



Minnesota
STATE COLLEGES
& UNIVERSITIES

Systems Development Steering Committee
MEETING NOTES
February 6, 2007
12:30 P.M. – 3:30 P.M.
Conference Room 3362 Wells Fargo Place, St. Paul

NEXT MEETING: **Date:** March 6th, 2007
Time: 12:30 P.M. – 3:30 P.M.
Location: Conference Room 3362 Wells Fargo Place, St. Paul

ATTENDEES: Glen Guida, Mark Malecek, Joanne Chabot, Dawn Syverson, Tim Gilsrud, Ken Ries and Mike Bruner

ITV: Les Bakke, Debi Anderson, Bryan Schneider, John O'Brien and Tara Boerst
Guests: Michelle Pichaske and Jim Dierich

Meeting Summary: Areas of concern for the Systems Development Steering Committee include funding, staffing patterns and time management. Currently, the majority of our time and resources are spent on maintenance. In order to move forward with new projects, such as Seamless Core and the Oracle database, we need to focus on:

- Getting our data in one place
- Developing a procedure/approach to project management
- Lobbying needs in order to secure funding for up and coming projects

1. **Opportunities** – Glen Guida:

Glen begins the meeting by acknowledging that the SDSC is missing opportunities that are in front of us. There are some issues that cross over the group that we should be drawing attention to. Example: We have an opportunity to work with high schools to receive transcripts through a streamlined electronic process. This is the type of project that tends to be overlooked as it does not fit into any particular group's charge. But it could be a big positive to our system as a way to reduce paper work and also as a recruiting tool. We can't always expect different groups to pick up on these opportunities as most already have too much going on.

Dawn Syverson suggested that if we took time to be creative and look at things more holistically, we probably wouldn't overlook small issues that snowball into larger obstacles for other groups.

Glen observed that we satisfy the requirements and the needs but we don't anticipate that we may break another group's policy. Then we have to go back to work which is very costly. We should not have to jump out of the system and come back in. We need to make the data available to all colleges.

2. **Legislature – Lobbying Needs** - Joanne Chabot:

Joanne stated that we spend 70% of our funding on maintenance so there is very little to experiment with new requests. The percentage of staff time dedicated to maintenance and re-development is not currently decreasing.

Maintenance eats most of the staff's time so only a small percentage of the staff has time to even begin work on new developments.

The Finance teams are working down a list of recommendations but because of all the other issues going on, they have not gotten very far.

If there is no procedure in place, system managers have to defend everything they are doing. We were made to understand the healthy limitations that the system office had in approaching these developments. We need to decide how to prioritize addressing the issues, even if it throws things off schedule a bit.

3. **Seamless Core Project** - Michelle Pichaske, Business Analyst:

Core Data: Data or info about a person that is not dependent on their relationship to a college/university.

Premise: We have a large number of students/faculty/staff that have relationships with more than one campus. At this point their identities are stored in separate data receptacles for each of those colleges/universities. With the move to the Oracle production environment, we will have the capability to have a shared data receptacle. When data is entered with one institution, it goes directly into the shared receptacle. A change made in one area will be reflected at all colleges/universities where there is a relationship (e.g. address and phone number changes). It sets the stage for a lot more seamless transitions to happen.

Challenges we are facing:

- How do we identify that two people are the same person?
- What are the rules for merging their core data?
- What will the purging process be like?
- How do we identify what the correct business processes will be to maintain core data.
- What are the rules? How do we get everyone to follow those rules?

How does it relate to Identity Management?

- The outcome should help identity management. The core is about getting down to one record per person.

This is a pre-requisite to ID management. The application part is finished, but the hard part is merging the data together.

How do we find the duplicates?

- Students will create an account before they are allowed to create an application. We will include fields for SSN and birth date which will be key information for this program, but we can't guarantee that they will always give it to us.

- There is some discomfort with some aspects: ex. Residency status. We cannot have students receiving incorrect tuition rates.

4. **Significant Projects/Resource Challenges** - Mark Malecek:

The first version of Registration Re-design is in pilot but not open to students yet. Colleges are making sure that all information is displayed in a student-friendly manner and that it will work. There is still performance testing going on, but the goal is to have a number of colleges using it by fall registration.

- The current application is very static, but the new one allows the student to apply while saving the data so the student does not have to key it in again when applying to other system schools. It will let the student know what information they need to send to each school in order to gain admission (e.g. transcripts, test scores, etc) They will also be able to pay their application fee on-line.

