

CNDCAC June 13, 2006 Conference Call

Karla Mongeon-Stewart, BSC
Mark Lowe, DSU
JoAnn Kitchens, LR
Mary Iverson (represented by Keith Stenehjelm, Pam Braaten), MaSU
JoNelle Watson, MiSU
Jim Borkowski, Bott
Peg Torrance (not available), WSC
Viet Doan, NDSU
Peggy Lucke
Bill Ament, VCSU
Brenda Wigness, WSC

Mick Pytlic, Teri Thorsen, Nancy Haskins, Scott Mahar and Rich Lehn

Issues:

BSC – meet every other week as a CND team. System performance on SF side (get kicked out 3 or 4 times when helping one student; status quo is people need to work after hours because they can't get their job done during the day).

DSC – SAP is primary concern. FA Director told him BSC mailed out SAP letters and on that letter it said you need to meet certain requirements to continue with your aid, you didn't meet the requirements – blank, no reason. Other specifics, going through file by file.

LRSC – System capacity – need faster response. Nightly batches don't complete.

MaSU - System performance, data warehouse that is user friendly that is easy to gain access to, user security and role assignments is still problematic – on going challenge to know what you need, asking for and what you get (how roles and privileges are broken down). Program Plan issues and catalog set up needs some repair and they are hoping to get some help with that. Asking campuses to share successes through the listserv. Gung ho with grad audit – what about program plans. Would like more answers sooner.

Bott – System capacity. #1 issue with student services staff. Set up issues – struggling with AR issues.

MiSU – General GL cleanup. Fringe payables hanging out there.

NDSU – Academic record integrity issues, effort reporting. System performance. Better way to recruit students –exploring CRM software with intelliworks and oracle.

UND – Student Finance clean up, reports, cash recon, system performance.

Valley City – System performance. Friday couldn't let new freshmen register on line.

Williston – Reports and queries – would like more, and some more user friendly (upper level mgmt reports).

Successes:

BSC – FA director – SAP report seems to be working great.

DSC – lots and lots of small successes. Since began in July 2004 every employee has been paid.

Overall SF has worked pretty well for them, still some issues with balancing AR. Finance – vendors are paid on a timely basis, no over riding day to day issues. Overall there are a lot more successes than issues.

LRSC – Lots of little successes. February and March cash reconciled to the penny for the first time since they went on the system. Cash part of item types is set up right now.

MaSU – 24/7 access is a plus. Recently new short cut menu available for students. CND is ‘beginning’ to be successful, after 3rd year; less comparisons to legacy.

Bott – Very difficult to identify successes, even though parts of the system work. Stretching their ability beyond capacity. Hard to keep up with day to day issues. Hard to come up with successes when you are dealing with stretched resources. Hard to put a positive spin on something that’s causing a great deal of turmoil on your campus. Even those that work well they take more time than legacy.

MiSU – SF project team came to Minot (Mick, Pam, Scott, Angela) – helped guide through a review of their SF set up. Very positive feedback.

NDSU – FA SAP seems to be working pretty well, some minor things to work out. Effort reporting fixes moving into production. SA query environment has been working very well.

UND – Hard work of people. Tamara – nVision year end financials. Access to SA query environment – Carmen/wizard with data, queries for SF cleanup.

Valley City – Success = what works well – AP, PO. Wouldn’t necessarily say it’s a success because you expect it to work.

Will – balanced cash and SF. Dept mgr access their budget on line – I’m starting to understand this. Doing more trouble shooting themselves – know where to look and can solve their own problem.

DATA WAREHOUSING ISSUE – Randall and Bonnie have talked about DW and the need for it. Yesterday, joint CND board meeting with state people. State has begun looking at DW solutions and NDUS has sent a strong signal that we want to be included in that. Not a cheap solution. State = \$1M. Possible \$1.5-\$2 for Higher Educ. If the payoff would be greater productivity, it might be a very good investment for us. Looking more closely in the days ahead. DW = takes your data and puts into a file that’s easily accessible. Like legacy extract. Try to anticipate questions and prepare the data to answer questions. RI – have all the raw data using same tools to go against the raw data. In DW, don’t necessarily have the raw data. Have summary data that’s grouped.

