EIS User Group
Agenda

- Enterprise Learning Management Project
- Employee Off-boarding Project
- Mobile App for Students Phase 2
- A Year in the Life of EIS
- EIS Monthly Report
- EIS Acronym List
- EIS Success Stories
About

The Enterprise Information Systems (EIS) User group consists of key users from across the UNT System representing each of the module areas supported within EIS. This group meets with Enterprise Application Services technical leads and directors several times a year to share information of interest to the broader EIS population. Each meeting includes a high level review of upcoming maintenance and upgrade events as well as an opportunity to ask questions about that schedule. The meeting also provides time to hear about the latest strategic initiatives, major projects and success stories related to EIS.
Enterprise Applications - Facts

32,906,928
Number of updates made to Campus Solutions database in April 2017

540
Average number of logins per minute to UNTS portals during its busiest week. (3rd full week of January)

Top 12 Last Names in EIS

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<td>Nguyen</td>
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Chrome
Is the most popular browser to use with EIS representing 38.6% of all use. Internet Explorer is next with 22.2%. Iceweaseal is used by less than 0.1% of EIS users

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PeopleSoft Enterprise Learning Management (ELM)

Terry Ekeland - Director, Human Resources Talent Management
ELM v9.2

• Overview
• Functions
• Benefits
• User Interface
• Scope
• Timeline
ELM Overview

- Native PeopleSoft application
- Built-in compatibility and information exchange with HCM
- Meets key business needs around compliance and record-keeping
- Supports implementation of learning plans based on job/department/institution
- Replaces “Administer Training” within HCM
- Oracle YouTube video: https://www.youtube.com/watch?v=Z54wo_muxVk
ELM Functions

- Training enrollment management
- Delivery of online learning modules
- Automated learning assignment based on job/department/institution
- Integration of learning plans with performance management
- Dynamic compliance management/reporting
- Enhanced visibility to supervisors and employees.
ELM Benefits

• One reporting source
• Reduction of regulatory and compliance risk
• Ability to assign/manage training dynamically
  • based on job code, job family, position, department, and/or organization
• Visibility of training during the performance management process (with ePerformance)
• Robust reporting with visibility to management
• Ability to host and launch online and video-based training (including UPKs) directly
• A better learner experience – FLUID interface
ELM User Interface

Classic

Fluid
(multi-platform mobility)
ELM Scope

Go-Live (November 2017)
• Functionality for all active, benefits-eligible, non-student staff/faculty employees (*primary service group*).

Post Go-Live (2018)
• Potential extension to other identified groups
  • Non-benefits eligible part-time staff/faculty employees (*ie non-student hourly*)
  • Student employees (*Graduate and Undergraduate*)
  • Students (*non-employees*)
  • Non-employee, non-student populations (*ie volunteers, external Persons of Interest*)
ELM Timeline

Feb 27 - Mar 6  
Project Initiation

Feb 27 - Mar 3  
Project Planning

Feb 27 - Oct 19  
Environment Preparation

Mar 6 - Mar 31  
Design/ Fit-Gap Analysis

100%  
Feb 27 - Mar 6

Feb 27 - Mar 3

Feb 27 - Oct 19

Mar 6 - Mar 31

Mar 1 - Aug 16

Jun 15 - Sep 14

Build

Conversion

Design

Execution

Design/ Fit-Gap Analysis

Project Initiation

Project Planning

Environment Preparation

Training/Change Mgmt

Testing

Deployment

Execute Soft Go-Live

Hard Go Live

Support

2017

Feb    Mar    Apr    May    Jun    Jul    Aug    Sep    Oct    Nov

2017

Today
HR Off-Boarding
Automated Process

Kem Marcum - Director ERP Application Development
HR Off-Boarding

- Project Overview
- Deliverables
- ROM Estimates
- High Level Timeline and Milestones
ITSS Team Members

- Ginny Richards, Technical SME
- Nnaemeka Onuoha, ERP Programmer Analyst
- Jody Gooch, Business Relationship Manager (BRM)
- James Buchanan, Business Analyst (BA)
- Kem Marcum, ERP Appl Devl Director
Business Team Members

- Janet Waldron, Vice Chancellor for Finance
- Luis Lewin, Assoc Vice Chancellor HR
- Don Sabani, Sr Director, BPI
- Andrea Lillie, Associate Director, BPI
- Addyson Green, HR Consultant, System HR
- Katy McDaniel, HR Consultant II, System-UNT
- Dana Perdue, HR Business Partner II, System-HSC
- Gary Finney, HR Business Partner I, System-Dallas
- Dorothy Cummings, HR Consultant I, System - HR
- Keeshala Henderson, HR Coordinator III, System - HR
- Meagan Voorhies, HR Consultant II, System - HR
- Shaureece Park, HR Consultant II, System - HR
- Leonard Bates, Senior HRIS Business Analyst, System - HR
Project Managers