Other projects:

- Core – What ends up being added to Core may or may not impact our resources. If we have to add a lot of additional tables to Core, we may have to change programs. We would have to write the programs to merge all the data which could affect the resources significantly.
- Oracle database: There are programming differences between the Rdb SQL/3gl and Oracle SQL/3gl, but the Uniface application is just a driver so it would simply have to change to Oracle, but there is a lot of testing that needs to be done to ensure that Oracle will perform well.
- Ken Ries discussed the Shopping Cart option: Students get more information up front. For example, we will be able to tell students about pre-requisites for courses. This will help us get students registered faster. There is also a second phase of the registration re-design that consists of things that would not fit into the first version.
- Staffing patterns are a concern. We will have to make some priority decisions. There are a lot of projects on the list that will not be possible until we get the data in one place. Depending on funding, we may end up coming into resources half way through that could help us out.

The project management office will be headed up by Jim Dillemath, they will hire contractors to lead up the projects and make sure we are not over-booking ourselves. We need to identify a way to approach these projects and make everyone aware of the plan. This group needs to understand how to efficiently provide staffing for our efforts.

5. **Infrastructure Key Projects** - Jim Dierich:

The one item that is identified in the chancellor's work plan is the Enterprise System ability. "Enterprise" means that we measure ISRS as an enterprise system. An ISRS web service is broken out because it has a different interface coming into it rather than back office support. If ISRS is running fine for 30 of the 32 institutions, how do you measure systems availability? Ken Niemi decided to pro-rate down-time for ISRS by enrollment of the institution. We use the enrollment data from our data warehouse group.

ISRS failover and disaster recovery: See handout

Infrastructure layers: underlying projects – Data Center

- We have signed an inter-agency agreement for a failover site, a secondary data center in the Centennial Office Building (COB) in downtown St. Paul. Networking will be necessary between the two centers, there will be our own fiber links running down the 94 corridor, and another one that takes a northern route through Charter or Comcast. Records will be committed in a real-time continuous basis.

Data back up and recovery:

Enterprise tape library system has been acquired, installed and is in production. Now we are only using it to back up the ISRS system. By the end of the year we will be using it to back up all of our systems. Our back-up will be stored every night at the secondary data center.

Storage:

We will have storage at both centers: EVA8000 SAN Hewlett Packard (very current technology). We will have SANs in both locations.

ISRS failover:

We have a GS1280 at WBOB. We are going to lease a second set of hardware to be installed at the

2nd data center in the event of a failure at our primary data center. If it is configured in a clustered environment, it should take over the application without any disruption. If it is not clustered it will take minutes to get the whole region back on the air. The hardest part is to get the 2 networks in communication with one another.

We do not have equipment yet. We just signed the agreement and sent it up to the Office of Enterprise Technology a couple of weeks ago. The equipment should be there soon. We will know within a month when it will arrive.

6. **Follow-Up Items from December Meeting** - Ken Ries:

We are looking to reduce risk for client servers and time logs for people who leave their desk tops open with applications open. We haven't gotten feedback from the OOC yet. We are ready to implement Client/Server Timeout. We will distribute the information to CIOs to implement it as they please.

Other/Open Issues:

- Cap Server- there appears to have been multiple versions out on the web. Which is the correct one? Glen will follow up on the Operational Security form.
- HR Data Access: Status – We haven't gotten back the rights yet.
- Uniface Vista: We are working on testing Vista. We are doing research with Compuware for Uniface.

Follow-up to survey w/ CIOs on priorities of the enterprise applications:

- 24 CIOs completed the survey. The results included concerns in student services, identity management, network infrastructure, etc...
- Ken also sent out a survey regarding the security assessment framework that will be implemented soon. It will go out to CIOs.

In Security:

- The Security Standard Committee has a group looking at standards right now. Currently they are looking at the standard for Cap server. It has been implemented and is currently being formalized.
- The State of Minnesota Office of Enterprise Technology has released a mobile device security standard. We're looking at adopting that into a MnSCU standard. It encrypts private data on any portable computer device. That group is also looking at acid disposal, remote access and other things related to physical security.

7. **Adjournment**: Meeting adjourned at 2:30. Meeting notes submitted by Smitha Pennepalli (smitha.pennepalli@csu.mnscu.edu).

ITEMS FOR DISCUSSION AT FUTURE MEETING(S):

- More detailed report on Legislature.
- Updates on current pilot projects

Action Items:

- Follow up on the Operational Security Form
- Follow up on HR Data Access
- Continue to identify staffing/resource/funding needs