

CNDCAC
October 26, 2006
Conference Call

Mike Lehnardt, BSC
Mark Lowe, DSU
Joann Kitchens, LR
Pam Braaten, MaSU
JoNelle Watson, MiSU
~~Jim Borkowski, Bottineau~~
Peg Torrance, NDSCS
Viet Doan , NDSU
Peggy Lucke, UND
Bill Ament, VCSU
Brenda Wigness, WSC

NDUS and HECN: Bonnie Neas, Teri Thorsen, Nancy Haskins, Mick Pytlik, Dorette Kerian, Julie Schepp, Rich Lehn

1. Security – student employees at the Help Desk.

SA audit raised issue of SSN's being too broadly available on screens. Almost 300 screens noted that many can see that need to be reviewed to see who has authority to see that data. Will look at what we can do to mask or delete those numbers.

Students working at the Help Desk have access to many screens with SSN's, probably more access than most employees to that kind of information. What students can do and see must be revisited. Auditors are more and more concerned about this issue. Need to look at how we provide the service. Dorette pointed out there's a need to determine what Help Desk staff need to do to do the job. Bonnie said the whole issue needs to be revisited with Help Desk people need to be involved. A work group will follow up, to include Scott, Help Desk people, Nancy Haskins, Barb Rask, Peggy Lucke, and Viet Doan.

2. System Performance:

Bonnie said the team is not meeting regularly like they were for awhile, though do get regular updates. Last week there were a couple of incidents with the system again. Load seems to have some impact, thought don't know for sure at this point. Bonnie's received a copy of Oracle's report on the health check. Randall, Bonnie and staff are reviewing the report with responses due back to Bonnie today. Then comments will go back to Oracle with a final report in 10 days. Bonnie said the report is fairly well done with some issues that will need a further exchange with Oracle. As it's closer to a final state Bonnie will share the report with folks within the system.

Because it's such an in depth study Oracle will come back with a team to analyze the application. Bonnie hopes to be done by mid December with all health checks and insight visits, with reports finalized by January. Nancy, Dorette and Scott will be local coordinators for the application health

check. There will be some campus visits and interaction with users. The Oracle higher ed group has been asked to be in touch with their state government peers to possibly do the same process with state government which would cover finance and HRMS.

There was a meeting with Data Center staff last week and some of the recommendations received were approved dealing with fine tuning disk storage solutions. Vendor that provides the hardware had also done a review and analysis and made a recommendation that some short term steps be taken to alleviate bottle necks. Not sure of impact on application and data base.

HE and state have similar issues related to system performance. There was significant improvement in processing time for finance when the hardware was updated. Probably seeing better response during the day time; some problems early on with the way the servers were talking to the disk space with collisions occurring between HRMS and Finance. Those were ironed out.

Continue to spend a good share of time on system performance, engaged with Oracle on the reviews, pushing them to get the final reports. Next will be a look at CRM and data warehousing. Mick and Randall are meeting with state next week on a data warehouse.

2. 3rd Week Enrollment Reports

Met in Bismarck on 10/19; had a very good turnout (40 people) including registrars, FA directors, VP's, SA support staff. It will be a model for further meetings of its kind. Tried to identify issues and talk collectively with the goal of leaving with a consensus on how to address issues with enrollment reporting. Mike and Julie presented 3rd week reporting polices and discovered some policy changes should be made. The outcome is that Julie and Mike put together a report of the outcomes which just went out to the members this morning. Those notes will go to Records, FA, and SF user groups for their recommendations on policy and procedure changes needed. Then develop consensus and recommendations to Board for their approval. Hoping it's a model that will work on other issues. Group was very engaged on what the issues were. Perhaps next meeting on collaborative student issue! Bonnie will get a note out to the campuses through CAC.

3. Institutional Training Support Request

Question about when we have training requests or needs by institutions, what role does CND play in that process. Practice is that institution pays for that training, but CND staff is concerned about if they are not in the loop of who is being trained and for what purposes, will we get fragmented. And the issue of 'haves and have not'. How do we share or become mentors for others in the system? Bonnie doesn't have a good answer for that, but a topic worth further discussion and pursuit as to how we coordinate or manage this whole training issue.

Query training has been set up through HECN and then billed back to the campuses. Campus wants additional types of training that wouldn't have to be coordinated through HECN. Concern is type of classes being attended and how do they apply to the way the system is set up compared to the generic package. Bonnie not opposed to campuses going out and getting training. How do we get that knowledge transferred back into the broader community? This agenda item is related to a campus pursuing training on graduation audit. How does the knowledge get transferred?

