



OHIO
UNIVERSITY

Student Information System
Phase 2:
Service Transformation and
RFP Development

SIS
Executive Steering Committee
Update
April 26, 2006

MORAN TECHNOLOGY
CONSULTING

Agenda

Critical Business Processes

Major Themes from the Business Process Workshops

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BPR Examples

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OU SIS Selection Team

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Critical Business Processes

Among the many important OU processes, there are some with critical requirements that need to be supported by the new SIS.

- Recruit Students
- Academic Advising
- Apply and Admit
- Registration
- Transfers and Articulation
- Billing and Collections
- Fee Calculation
- Apply for Financial Aid
- Financial Aid Disbursements
- Financial Aid Packaging
- Housing
- Judiciaries
- 'Holds' Management

Process Workshop Stats

Over a five week period, starting on February 22, OU invested:

# of Workshops	31
# of Workshop Attendees	447
Total Attendee Hours	1,787

Major Themes from the Business Process Workshops

- Self service is in use at the university (registration, housing contracts, e-billing, etc.) and there is opportunity for more integrated and widespread use.
- While some unique process tasks exist across the Athens Campus, College of Osteopathic Medicine, Regional Higher Education, and Lifelong Learning, there are many opportunities to consolidate business processes to a shared/common process that can be used across the university.
- Despite a variety of known issues, the current 'Data Warehouse' serves as an important 'reporting system' for many areas of OU. The arrival of the new SIS will provide OU with the opportunity to consolidate and integrate data across departmental functions and to provide authorized users with a significantly improved capability to produce management reports.
 - This is a critical prerequisite to meeting the goals of VisionOHIO.
- Several functional areas use third party packages (Sigma SAM, Recruitment Plus, DARS, etc.) to supplement the functionality of the current SIS. As OU moves to the new SIS, the groups using the current SIS and the third party packages are “not interested in going backwards” in terms of functionality.

Change Strategy Recommendations

- OU should utilize the opportunity presented by the new SIS to move from its current “transaction focused services” model to a “customer-centric services” model
 - ❑ When students need a service, they frequently need to traverse a variety of organizational silos to complete the process. Concepts like ‘One-Stop Student Services Center’ and ‘Customer-Centric Organization’ models should be considered to make silo boundaries virtually transparent
 - ❑ Business processes must be reviewed and reengineered before implementation to avoid the common pitfall of spending millions of dollars to replace a system and then discovering that you are still doing business the old way, without taking advantage of the gains that can be achieved from the new SIS functionality.
 - ❑ As the BPR work progresses, its focus should be on meeting the needs of the OU process ‘customers’ and the strategic needs of OU, as expressed in VisionOHIO.
 - ❑ As the SIS is being implemented, strong student and faculty participation will be required to ensure that these systems meet their ‘true needs’, not ‘perceived needs’ – this will help both retention and recruiting.

Change Strategy Recommendations

- While assessment work has been done for the Student Services processes and departments, it is critical that the IT Department assess its own organizational and process challenges and develop improvement strategies.
 - ❑ A variety of ‘customer’ complaints were heard during our project – OU should seek to improve its IT department just as it is working to improve its student services groups.
- Cross functional teams need to be established to determine data owners of the new integrated system. Additionally, new security processes and security roles should be developed by these teams to meet the needs of all user groups.
- OU needs to strengthen its project communication efforts as the project moves ahead.
 - ❑ Outbound communications was difficult to get going at various points in time.
 - ❑ Regular executive checkpoint meetings should be held with the project sponsors and ‘decision-maker’ to ensure close business alignment as the SIS is implemented.

Improvement Opportunity Areas

Many of these key processes were found to have opportunities for improving the quality of student services.

