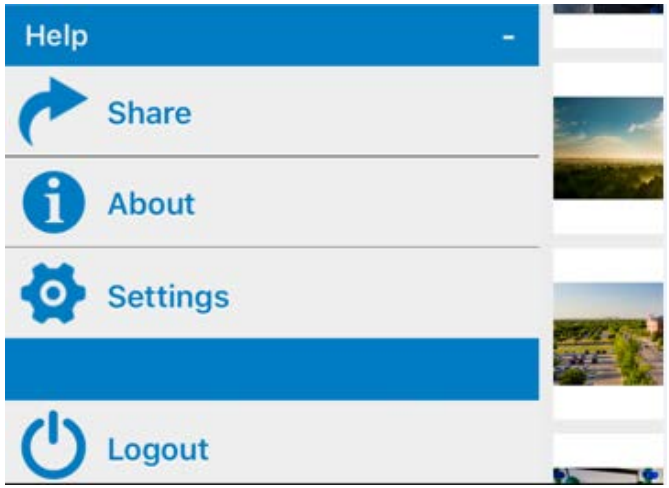

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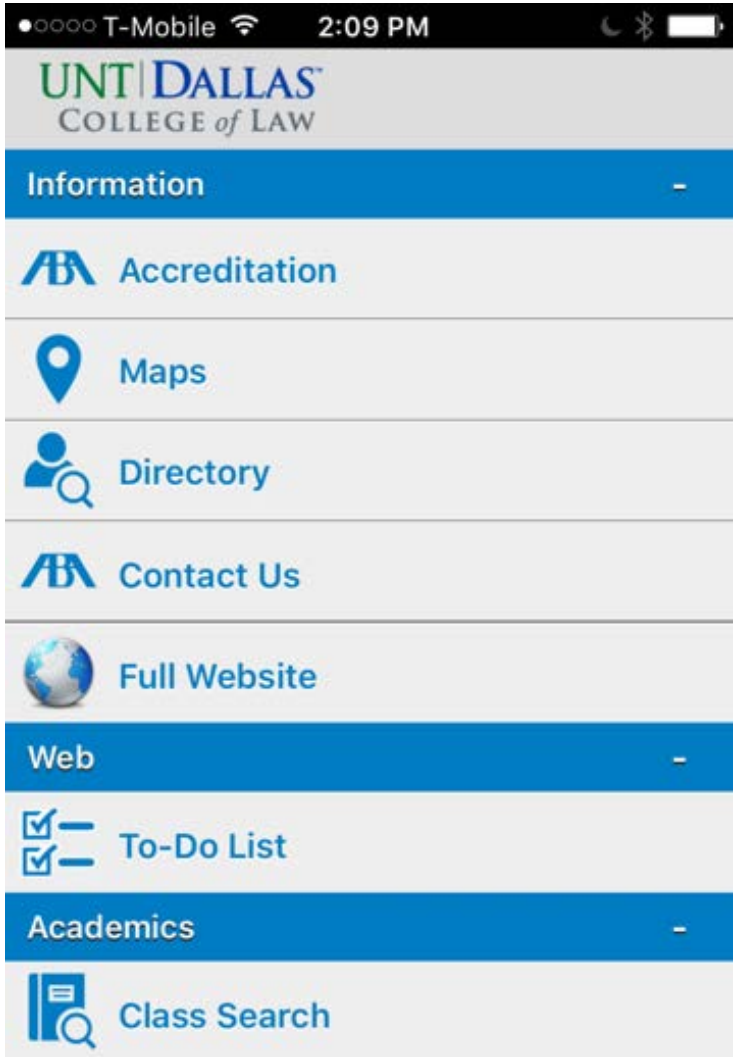

