

Welcome to the EIS User Group

April 21, 2016

We'll begin soon!



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.

Today's Agenda

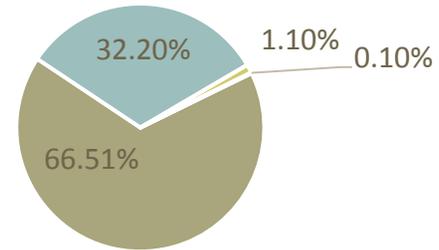
- Change in ITSS Help Portal
- Key IT Initiatives
- A Year in the Life of Enterprise Applications
- Campus Solutions 9.2 Upgrade Path - Update
- EIS User Group Future

An EIS Portal Fact Page

 10,532,768

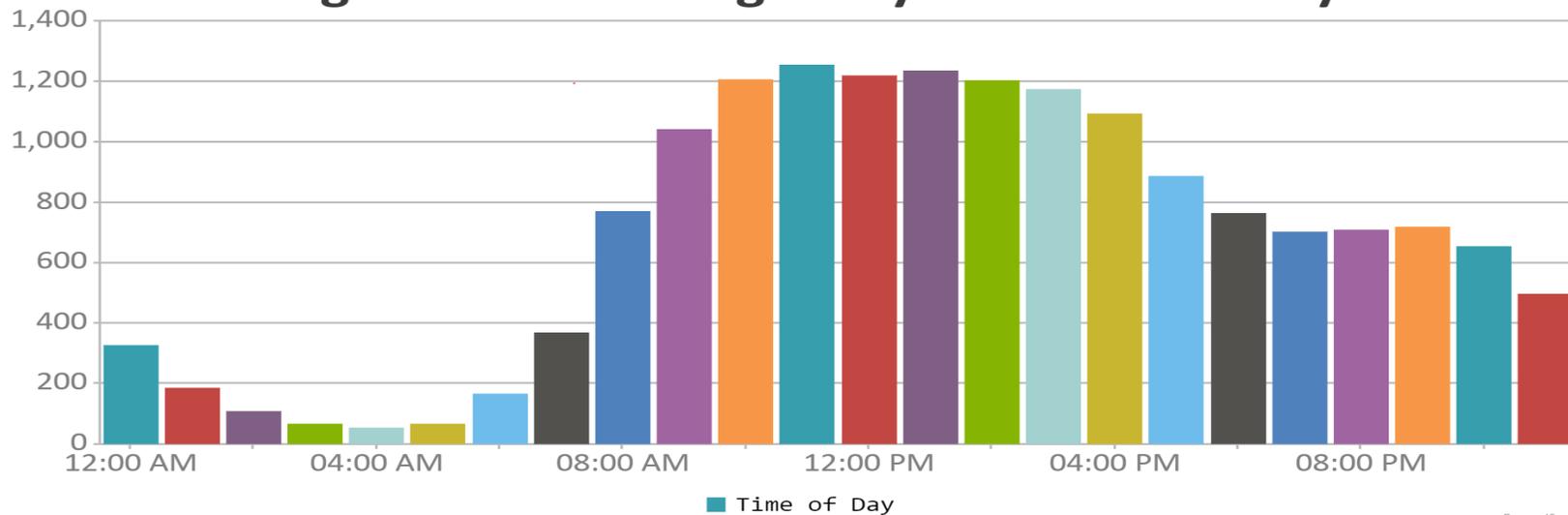
Logins over the past 18 months by
135,936 people

Mobile Device Usage



■ Apple ■ Android ■ Windows ■ Other

Avg. Number of Logins by Hour of the Day



An EIS PUFF Fact Page

From start to finish the project too

21 months

31,000 hours were logged

by over **50** people within ITSS in support of this project.

