

CNDCAC
November 9, 2006
Conference Call

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

NDUS and HECN: Teri Thorsen, Mick Pytlik, Julie Schepp, Rich Lehn, Marv Hanson

Peggy Lucke led the meeting in Bonnie's absence.

Directors' Reports:

Finance – Mick Pytlik:

Spending 80% of time, technical and functional, doing production support with effort issues a fairly active area. Mick is testing nVision and plans to get in touch with UND today to turn the reports back for further work. Beginning to plan for an upgrade from 8.4 to 8.9 or 9.0; evaluating timing, when newest version should be stable, etc. We'll be hearing more going forward. Tasks involved will determine the date, weighing staffing resources. Last summer Oversight Committee approved a charter 8.4 to 8.9; the charter will need to be modified if going to 9.0. A date that's a factor, though the significance is debatable, is that full support from PS for current version expires end of March 2007. With our limited resources we had to wait for HRMS to be completed. 8.9 has been out for 15 months (Aug 2005), 9.0 out for 4-5 weeks now. Mick was involved in 9.0 testing – saw a lot of cool, impressive things; some things made system more user friendly; improvements in gathering info (voucher page has tab showing all related documents, search things improved). Biggest difference between 8.9 and 9.0 is some usability enhancements. Upgrade will be a 2 or 3 version jump. By late summer, early fall we may be on a new version. Every time you apply a bundle of patches, you go back and retest everything. Almost like testing a re-implementation. When you do an upgrade, wherever you are upgrading to, you start at that point and only test once. There are iterative test processes.

HRMS – Teri Thorsen:

Moved into production of 8.9. Changeover itself went pretty well but you can't tell for sure until you run a payroll. Ran payroll yesterday and it went very well. Still have some cleanup to do; some items still not working like we'd like them to; post production of about 3 months. User group meeting December 1st to then look at where we are with open tickets.

SA – Rich Lehn for Scott Mahar:

Production down 11/11, 5-5. Oracle Insight (application health check) starts 11/28 – CAC needs to set aside afternoon of 11/28 to have a meeting with Oracle. Sharon will send out info on that. TouchNet = all software is loaded except ACH. Update coming out next week. Upgrade planning starts next week and we expect the student side will be a large effort, similar to implementation. Classes for query training are full; waiting for some confirmations. If there is additional demand for classes, he will look at scheduling again in Jan-March time frame. Invoices will be sent to CAC representatives for their campus to pass along for payment. Rich is finalizing a post implementation report that needs to be filed with the state on the CND project. The State wanted to include more information on the product. Laura told the state we were going to hold off on that reporting because of system performance issues and Bonnie and Randall coming onboard. Rich will be sending a template to the HECN directors and **asking CAC to provide answers** to 3 questions: 1) 2 examples where implementation improved campus functionality and succeeded; 2) 2 examples where it didn't meet expectations and isn't a success; and 3) 1-3 examples where improvements made in these areas would make CND a success. Need our input back 1st of December to complete document by the end of December. UND had a question about the status of the EMBARK implementation. Rich will follow up.

ASD – Rich Lehn for Nancy Haskins:

Nancy will be involved in the Oracle Insight review.

HECN-N – Marv Hanson for Dorette Kerian:

Data Center working on implementing recommendations from previous Insight. That's was this weekend is about.

CND Executive Director Search Committee CAC Rep:

Mark Lowe will be representing CAC on the search committee. Thanks Mark!

Steam Valve Issues:

Bonnie asked that we prioritize the steam valve issues and then begin to define a process on how to develop objectives under each one. The committee agreed to review each of the areas first. The project directors provided their update for each item.

Validate Set Up:

Rich: Oracle Insight on the application begins 11/28 and will last for approximately one month. Oracle will be out to the campuses to talk with SF, FA and RO staff. Nancy and Scott will be doing the scheduling.

Improved portal functioning and branding:

Rich: Gar's working on branding. Clearing house is available for UND and NDSU for transcripts. What's the go live date? Last thing Gar had asked users to do was get access to T environment; also shared some screen shots. It sounded like he was going to roll out on a campus by campus basis. No set date- waiting for schools to get all the info.

Committee suggested **having Gar send out something** to remind the schools as no one reported having heard from Gar. **Peggy will follow up** on our request from the last meeting for information about the address update project.

