SIS Optimization Program

A Campus Discussion

September 28, 2018 – 8:30AM - 10:00AM
Overview

• What is SIS OP?
• Technical Discovery
• Functional Discovery
  • What we did
  • What we learned
• SIS 9.2 Upgrade
• Comments and Curiosities
What is SIS-OP?
The Basics.

- **Student Information System (SIS)**
- **Major Process Owners**
  - Bursar’s Office
  - Office of Admissions and Recruitment
  - Office of Student Financial Aid
  - Office of the Registrar
    - SIS Support
    - Graduate School*
    - Division of Continuing Studies*
- **Stakeholders**
  - Too numerous to list!
The History.

- **3270 Mainframe - Pre-1997**
- **6.0 Beta – March 1997**
- **7.0 Go-Live – June 1998**
- **7.5 Upgrade – June 1999**
- **7.6 Upgrade – December 1999**
- **8.0 Upgrade – August 2002**
- **8.9 Upgrade – December 2005**
- **9.0 Upgrade – August 2008**
- **9.0 Upgrade – August 2008**

Zero System-Wide Comprehensive Functional Reviews
The Problem.

• Modifications.
  • Tweak to delivered functionality (i.e. ‘Customized’ Object).
  • New UW-created process (i.e. ‘Bolt-On’).
The Concerns.

• Efficiencies
  • Maintenance
  • Untapped new/unused functionality

• Stability
  • ‘Tweaks’ can go wrong

• The ‘Cloud’
  • Standardization is required
  • Modifications will be rare
Functionality Trends.
The Twist.

• Problem exists.
• Limited knowledge of the magnitude of modification.
• No comprehensive functional review has occurred in 20 years.
Perspective

3270 Mainframe (Pre-1998)

SIS 1998

Transformative Change
Campus Needed Time to Recover from the Major Change
Perspective

8.0 (2002)
Major Enrollment Improvements
Lots of new functionality – but UW didn’t fully explore.

8.9 (2005)
Lots of new functionality – but UW didn’t fully explore.

9.0 (2008)
New features.
UW is playing catchup from lot of features available from 2002.

9.2 (UW - 2019)

Pockets of Exploration – but no Comprehensive Review

Overview
Now What? SIS OP.

*The action of making the best or most effective use of a situation or resource.*

– *Optimization*
SIS OP Objectives.

- Continue accurate, timely and comprehensive access to student info.
- Improve user-experience through value-added functionality. Don’t take a step backward.
- Focus on stability and maintenance by using new/unused delivered functionality.
- Upgrade to 9.2 must occur by 2019.
- Overall – reduce modifications, where appropriate.
SIS Optimization Program Phases

• Technical Discovery (Summer 2017)
• Functional Discovery (Fall 2017)
• **SIS 9.2 Upgrade (Summer 2018 – Summer 2019)**
• Further Optimization (Summer 2019 – Beyond)
• Oracle Student Cloud (January 31, 2031)
Technical Discovery
The Extent.

**All PeopleSoft Customers**

- Benchmark Score: 58,381
- Benchmark Rank: 876 / 932
- Added: 94%
- Modified: 90%
- Total: 94%

**CS**

- Benchmark Score: 58,381
- Benchmark Rank: 77 / 90
- Added: 81%
- Modified: 90%
- Total: 85%
Functional Discovery
Functional Discovery Objectives

• Objective #1
  • Develop an actionable, prioritized inventory of UW-Madison, modified business processes that will be transitioned to a delivered-state in two phases, during the 9.2 Upgrade or in a defined period following the 9.2 Upgrade.
  • If transitioning to a delivered-state is not possible based on UW-Madison needs and/or limits of PeopleSoft 9.2, develop an actionable, prioritized inventory of changes to existing modifications to ensure those modifications are structured in a way to maximize stability, minimize maintenance and provide ample utility.
Functional Discovery Objectives

• Objective #2
  • Educate UW-Madison staff on new, unused or under-employed functionality in current CS 9.0 environment.

• Objective #3
  • Quantify technical efforts to update or transition approved 9.0 modifications to 9.2 or remediate 9.0 modifications by transitioning to delivered functionality.
Functional Discovery Objectives

• Objective #4
  • Review ancillary systems for potential impacts from 9.2 Upgrade (custom UW applications, data warehouses, external integrations)
  • Determine mitigations strategies to eliminate impact from the 9.2 Upgrade, including impacts from the proposed inventory of modified business processes that will be transitioned to a delivered-state or otherwise altered.

• Objective #5
  • Develop an upgrade environment (instance) plan to support the 9.2 Upgrade Project.
Functional Discovery Objectives

• Objective #6
  • Develop a baseline project plan for the 9.2 Upgrade Project. This plan must include those modified business processes that will be transitioned to a delivered-state during the 9.2 Upgrade. This plan must be detailed enough to successfully solicit accurate responses for a Request for Services to complete assist with the upgrade.

• Objective #7
  • Develop a project plan to implement the actionable, prioritized inventory of UW-Madison modified business processes that will be transitioned to a delivered-state in a period following the 9.2 Upgrade. This plan must be detailed enough to successfully solicit accurate responses for a Request for Services to complete assist with the upgrade.
The Plan.

