



Minnesota
STATE COLLEGES
& UNIVERSITIES

THE SCOOP

Office of the Chancellor ITS Department News

February 2009

Oracle Conversion – On Track for March 5

The RDB to Oracle Conversion has been pushed back 3 weeks after another bug in Compuware’s Uniface software was identified during testing.

The Leadership Council Technology Committee and IT Enterprise Administrative Systems Committee were advised of this issue and recommended a new conversion date of March 5.

A fix for this bug has now been received from Compuware; and a full re-test of the ISRS application will take place to ensure that the fix is successful.

The plan is to bring systems down after

close of business on Thursday, March 5. Although we don’t anticipate the conversion taking a full four days, users should be prepared to have no ISRS access through Monday, March 9.

Please remember to check the project website often for daily project updates. It can be found at <http://its.mnscu.edu> and click on RDB to Oracle Conversion Headlines.

We are aware that many campuses begin Spring break on March 9, and the loss of ISRS access for business users the day before break will require careful workload management in advance.

A DataCard pilot began at Pine Technical College on Tuesday, Feb 10. Stay tuned for updates on that pilot.

If you have questions about the conversion, please feel free to join in the teleconference on Thursday, Feb. 26th at 2:00. The call-in number is 877-416-1750, pass code 3751274#.

Project Manager Kathleen Hertenstein will host this call and several project team members will be on hand to field questions.

Also, please check the ITS website for the latest information - the site will be updated daily until the conversion.

New ISRS Help Desk Software

In May, we will be introducing a new ISRS Help Desk tool. HP Service Manager software will replace RightNow, the current helpdesk and incident management software.

This new tool will help us serve you, our customers, better and faster by providing the following components:

- ◆ Help Desk interaction management
- ◆ Self-service ticketing for end users
- ◆ Incident management
- ◆ Problem management
- ◆ Scheduled maintenance

existing knowledge so that only relevant, up to date knowledge will be moved into the new tool. This will make it much eas-

WebEx training sessions, will be offered to all customers wishing to know more about how to effectively use the system. More information about these sessions will be distributed via the Listservs in the coming months.

ier for customers and Help Desk analysts to find the information they need quickly and easily.

As we grow into an enterprise organiza-

As we make this change, we are taking the opportunity to go through and update our

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Communications Module

A new project is underway to redesign the Communications module and create a web-based system that provides MnSCU employees the ability to communicate with people in a variety of ways.

Business Analysts, Michelle Pichaske and Debbie Schadewald, have held four regional sessions with users from all areas of the colleges and universities to capture high level requirements and better understand what type of functionality this system will need to have.

User input is crucial to this project. A task force of about 15 users will be chosen to

help us get the detailed requirements we will need to actually build the system.

The initial focus of the Communications project is:

- ◆ Replace the current ISRS communications module that is primarily used by marketing and admissions with a web-based solution.
- ◆ Create an architectural framework that will support a multi-faceted approach to communications, including alerts and notifications sent via e-mail or text message.

- ◆ Create a framework that will allow other business applications to plug in and leverage the functionality.

ITS System Architects are currently engaged in evaluating possible solutions to how all the pieces will fit together. Once the task force is created and work begins on gathering the detailed business requirements, the full project team will work together with the architects in designing the system.

Look for much more information on this project in the coming months.

eTranscript Update

eTranscript is still happening, and is coming to a campus near you again ...soon.

What happened to the pilot?

eTranscript was piloted by three schools this fall, for a short time. During the pilot, we successfully identified scalability and performance issues and so the project was moved back into development to resolve these issues.

Because key project development staff had prior commitments to required maintenance through January, and because of the upcoming Oracle conversion, the decision was made to avoid duplicate programming and testing efforts (pre-Oracle and post-Oracle) by delaying its re-release.

What will you be able to do with eTranscript?

View and print official transcripts, including back sides, from other MnSCU schools

for any enrolled students or new applicants

- View and print MN Transfer Curriculum Audit Reports from other MnSCU schools for any enrolled students or new applicants

“The benefit to this delay is that when eTranscript is released to production again, both phases one and two will have been completed, and we will have also been able to incorporate a number of enhancements requested by users during the pilot.”

Cynthia Mehoves, Business Analyst

- Move course detail from these remote schools into your local transfer tables (data will appear on the ‘Education’ and ‘Trsf Courses’ tab of ST1100UG)
- Move that same transfer detail into DARS for articulation
- An existing process will move the articulated coursework back into ISRS

Why is this so exciting?