4. Acquiring accurate student addresses.

Bonnie and Randall met with Admin Affairs Council. Work is going on with the portal as to how to get the students to update their address info. Gar has been working on some possibilities. Request was to have Gar send information to CAC regarding what he has been working on concerning addresses. Bonnie asked Rich follow up with Scott and Gar to see that happens. Bill looked at it the other day – very confusing process for students to change their address. If you don't check or uncheck the correct box, the student can change even their permanent address. We thought students could only change certain address types. Valley City tried in test with a fictitious student.

Also discussion regarding the portal group – Viet reported the individuals designated by the campuses earlier have only been contacted regarding the logo and branding aspects of the portal. Mark and Peggy L. commented that it was their assumption the representatives designated so far were of the public relations nature, not SA.

5. Student employees

a. Grad student technical writers

There have been 3 grad students working on HRMS upgrade documentation and that project is completed. Bonnie would like the grad students to be moved out to other areas as right now there's not another area where these tech writers can be used in the project. She would like them to get engaged with campuses to help them with user documentation and she is looking for volunteers. Based upon their experience should they start with HRMS? Is there another area we'd like them to work in? We are to follow up with Bonnie.

Mark asked what they did for HR? Core HR team wrote the manuals then handed them off to the grad students to rewrite and reformat. Then user group volunteers tested the training manuals. Bonnie will share the suggested method from their supervisor. Bonnie covers their salaries. Peggy L. reported UND is working with their Work Force Development department to develop PeopleSoft training for campus users, with Commitment Control as the pilot project.

b. Student interns

Scott and Nancy have engaged 2 student interns from Wahpeton. Scott's will work with the portal group with Gar. Nancy's is working in GF with Roy Lillfors and his team on student records where they are having him reverse engineer queries and reports to generate documentation for the functional team to then move on to the users.

6. ND HEUG Conference Planning

Need a team of people to plan the program and decide time and location. Williston has volunteered to handle the logistics. Program materials come from the user groups. Need a coordinator to see that it all comes together. Last year the Interfunctional Team coordinated the HEUG conference with a smaller group putting together the schedule. Ask each of the user groups to appoint someone to be on a planning group with someone from CAC part of that. Brenda will represent CAC.

Bonnie and Brenda will follow up. The national HEUG meeting is in Orlando in March. Also have a legislative session to schedule around.

7. Directors reports

Finance, Mick:

Staff is primarily dealing with day to day production issues (80-90%). In addition, they are trying to get into some other areas. Continuing work on effort report system with quite a bit of progress there and getting closer to what is desired. Testing the automation processes for the nVision reports which will allow you to run the reports for the campus as a whole. He's run into a couple of snags and is working with UND folks to get past them. Automation processes appear to be working but can't get the reports where he wants them. Significant amount of time last 3-4 weeks identifying an issue with the way transactions get posted to the budget. Filed a case with PS when we first ran into the issue; told the patches will fix the problem, but looking at alternative solutions and a strategy. Starting last Wednesday, started fixing the transaction for the campuses. There are a handful that have been stubborn. Still looking at what we do going forward. Finance has also been involved with testing interfaces and interaction with HRMS system with the upgrade.

Application Systems Development, Nancy:

Nancy is now part of the CND directors' team as a result of reorganization. Majority of time spent supporting three areas with production support and bug fixes. They are putting in patches on the student side (1098T's, etc) for end of year and developed SA audit responses. She's also coordinating the security audit review with Oracle. In addition, staff working on 3rd week reporting where they do have a prototype of an NDUS consolidated statistics process, etc. Also, should be able to run the reports after 3rd week and get the same results. Will be coordinating SA systems health check, including campus visits and input. SR FA analyst position open, two internal applicants.

HRMS, Teri:

Bonnie thanked all for cooperation in getting through our first upgrade. HR folks have put a tremendous amount of time, both centrally and on the campuses. There is still a lot of work ahead for Teri and her group. Teri echoed Bonnie's appreciation for campus staff. On Oct 9 and 10 training manuals were posted to the web and users were alerted they were available and a training data base was opened up to them. HRMS then held IVN meetings on 11th and 12th with training on new functionality, pieces that had changed. Week of Oct. 16th every campus sent reps to Fargo to run a parallel payroll to see if 8.9 produced the same result. That went extremely well – anticipated 5 days, completed in 3 days. HRMS used the opportunity to provide 1:1 for 7 new employees. Viet asked if there would be formal training on 8.9 for centralized users? Teri will contact him.

