EIS User Group
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 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.
Agenda

- Welcome and Introductions
- Campus Solutions and Fluid
- eForms
- Multi Factor Authentication and EIS
- The ERP Assessment
- EIS Success Stories
- EIS in a Year (or so) and By The Numbers
Campus Solutions and Fluid

Jenny Brooks
Who is Involved?

• Steering Committee
  • Shannon Goodman (UNT)
  • Stephanie Holley (UNTD)
  • Trish VanDuser (HSC)
  • Joey Saxon (UNT)

• Project Team
  • Includes Subject Matter Experts, Module Leads, ITSS EA Teams

• Core Team
  • Key people from Project Team - functional and technical
Who is Involved from ITSS?

• Core Team ITSS
  • Mo Mobashirin – Project Manager
  • Linda Wallace – Technology Sponsor
  • Mike Shirley – Application Lead(Admissions/Student Records)
  • Jenny Brooks – Application Lead(Financial Aid/Student Finance)
  • Michelle Elliott – Lead Fluid Analyst
  • Jason Myre – Tech Lead (Infrastructure)
  • Vicky Walker/Rebecca Padia – Security Leads
  • Alan Wilson – Portal Transition Lead/Tools
  • Kristina Randolph – PHIRE/Migrations
  • Andy Brockett – Testing Lead

• Project Team ITSS
  • Student Admin tech teams, EA Tools, Security and Infrastructure teams
Why are we doing this project? Student Feedback!

Please fix the layout of the mobile website for Student portal. It doesn't let you scroll down on some pages - for example, I can't see my entire class schedule on mobile because the page won't let me scroll down.

Everything looks cluttered

Student portal that is more responsive, easier to use, and more engaging

Anything that isn't like this? Maybe the color blue throws off the whole web page?

It looks like it runs on windows 2007

Easier access with phones

User interface, everything is just so jumbled.

A fresher interface system.

A better mobile site, or the ability to use the desktop version on your mobile phone. I can do most things I need on the student side, but as an employee as well I can't get to most of the time and pay related pages on my phone.

Sometimes it feels a little silly with how everything is just smacked onto the front page. Could use some neater organization or just tidying up.

A Mobile-Friendly Application

It's rather difficult to maneuver around and find things. more modernized. It's too old and should be improved

Better UX

Any good sense of organization at all
What big changes will Fluid provide?

- Improved student user experience in EIS on all devices – Fluid is Oracle’s answer to device responsive design

- Administrative Staff and Faculty users experience different look/feel

Optimization of User Experience on all devices

Use of Delivered Functionality:
- Homepage
- Dashboard
- Work Centers
- Activity Guides
- Notifications
- Navigation Collections
- Pivot Grids
- Related Content
- Related Actions
- Navigation Bar
When will we be involved?

• April/May/June – Fluid Student self-service design sessions with users
• May/June/July – Fluid development work by ITSS
• June – August – Testing of Fluid Student self-service, Faculty self-service
• June – July – Student user experience sessions
• July – September – Communications and documentation updates
• September 21 – Fluid Go-live and validation
What can I clarify for you?
eForms
Jim Buchanan
eForms Agenda

• History
• Why eForms
• Next Gen
• Service Rollout and Support Model
• Guidelines for eForm Complexity Types
• Governance
• Questions
Why an eForms solution?

• Users want it
• Software duplication – unnecessary costs
• Too many paper, Adobe, and Word forms in use
  • No workflow
  • Limited ability for electronic signatures
  • No integrations with EIS or Perceptive Content
eForm Solution Needs Criteria

What have business users asked for?

- Simple UI; no IT
- Easy workflow designer
- Capture and digital signatures
- Shorter delivery time
- Pre-populate form data
- Reporting
Next Gen Web Solutions

• 350+ higher ed customers
• UNT Financial Aid Office since 2016
• Dynamic Forms – Key Points:
  • Cloud solution
  • 7-yr records retention
  • Self-service for simple forms
  • Workflow and electronic signatures
  • APIs – EIS & Perceptive Content
  • Dynamic form development
  • ADA Section 508 compliant using JAWS
Service Governance by Form Type

Type 1
Simple
- No governance required
- Self-service
- No IT development required

Type 2
Moderate
- Requires modifying existing APIs
- Generally fulfilled by ITSS EA via service request

Type 3
Complex
- Requires new APIs; push data to EIS or ImageNow
- Required to go to appropriate ITPP governance group for approval and prioritization
Support Model

• Campus IT (ITSS for SYS)
  – Primary owner and admin of eForms solution Liaison to ITSS for level 2 support needs
  – Level 1 support for all College/Dept IT groups
  – Level 1 support for administrative business offices

• ITSS
  – Level 2 support for Campus IT

• Next Gen
  – Support for ITSS
Questions…

Jim Buchanan
FABAT Lead
IT Shared Services
James.Buchanan@untsystem.edu
The ERP Assessment

Barrett Bishop
The University of North Texas System (UNTS) engaged ISG to conduct an ERP system evaluation project encompassing financial (FIN), human capital management (HCM), and student administration (SIS) systems.