1. Understand
2. Compare
3. Recommend
4. Decide
Functional Discovery

- **Pre-Planning Team**
- **Functional Discovery Working Group – UW ONLY**
- **Business Process Inventory**
- **Business Process Guide – Part A**
- **UW Only**
- **Functional Discovery Working Group – UW and Consultants**
- **Modification Guide(s) – Part A**
- **Modification Guide(s) – Part B**
- **Business Process Guide – Part B**
- **Business Process Guide – Part C**
- **Business Process Owner/Decider**
- **9.2 Upgrade Team or Optimization Team**
- **Change (based on Priority)**
  - As Proposed
  - Approved w/Change
  - Reject, No Change
  - Send Back to Team
  - Governance if escalation is needed

**SIS Optimization Program**
Understand Current.

• 515 Processes Identified with 626 Modifications

• Why we did things?
  • Policy
  • Compliance
  • Process-Driven
  • Preference
  • Software Gap

• What did we do?
  • Techie things...
Compare Alternatives.

- Expert SIS Consultants
- Fit/Gap
- Best Practices
- ROI (Effort vs Gains)
- Outcome
  - Recommendations to ‘improve’ SIS [no small effort]
Recommend.

• ‘Best Practice’ recommendation from consultants and process owner.
• Adhere to SIS OP objectives.
• Recommendation is not a decision. Something to spark conversation with stakeholders, if needed.
Decide.

• Stakeholder and Governance Involvement
  • If necessary and determined by director/designee of the process

• Outcomes
  1. Recommendation > Approve, Reject or Modify
  2. Timing
    • 9.2 Core Upgrade
    • Post-9.2 Core Upgrade
  3. Prioritize

Throughout 2018
Recap

Understand (Summer 2017)

Compare (Late-2017)

Recommend (Early 2018)

Decide (Throughout 2018)

DEM/Bursar + Consultants

+ Stakeholders + Governance
Functional Discovery – What did we learn?
Results (Recommend)

50% ‘Optimization’ (312 of 626)
- Removal (27%)
- Partial Removal (5%)
- Replace with Delivered (14%)
- New Business Process (1%)
- Enhance Existing Modification (3%)
Final Results*

• By Count (312 modifications optimized)
  1. Student Records – 119 modifications
  2. Financial Aid – 71 modifications
  3. Student Financials – 70 modifications
  4. Admissions – 45 modifications
  5. SIS Security – 7 modifications

• By Percent (50% modifications)
  1. Financial Aid – 62%
  2. Student Financials – 51%
  3. Student Records – 50%
  4. Admissions – 38%
  5. SIS Security – 33%

*Subject to Approvals
Examples
Functionality Gaps – Retain Modifications

- Update Academic Program
- Major/Cert Declaration
- Course Change Request
- Mid-Term Grades
- Textbook Entry
- Final Exam Scheduling
- Instructor Provided Content
Optimization – Same functionality, different means

- Class Rosters
- Permissions
- Adjust Class Associations
- Course Topics
- Veteran Benefit Summary
- FERPA – Student Self-Service
Transcript Conversion

**Decision:** Replace custom COBOL with delivered XML/BI Publisher transcripts

**Understand**
- Identify every data element on current/custom transcript

**Compare**
- Review against what is available in delivered and against transcript guidelines from American Association of Admission Officers and Registrars (AACRAO)

**Recommend and Decide**
- Sub-set of Academic Advising Policy Leaders (AAPL) serving as stakeholders in evaluating delivered functionality against current customized transcript
Transcript Conversion

Student Information (as delivered)

Empl ID

Student Information (as configured)

Student Information (current/customized)
Transcript Conversion

Custom Cobol

Delivered Transcript

### Fall 1989-90

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<thead>
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<th>Title</th>
<th>Credits</th>
<th>Grade</th>
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The first course topic is the adjusted topic to remove the abbreviated course title from the topic. The second course topic is the current formatting of topics to include an abbreviated form of the course title with the topic.
Student Experience Optimization

• Course Search and Enroll app
  • SIS Functionality
  • Degree Planner
• Course Guide – Retirement July 2019
• Activity Guide
  • Before enrollment
• FERPA enhancements
• SIS 9.2 Fluid Student Center
Student Experience Optimization
Takeaways

• Understand modification footprint
• Many modifications are warranted, many no longer so
• Learned 9.2 (and prior) functionality
• Infrastructure is limited for campus our size
SIS 9.2 Upgrade
Pre-Planning for Upgrade

• Pitch to Provost and VCFA
• IT Prioritization Process
The Approach

• Partnership with Upgrade Partner
• Leverage UW scarce resources on unique initiatives to UW
• Utilize consultants on routine upgrade work
• Utilize the upgrade to explore ways to optimize infrastructure
### SIS 9.2 Upgrade Timeline

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<th>2019</th>
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<tr>
<td>3. Aug</td>
<td>CS 9.2 PUM Image 14</td>
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<td>4. Sep</td>
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<td>13. Jun</td>
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<td>14. Jul</td>
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<td>15. Aug</td>
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- **Unit Testing**
- **Integration Testing**
- **User Acceptance Testing**
Governance

SIS Optimization Program
Staying Informed

• upgrade.sis.wisc.edu
  • What’s Changing?
  • Follow the Progress
  • History of SIS Upgrades
• Engage
• Project Team
• Contact
Comments and Curiosities?