New Chart of Account training

involved over **1100**
attendees in 50 sessions

An EIS Storage Fact Page

Size of all EIS
production
Data



← 235,929.6 Mb

Size of all data
stored within
ITSS



1,288,490,188.8 Mb

Capacity of the
Human Brain



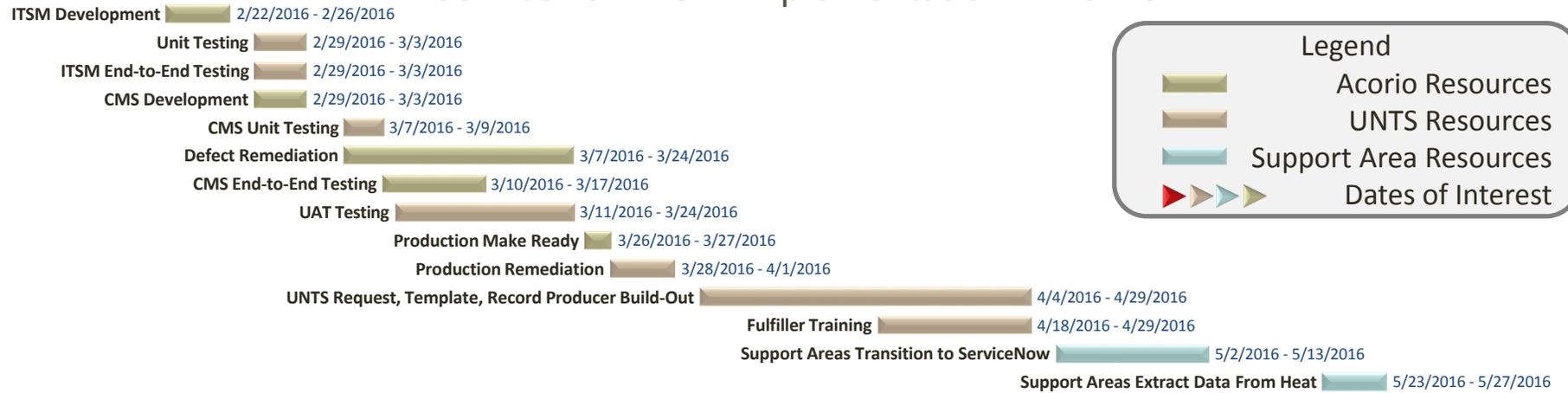
2,684,354,560 Mb

EIS User Group

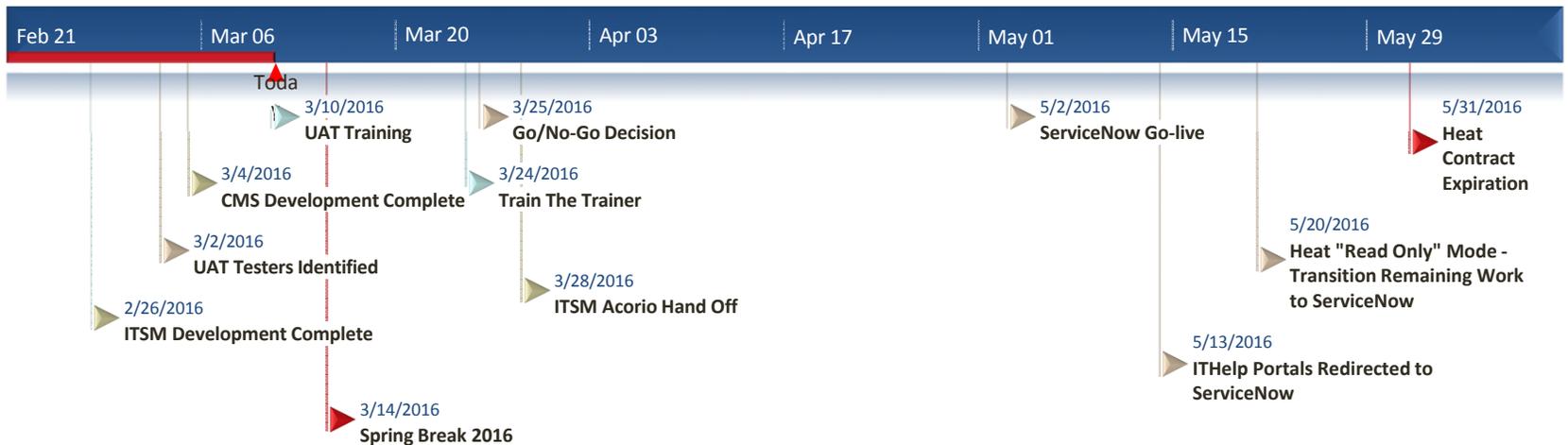
ITSS HELP PORTAL(ITSM) – WIL CLARK



ServiceNow ITSM Implementation Timeline



2016



UNT SYSTEM

Home > Self Service

Search KB and Catalog



Request a Service

Order items that help you do your work or get a replacement



Get Help

Create an incident ticket for help or to ask a question



Browse Knowledge

browse all knowledge bases for Self Help



My Open Requests

Access your current requests



My Open Incidents

Access your current incidents



My Past Requests & Incidents

Access your past requests and incidents

UNT SYSTEM

Home > Self Service

Search KB and Catalog Search



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Based on your permissions, you may or may not be able to order items in this category.



Account & Identity

User login access and rights management



Business Administration

PeopleSoft applications support



Email & Messaging

Email/Calendar, Sharepoint, and video conferencing



Help & Support

Desktop, classroom, and audio/video support for events



Infrastructure Services

Server, network, and database support



IT Support Services

Governance, licensing, Project & Portfolio Management



Security & Compliance

VPN, firewall, virus protection, intrusion detection, and physical security



Telephone

Wireless and wired phone support, voicemail, and Emergency Notifications



Training

Professional development, IT Training, and Information Security Training



Web Services

Internet, Intranet, and portal support



WiFi

Wireless network support

Request a Service

Search KB and Catalog

Requested For

Based on your permissions, you may or may not be able to order items in this category.

Request for creation of a virtual machine with options for backups

Request to the ITSS Virtual Services group to create a virtual machine with or without backups.