Early BPR Candidates

1. Recruit Students (*ex. Too many steps, touchpoints, ...*)
2. Apply and Admit (*ex. Determining Final Admit, ...*)
3. Registration (*ex. Drop/Add, Time Blocks, ...*)
4. Transfers and Articulation (*ex. Very manual process and importance growing, ...*)
5. Billing and Collections (*ex. e-Bill, Billing Detail, ...*)
6. Fee Calculation (*ex. Who owns, Cumbersome, Very Manual, ...*)

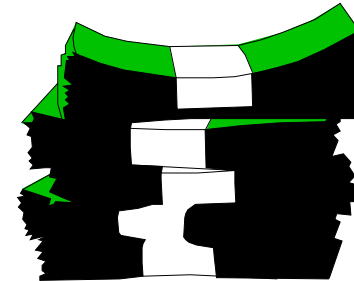
Additional Improvement Opportunities

- Academic Advising
- Process Integration of Non-Undergraduate and Regional Programs
- Judiciaries Data Integration
- 'Holds' Management

BPR Examples

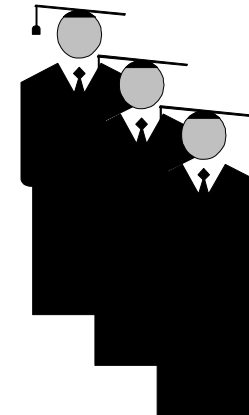
Finance Process Example

- Original Process Flows
- Reengineered Process Flows

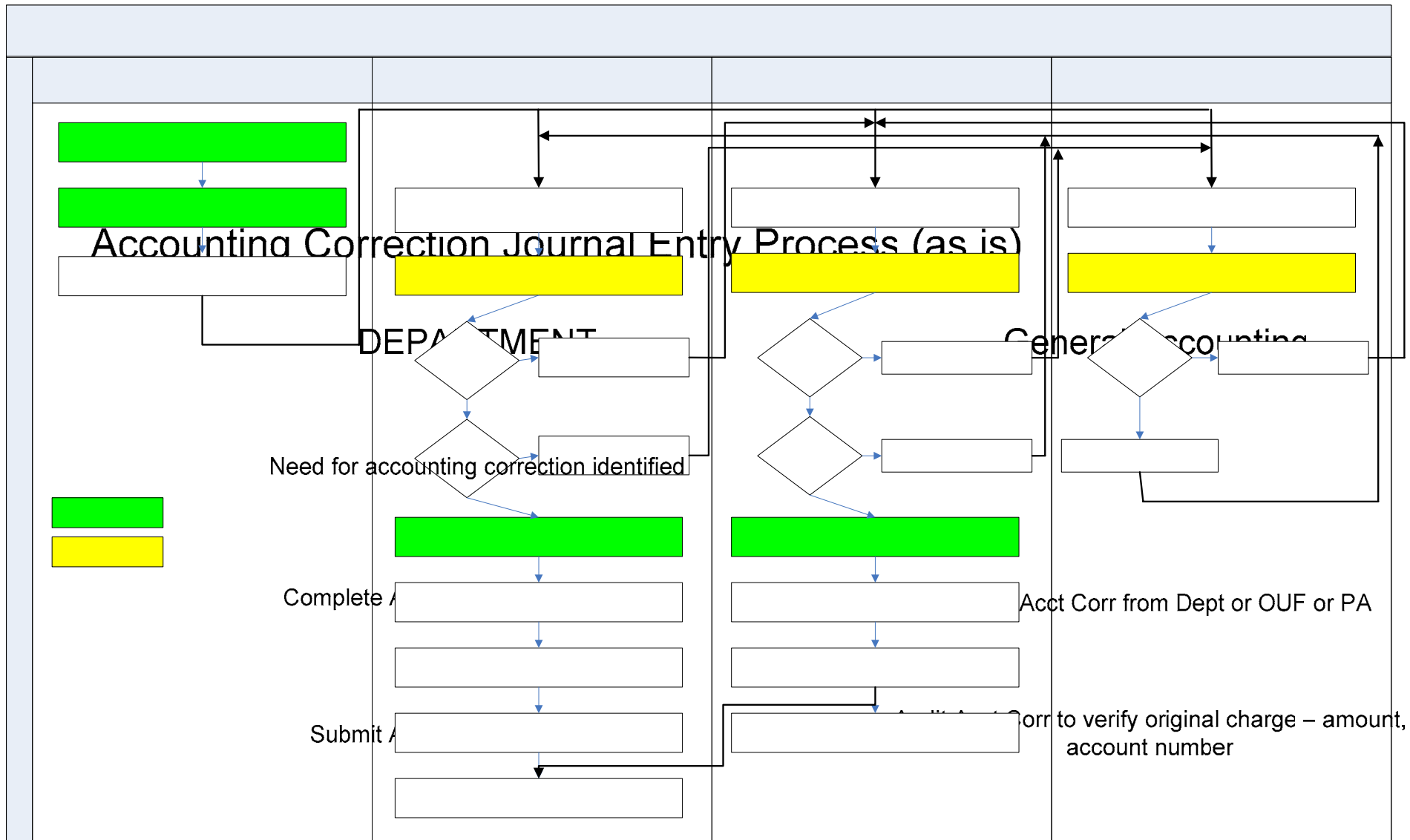


Student Services Example

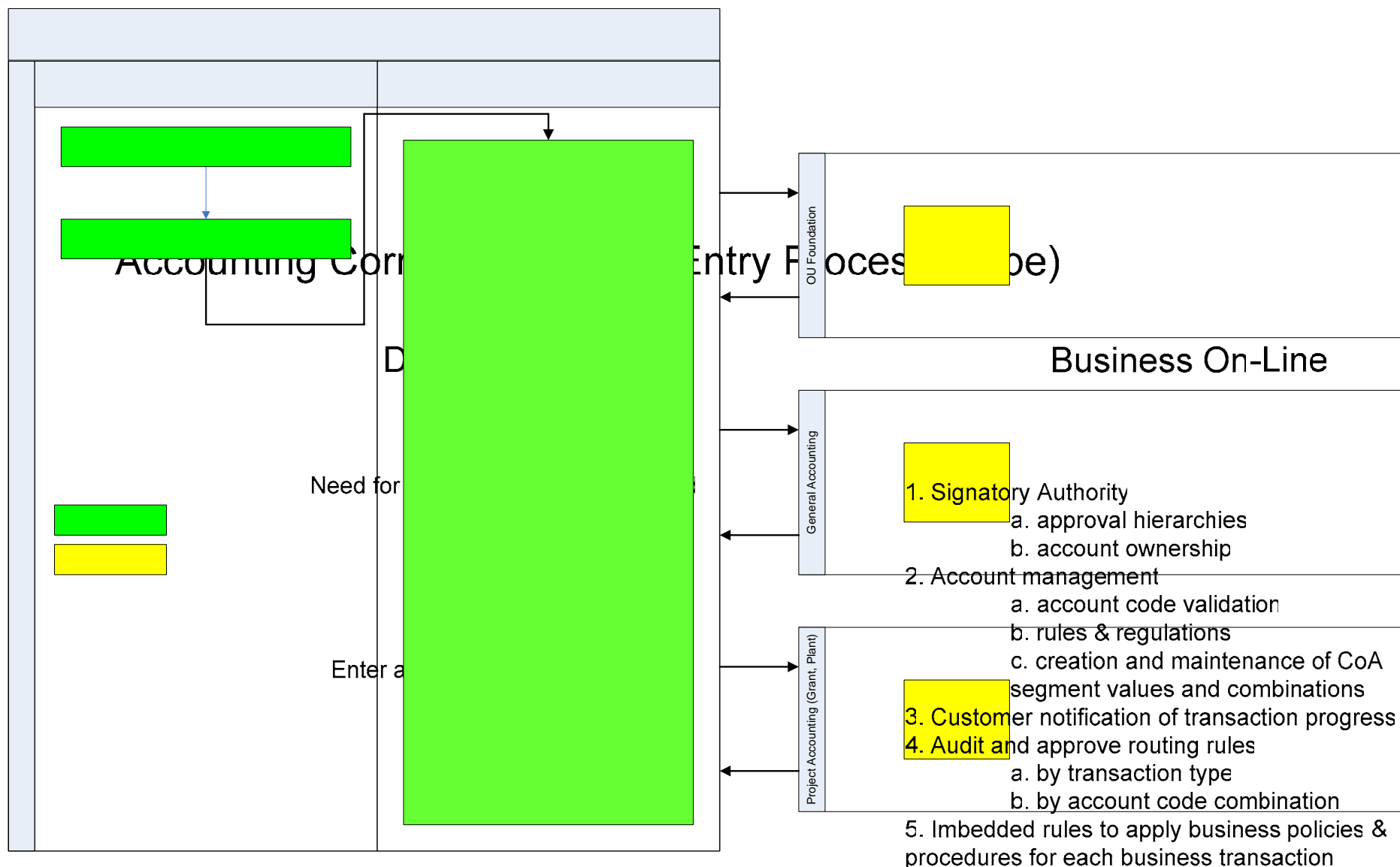
- Admissions from Recruiting to Final Admit