USER GROUPS – How to organize those on the student side. HR and Finance they’re pretty well established. Scott – have a rep from each school. Have user groups become more active and be more inclusive. **Bonnie’s interested in our responses and comments.**

STEAM VALVE ISSUES –

-SET UP Oracle, 12 people for \$300 K. System teams coming out. Can we do some ourselves? Have Oracle come out. Talk to user groups.

-Portal Functioning and Branding – Scott –Gar is working on the generic branding. Trying to work with campuses to put together an ad hoc user group to help them out. Email Scott a web master to put together an ad hoc group. Someone to help get the official UND logo. Down the road to help see if they want us to go any further. Identify someone from campus by next meeting. Webmaster-design issue. Functional issues.

Mick is the go to person in Bonnie’s absence. Randall on board June 26th.

Bonnie meets with the App Directors Tuesday afternoons. **Scott has a document from Gar that explains what they’re looking for. See what that document says before we nominate someone.**

Effort Reporting – In production. Prelim reports that fixes are in place. Next couple months will be the test. Mick – identified one other issue. Doug sifting through data – found one other issue. Making progress. Max consultant still on board, couple more weeks.

SAP – FA user group, what's working, what's not. Conference call with the FA people. Scott and Mark will follow up with a call.

Expanded Reports and Queries – nVision – yesterday state developers said most reports are ready for testing. Mick will tap UND to help with. Make sure processes are populating the reports correctly. Getting stuff to us in the next couple of days.

UND hired CedarCrestone to do some query development. We have about 30 private queries ready to be offered to a public domain for all campuses to use. The problem is that it takes a developer time to prepare those queries for the public domain. Not clear to Bonnie what kind of time is involved in that. This week all the tech people are in training and not available this week. Don't have any developers ready to do that. Great for UND to have done this, now offering these private queries to the system. Takes a dev or tech person to modify those. Not sure about how we move these forward. Bonnie will have Mick follow up. They are making it a priority. Ray and Viet are playing phone tag – get a query writers group convened to share their experiences.

Query Training and documentation – Rich has indicated 27 people are interested in query training. \$850/person to train for 2 days. Investment they are willing to make if they know that training will bear fruition and productivity. Bonnie understands the successful query writers have some IT intuitiveness.

UPGRADES TO 8.9 FOR FINANCE AND HRMS

Signing charter to move ahead with the Finance upgrade – agree in concept it needs to happen. Then prepare a plan to determine if we have the horsepower to go ahead. Oracle drops its support. HRMS upgrade is a more crucial issue for us. Schedule to go to 8.9 in October. We are at high risk of not meeting that and the State isn't very happy with us. We are about 1 month behind in meeting our project mgmt goals for that payroll. If we don't meet the project upgrade in Oct, that means the next opportunity is over Christmas. We don't want our people working over Christmas if we can at all possibly avoid it. Our technical people have not been able to spend any time on the payroll upgrade and they have to or we won't make it. Discuss with us – if the payroll HR folks can use their user groups to resolve issues or if we have to write a ticket, direct it to Teri. Know tech people are very user friendly and they like to give personal service. State says we're at risk also because patches aren't being applied. Tech = John Lindstrom, prog analysts, Mike Klemen, Bruce Klinder. Tech people have been called directly. Communicate with our HR staff to use Remedy system to Teri's attention, don't contact tech or functional staff directly. Bonnie will meet with App Dir to see if additional tech staff resources are needed.

Bonnie will be out to the campuses. Has met with UND and NDSU. She'd like to meet with students. Getting mixed signals.

Next meeting is 6/22. Peggy Lucke will chair in Bonnie's absence.