* Requester Phone

* Virtual Machine Name

DNS Name (if different than the Virtual Machine Name)

* Operating System

* Memory Needed

* OS Drive

Individual Drive/Mount Path

Other

Please Specify

Purchasing Agent Name

Purchasing Agent Phone Number

Order this Item

Quantity

Delivery time 1 Day

Shopping Cart
Empty

Search KB and Catalog



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Search KB and Catalog

Search



Report an Issue

Report something that just isn't working right



Ask a Question

When you need to know something and can't find the solution

UNT SYSTEM

Home > Self Service

Search KB and Catalog Search



Request a Service

Order items that help you do your work or get a replacement



Get Help

Create an incident ticket for help or to ask a question



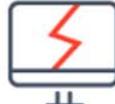
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browse all knowledge bases for Self Help



My Open Requests

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My Past Requests & Incidents

Access your past requests and incidents



Employee ▼

Search knowledge

Home

Import

Create new ▼

Categories

Tags

Type

All ▼

Sort by

Last Updated ▼

Filter Categories

Office 365

Outlook

Skype

Telecom



Make and receive a Skype for Business video call

Authored by William Carper (wcc0004) • 6 Views • Last updated 5d ago

If your account is enabled for video calls, you can make face-to-face video calls with your contacts. All you need is a camera and your computer's speakers and microphone. You can also use a headset if your computer doesn't have a built-in audio device....

Employee > Skype



Managing Contacts in Skype for Business/Lync

Authored by William Carper (wcc0004) • 3 Views • Last updated 27d ago

NOTE: Contacts cannot be modified in Skype for Business Mobile. Add a contact in Skype for Business (Windows 7/8) In Skype for Business, your contacts are the online identities of the people you communicate with a lot—both within your organization and...

Employee > Skype



How to Forward Calls in Skype for Business/Lync--update mobileinfo

Authored by William Carper (wcc0004) • 2 Views • Last updated about a month ago

Set Call Forwarding options (Windows 7/8) Call forwarding lets you define how you want Skype for Business to handle incoming calls when you're away from your work phone or when you want someone else to take your calls. You can reset your Call Forwarding...

UNT SYSTEM

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My Open Incidents

Access your current incidents



My Past Requests & Incidents

Access your past requests and incidents

My Open Requests

Search KB and Catalog

Requested Items [Self Service view] Go to Number 1 to 3 of 3

All > Request Requested for = Wil Clark (wilc) .or. Request Requested by = Wil Clark (wilc) > Active = true

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Number	<input type="checkbox"/> Catalog	<input type="checkbox"/> Item	<input type="checkbox"/> Approval	<input type="checkbox"/> Quantity	<input type="checkbox"/> Stage
<input type="checkbox"/>	<input type="checkbox"/>	RITM0010452		Data Wiring Request	● Approved	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	RITM0010449		Data Wiring Request	● Approved	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	RITM0010448		Data Wiring Request	● Approved	1	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Actions on selected rows...

1 to 3 of 3



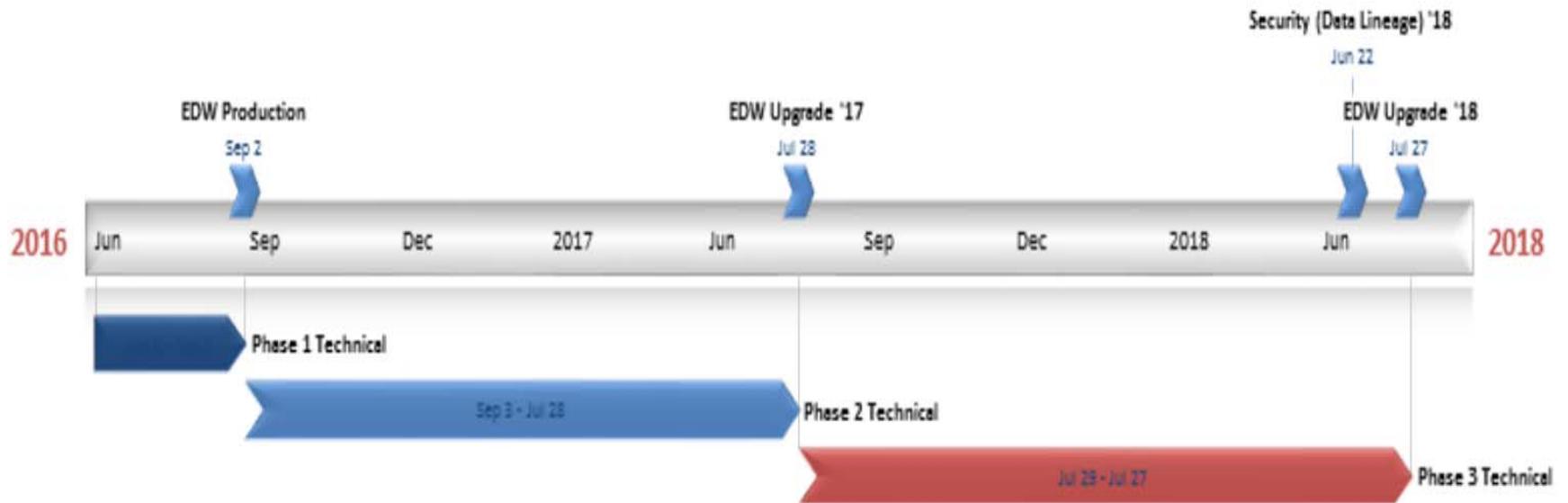
Questions?

