Welcome to the EIS User Group

October 28, 2016

We’ll begin soon!
What is the EIS User Group?

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 together with Enterprise Application Services technical leads several times a year to share information that is valuable and of interest to the broader EIS population.

Each meeting includes a high level review of upcoming maintenance and upgrade events with an opportunity to understand and ask questions about that schedule. The meeting also provides an opportunity to hear about the latest strategic initiatives around EIS as well as the major projects and success stories that make up the life of our Enterprise Information Systems.
Today’s Agenda

• Introduction of New Staff
• A Year in the Life of Enterprise Applications – Jason Myre
• ITSS Projects Review – Debbie Eyzaguirre
  • Mobile Project – Mo Mobashirin
  • Insights Program – Jason Simon
• Campus Solutions Upgrade – Linda Wallace
• Recent Success Stories
New Staff Introductions

EIS User Group
A Year in the life – Jason Myre

EIS User Group
<table>
<thead>
<tr>
<th>Year in the Life of Enterprise Applications 2016/2017</th>
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<tr>
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<tr>
<td>Campus Solutions Bundles/Regs</td>
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<td>Campus Solutions PeopleTools Upgrade</td>
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<td>Financial Image Update</td>
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<td>Financial PeopleTools Upgrade</td>
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<td>HCM Images Updates</td>
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<td>HCM PeopleTools Upgrade</td>
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<td>Portal PeopleTools Upgrade</td>
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<td>Enterprise Learning Management</td>
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<td>Campus Solutions 9.2</td>
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<td>ImageNow Upgrade</td>
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<td>Hyperion Maintenance Pack</td>
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<td>Filehub Migration to Filestore</td>
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<td>Phire Updates</td>
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<td>uDirect/uAchieve Upgrade</td>
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<td>Visual Schedule Builder</td>
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<td>Cypress</td>
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**Legend:**
- In Progress
- Planned
- Proposed
Key EIS Initiatives – Debbie Eyzaquirre

EIS User Group
Business Relationship Managers (BRM) cover specific campuses and unique areas to serve as a focal point for all ITSS Inquires.

- Champions for ITSS and Campuses
- Customer Advocates
- Trusted Advisors

Jeri Takimoto
UNT Campus

Debby Eyzaguirre
HSC Campus

Jody Gooch
Dallas Campus & System
<table>
<thead>
<tr>
<th>Project Name</th>
<th>Project Manager</th>
<th>Go-Live Date</th>
<th>Classification</th>
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</thead>
<tbody>
<tr>
<td>9/eVerify Scanners</td>
<td>Shay Floyd</td>
<td>12/01/16</td>
<td>Mandated</td>
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<tr>
<td>TAC 202 and ISO 27001/2 Standards</td>
<td>Mears, Paula</td>
<td>12/30/16</td>
<td>Mandated</td>
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<td>ERS File Layout Changes</td>
<td>James Buchanan</td>
<td>01/19/17</td>
<td>Mandated</td>
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<td>2016 Compliance and Risk Assessments</td>
<td>Tina Sikes</td>
<td>03/30/17</td>
<td>Mandated</td>
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<tr>
<td>TAC 202 &amp; ISO27001/2 Standard</td>
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<td>03/15/18</td>
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<td>KK ReDesign</td>
<td>Haq, Asadul</td>
<td>Complete</td>
<td>Operations</td>
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<tr>
<td>Calero Pinnacle Upgrade</td>
<td>Shay Floyd</td>
<td>11/30/16</td>
<td>Operations</td>
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<tr>
<td>VMWare NSX-DC Network Rollout</td>
<td>Haq, Asadul</td>
<td>09/30/16</td>
<td>Strategic</td>
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<td>Information Security SIEM Logging</td>
<td>Patrick McLeod</td>
<td>12/16/16</td>
<td>Strategic</td>
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<tr>
<td>Academic Advising (Phase 2) -- UNT</td>
<td>Mobashirin, Mo</td>
<td>01/31/17</td>
<td>Strategic</td>
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<td>Active Data Guard</td>
<td>Juregan Stegmir</td>
<td>03/30/17</td>
<td>Strategic</td>
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<tr>
<td>Data Warehousing/Analytics/Dashboards</td>
<td>Griffin, Tonica</td>
<td>04/30/17</td>
<td>Strategic</td>
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<td>Dallas College of Law - Update Admissions Process</td>
<td>Mobashirin, Mo</td>
<td>05/01/17</td>
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<tr>
<td>PeopleSoft Enterprise Learning Management 9.2 (ELM)</td>
<td>Spice, Mike</td>
<td>06/30/17</td>
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<tr>
<td>Customer Relationship Management (CRM) and Marketing Automation (Phase 2)</td>
<td>Shay Floyd</td>
<td>Ongoing Sprints 11/17/2016, 12/14/2016</td>
<td>Strategic</td>
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<tr>
<td>Mobile Application Project (Implementation Phase)</td>
<td>Mobashirin, Mo</td>
<td>Phase 1: 11/30/16, Phase 2: 03/31/2017</td>
<td>Strategic</td>
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## ITSS Active Projects