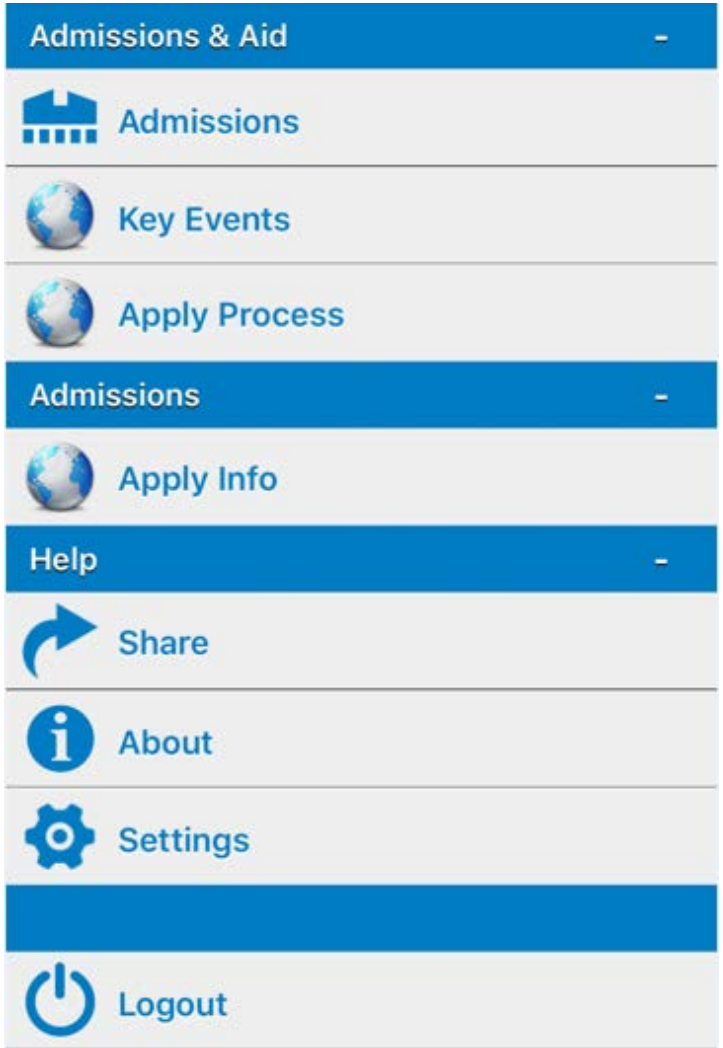

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Phase 2

- Bursar
- Bill Pay
- Enrollment
- Financial Aid
- Hold (Service Indicator)
- Orientation
- Admission (Accept/Decline & View Status)

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Insights Program – Jason Simon

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Leveraging Analytics to Create Insights:

A Brief Update on the Partnership to Implement the new Data Warehouse, Analytics, and Dashboard Program

Jason F. Simon, Ph.D.

Assistant Vice President – Data, Analytics, and Institutional Research

Our Conversation

- Project Status
- Analytics in Context
- Higher Education Opportunities for Predictive Analytics
- Challenges we Intend to Mitigate
- What is Needed For Success
- Question and Answer

Project Status

Pre-Implementation (5/15 – 10/16)

Readiness Assessment
Stakeholder Interviews
Peer Benchmarking Visits
Technical Assessment
Vendor Analysis
Vendor Selection
Data Security Sign Off
Project Charter Creation/Funding
ITSS/Business Unit Leadership Teams

✔ COMPLETED

Implementation(10/16 - 6/17)

Strategic Talent Acquisition
SME Engagement
Culture Building
Data Identification/Modeling
Hardware Installation
Software Configuration
Data Governance Structures
Knowledge Transfer from Vendors
First Dashboards Produced
User Acceptance Testing/Sign-Off

IN PROGRESS

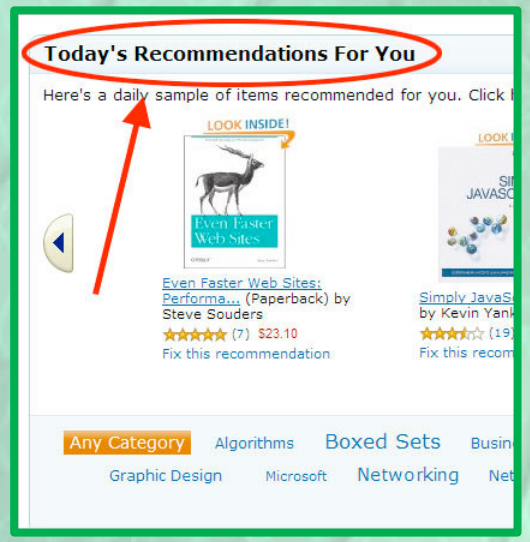
Optimization (7/17 – Beyond)

SME Training
Self-Service Analytic Content
Predictive Analytics Expansion
Expansion of Data Modeling
Master Data Management
Enhanced Web Presence/Insights Portal
Possible Vendor Identification for Advanced Predictive Analytics