The project includes five tasks orders:

1. RFP Development
2. Business Process and Application Function Evaluation
3. RFP Response Evaluation
4. Contract Negotiations (if needed)
5. Implementation Planning & Organizational Readiness
Steering Committee & Project Team

Steering Committee
- Gary Rahlfs
- Barbara Abercrombie
- Shannon Goodman
- Elizabeth Medders
- Monica Williams
- Charlotte Russell
- Bob Brown
- Mark Chassay
- Jim Main

Sub-Committee Leads
- Jim Gross
- Donna Asher
- Dheeraj Mishra
- Dan Hubbard
- Priya Devapriya
- Lynn McCreary

Project Team
- Andrea Lillie
- James Doss
- Barrett Bishop
- Lindsey Bartula

IT
- Dorothy Flores
- Andy Mears
- Kem Marcum
- Adam Fein
- Allen Clark

ISG
- David Hemingson
- Gary Allen

* Cross-functional representation from all institutions
Project Timeline & Progress

RFP Development – 100% Complete

Business Process & Application Function Evaluation – 100% Complete

RFP Evaluation – 10% Complete

Contract Negotiations - Pending

Organizational Readiness Survey, Implementation Planning and Total Cost of Ownership – 15% Complete
Key Next Steps:

- **Evaluation of Proposals:**
  - Evaluation Committee Orientation (May)
  - Review and analyze vendor responses (May-June)
  - Vendor demos (June-July)
  - Evaluation Committee provides final scoring Steering Committee (August)

- **Implementation Planning & Readiness:**
  - Create & administer organizational readiness survey (April-May)
  - Develop & present organizational readiness report (June)
  - Develop high level implementation plan & total cost of ownership (July-August)
Multi Factor Authentication and EIS

Rich Anderson
What is authentication?

• Authentication is the process of proving something or someone to be true, genuine, or valid. In Information Technology, authentication is the process used to verify the identity of a user or process.

• The authentication process involves matching a user account with an authentication token. Authentication tokens can be:
  • Something you know – a password or PIN
  • Something you have – an app for you phone or a token
  • Something you are – a fingerprint or your facial geometry
What is multifactor authentication (MFA)?

- Multifactor Authentication (MFA) requires an additional authentication token, or factor, to verify the identity of the user.

- The authentication factors should be of different types. For example, if you have a password (something you know), the second factor should be either something you have (an app on your phone) or something you are (your fingerprint).

- An example of multifactor authentication that most people use is the ATM. In order to access your bank account at an ATM, you are required to present your debit card (something you have) and your PIN (something you know).
Why do we need MFA? Phishing.

- Phishing is an email based scam designed to lure a user into surrendering their credentials or taking some other action to benefit an attacker.
- We block between 5,000 and 13,000 phishing messages a day before they reach users and pull an additional 500 messages per day on average.
- In spite of our technical controls and awareness campaigns, we are still susceptible to phishing attacks.
Why do we need MFA? Credential breaches.

- Security expert, Troy Hunt, maintains a database of compromised user accounts from known data breaches.
- As of May 21, 2019, 7,858,347,021 compromised accounts were in the haveibeenpwned database.
- As of May 21, 2019, 34,837 @unt.edu accounts were in the database.
- While most of these credentials are old, some are still active and users tend to reuse passwords on different systems.
Disrupting the Kill Chain

• From Wikipedia: “The term kill chain was originally used as a military concept related to the structure of an attack; consisting of target identification, force dispatch to target, decision and order to attack the target, and finally the destruction of the target. Conversely, the idea of "breaking" an opponent's kill chain is a method of defense or preemptive action.

• If an attacker obtains a user’s credential through phishing, a breach, or other means; we can disrupt the attacker’s plan by introducing MFA.
DUO

• We have selected DUO as our MFA solution.
• DUO works in conjunction with Appsian, the PeopleSoft application firewall, to provide MFA on a page level.
• Our pilot project with MFA will be on the self-service direct deposit payroll pages. This will allow employees to input and change their direct in a secure manner.
• We started our MFA project on May 17, 2019 and expect to be in a testing phase by mid July and in production by the first week of August.
• Wide deployment to other enterprise applications and deployment of MFA to all users will begin in the fall of 2019.
Conclusion

• From an attacker’s perspective, our enterprise systems hold a wealth of information and opportunity for financial gain. Our user credentials are the keys to the kingdom.