<table>
<thead>
<tr>
<th>Project Name</th>
<th>Project Manager</th>
<th>Go-Live Date</th>
<th>Classification</th>
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</thead>
<tbody>
<tr>
<td>Online Transcript Ordering Process</td>
<td>Haq, Asadul</td>
<td>TBD</td>
<td>Tactical</td>
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<tr>
<td>MailHost 2016</td>
<td>Jason Gutierriz</td>
<td>10/14/16</td>
<td>Tactical</td>
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<td>ImageNow Upgrade to Content 7.1</td>
<td>Griffin, Tonica</td>
<td>10/24/16</td>
<td>Tactical</td>
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<tr>
<td>File Hub Migration</td>
<td>Haq, Asadul</td>
<td>10/30/16</td>
<td>Tactical</td>
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<tr>
<td>PMO Maturity Project</td>
<td>Adams, Anne</td>
<td>11/18/16</td>
<td>Tactical</td>
</tr>
<tr>
<td>SAIG Automation for file transfer</td>
<td>Jenny Books</td>
<td>11/21/16</td>
<td>Tactical</td>
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<tr>
<td>Firewall Exception Security Monitoring</td>
<td>Mears, Paula</td>
<td>12/13/16</td>
<td>Tactical</td>
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<tr>
<td>Graduating Student Portal Module</td>
<td>Jenny Brooks</td>
<td>12/23/16</td>
<td>Tactical</td>
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<tr>
<td>ePAR Phase II</td>
<td>Ginny Richards</td>
<td>01/31/17</td>
<td>Tactical</td>
</tr>
<tr>
<td>EHC (FEHC) General Activities (Prep Environment, Vendor Support, RCMs, Etc.)</td>
<td>Gordon Albury</td>
<td>04/06/17</td>
<td>Tactical</td>
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<tr>
<td>Office 365 Implementation</td>
<td>Athanasios Galiopoulos</td>
<td>08/31/17</td>
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<tr>
<td>Event Management</td>
<td>Jason Gutierrez</td>
<td>08/31/17</td>
<td>Tactical</td>
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**Current Status of Key Strategic Initiatives**

**Data Warehousing - Analytics - Dashboards (D.A.D.)**

**October 2016**
- Technical implementation is in progress – Sprint 1.2
- Implementation of security component for HDP clusters
- Completion of Cluster Operational Runbook

**Next Steps**
- SAS engagement tentatively scheduled to start the week of 10/24
- Sprint 2.1
- SAS install for the Dev/Test environment
- Scheduling continued informational meetings/sessions

**CRM for Recruiting and Marketing Automation**

**October 2016**
- Currently executing Sprint3
  - 5 items in testing
  - 1 item complete

**Next Steps**
- Sprint3 Completion
- Sprint4 Started

**Mobile Applications**

**October 2016**
- Currently in UAT with 75% complete
- Project team scheduled to retest defect fixes and PS people tools upgrade in next 2 weeks

**Next Steps**
- Go-live Date changed from 11/30 to 12/5
- Complete iOS, Android, Windows App Store Review

**Academic Advising, Degree Planning and Audit**

**October 2016**
- UNT
  - Design phase completed
  - Build and Unit Test complete
  - UAT plan for My Planner

**Next Steps**
- System and Functional Testing
- UAT Testing & Signoff
BRM Contact Info

Business Relationship Manager Contact Information:
• Jeri Takimoto, Jeri.Takimoto@untsystem.edu
• Debby Eyzaguirre, Deborah.Eyzaguirre@untsystem.edu
• Jody Gooch, Jody.Gooch@untsystem.edu
Mobile App Update – Mobashirin

EIS User Group
Phase 2

- Bursar
- Bill Pay
- Enrollment
- Financial Aid
- Hold (Service Indicator)
- Orientation
- Admission (Accept/Decline & View Status)
Insights Program – Jason Simon

EIS User Group
Leveraging Analytics to Create Insights:
A Brief Update on the Partnership to Implement the new Data Warehouse, Analytics, and Dashboard Program

Jason F. Simon, Ph.D.
Assistant Vice President – Data, Analytics, and Institutional Research
Our Conversation

• Project Status
• Analytics in Context
• Higher Education Opportunities for Predictive Analytics
• Challenges we Intend to Mitigate
• What is Needed For Success
• Question and Answer
## Project Status

### Pre-Implementation (5/15 – 10/16)
- Readiness Assessment
- Stakeholder Interviews
- Peer Benchmarking Visits
- Technical Assessment
- Vendor Analysis
- Vendor Selection
- Data Security Sign Off
- Project Charter Creation/Funding
- ITSS/Business Unit Leadership Teams

### Implementation (10/16 - 6/17)
- Strategic Talent Acquisition
- SME Engagement
- Culture Building
- Data Identification/Modeling
- Hardware Installation
- Software Configuration
- Data Governance Structures
- Knowledge Transfer from Vendors
- First Dashboards Produced
- User Acceptance Testing/Sign-Off