PENDING

Context For Our Program

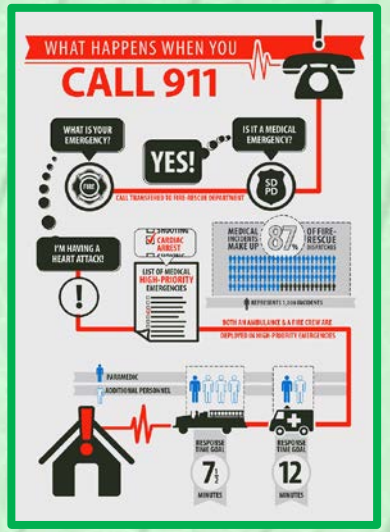
RETAIL



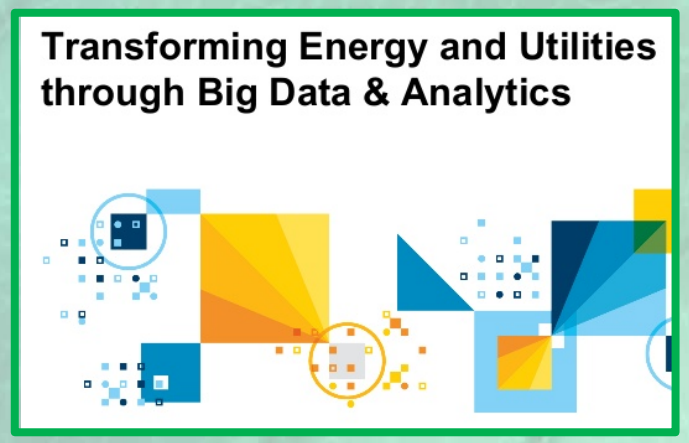
ONLINE E-COMMERCE

SHIPPING & LOGISTICS

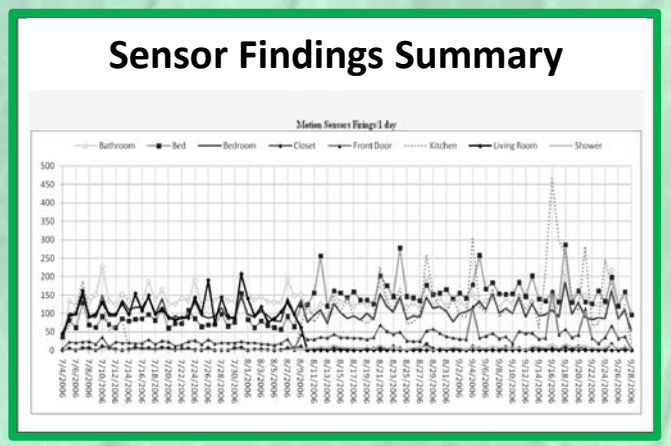
TRANSPORTATION



EMERGENCY RESP.



UTILITIES



ASSISTED LIVING

HEALTHCARE

GAMING

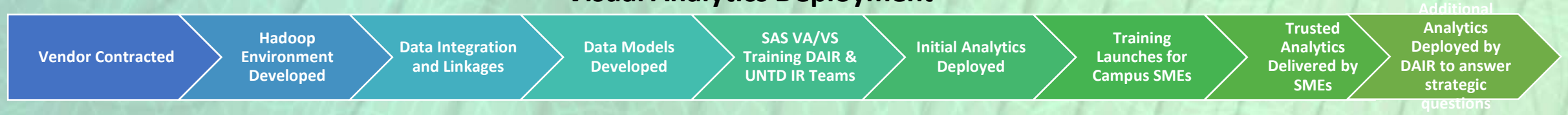
Challenges We Intend to Mitigate

- Data governance
- Data veracity
- Reporting data structures are over a decade old
- Non-automated data processes and hand-coding is costly
- Lack of a modern workflow for data requests/needs is burdening numerous units across the System
- Data management tools are non-existent to most SMEs
- On-demand data is still in its infancy across the UNT System
- ROI on realized Customer Lifetime Value

Projected Pathways to Success:

Dates To Be Confirmed Across Functional Teams and Vendors

Visual Analytics Deployment



Technical Infrastructure

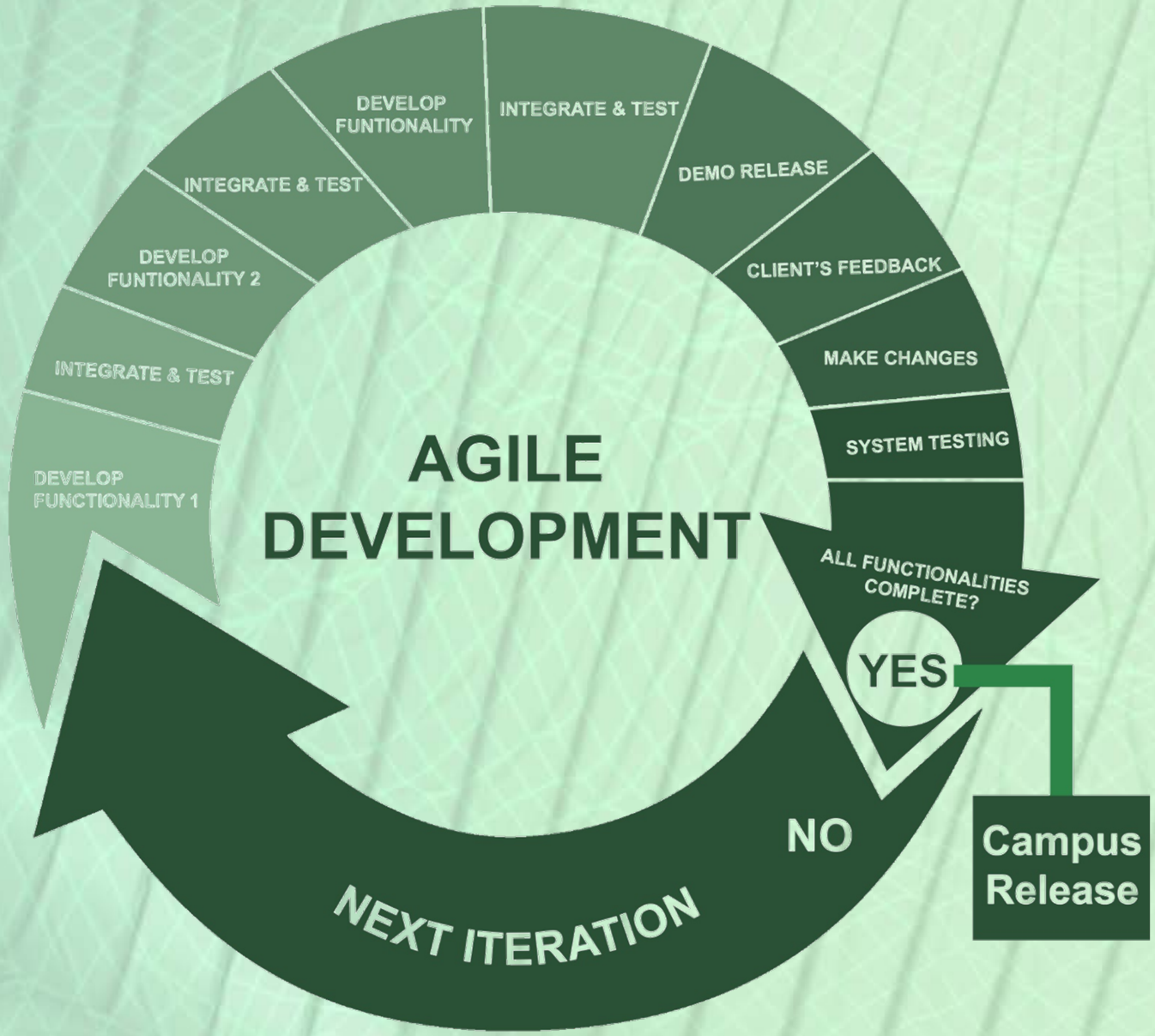
Data Governance

Data Security Protocols Managed, Trainings, and SME Data Validation Occurs Often and Regularly Across Both Cycles