• Passwords alone do not provide enough protection due to phishing, account compromises, and questionable user choices regarding password management.

• MFA provides an additional layer of security that mitigates common password problems and will enable better security and open new opportunities for users.
EIS Success Stories

Jenny Brooks and Kem Marcum
EIS Success Stories

- I9 Purge
- Concur Travel & Expense
- CS 9.2 Upgrade
  - Completed No. 2018
  - Highstreet Roadmap – May 2019, Schedule TBD
- ePar Phase II
- Hire Data – Phase I
- No Valid SSN
- Banking Change JPM/Chase
- Image 30 for Finance
Enterprise Applications – by the Nuts, Bolts & Numbers

Robert Jones and Dorothy Flores
# A Year in the Life of Enterprise Apps

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**In Progress/Completed**

- Planned
- Proposed
Incidents and Service Requests

What is an Incident?
An incident is defined as any event that is 1.) unplanned 2.) causes an interruption in service or a deterioration in service quality. Basically, something is broken or isn’t working correctly. Incident tickets can be submitted by users or IT.

What is a Service Request?
A service request is defined as a formal request submitted by a user for some type of service, software, or hardware. Service requests are generally small tasks, requiring minimal effort (no more than 40 hours), and can often be repeatable, like granting security access. They will never involve creating a new service or implementation of new technology.
## Service Requests and Incidents

### Closed in April

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- SAST – Student Administration Systems
- FAST – Human Capital Management (HCM), Finance, and Imaging Services
- EATS – Portal, PeopleTools, EIS Security, PeopleSoft and non-PeopleSoft Application Administration
## Enterprise Applications – Service Request
### April 2019

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Enterprise Applications – Service Request Trend Past 13 Months
## Enterprise Applications – Incidents
### April 2019

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Enterprise Applications – Incidents
Trend Past 13 Months

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</tr>
<tr>
<td>TOTAL</td>
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<td>6</td>
<td>9</td>
<td>3</td>
<td>51</td>
</tr>
</tbody>
</table>

**Average Project Hours by Level:**
- Level 1 – Less than 200 hrs
- Level 2 – 200 – 300 hrs
- Level 3 – 350 – 500 hrs
- Level 4 – 600+ hrs
## Projects – Closed Past 12 Months

<table>
<thead>
<tr>
<th>Sub-division</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAST - Linda</td>
<td>14</td>
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<td>1</td>
<td>16</td>
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<tr>
<td>FAST - Kem</td>
<td>13</td>
<td>1</td>
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<td>6</td>
<td>20</td>
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<tr>
<td>EATS - Robert</td>
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<td>0</td>
<td>1</td>
<td>1</td>
<td>6</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
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<td><strong>1</strong></td>
<td><strong>2</strong></td>
<td><strong>8</strong></td>
<td><strong>42</strong></td>
</tr>
</tbody>
</table>

Average Project Hours by Level:
- Level 1 – Less than 200 hrs
- Level 2 – 200 – 300 hrs
- Level 3 – 350 – 500 hrs
- Level 4 – 600+ hrs
ITSS Acronym List

https://itss.untsystem.edu/divisions/ea/enterprise-applications-links

Requires login to SharePoint
PeopleSoft Training Vendors

These companies offer both off-site classes and/or on-line training options:

- **We have used:**
  - Oracle University - [http://education.oracle.com/](http://education.oracle.com/)
  - SpearMC - [http://spearmc.com/training/](http://spearmc.com/training/)
  - Maverick - [https://mavericksolutions.net/engage/](https://mavericksolutions.net/engage/)
  - TeachMe2Day - [http://teachme2day.com/training-courses/](http://teachme2day.com/training-courses/) (No on-line training)

- **We have not used, but could be good options:**
  - SkillsVine - [https://academy.skillsvine.com/](https://academy.skillsvine.com/)
  - Tam Training - [https://www.tamtraining.com/](https://www.tamtraining.com/)
  - Exit Certified - [https://www.exitcertified.com/training/oracle/peoplesoft](https://www.exitcertified.com/training/oracle/peoplesoft)

**NOTE:** Submit a Service Request at [ITHelp@untsystem.edu](mailto:ITHelp@untsystem.edu), if you need assistance with assessing your needs and available options.