

CNDCAC July 27, 2006 Conference Call

Participants: All campuses represented except Dickinson, Bottineau. Bonnie Neas, Randall Thursby, Teri Thorsen, Scott Mahar, Dorette Kerian.

1. **Bonnie's opening comments:**

Group playing significant role in where we go with CND; agenda is evolving. Campus visits have been very, very valuable. Hear good things, realize lot of work ahead of us. Appreciate hosts, Minot today, then Bott tomorrow. Meeting will adjourn at 10:30 as Bonnie and Randall (B/R) need to get on the road to Minot.

a. **System Performance:**

Number one priority because school starts August 21st, not a lot of time to resolve some of the issues and improve performance. July 7th summit, system performance during the day is not improving significantly. Night processing has improved with some of the changes that have been made. Kristi Wold-McCormick (NDSU) and Suzanne Anderson have been very helpful (really values Suzanne's input) 500-600 students to register August 21st at NDSU and UND. Drop/add process for about two weeks is more of a concern. Drop/add is a real drain (search/add). Whole registration process is very much a concern. Bonnie's letter on system performance issues went to our legislative leadership as well as SBHE and legislative committee. Consequently, they'll expect results and want updates. On July 20th met with state data center (Dorette and her staff, Randall, Bonnie) to talk about both data centers. Finance – state says this should be the last week where we're seeing a denigration of service because of fiscal year end accounting. State will be done by August 1st. State is planning within the next month to upgrade their equipment, which should also improve performance. Bonnie will be asking whether that performance is indeed improving. Bonnie is concerned because performance has never been what it was in legacy. Result of that meeting was starting August 1 we should see considerable improvement. On the student side, Dorette's group has been working steadfastly at coming up with a plan (summit on July 7th). Randall and Bonnie met with Dorette, Marv and Scott and identified a potential bottleneck in the process scheduling module. They added some equipment and have seen considerable improvement in the nightly processing. NDSU and UND both have reported going from several hours of processing time down to minutes. Daytime processing however shows no improvement. So, Dorette's group is in the process of putting a plan together. Bonnie and Randall have been in touch with Oracle and Microsoft (6 am meeting yesterday with Oracle VP Jim McLaughlin to stress importance of getting some assistance). Scott has a conference call today with Jim to help define what type of consulting is needed. Hope to know the outcome of that meeting by late today. B/R expressing the urgency. Haven't been quite as successful in contacting Microsoft. Oracle assured us they've worked with Microsoft on these issues with much larger systems. Our timeframe issue is a concern. Based on Dorette's plan, one of which is to put in some monitoring equipment – doing some tracing of batch jobs. However, don't have monitoring tool to look at how the application and the hardware work together. Foglight (that monitoring tool) will be installed this weekend and Marv's group will start using it immediately to gather information. Hoping that process will identify some of the bottlenecks. Suspicious of

table locking issues. Backup plan is if monitoring equipment shows some kind of hardware issue, plan is to contact UND's hardware partner, MSI, and explain the urgency and try get them to react quickly. B/R developing the plan and backup plan. Going to SBHE next Wed. with that plan. Then on August 8th will share with the legislative IT committee.

Dorette – Scott send the note to the CAC regarding using the server. (Scott sent information to the SA-ERP listserv. Not clear who is on it).

Time is of the essence on the system performance issue. If we don't get there for August registration, then January. Working feverishly.

Peggy called a group at UND to discuss what they might do to improve their processing. Looked like a good engaged group. Kudos to UND for their initiative. :> Bonnie will share update from UND on that meeting with CAC.

Hearing number of issues and suggestions from campus visits. Not sharing them today – B/R will consolidate notes when they get back.

b. Interim IT Legislative Committee:

Have to do an update on system performance. They also want to know how many new CND staff will be requested next session. List is at 10 ½ people. B/R, knowing what they know (don't know), going to support those requests. Application directors(AD) are writing justification for these positions. Bonnie not in a position to tell us what those positions are, but will get that info out to CAC. B/R agree that if they'd been here longer and had more history, they might have other ideas. AD and Data Center came to B/R in good faith. Will IT comm. say no way? Maybe. However, last committee meeting there was a willingness to provide funding for new positions.

c. User Groups:

Establishing on student side has been a priority. Thanks Peggy for your assistance and urging. Memo went out to try organize user groups, some haven't had any formality. User groups grass roots oriented. Expectation is they'll be heavily relied upon for advice and for feedback to them. HR and Finance do this well already – conduit to solve issues, ask questions, find solutions, etc. Goal was to have in place by August 1st. Also heard some other potential user groups – ancillary area, portal group. Bismarck, Dickinson, Williston – lot of issues surrounding collaborative students. Seems to be a number of issues surrounding that function. Also related to SAT progress issue.

d. Documentation and use of students:

Has engaged 2 grad (doctoral) students for HRMS project (from tech writing program at NDSU). Treating as a pilot project. They are starting August 1st. 40 hrs per week until school starts, then 20 hrs per week. Working with Teri on the upgrade to 8.9 working on documentation, testing, and modifying user guides as they move forward. (Documentation is for the end users to help them to their job). Program said they could

provide as many as 10 students. Don't have resources right now to use that many and manage them. Prefer to work with just 2 students this semester.