EIS User Group

KEY IT INITIATIVES



DATA WAREHOUSING – TECHNICAL IMPLEMENTATION



PS ACADEMIC ADVISING/DEGREE AUDIT PROJECTS

- The Academic Advising Project (degree audit functionality) is designed to implement a universally-used Academic Advising solution that provides key features needed by the universities, centered on academic advising and degree audit capabilities for graduate and professional programs.
- Committee members appointed by Presidents and Provosts:
 - UNT – Shannon Goodman, Allen Clark, Christy Crutsinger, Costas Tsatsoulis, and Lisa Maxwell
 - HSC – Sonny Singh and Dennis Thombs
 - Dallas – Stephanie Holley and Katrina Coakley
- Committee work began June 2015

PS ACADEMIC ADVISING/DEGREE AUDIT PROJECTS STATUS...

- Projects established from committee work:
 - UNT Graduate School pilot for the College of Engineering, College of Business, and College of Information – roll-out of PS MyPlanner with enhanced features and reporting
 - HSC pilot for the Graduate School of Biomedical Sciences and the School of Public Health – implement PS Academic Advising module
 - Dallas – new project was determined to not be needed
- Both UNT and HSC projects are in the purchasing process for consulting services with Deloitte (formerly HTS).
- Estimated Project Timelines:
 - ✓ UNT – May 2016 thru November 2016
 - ✓ HSC – May 2016 thru September 2016