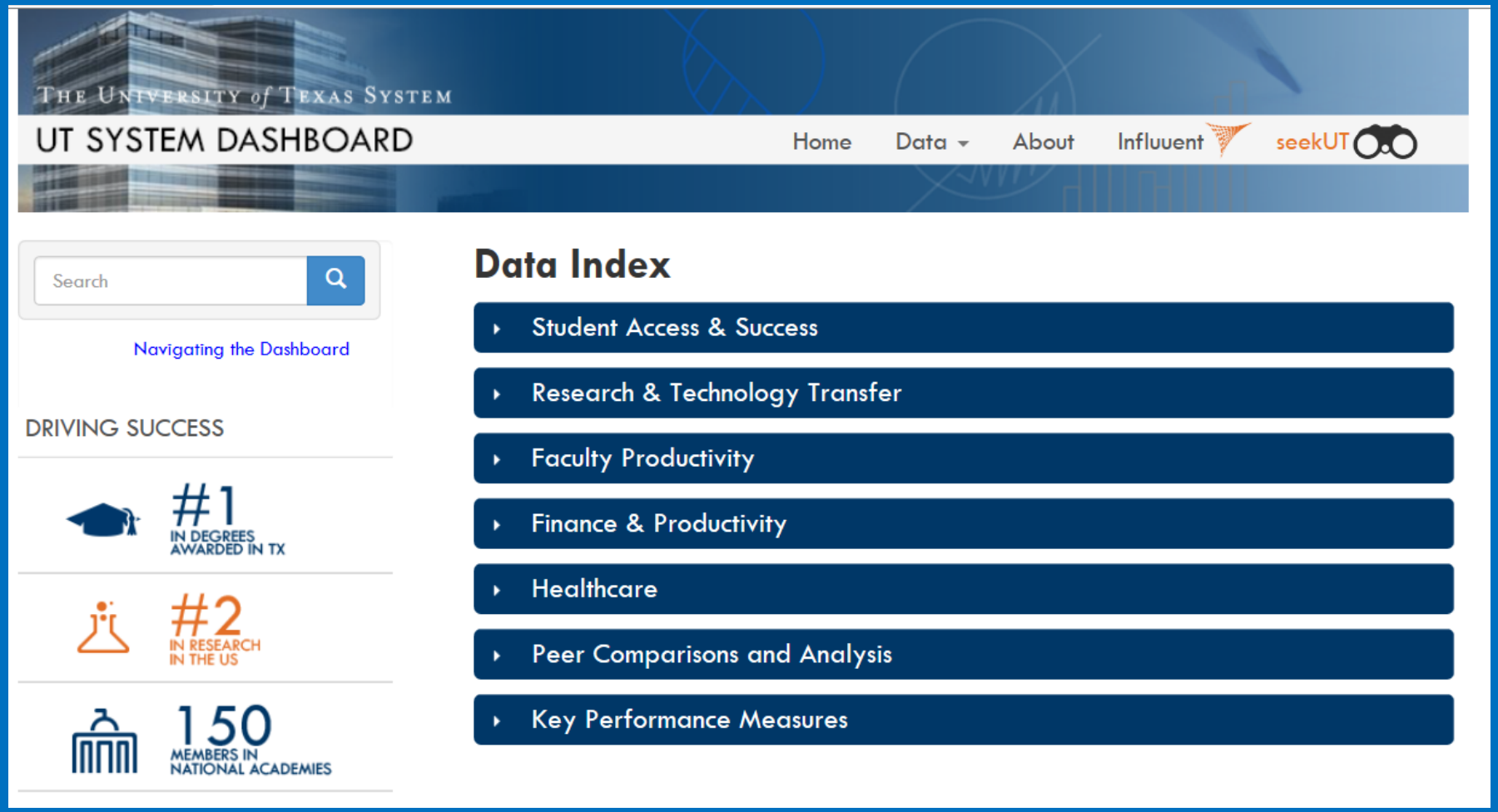
Agile Planning Methodology

1st Steps:

- Establishing deliverables in consultation with Client(s) and Stakeholders
- Identifying key questions needing answers
- Basic descriptors of visual analytics expressed
- Establishment of a work cycle
- Establish re-engagement agreements with Client and SMEs