B/R have budget of \$1.5M one time funds. Have submitted a draft budget to Laura. Right now have proposed about \$600,000 for consulting and/or new staff. Priority would be consultants. However, plan is to put some money in reserve for later in the year to see if legislature will actually give money for new positions, or if they'll continue with \$1.5 M. \$75,000 for student employees, documentation project.

2. **Institutional Reports:** Deferred to end of the meeting, but ran out of time.

3. **Critical business functions and/or 'steam valve issues':**

a. **Set up and d. Satisfactory Academic Progress:**

3rd week reporting, concern on all campuses on the integrity of these reports. Scott: Charles and Maria met with the Registrars, two changes. One they can get done by fall to get the numbers in sync, for spring doing a major change to consolidated academic statistics so no live data is used. Teach campuses to use pivot tables to validate the reports. So far the changes are working well. Waiting right now – need a copy over of some production data so they can test some changes they asked the campuses to make in production. Copy over requires same people as they're using for performance issues. Randall asked if the major rewrite would be ready for spring semester? Scott said yes, need to be ready for the 1st day of school. Dorette requested Scott phone call to discuss programmers. Maria should have sent out the changes that are being made. PL requested that info be sent to CAC.

When B/R were in Dickinson, spent a lot of time with George McClellan. Talked about steam valve issues. He agreed that system performance had to be of the highest importance in the short run. SAP for financial aid was at the top of his list. Hearing lot of concern from campuses regarding progress in that area. That was recommended as a next priority along with G&C. Their intent, as soon as Laura approves budget, engage consultant in those two areas – SAP progress and G&C. Scott - SAP status? Came across one issue where it allows award letters if there's a SAP hold – impacts ready to package process as well. Dickinson has different internal policies and having some issues. Otherwise, it's fine. Bonnie reported that's not what she's hearing from the campuses. Scott doesn't feel a consultant is needed. Bonnie's not so sure about that.

PL mentioned regarding SAP progress - fix involves deleting a previous service indicator and there may be other issues as a result of that; also, confidence in the system/process is not where it should be as a result of system/data integrity issues. Jeff, BSC agreed with concern about deleting service indicators as that history is needed. Bonnie asked Jeff to please get a discussion going out to the CUSAD to identify specific issues. Williston shared concern about lack of accuracy. Bonnie recommends using the FA listserv to get a discussion going on this issue since it seems to be a pretty important issue.

3 areas have spent time with Oracle this week.

c. Grants & Contracts:

Talked to George and they agreed that Bonnie might need to develop a task force of maybe a rep from each type of school, or anyone who'd like to work with her, to help prioritize these 8 steam valve issues and understand these issues. Might be some low hanging fruit to get the issues off the list. Be prepared to add new emerging issues, revolving list.

In G&C area, considerable improvement made as a result of a programmer from Maximus. Would like to get G&C addressed and off the list. NDSU – what's the plan for long term support in G&C, especially effort reporting? Bonnie needs to talk with Mick and maybe sit down with G&C group.

b. Portal/branding:

Gar – some questions about the ad hoc user group. Looking for just the technical contact in his note. Branding seems to be going well, but with performance issues, doesn't think the logo will be up for fall semester.

Issue with user ids that have never been used. Some have never logged in. Would like to analyze and delete them. Assigning or not assigning email addresses. Have a process where each campus will update the campus email type. Gar will send a note to this group.

Getting rid of user ids – security risk – students that have never used them.

e. Reports and Queries:

Has been a question in regard to system performance – campus say they could use query training. Some of the reports have way more info than they need, but don't have proper query training.

nVision report status? Bonnie will visit with Mick when he returns from testing.

Query training – let's move ahead quickly with the query training. Bonnie will follow up with Rich this week. Bonnie heard Carmen Williams is doing a PC SAS training session next week, she'll follow up with her. Bonnie will ask Rich to revisit the institutions to confirm the query trainee list.

f. GL/SF interface:

Scott reported Angela and Pam were working together on that this week. PL reported that was specific to one Remedy ticket from UND.

g. Academic Integrity:

Resolved the NDSU issue with a consultant. Have come up with some additional students. NDSU – adding a 'three-peat issue', it's only counting the grade for the second attempt. When course catalog was fixed, part was unposting courses that had a passing grade, when reposted they're getting counted as 'f' grades.

Speaking of tickets – reminding all schools to submit a Remedy ticket. Slow response to tickets – issue she'll take up with application directors. Encourage users to use Remedy tickets. Looking for help desk system that will be more user friendly and more. Error message should truly be what the problem is.

h. Security Access:

Contracting with Oracle.

i. System Performance: covered above.

j. Training and documentation: covered above

Next meeting – in 2 weeks.