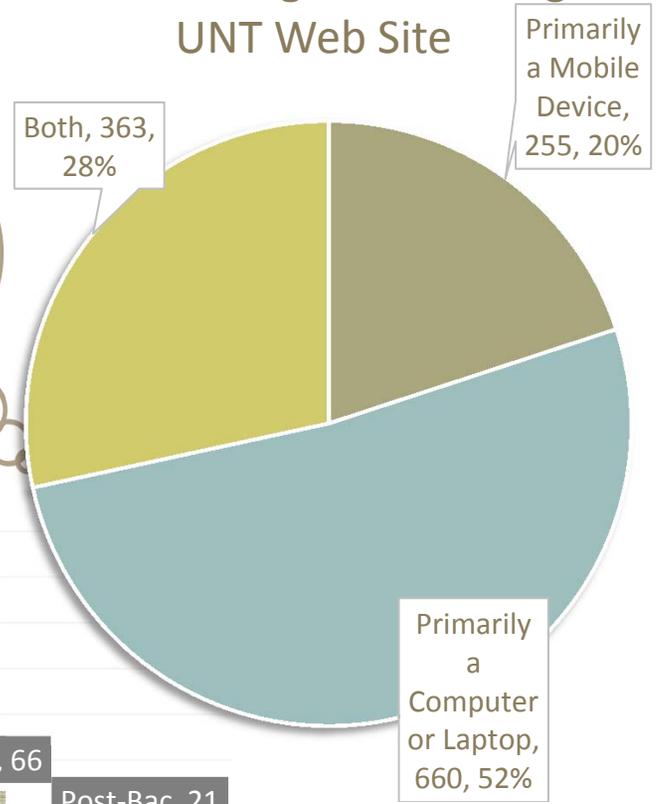
MOBILE APPLICATION

Student Survey Results - UNT

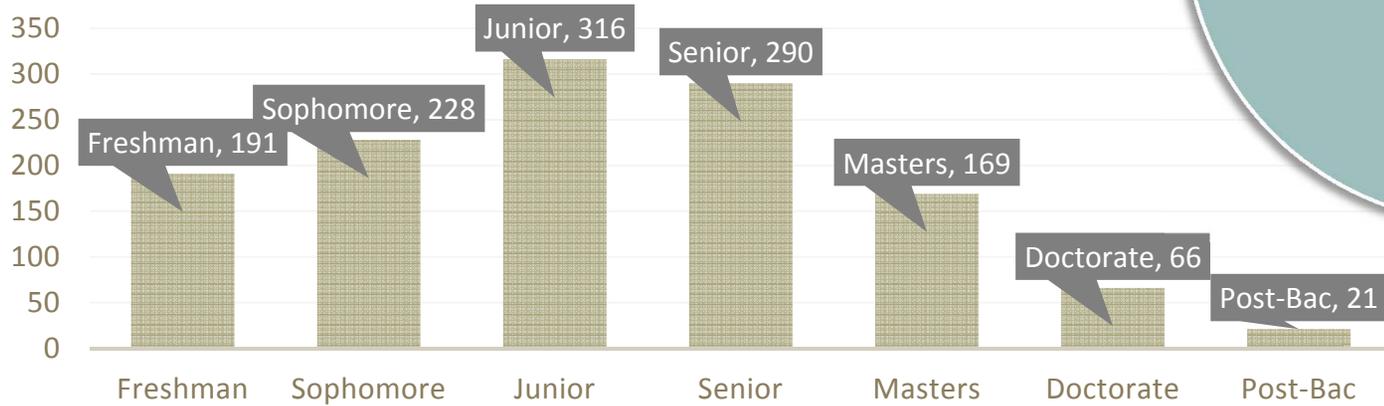
1,281 student respondents

86% of college students own a mobile device — eCar 2014

Device Usage – Accessing UNT Web Site



Classification



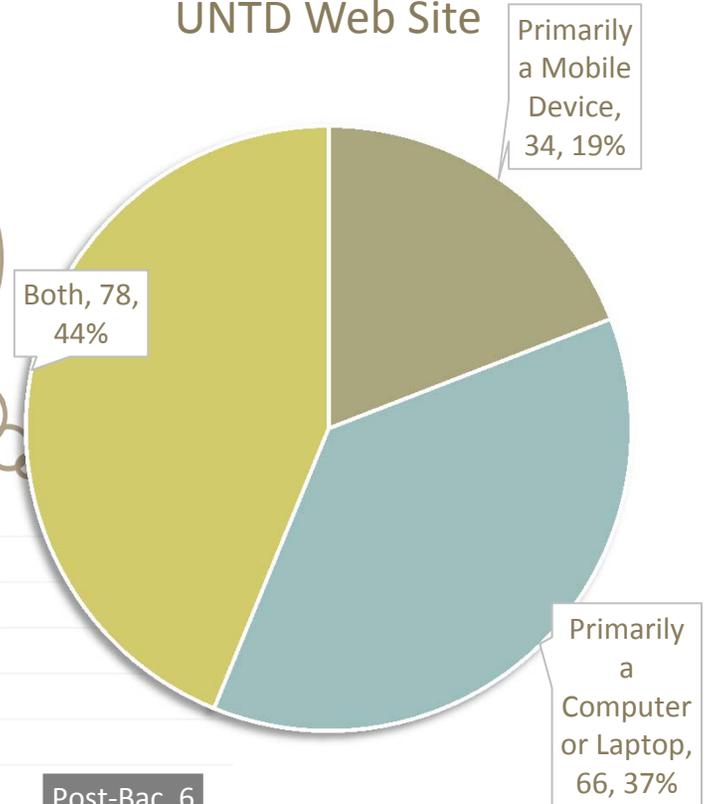
Student Survey Results – UNT Dallas

178

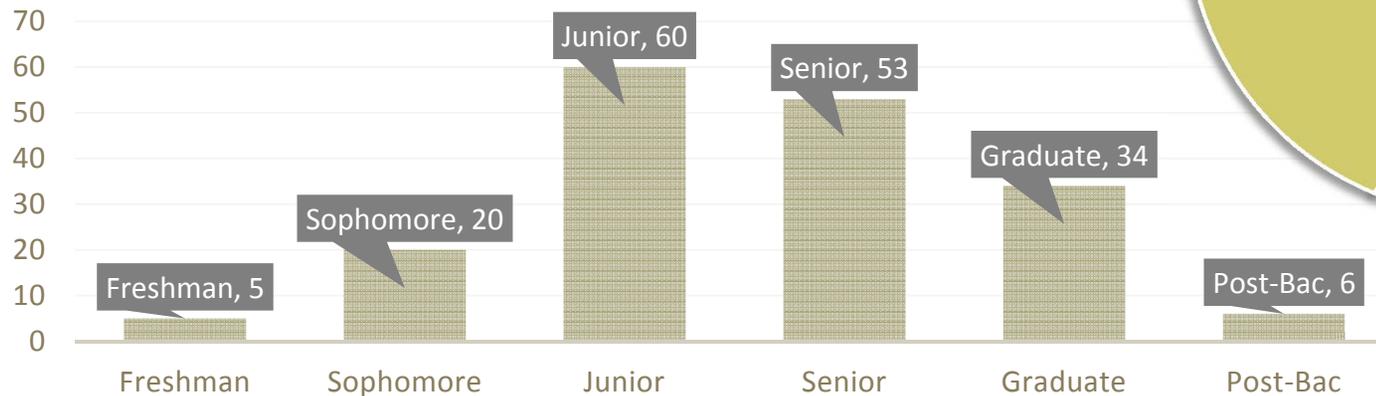
student
respondents

86% of
college
students own
a mobile
device — eCar
