US:IT CIO Open Forum
July 25, 2018
2:30 - 3:30 p.m.

Summary

“What is your preferred method for learning a new skill?” A live poll of Forum attendees identified Independent Self Directed Study with the most votes.

Announcements
David recognized Tiff Maiuri as the new Director of Custom Enterprise Solutions effective July 1, 2018. This department will oversee UMS enterprise software solutions along with the coordination of software budgets and agreements.

MaineStreet/Campus Solutions Plan - BOT Update (David)
David shared some history around the implementation of MaineStreet and identified current challenges resulting from configuration decisions and data architecture customizations. Plans for moving forward were outlined based on recommendations endorsed by the BOT. A Course Cross-List Pilot will be conducted beginning Fall 2018. The CS upgrade to 9.2 will take place during Fall 2018 - Summer 2019 and will help with some needed enhancements. A cloud-enabled solution will be in our future as Oracle moves toward Oracle Student Finance Management and we begin exploring that option. This will all be followed by an ERP Functional Assessment with an RFP expected in Fall 2019 - Spring 2020 and will explore best fit SIS options. A reimplementation of PeopleSoft is an option to consider at that time, which would give us a leg up. A new ERP system will also be considered which will likely cost more and take longer.

“Which element of the MaineStreet plan do you feel will have the largest impact? A live poll of Forum attendees identified PeopleSoft Reimplementation with the most votes.

Strategic Planning Update (David)
David provided a brief update of the Strategic Planning process. Over 160 SMART objectives have been submitted and are being reviewed. This has been a long process due to the large amount of submissions. Final objectives will be shared for feedback soon with activities developed for each sometime in August.

JIRA Service Desk Launch
David announced that JIRA Service Desk was successfully launched on July 16 and commended the teams/staff involved.
Aaron Gagnon and John Brown provided an update on the current status of the launch since go live and provided some stats from the first 12 days. Training plans were reviewed and feedback welcomed for ideas on future training. A formal process for obtaining this feedback has been put in place in Service Desk via a feedback ticket. Post go live adjustments were shared based on feedback already received and next steps were reviewed.

PeopleTools Upgrade Summary (John St. Peter)
John St. Peter provided an overview of the upgrade including challenges faced due to conflicts of the Portal interface with the Tools. An upgrade also had to take place in the Portal to alleviate these issues. John outlined some of the benefits of the upgrade and kudos were given to the project team.

Upcoming Projects
- **LMS RFP**
  - John Brown updated that the Bb LMS contract was extended for one year, but the LMS will then go out to RFP. UMS is looking at moving to the SaaS environment with Bb Ultra.
- **Emergency Notification**
  - David updated that after two RFP processes, Bb Connect was selected to replace e2Campus. Bb Connect provides more functionality at less cost. Go Live will be over winter break and should be a seamless transition.
- **HR Enhancements**
  - David reported that work on the HR enhancements will commence shortly, following the HR upgrade.

“Which upcoming project are you interested in learning more about?” A live poll of Forum attendees indicated the LMS RFP with the most votes.
Announcements

• Director of Custom Enterprise Solutions
  • Tiff Maiuri
    • Strategic leadership for design, planning, implementation and support of UMS enterprise software solutions
    • Coordination of Software budgets/agreements
    • Effective as of July 1, 2018

MaineStreet Plan

• History
  • Implemented 14+ years ago (2004-2009)
    • Key driver: need to migrate legacy SIS (ISIS) from mainframe
    • Some configuration decisions resulted in business process re-design
      • Admissions
        • Effort to achieve data consistency across campuses
        • Provided foundation for Shared Processing Center
    • Many configuration decisions influenced by desire to maintain business processes (ISIS), including:
      • Separate configurations supporting each campus
      • Maintain separation of data
Current Challenges

• Result of Configuration Decisions
  • Single Oracle Database : Multiple Application Instances
    • Supports independent campus administration

• Current Data Architecture has compromised:
  • Record Portability
    • Program Integration; Collaborative Degrees
    • Course Cross-Listing
  • Data Access, Retrieval, Analysis
    • Potential for (7) different versions of similar data
Current Challenges

• Current Data Architecture has compromised:
  • Uniform Data Governance
    • Consistent data standards
  • Currency of software releases and patches
    • Independent software configurations require independent testing, validation during upgrades

Addressing Challenges

• Roughly 1,000 customizations deployed to resolve system ‘bugs’
• Another 2,000 customizations deployed in response to feature/enhancement requests
• Customizations require:
  • Review/validation for each patch and upgrade applied
  • May also require ‘re-application’ post upgrade
  • Increases time required to complete upgrades and overall cost
    • Testing, Validation, Modifications to code

• Industry best-practice advises use of customization only when there are specific business advantages to be realized
Current Challenges

• Moving Forward
  • Recognition across University, functional offices that UMS must:
    • Shift away from treating ‘symptoms’ (i.e. functionality challenges) with un-sustainable ‘band-aid’ solutions
    • Focus resources to address root ‘cause’ of underlying issues
      • Re-Engineer underlying Data Architecture to support student ‘native credit’ portability
      • Re-Engineer business processes to take full advantage of available functionality

MaineStreet Recommendations

• In light of identified needs, the Board of Trustees has endorsed an approach designed to:
  • Facilitate innovative academic programming
  • Ensure data integrity and ERP reliability
  • Balance immediate gains with long term ERP sustainability
  • Maximize UMS investment