Next upgrade will be finance which will be coordinated with the state. Last upgrade will be student which will be a tremendous effort (complexity and volume). Anticipate 18 month effort. Oracle drops support June 2008.

SA, Rich (reporting for Scott):

A lot of staff out this week. Dennis and Sue in Dickinson and Williston. Query training confirmed for Dec 5-8th. SA production will be down 11/11 5AM-5PM – changes to system for active/active cluster. Rich has talked with Gar about getting word out to students via the portal. They've asked for a refresh of q – Nov 1st. Started to look at listservs; now evaluating those listservs – make things more capable of getting communication out. TouchNet implementation – Rich didn't have anything to report. Viet asked Rich to send out details regarding the query training sessions. Rich confirmed that he's contacting the students directly. Nancy suggested Rich contact Barb Rask to have someone from security on site to help staff get access to the query environment. Question regarding future training, could HECN provide the query training in the future. Bonnie said right now we have no training staff; she agrees it's expensive and we should look at alternatives.

Data Center, Dorette:

Still taking tickets when we have performance problems (locking and blocking issues). Before next semester we're changing the way the storage is configured to manage the bottlenecks. Looking at a 3rd party scheduling package. Working with IT regarding network services, network upgrade to start after Dec 14th and finish before the end of the year. More information will come out. HAS has been dissolved and incorporated into CND directors team.

8. Institutional Reports

BSC: SA has been going fine. Nov 1 start spring registration, hoping load issues are resolved. Portal upgrade is a priority and had understood it would be complete prior to spring registration, with To Do list and hold check list of primary interest. Grad audit has been moved into the steam valve list and it impacts everyone. Seeing some progress with reports and queries; UND has been working with SAS reports and other campuses to help on some things.

DSU: Basic functionality in all modules working pretty well. Staff continues to be a concern in FA. End user reports on the front burner. Increasingly, documentation and training comes to the forefront as we have turnover. Documentation and training need to move higher on steam valve list.

LRSC: Performance going pretty well. Training is an issue from the perspective of setup and how things are designed. Angela and Pam are coming at the end of November; they're told that time needs to be used on Student Finance issues involving Finance.

MaSU: Concur with Joanne – set up and design are the issues (master calendar). They would like to get up to speed with everyone else.

MiSU: Performance going fairly well. Only one nightly batch not completed so far in October. Compliment/positive – communication and holding 3rd week reporting meeting and HRMS testing and training.

MiSU-B:

NDSCS: SA reported the system was slower this week. HRMS staff are feeling very comfortable.

NDSU: System performance stable, no real issues. Having difficulty prioritizing steam valve issues with campus group – help on how to go about that to ensure everyone is heard, move forward on next priority. Having trouble completing AD 410 report(HRMS) of annual federal grant expenditures – Bonnie and Viet will talk off line. Ongoing G&C issues. Position budget or payroll budget, would like to continue pushing that issue. HRMS testing was successful. TouchNet will be huge added feature. Budget transactions – concern is ongoing problems and how do we capture these transactions. Mick – queries they will be running, bigger concern is to prevent them. 90% were at NDSU - decentralization and business processes. Mick and Gary to meet.

UND: Campus staff had positive reports regarding the HRMS testing and training and progress of the upgrade. Staff is eager for the query user group to convene and looking forward to that group finding a solution for staff to share queries. System performance generally stable; Remedy was filed regarding SA earlier this week. G&C has ongoing concern with effort system. Haven't heard much regarding TouchNet; Angela did indicate the implementation timeline may have to be moved back. Peggy will be following up with Randall regarding the contract for PayPath and also has concerns about how prepayments will be handled.

VCSU: Performance is pretty good with occasional slowdowns. Primary need is for CRM, reports and queries. Query training was a long time ago and staff didn't have access to an environment to work in, so they've forgotten some of what they learned; some follow up might be helpful.

WSC: Started registration this week. Brenda hasn't heard of any problems or issues. Everything is working well. Pleased with duplicate payroll. Biggest concern is user friendly financial reporting.

Next meeting:

November 9th, via conference call.

Peggy Lucke

10/26/06