• Mohammad Mobashirin (MO), ITSS Project Manager

• Bradley Stephens (Brad), Business Project Manager
Project Overview

**Project Background:** The UNT System (UNTS) does not have a systematic, standardized process in place to efficiently off-board employees. The lack of a standardized process has resulted in a large amount of payroll overpayments and system access control issues. Human Resources (HR), along with the Business Process Improvements (BPI) department, has identified the following required improvements:

- Create one standardized process
- Create one standardized Off-Boarding Checklist
- Generate month-end report for HR management to track terminations and monitor progress

**Current State:** Off-boarding is occurring in varying degrees in each unit/division exercising their own processes, without active campus/management oversight. Therefore, campuses have limited assurances that off-boarded employees are prevented from gaining access to localized systems and facilities, that campus property is being returned, and that off-boarding goals are achieved.

Some departments have implemented the use of a separation checklist, but not all departments follow this process, nor does this checklist address all off-boarding activities desired.
Future State: UNTS has identified that the standardized employee off-boarding process should be automated and utilized across all business entities. The objective for this project is to automate and stabilize the process, decreasing the termination timeframe for the separating employee. The goal is to terminate an employee within one day after the employee’s final work day.

An Off-Boarding process map and checklist have been drafted by HR and Business Process Improvement, outlining the ideal Off-Boarding process to be implemented which requires an employee or manager to initiate a separation or termination online. This trigger will result in automatic notifications to specified areas (i.e. HR, Employee’s Manager, ITSS/ACE) to take specific actions per a checklist.

The automated process will address the following:

- Establish a well-defined business process for handling separation of employment in place
- Ensure ePARs are entered and the departing employee will get their final check in a timely manner
- Decrease the possibility of overpaying the departing employee
- Remove the employee’s access to system(s) upon separation
- Define the Information Security requirements for all outgoing employees

This new process will ensure that when a separation of employment occurs, an employee is prevented from gaining unauthorized physical and electronic access to campus systems and facilities, and the return of campus property prior to an employee’s departure.
Deliverables

- **Ability for Employee or Manager/Supervisor/Admin to initiate termination through portal**
  - Send e-mail confirmation to Employee & Supervisor/Manager when Employee Initiate the termination
  - Send e-mail confirmation to Supervisor/Manager when Supervisor/Manager/Admin Initiate the termination
  
  *Note: Email confirmation will consist of the employees termination effective date, termination checklist*

- **Online Employee Checklist (**Dynamic**)**
  - Ability for Employee to complete checklist (Online)
  - Ability for Supervisor/Manager to review and approve a completed Checklist online with WorkFlow

- **Online Manager/Supervisor Checklist (**Dynamic**)**
  - Ability for Manager to complete checklist (Online)
  - Ability for Campus HR to review and approve a completed Checklist online with WorkFlow

- **Automate ePAR generation and submit**
  - Pre-Populate ePAR information from Employee/Manager Termination form and automate generation and submission of ePAR request

- **Trigger automatic e-mail notifications to specified areas to take specific actions per a checklist on ePAR Approval.** There will also be a file of pending terminations.
  - *(i.e. HR, Employee’s Manager, ITSS/ACE, Purchasing Card, Travel Card etc..)*

- **Reports**
  - Generate month-end report for HR management to track terminations and monitor progress
Out of Scope

- **Transfer/Termination**
  - Employee moving from one department to another department
  - Employee moving from one Business Unit to another Business Unit

- **EIS/HCM to ServiceNow Integration** to create Ticket/Service Request to specified areas to take specific actions per a checklist once ePAR is approved.
  
  *(i.e. HR, Employee’s Manager, ITSS/ACE, Purchasing Card, Travel Card etc..)*
## Estimated ITSS Hours

### Estimated Project Hours

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**ROM Total Hours:** 1,009  
**ROM Project Size:** Large
High Level Timeline

Initiation & Planning
- 100% 1/23/17 - 3/10/17

Requirements & Signoff
- 100% 2/6/17 - 3/24/17

Design
- 100% 3/1/17 - 6/30/17

Build & Unit Test
- 70% 3/1/17 - 6/30/17

System & Integration Testing
- 6/1/17 - 7/7/17

User Acceptance Testing (UAT)
- 7/10/17 - 8/4/17

User Training
- 8/5/17 - 8/31/17

Production migration and Go-Live
- 8/28/17 - 9/1/17

Production Support (Warranty Period)
- 9/1/17 - 9/30/17

Project Close
- 9/1/17 - 9/30/17

EIS User Group Meeting – May 25, 2017
Communication

• Weekly Status Reports sent via email
• Weekly Project Team meeting Project Document Location
  https://sharepoint.unt.edu/sites/ITSS_Strat/PPM/hroffboarding/SitePages/Home.aspx

• For questions please email:
  Mohammad.Mobashirin@untsystem.edu
  Bradley.Stephens@untsystem.edu