Example of Practice Using SAS Toolsets



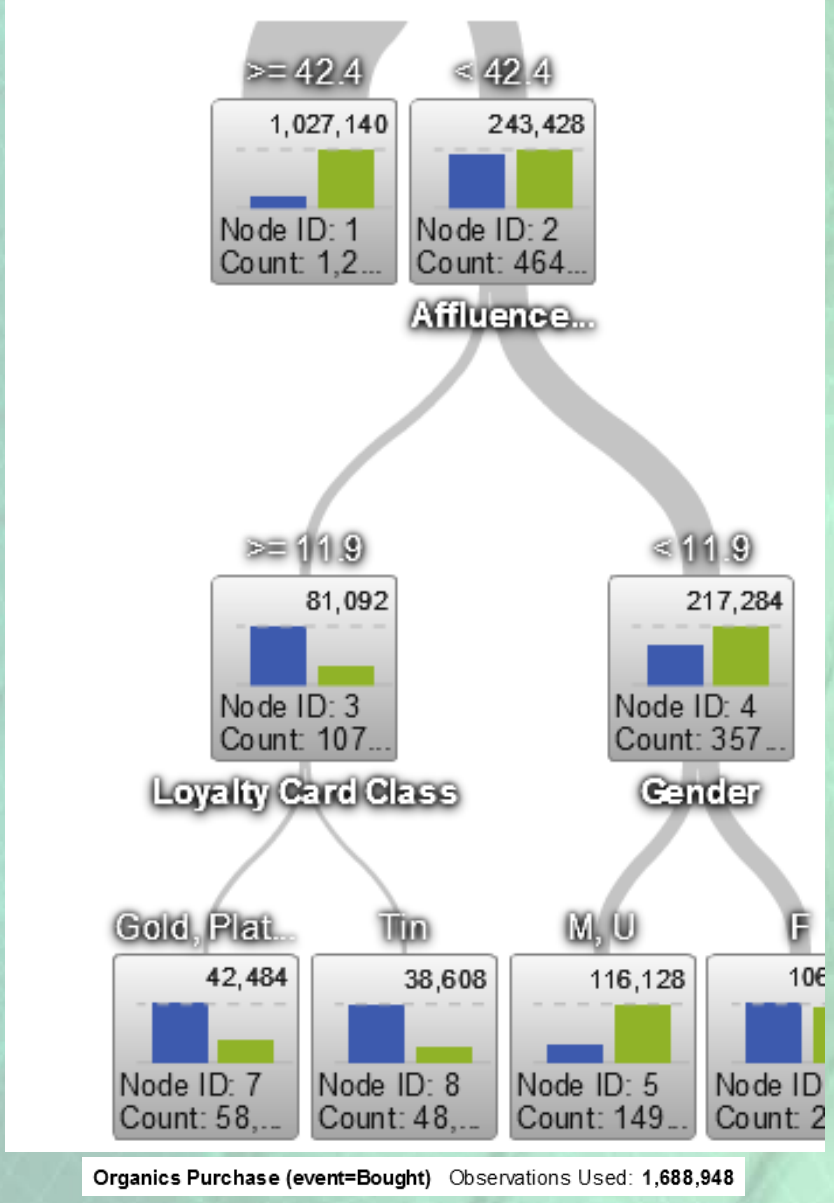
Higher Education Applications for Predictive Analytics