• (4) Components
  • Conduct Course Cross-List Pilot
  • Implement Campus Solutions Enhancements
  • Conduct ERP Functional Assessment
  • ERP Options (2)
MaineStreet Recommendations

1. Conduct Course Cross-List Pilot (Spring 2019)

- **Fall 2018**: Preparation, configuration and testing
- **Spring 2019**: Up to 50 cross-listed course sections offered
- Projected Cost: *Commitment of Staff Time*

2. Implement Campus Solutions Enhancements

- **Fall’18 – Spring’19**: Deploy 3rd party interface enhancement tools
  - Provide enhanced user experience (UX) with integration to underlying PeopleSoft database
  - E.g. Grey Heller PeopleMobile/PeopleUX

Example GreyHeller PeopleUX
MaineStreet Recommendations

2. Implement Campus Solutions Enhancements

- **Fall’18 – Summer’19**: Complete Campus Solutions 9.2 Technical Upgrade
  - User Feedback
    - Student Priority
    - Improved mobile access/functionality
  - Faculty Priority
    - Streamlined access to functions

Campus Solutions 9.2 Upgrade

- **Campus Solutions (SIS)**
  - Currently at v 9.0
  - Version 9.2 available (since Dec 2015)
    - Provides interface improvements
      - ‘Fluid’ layout
      - Mobile-friendly access to tools
    - Access to ‘available’ features UMS has been unable to take advantage of to date
      - E.g. Activity Guides
    - Fully standardize on technical infrastructure (Intel/Linux)
    - Allow opportunity for ‘fit-gap’ analysis and review of customizations
MaineStreet Recommendations

2. Implement Campus Solutions Enhancements

- **Fall’18 – Spring’19**: Deploy 3rd party interface enhancement tools
- **Fall’18 – Spring’19**: Complete Campus Solutions 9.2 Technical Upgrade
- **Spring’19 – Fall’19**: Pursue acquisition cloud-enabled Financial Aid solution*

*Projected Cost = $1.5M – $2.1M
MaineStreet Recommendations

### 3. ERP Functional Assessment

- **Fall’19 – Spring’20**: Conduct RFP to identify consultant/partner to assist with functional assessment of ‘enhanced’ MaineStreet environment
- Engage with experts in evolving SIS market to explore best-fit SIS options
  - Prioritize ‘configuration’ vs. ‘code’ to optimize cost savings and access to enhancements
  - Evaluate alignment with UMS future directions
  - Development of future-focused specifications
- **Projected Cost = $150-200K**

### 4. (2) ERP Options Based on Functional Assessment

- **Option 1**: PeopleSoft Reimplementation *(Spring ’20 – Fall ’22)*
  - Conduct business process review, revision
  - Full reimplementation of PeopleSoft environment to achieve uniform data architecture
  - **Projected Cost = $1.8M-$2.9M**
MaineStreet Recommendations

4. (2) ERP Options Based on Functional Assessment

• Option 2: ERP Reimplementation (Spring ’20 – Fall ’23)
  • Conduct RFP for replacement ERP platform
  • Implement replacement ERP platform
  • Projected Cost = $3.5M-$6M**

US:IT Strategic Plan Next Steps

• US:IT Leadership Team reviewing submitted SMART Objectives
  • Over 160 Objectives submitted!
  • Currently grouping similar Objectives
• Final Objectives will be assigned to teams to develop discrete Activities for completion in July August
  • Timeline
  • Accountability
  • Metrics
  • Resources
**JIRA Service Desk**

- JIRA Service Desk successfully launched Monday July 16
  - A few issues encountered
  - Aaron Gagnon & John Brown will provide summary of the go-live event

- Thank you to the entire Project Team:
  
  Angel Allen  
  Aaron Gagnon  
  Andrew Henry  
  Andrew Moody  
  Eva McLaughlin  
  Frederick Brittain  
  James Campbell  
  John Brown  
  Stephanie LeBlanc  
  Stephen Blaylock  
  John Grover

**CS PeopleTools Upgrade**

- Campus Solutions PeopleTools was successfully upgraded over the weekend of July 6-9
  - John St. Peter will provide an overview of the upgrade along with the impact this upgrade will have for future events

- Thank you to the entire Project Team:
  
  Mark White (CABS)  
  Robin Perry (EAST)  
  Stan Moszczenski (EAST)  
  Todd Berry (WebDev)  
  Mike Higgins (WebDev)  
  Dan Tyger (WebTech)  
  Ursula Shufelt (CS-Dev)  
  Lori Osnoe (CS-Dev)  
  Patrice Lastufka (CS-Dev)  
  Mike Kelly (CS-Dev)  
  Valli Vel (DBA)  
  Anna Dukhovich (DBA)  
  McLean Poulin (DBA)  
  Xiumei Fang (DBA)
Upcoming Projects

- Learning Management System RFP
  - Explore options for Learning Management System
  - Current Blackboard Contract has been extended for 1 additional year (FY19)
  - John Brown

- Emergency Notification Implementation
  - Switch from e2Campus to Blackboard Connect
  - Current Plan:
    - Implementation and marketing to occur over Fall term
    - Go-Live over Winter break

- HR Enhancements
  - Aligning resources (ERPA, HR, IT Team)
  - Work to commence shortly