2014

Device Usage – Accessing
UNT Dallas Web Site



Classification



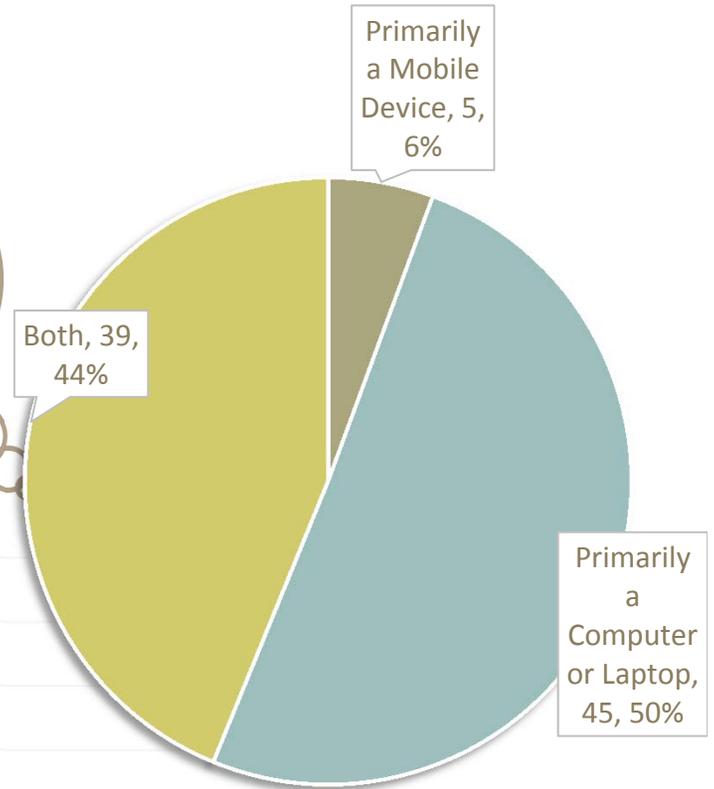
Student Survey Results – UNT Health

89

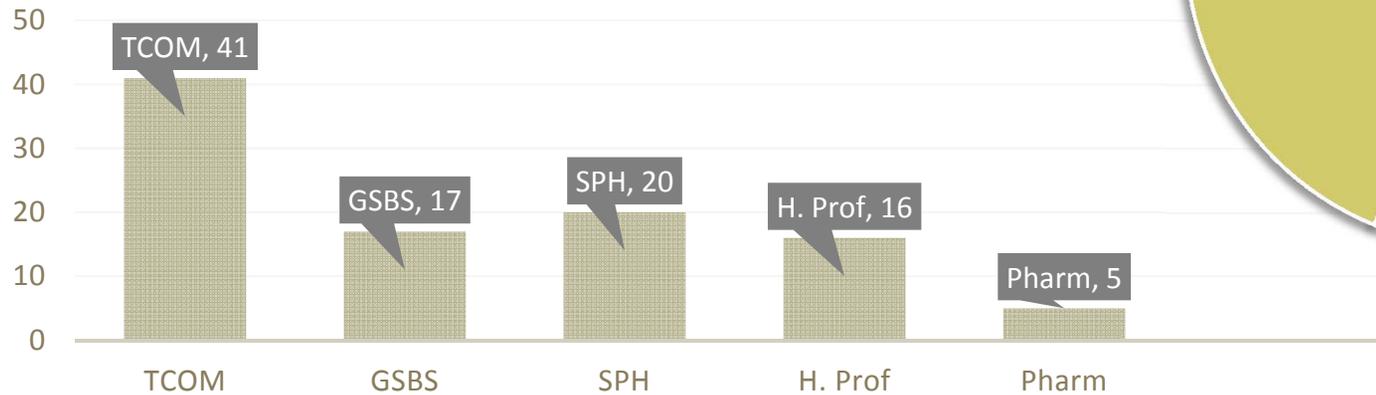
student
respondents

86% of college students own a mobile device — eCar 2014

Device Usage – Accessing UNTHSC Web Site



School





A guided process for admissions



Sign-up for Campus Tours

Parking/Maps

How to Apply to the University

View Admissions Status/Checklist Items