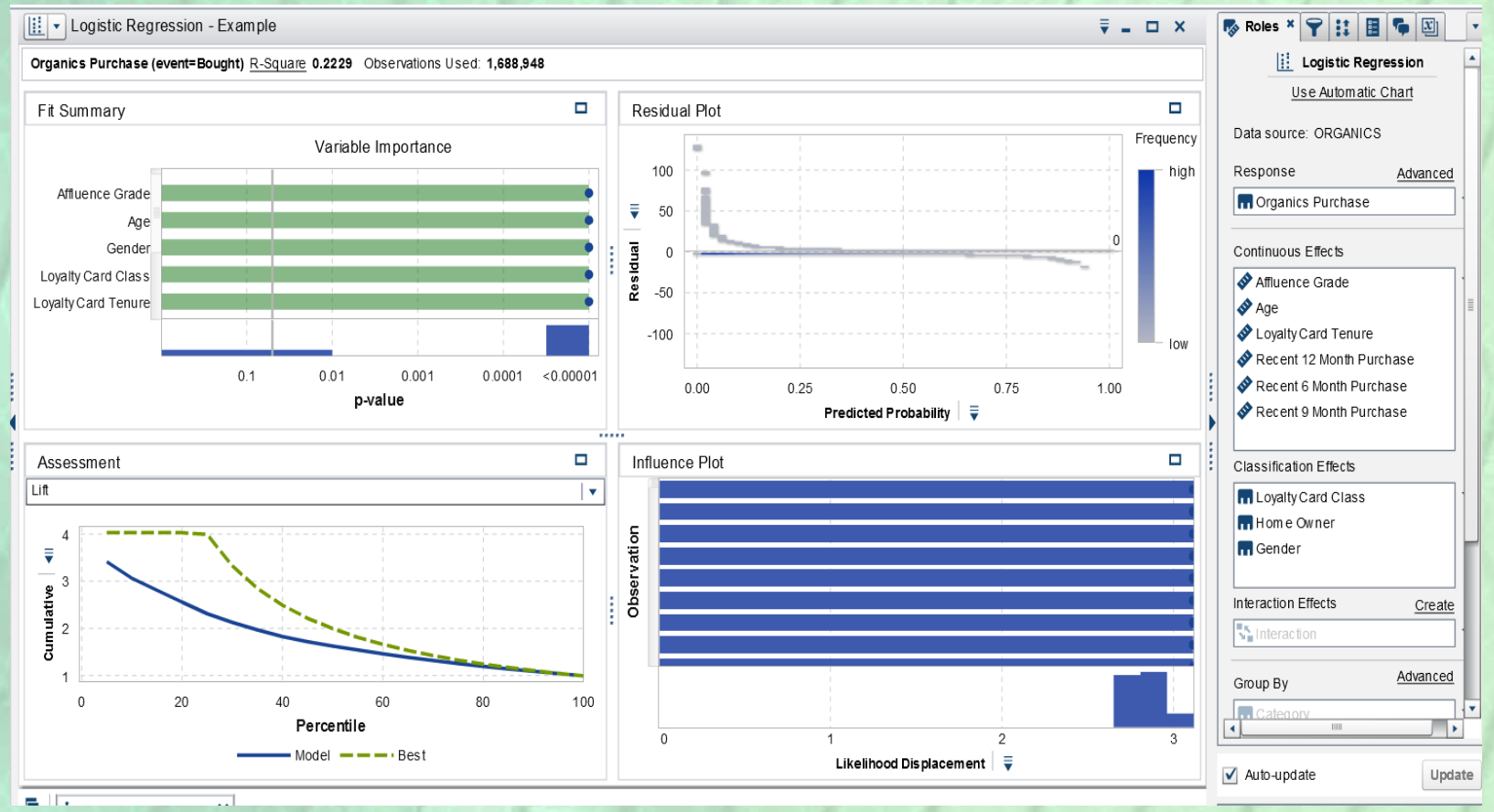
Predict Freshmen GPAs in First Semester to Engage Support	**Examine Successful Graduates to Identify Best Practices**	**Predict Courses Needing to Be Scheduled in Advance**	**Create Revenue and Expense Forecasts**
Investigate Academic Performance and Optimal Sequencing in Courses	**Forecast Student Usage Patterns of Campus Services**	**Leverage External Data to Optimize Enrollment Forecasting Opportunities**	**Predict SCH Generation By Program**
Analyze Student Feedback on Customer Service Surveys, Advising, to Predict Transfer	**Investigate Optimal Financial Aid Packaging and Awarding Strategies**	**Academic Areas of Opportunity for External Research Funding**	**Conduct Capacity Analysis for Potential New Academic Programs**

Known Players in the Space:
Hanover Research, EAB, Civitas, Hobson, D2L, Campus Labs (Leeds Equity), Blue Canary (Blackboard) and a host of others.

Predictive Analytic Capabilities

- SAS Visual Statistics is designed to respond to complex questions





Final Take-A-Ways

1. Higher Education is more complex and competitive – actionable insights derived from data are no longer a luxury
2. Student success should be our ultimate goal – improving retention and graduation rates have life changing consequences for generations to come
3. This is a partnership and we look forward to working together to impact our landscape.

Discussion
Q&A

Campus Solutions Upgrade – Linda Wallace

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What has been accomplished:

- Campus Governance and IT Governance Advisory Groups – approval of the timeline recommendation: September 2017 with go-live Thanksgiving 2018

- Steering Committee formed:
  - Shannon Goodman (UNT)
  - AJ Randolph (HSC)
  - Stephanie Holley (UNTD)
  - Dan Stephens (System)

- Oracle demonstrations of features conducted in July and September 2016

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Next Steps:

- Functionality Assessment including new features, current business processes, customiza
- Complete the Governance Approval Process
  - Shared Services Operations Committee (SSOC) presentation - November
  - SSOC Approval – December
  - Shared Services Council and Board of Regents presentation/approval – January 2017
- RFP – Spring 2017 for September 2017 start

Recent Success Stories

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Recent Successes

- Filestore – Almost…
- ImageNow Upgrade
- Foliotech – Student profile system – UNT
- Acad Advising/Degree Audit – HSC
- CRM Phase I – UNT
- Others from the group

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- Next Meeting – Feb. 2, 2017
- Questions?