- Admissions, Financial Aid and the Registrar will have the information they need on transfer students and dually enrolled students in “real-time”.
- Students transferring from one MnSCU school to another will no longer need to request or pay for official transcripts to be sent

St. Cloud State University, Winona State University, Inver Hills Community College and Hibbing Community College will be piloting eTranscript in the next round, set to begin again in April. The system-wide release will follow.

Training for the MnSCU-wide deployment has not yet been scheduled. In the meantime, for more information on this project, please contact Russell Roering, Project Manager, at russell.roering@csu.mnscu.edu.

- ◆ Its’ name is an Ojibwe term meaning “waters crossing waters”
- ◆ Actress Jane Russell is a native of this city

Good Luck!
(The answer is on page 3)



Where Are We?

Can you guess where this out-state ITS office is located?

- ◆ Over 400 fishing lakes within 25 miles
- ◆ The first city on the Mississippi River
- ◆ Paul Bunyon was “born” here; an 18 foot tall, 2.5 ton statue of him still

watches over the lakeshore

- ◆ Home of the 2002 USA Women’s Olympic Curling Team and the 2006 USA Men’s Olympic Team
- ◆ 25% of all the lakes in Minnesota are located in this area

Spotlight on... Terri Olson

Our Spotlight Employee this month is Terri Olson, a Campus Support Analyst based in Moorhead.

Terri works primarily with the Financial Aid and Student Payroll modules and says her roll is to “assist campus staff by answering questions, helping resolve problems, providing training, facilitating meetings, updating documentation and help desk knowledge.” She’s also been very busy in recent months testing for the RDB to Oracle conversion.

Terri grew up on a farm between Moorhead and Crookston. She says “We raised cattle, small grains and sugarbeets. You can probably throw any job at me and I could do it! I can drive grain truck, skid-steer loaders, tractors, or combines.”

She attended East Grand Forks AVTI (now Northland College) for Banking and Finance, and then worked in banks in East

Grand Forks and Grand Forks.

She later attended the University of Minnesota in Crookston for a two year Business Administration degree, and from there transferred to Minnesota State University Moorhead where she attained a degree in Speech Communications/Professional

Terri has travelled to Ireland, Spain, Paris (twice), Jamaica, and Mexico numerous times. She has also been to 39 out of 50 states, and says she will eventually make it to all of them!

Communications. She spent 13 years as Payroll Director at MSU Moorhead and is now working on a Master’s degree in Higher Education Leadership at MSU Moorhead.

Terri’s favorite activities include reading, golf, walking, riding bike, clerking auction

sales, going to the lakes, travelling, and hanging out with her spoiled Beagle, Tucker.



Fun Facts:

Favorite Ice Cream Flavor: Chocolate

Last Book Read: *Eat, Pray, Love* was the last book just for fun, now it’s textbooks for class!

Three Adjectives that Best Describe You: Dependable, Fun, Organized

Favorite Sport to Watch/Play: Basketball & Golf

Future Goals: “Completing my Master’s Degree and I am planning on being in the 5 K event in the Fargo Marathon in May, and if that goes well, will do the relay in 2010!”

Get Connected With StarLAN

Over the last year, you have likely heard the buzz about Identity and Access Management (IAM) — a major effort designed to overhaul and strengthen the system’s IT infrastructure.

One of many key initiatives under this umbrella is StarID, the new username and password employed across MnSCU to access IT systems and services. The first service to implement this login authentication protocol is StarLAN.

What is StarLAN?

StarLAN provides employees, staff and

CIOs visiting the WFP Office of the Chancellor with wireless Internet access from any personal computer while onsite.

Availability

First introduced to staff, employees and CIOs visiting the Wells Fargo Place (WFP) Office of the Chancellor, StarLAN is using a multi-phase rollout approach to ensure its stability before a system-wide release.

More visiting employees will be added every few weeks, and the time-saving tool will eventually be rolled out to students, as well.

Contact the StarID help desk to determine

your eligibility:

starid.helpdesk@csu.mnscu.edu

Guest Access

StarLAN is not available to guests. Because StarLAN authenticates login credentials using the IAM enterprise directory, only people with StarIDs are eligible to use the service.

Visit <http://www.its.mnscu.edu/lan/wireless/wfpstarlan.html> to learn more about StarLAN, and <http://starid.mnscu.edu/iam> for information about IAM and StarID.

Help Desk Tool cont.

tion, we have the need for a robust tool that integrates with the Portfolio Management Office and the Quality Assurance group to enable us to expedite issues,

manage projects and resources and track changes and enhancements.

This is not a stand-alone product, as Right-

Now was. In the future we will be able to integrate with other HP Service Management modules.

We would love to hear from you! Please send your ideas for future editions to: Valerie.Schmidt@csu.mnscu.edu

Answer to *Where Are We?*
Bemidji