Notification of Admittance

Accept Admittance

Orientation

Housing Information

Taking care of business



Enrollment: Add, Drop, Swap Classes

Viewing and Accept Financial Aid

Viewing and Paying Tuition and Fees

Update Emergency Contact Information

View Checklists and To-Do's

Finding help along the way



Search, View, Call thru a Faculty/Staff Directory

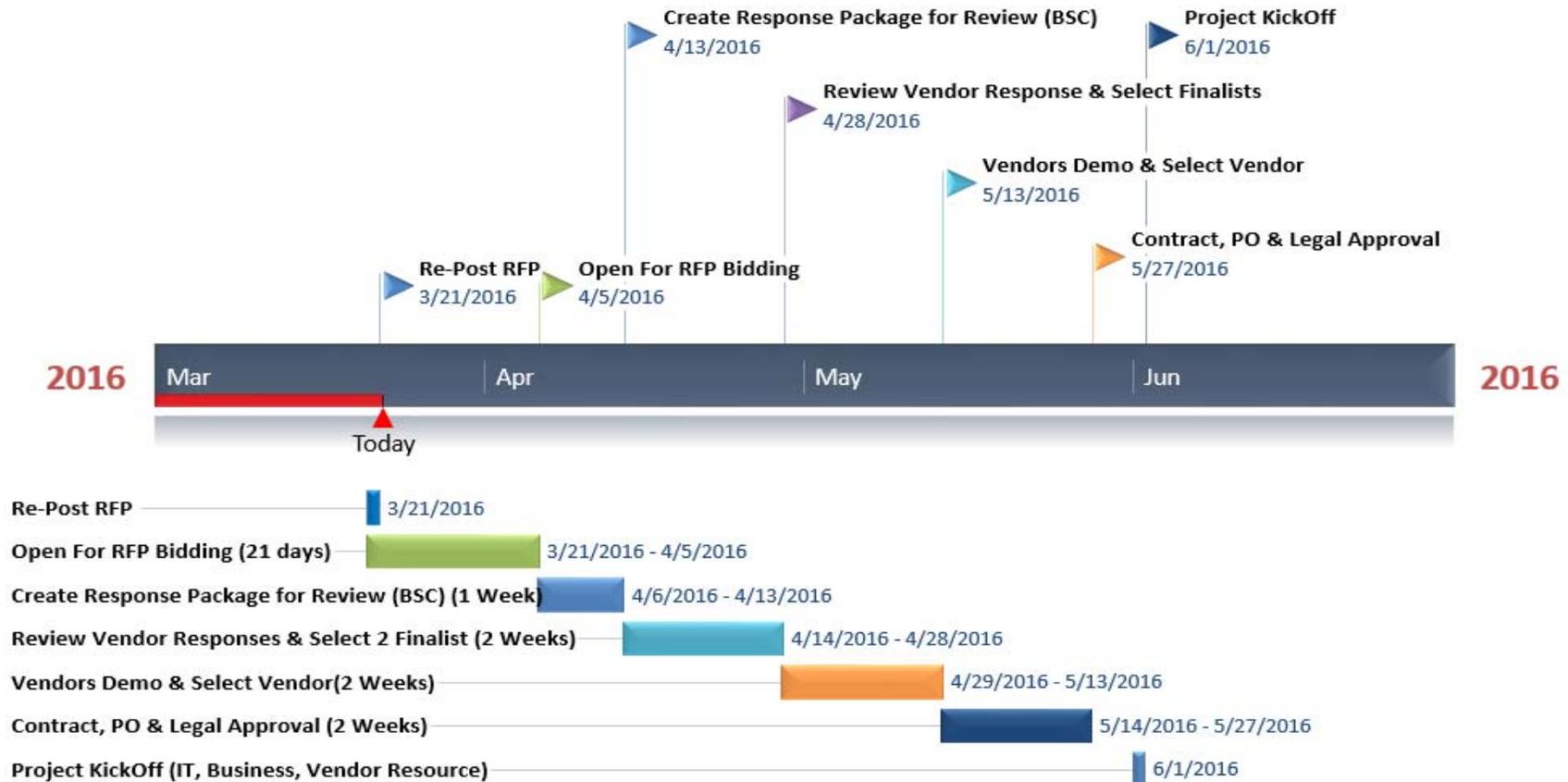
Access to Campus News, Events, Calendars, etc.