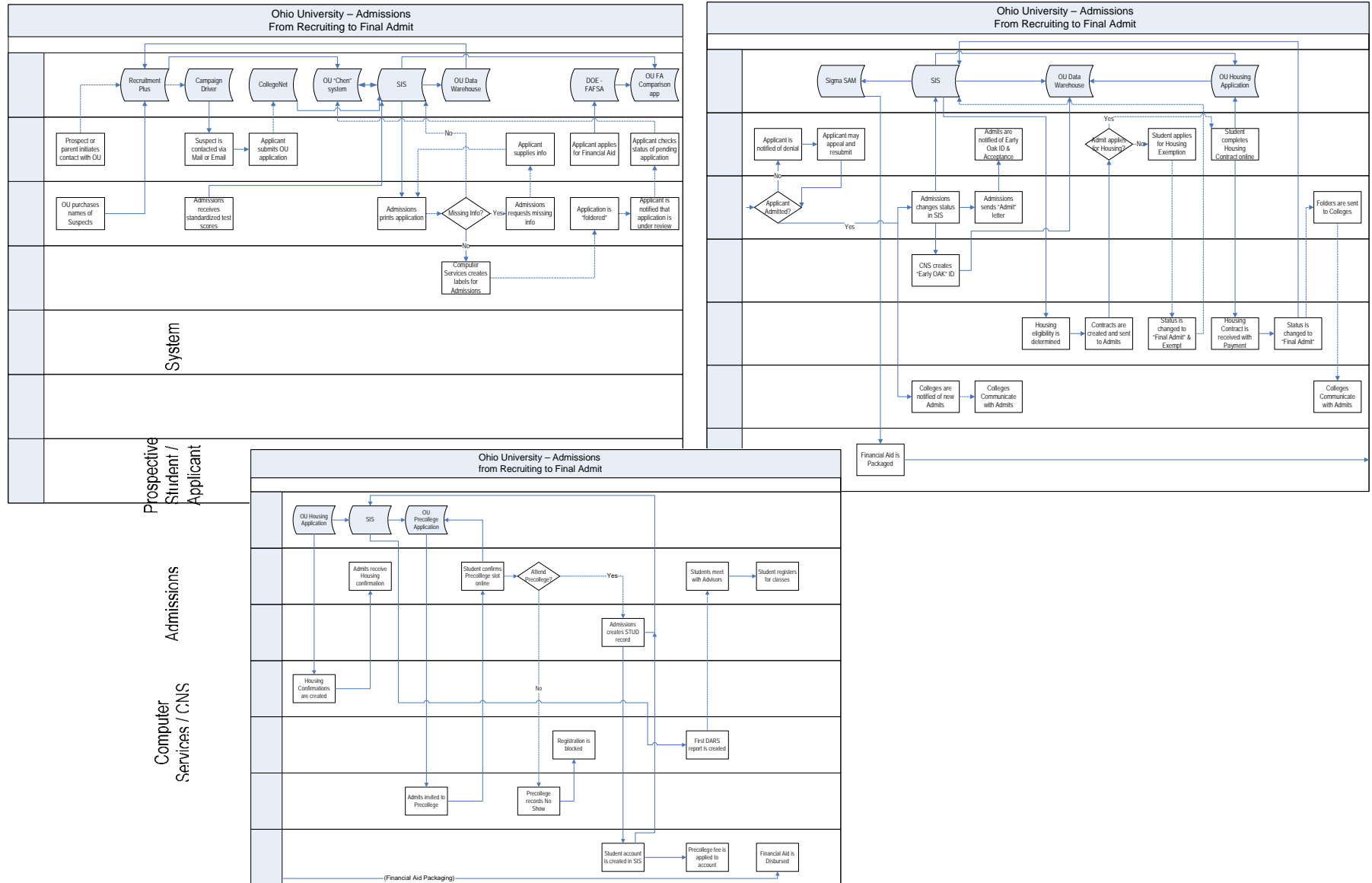
Original Process Map – Correction Journal Entry