Functional Effort Reporting in G&C:

Mick: Continue to think we have it all figured out then something else pops up. Newer developer spending 2/3 to 3/4 of his time learning the system and making fixes. There is an issue with cost share where HECN has proposed a solution. HECN has fixed for one campus, not heard from the other. Information resides in HR system, challenge to get Oracle's attention. Teri reported HR and Grants PAG and PeopleSoft strategists will be meeting together at HEUG. No PS delivered solution for effort.

Functional SAP for Financial Aid:

Rich: Whole new process in stage currently. User groups getting together in 2 locations to test, Minot and UND. Expectation is that it would roll into production for the end of this term.

Expanded reports and queries:

Ongoing process.

Resolve academic integrity issues:

Rich: There is a manual process that helps clear this problem up. UND has resolved their issues manually. Other institutions will see similar problems re RPT and RPTI impacts. If experiencing issues, HECN can help them with that manual process. Original items pretty much cleared up. Mary Iverson reported on the repeat issue/transcript – repeated course goes back and changes GPA at the beginning of the transcript = GPA isn't static. Need a static GPA.

Examine security alternatives:

Oracle security consultant on site. Mick – Finance, take user preferences, assign this role, and assign these preferences as well. Marv – this issue should be all systems, because one thing being considered is get away from PS, have it come off an identity management system.

Performance testing and analysis:**Expanded Training and Documentation:**

Rich: Students from NDSCS reverse engineering SA queries. Joann said it would be helpful to have a flow chart on how different areas flow into each other. Mick said the NDSU grad students are analyzing past Remedy tickets to identify areas for training. Joann also said it would be helpful to have indexes for the user manuals. Mick met with 2 of the grad students yesterday to get them started on the Help Desk tickets. They don't understand the system or issues – Mick expects there'll be a lot of discussion on the way. Mary Iverson will pass along a suggestion to Bonnie from the Registrars' user group regarding a project for the grad students.

One suggestion was to place students with HECN to work on procedure manuals or documentation first. Then have the campuses tweak it themselves.

At this point, we went around the table for comments as to what was the next step:

Bill, VCSU: How do we prioritize as there are too many parts?

Peggy, UND: We need to revisit each item via the user groups to clarify specific outstanding issues.

Shelly, NDSCS: Peg Torrance had their campus priorities for each system (HRMS, SA, and Fin).

Jonelle, MiSU: Her group force a prioritization and agreed SAP and effort were ranked 1st as they are federal compliance issues.

Mary, MaSU: Registrars' user group met earlier in the week and they had concerns – there are over 40 open DR's and it was difficult to prioritize the top 10. Their question is where do they go with their priority list – who decides which ones are worked on. Whether the SA upgrades to 8.9 or 9.0 makes a difference in the priority list also as some issues will be resolved in 9.0. The user group would recommend going to 9.0.

Joann, LRSC: LR identified their top 2 priorities.

Mark, DSU: There needs to be more work defining the issues; suggested user groups work with the list and identify any other issues.

Mike, BSC: We should know more about the status of the SAP piece when testing is completed. Performance testing continues as a priority – that's no brainer. Feedback from students on the addition of the lists to the portal has been positive. Also addition of the term is a big improvement. (Viet had to leave the meeting at 10 AM).

User groups:

Included in the above was discussion of the role of user groups as well as the CAC. User groups are advisory to their respective project director. The CAC is advisory to the executive director.

Recommendation to Bonnie:

Peggy offered to review the discussion and come up with a recommendation to Bonnie on how to proceed with the steam valve issues. The recommendation is:

- 1) Contact each user group and ask them to a) review the steam valve issues, b) identify specific deliverables for each of the steam valve issues, and c) prioritize those deliverables.
- 2) Distribute the reports from each of the user groups to all the other user groups.
- 3) Convene an IVN session to include all the user groups with a designated spokesperson for each group. This will allow for discussion regarding priority issues that cross modules/systems.

Other:

There was additional discussion regarding Joann's suggestion that it would be helpful to have a flow chart to show how the different modules impact each other – ie. Student Finance and Financial Aid to Finance; HRMS to Finance. Mick reported that after this had been discussed at the NDHEUG conference he had sent a question out to the HEUG SF and Fin listservs. Cal State responded with a narrative. Mick said it doesn't hurt to ask and recommended being pretty specific. After further discussion Mick indicated he thought it would be a good learning experience if there was discussion within the user groups where they identified what they have questions about with a follow up between user groups regarding the interfaces.

Peggy Lucke, 11/12/06 (with apologies to anyone misquoted!).