Way-Finding (Class Locations, Maps, Parking, Transportation)

Targeted Messages and Push Notifications

View Class Schedules, Check Grades

Purchasing Timeline

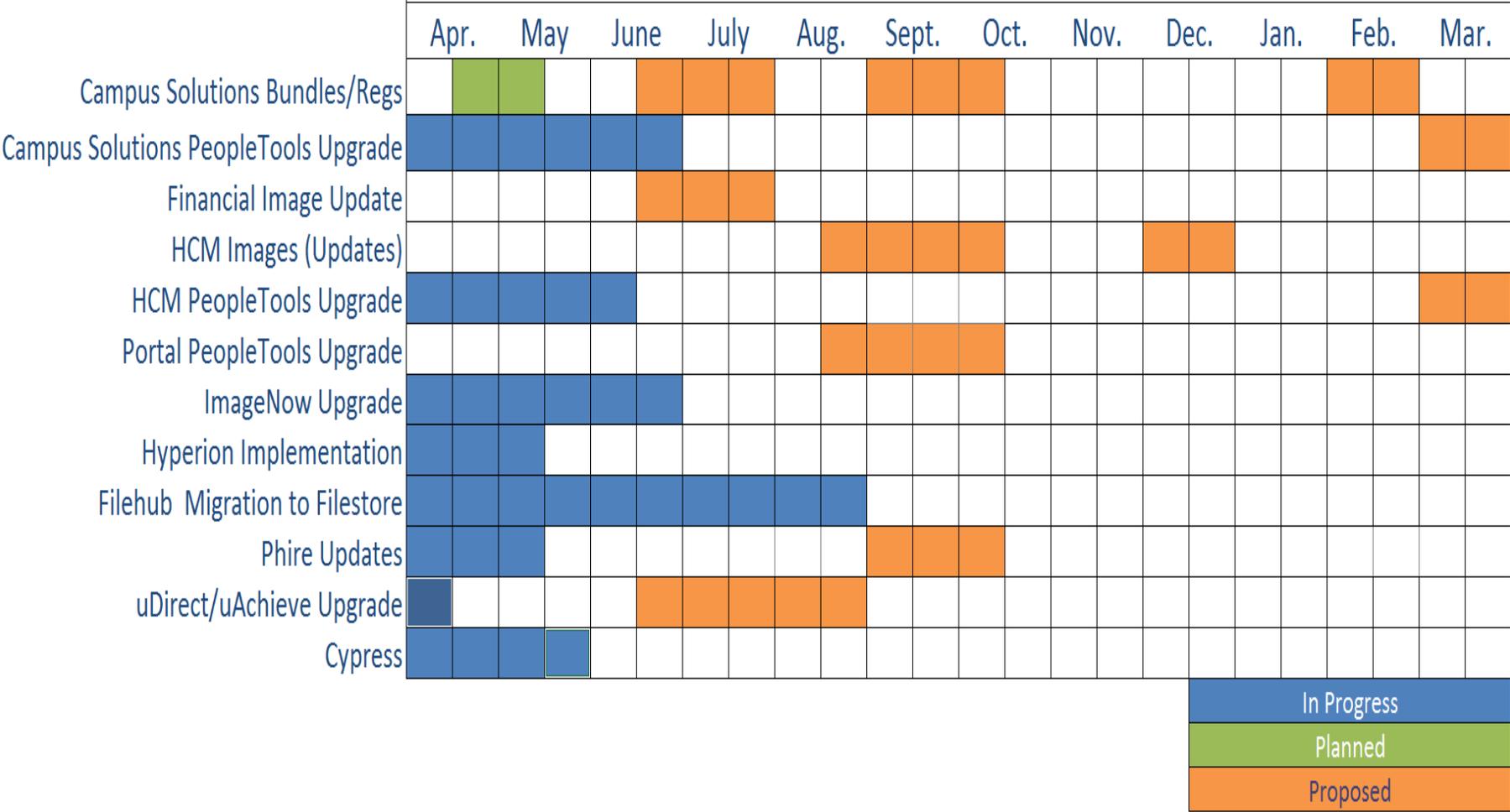


EIS User Group

A YEAR IN THE LIFE OF ENTERPRISE APPLICATIONS



Year in the Life of Enterprise Applications



EIS User Group

CAMPUS SOLUTIONS 9.2 UPGRADE PATH



Campus Solutions

- **Background:**

- December 2015, Oracle released a new 9.2 version of the Campus Solutions product. In order to maintain support, UNTS will be required to upgrade prior to December 2019.
- Last upgrade completed November 2009

- **Upgrade Project Expectations:**

- Approximate estimated project time - 15
- More than a technical upgrade, as has been done in the past
- Consulting services will be obtained to support the following:

- Assess customizations that can be retired and/or replaced with delivered functionality and implement
- Determine any customizations that require redesign/recoding to gain efficiencies or updating to work with the new version
- Assess new or existing functionality that is not currently in use, and implement, as appropriate

App store was
1 year old



Possible Timelines...



- *Go-live Thanksgiving 2017 (~start date 9/1/2016)*
- *Go-live Spring Break 2018 (~ start date 1/1/2017)*
- *Go-live Thanksgiving 2018 (~ start date 9/1/2017) **Recommended Because...***
 - Give campuses time to work through funding needs for the project
 - Give campuses time to plan and prepare, including examining any business processes that they might want to change during the upgrade (best time to do it!)
 - Gives everyone time to breath and let things settle down after PUP and PUFF, not to mention the chart of accounts changes
- *Go-live Spring Break 2019 (~ start date 1/1/2018)*

Remember: Oracle support expires December 2019



Possible Timelines, cont...

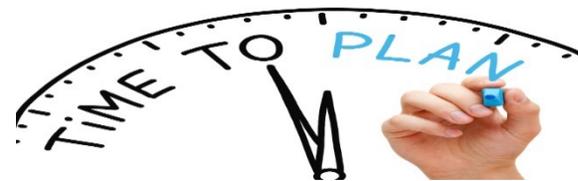
TIMELINE OPTIONS	FY 2017				FY 2018				FY 2019				FY 2020	
	Sep - Nov 2016	Dec - Feb 2017	Mar - May 2017	Jun - Aug 2017	Sep - Nov 2017	Dec - Feb 2018	Mar - May 2018	Jun - Aug 2018	Sep - Nov 2018	Dec - Feb 2019	Mar - May 2019	Jun - Aug 2019	Sep - Nov 2019	Dec - Feb 2020
Option 1 - Go-live Thanksgiving 2017	Thanksgiving 2017 Go-live													
Option 2 - Go-live Spring Break 2018		Spring Break 2018 Go-live												
Option 3 - Go-live Thanksgiving 2018 - Being Recommended					Thanksgiving 2018 Go-live									
Option 4 - Go-live Spring Break 2019						Spring Break 2019 Go-live								
Option 5 - Go-live Thanksgiving 2019									Thanksgiving 2019 Go-live - High Risk					
Oracle Support Ends for Campus Solutions												End of Support - Dec. 2019		

What's included in Campus Solutions...

Campus Solutions Modules	Description
Student Records	Processing of student academic information including matriculation, class enrollment, grading and academic standing, transcripts, and graduation processing
Admissions	Student admissions processing
Student Finance	Student tuition and fees billing, 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
Campus Community	Student self-service for bio-demo data

What's next...

- Project being submitted in the FY17 budget cycle as an “informational item”
- Will go through the Shared Services governance process
 - This is the time for campuses to agree on the project timeline
 - Campus will identify funding for the appropriate fiscal years
 - Ultimate approval for the project is required by the Shared Services Council (Chancellor and campus presidents) and Board of Regents for funding purposes
- Campus departments may wish to start work on any business process improvements prior to the upgrade
- Items to start at least six months prior to the project start date:
 - Appoint executive sponsor and steering committee
 - Prepare/release RFP for consulting services, and choose vendor
 - Identify project team members
 - Begin project planning.....



EIS User Group

FUTURE COMMUNICATION APPROACHES



PAST AND CURRENT EIS COMMUNICATIONS...

- E-mail, as needed
- EIS User Group Meetings – Planned Quarterly, but not consistent
- Newsletter – Way back when...



QUESTIONS...

➤ **How would you like us to communicate with you about EIS activities?**

- ✓ **Current quarterly meetings, but regular?**
- ✓ **Quarterly newsletter?**
- ✓ **SharePoint site with postings?**
- ✓ **E-mail?**
- ✓ **Others?**



➤ **What are we not sharing that you would like to know about?**