• This presentation will be emailed
Thank you for your time!
Mobile App for Students

Robert Jones - Director Enterprise Application Technology Services
Phase I is Live

Live as of December 9, 2016

- Course Module
  - View/Search Classes
  - Grades
  - Class Roster
  - Assignments
  - Announcements
  - Discussions
  - Catalog
- To-Do’s (Checklist Items)
- Calendar
- Events
- Maps and Way Finding
- Faculty/Staff Directory
- Campus Information
UNT Mobile App Download Stats

**App Downloads**

**UNT**
- iOS: 9386
- Android: 3514

**UNTS Total**: 13,784

**Total Downloads**
- 12,900
- Google Play Store: 3,514
- App Store: 9,386

*Graph showing app downloads over time from Dec 2016 to May 2017.*
UNT Mobile App Usage Stats

All Visits to App per Week

Jan 15  | Feb 05  | Mar 05  | Apr 02  | May 07
Mobile App Reviews

UNT Mobile App
by Anthonyj2428 on Feb 07 2017, version 4.0.86
Helps me keep up with assignments so that I never forget or miss one

-surprisingly Handy-
by Legit panda104 on May 18 2017, version 4.1.26
In general i was pleasantly surprised by how useful this app is for undergraduates. Even though I only needed it for a semester before I finished my degree, it was useful a number of times. Being mainly a UTA student, I wish our app was this functional.

Clubs and Organizations List
by Flowers_bv on Apr 21 2017, version 4.1.26
I love this app as I'm a newly accepted student and this is for me to search through and use. But I would like to know more about clubs that are on campus and I don't see them anywhere under "Campus Life". Could you make this a thing please?

Suprisingly Handy
by Legit panda104 on May 18 2017, version 4.1.26
In general i was pleasantly surprised by how useful this app is for undergraduates. Even though I only needed it for a semester before I finished my degree, it was useful a number of times. Being mainly a UTA student, I wish our app was this functional.

So helpful!
by IndyBlaze on Mar 16 2017, version 4.0.86
Parent of student-to-be and it's so helpful
Phased Implementation

2016
Course Module
• View/Search Classes
• Grades
• Class Roster
• Assignments
• Announcements
• Discussions
• Catalog
To-Do’s (Checklist Items)
Calendar
Events
Maps and Way Finding
Faculty/Staff Directory
Campus Information

2017
Enrollment Module
• Add/Drop/Swap Classes
• View/Notify Wait List
Bill Pay
• View Accounts, Charges, Payments
• Pay Bill
Financial Aid
• View Aid
• Accept/Decline Aid
View Holds
Update Emergency Contact
A Year in the Life of Enterprise Applications

Jason Myre - Manager Enterprise Application Support Services
## A Year in the Life

### Year in the Life of Enterprise Applications 2016/2017 & 2017/2018

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### Notes

- **In Progress/Completed**
- **Planned**
- **Proposed**

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EIS User Group Meeting – May 25, 2017 34
EIS Monthly Report

Dorothy Flores – Executive Director of Enterprise Applications
## Incidents and Service Requests

### Closed in April

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<th>Incidents</th>
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<td>FAST - Kem</td>
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<td>EATS - Robert</td>
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<td><strong>TOTAL</strong></td>
<td><strong>55</strong></td>
<td><strong>124</strong></td>
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- SAST – Student Administration Systems
- FAST – Human Capital Management (HCM), Finance, and Constituent Relationship Management (CRM)
- EATS – Portal, PeopleTools, EIS Security, Imaging Services, PeopleSoft and non-PeopleSoft Application Administration
## Service Requests – Apr. 2017

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<td>ITSS-EA Fin Aid - Scholarship Count</td>
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Service Requests – Past 13-months

FY16 - FY17 EA Service Requests

- SAST
- FAST
- EISTS
- Total
## Incidents – April 2017

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Incidents – Past 13-months
### Active Project Summary

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<td><strong>7</strong></td>
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</table>

- **SAST** – Student Administration Systems
- **FAST** – Human Capital Management (HCM), Finance, and Constituent Relationship Management (CRM)
- **EATS** – Portal, PeopleTools, EIS Security, Imaging Services, PeopleSoft and non-PeopleSoft Application Administration
ITSS Acronym List

Requires login to SharePoint

https://itss.untsystem.edu/divisions/ea/enterprise-applications-links
Success Stories
Graduating Year Experience

Available to graduating students on UNT Student Portal

Provides a targeted set of links/actions designed to prepare them for their next steps

Links provided up to 9 months prior to graduation

Important Graduate Student Survey provides UNT needed information for mandated collection surveys

Participation went from 900 last year to over 3600 so far this spring
EIS Financials Maintenance

- UAT started in February and implementation into Production was on April 22
- 347 test scenarios were used in testing
- 25+ individuals from Finance, Purchasing, Budget and Grants were involved in this team effort
Questions?