New Process Map – Correction Journal Entry



Original Process Map – Apply to Final Admit



DecisionDirector Survey Results

- Total Requirements Included 2,438
- Non-Baseline Requirements Included 1,061
- Total Persons Responding 175
- Total Votes Submitted 17,213
- Number of Comments Submitted 790
- Number of New Requirements Identified * 107
- All Non-Baseline Requirements were Voted on by at least One Person
- No Requirement Had an Overall Score of “Don’t Need”

* - Currently being reviewed by the functional leads for final RFP inclusion

OU SIS Selection Team

Benton, Debra	University Registrar
Bernt, Phyllis	Professor, School of Communication & Chair, Faculty Senate
Bowe, Brian	Director, Enterprise Business Systems
Cibrowski, Lee	Associate Dean & Assistant Professor, Health and Human Services
Conley, Valerie	Assistant Professor, Counseling and Higher Education
Downs, Sherry	Bursar
Flaherty, Stephen	Associate Vice President, Regional Higher Education
Garcia, David	Director, Admissions
Gibbs, Matthew	Contract Administrator, Procurement Services
Hogan, Terry	Sr. Associate Vice President and Dean Of Students
Ingram, David	Professor, Physics and Astronomy
Kelleher, Terry	Sr. Network Engineer, CNS
Lewis, Jean	Associate Director for Operations and Technology, Admissions
McGann, Sean	Assistant Professor, Management Information Systems
Patacca, Mary	Director, Procurement Services
Phillips, Brian	Chief Information Officer, College of Osteopathic Medicine
Ruff, Shelley	SIS Project Director
Starkey, Duane	Director, Computer Services
Tadlock, Katie	Director, Graduate Student Services
Williams, Sondra	Director, Student Financial Aid
Williford, Michael	Associate Provost for Institutional Research & Enrollment Planning
Wyatt, Beverley	Director, Housing
TBD	Recruiting Representative

Next Steps in the SIS Project Timeline

May 1 st	Release Preliminary Requirements to Software Vendors
May 15 th	Release Software RFP (w/Final Requirements) to Vendors
June 15 th	Software RFP Responses Due from Vendors
June 30 th	Determine Short List of Software Vendors
July / August	Conduct Reference Site Visits and Demonstrations Begin Business Process Reengineering Work Develop Integration Partner RFP
September 1 st	Select Software Package / Vendor Release Integration Partner RFP to Vendors
October 1 st	Integration Partner RFP Responses Due from Vendors
October 15 th	Determine Short List of Integration Partner Vendors
November 15 th	Select Integration Partner Vendor
December 15 th	Complete Signed Contract with Integration Partner

Homework: Project Name Selection

- SIS 2.0
- BobcatOnline
- OHIOOnline
- VISIONline
- sisOHIO – Student Information System for OU
- sssOHIO – Student Services System for OU
- Big Brother
- OASIS – Ohio Academic and Administrative Student Information System
- OHIO YOU!
- MyOhio
- The Enterprise Project – the Student Wave
- Kaleidoscope: the view you need, when you need it
- SIMS – Student Information Management System
- CATS
- OUSIS
- Bobcat Information System
- Student ASSIST (Adapting Successful Student Information Systems for Tomorrow)
- CATInfo
- OU Gateway System
- Big Green Monster Project
- GALAXY – the new SIS and beyond
- InfoCAT
- InfOhio
- The Mother Of All Student Information Systems
- SEEK OHIO (Student Educ. Electronic Key)
- ASSET – Advancing Student Services through Enterprise Technologies
- FOCUS OHIO
- Clear Vision
- Vision – SIS
- eVision
- VisionS