### Optimization (7/17 – Beyond)
- SME Training
- Self-Service Analytic Content
- Predictive Analytics Expansion
- Expansion of Data Modeling
- Master Data Management
- Enhanced Web Presence/Insights Portal
- Possible Vendor Identification for Advanced Predictive Analytics

- **COMPLETED**
- **IN PROGRESS**
- **PENDING**
Context For Our Program

Transforming Energy and Utilities through Big Data & Analytics

Sensor Findings Summary

Leveraging Analytics to Create Insights – UNT System Leadership Presentation – 2016

Jason F. Simon, Ph.D.
Challenges We Intend to Mitigate

• Data governance
• Data veracity
• Reporting data structures are over a decade old
• Non-automated data processes and hand-coding is costly
• Lack of a modern workflow for data requests/needs is burdening numerous units across the System
• Data management tools are non-existent to most SMEs
• On-demand data is still in its infancy across the UNT System
• ROI on realized Customer Lifetime Value
Projected Pathways to Success:
Dates To Be Confirmed Across Functional Teams and Vendors

Visual Analytics Deployment

- Vendor Contracted
- Hadoop Environment Developed
- Data Integration and Linkages
- Data Models Developed
- SAS VA/VS Training DAIR & UNTD IR Teams
- Initial Analytics Deployed
- Training Launches for Campus SMEs
- Trusted Analytics Delivered by SMEs

Additional Analytics Deployed by DAIR to answer strategic questions.

Technical Infrastructure

- Define The High Level Needs
- Interview Vendors
- Construct List of Software and Hardware Needs
- Create Architecture Diagram Of New System At UNT
- Define Final Solution with Vendors
- Issue PO's
- Install Software and Hardware
- Beta Test Solution
- Release Solution to Production

Data Governance

- Data Governance Consultants Engaged
- System DG Workgroup Forms
- DG Consultant Work Week (3 Days)
- DG System Policy Developed
- Campus DG Workgroup Forms
- Campus DG Work Week (3 Days)
- Campus Procedures Launched
- Ongoing DG Workgroup Meets
- Policies and Procedures Evolve As Needed

Data Security Protocols Managed, Trainings, and SME Data Validation Occurs Often and Regularly Across Both Cycles
Agile Planning Methodology

1st Steps:
- Establishing deliverables in consultation with Client(s) and Stakeholders
- Identifying key questions needing answers
- Basic descriptors of visual analytics expressed
- Establishment of a work cycle
- Establish re-engagement agreements with Client and SMEs
Example of Practice Using SAS Toolsets
Higher Education Applications for Predictive Analytics

- Predict Freshmen GPAs in First Semester to Engage Support
- Examine Successful Graduates to Identify Best Practices
- Predict Courses Needing to Be Scheduled in Advance
- Create Revenue and Expense Forecasts
- Investigate Academic Performance and Optimal Sequencing in Courses
- Forecast Student Usage Patterns of Campus Services
- Leverage External Data to Optimize Enrollment Forecasting Opportunities
- Predict SCH Generation By Program
- Analyze Student Feedback on Customer Service Surveys, Advising, to Predict Transfer
- Investigate Optimal Financial Aid Packaging and Awarding Strategies
- Conduct Capacity Analysis for Potential New Academic Programs
- Academic Areas of Opportunity for External Research Funding

Known Players in the Space:
Hanover Research, EAB, Civitas, Hobson, D2L, Campus Labs (Leeds Equity), Blue Canary (Blackboard) and a host of others.
Predictive Analytic Capabilities

- SAS Visual Statistics is designed to respond to complex questions.
Final Take-A-Ways

1. Higher Education is more complex and competitive – actionable insights derived from data are no longer a luxury.

2. Student success should be our ultimate goal – improving retention and graduation rates have life changing consequences for generations to come.

3. This is a partnership and we look forward to working together to impact our landscape.
Discussion
Q&A
Campus Solutions Upgrade – Linda Wallace

EIS User Group
What has been accomplished:

- Campus Governance and IT Governance Advisory Groups – approval of the timeline recommendation: September 2017 with go-live Thanksgiving 2018

- Steering Committee formed:
  - Shannon Goodman (UNT)
  - AJ Randolph (HSC)
  - Stephanie Holley (UNTD)
  - Dan Stephens (System)

- Oracle demonstrations of features conducted in July and September 2016
Next Steps:

• Functionality Assessment including new features, current business processes, customization

• Complete the Governance Approval Process
  o Shared Services Operations Committee (SSOC) presentation - November
  o SSOC Approval – December
  o Shared Services Council and Board of Regents presentation/approval – January 2017

• RFP – Spring 2017 for September 2017 start
Recent Success Stories

EIS User Group
Recent Successes

• Filestore – Almost...
• ImageNow Upgrade
• Foliotech – Student profile system – UNT
• Acad Advising/Degree Audit – HSC
• CRM Phase I – UNT
• Others from the group
• Next Meeting – Feb. 2, 2017

• Questions?