

# Issues Related to: Enterprise Systems Upgrade

October 13, 2011

- Three systems
  - Student
    - Campus Solutions (CS), launched in 1998
  - HR
    - Human Capital Management (HCM), 1998
  - EFS
    - Financial Supply Chain Management (FSCM), 2008
- Previous upgrades
  - 1999, upgraded to version 7.5
  - 2000, upgraded to version 8.0
  - 2006, upgraded to version 8.9



# Use of the Enterprise systems

- Financials
  - 14 modules
  - 166 distinct business processes
  - 419 daily batch processes run
  - 4.5M transactions processed in FY11
  - 1.5M vendor payments in FY11
- Student
  - 1.8 million registration transactions
  - 107,826 applications (to Admissions) processed
  - \$694,330,725. in financial aid disbursed in FY11
- HR
  - 3,140 employees regularly use the CS/HR system to perform job functions
  - 4,062 employees regularly use the Financials system to perform job functions



# Challenges and Opportunities

- Integration and complexity
- Continual maintenance
  - Federal and state regulations change
  - Security updates
- Effort to upgrade technology
- Effort to upgrade business processes



# Challenges and Opportunities

- Why upgrade the systems now?
  - Support for our current versions (8.9) ends in December 2012
  - Student/staff/faculty expectations increase (e.g., bring your own device)
  - Social Media use combines activities into one page – email, chat, video, news...
  - Increased use of Cloud Computing (SaaS, PaaS) requires integration with standard systems
  - Last upgrade was technical only; business processes continue to change



# Challenges and Opportunities

- Customization Report from Oracle, July 2011
  - The CS/HCM customization ranked 2<sup>nd</sup> most customized in Higher Education.
  - The Financial customization ranked 5<sup>th</sup> highest for all Higher Education clients.
  - The volume of customizations for Financials is high; however, most have been created as bolt-ons, which is a better approach for customization needs.



# PeopleSoft Upgrade Project

The purpose of the PeopleSoft upgrade project is to contribute to the University's goal of establishing itself as a leading institution by providing an enterprise solution, backed by processes, systems and methodologies across administrative functions that do the following:

- Provide accurate, timely, comprehensive and accessible information;
- Enhance risk management;
- Streamline and integrate business processes;
- Reduce implementation, modification and support costs by using the packaged solution;
- Increase value to the University through increased functionality and enhancements; and
- Provide flexible, adaptable, intuitive and reliable solutions.



# Consultation

## Governance Groups:

- Enterprise Systems Executive Oversight
- PeopleSoft upgrade steering committee (functional and technical leads: HR, Student, Finance)
  
- Faculty Consultative Committee
- President's Senior Leadership Group
- Senate Committee Information Technology (SCIT)
- Deans and Chancellors
- Academic Technology Advisory Committee (ATAC)
- IT Leadership Alliance (Collegiate & Coordinate Campus IT Directors)



# Timeline / next steps

- Summer / Fall 2011
  - “Fit/gap process” and documentation
- December 2011
  - Complete Planning Phase
- Spring 2012
  - Issue RFP for Implementation Partner
- TBD
  - Begin implementation

