

Campus Management @ OleMiss: The Untold Story



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Background

- Retirement of Legacy Systems
- Conversion to ERP
- Migration from COBOL programming environment to new world of ABAP & Java

Campus Management, the early years before 2000

- Early adopter behind Arizona State University
- Attended workshops in Walldorf and the US
- Busy with FI & HR implementations

Campus Management after 2000

- New Role as Pilot
- More workshops in Walldorf
- Exchanges of personnel with Walldorf
 - ISR Web
 - Reporting
 - Work flow
- Formal project kickoff in October, 2001
- Sigma Financial Aid Implementation

CM PROJECT VIEW

“Do it yourself” Where Possible

- Wanted to be capable of supporting CM after go live
- Big learning curve for IT staff
 - Increased expectations
 - Culture change
- Some amount of stumbling as we go

Aggressive Schedule

- CM development geared up to help
- Can't sustain intense pace for pro-longed period
- Key players may lose interest otherwise

Interactions Among Constituencies

- IT
- Student Life
- Academic Administrators
- Accountants
- Faculty
- Students
- Consultants
- Recognize personality differences
- Dilemma
 - How to let them drive where appropriate but keep things moving at an acceptable pace?

Transitioning to the New

- Big emotional attachments to existing SIS by end users and some in IT
 - Old system perceived as safe, solid and reliable
 - New system perceived as unfamiliar and sometimes unstable
- For some, moving to the new means loss of power and status

Keeping People Informed

- Steering Committee
 - CM Team Leads
 - Lots of Informal Working Groups
 - Status Reports Every Two Weeks
 - CM Newsletter
- But ...
 - *At some point we had to very quietly and in the middle of the night just start moving the data over.*

Areas to Watch Closely

- Data Migration
 - Never quite finished
- Admission Workflows
 - Can get out of hand and impossible to support
- “Finalizing” the Academic Structure
- Student Accounting
 - We still have to make the support transition
- Authorizations
- System Performance
 - Lots of complicated interactions

Things that Worked

- Superb Underlying Technology
 - ... especially for web applications and external interfaces
- Two Phase Go-Live
 - ... non-academic data first followed by academic a month later
- Distractions at the End
 - ... so that you can take a low profile
- Great Support from CM Development

Success or Train Wreck

- Support of Administration
- Change Management
- Crises Control
- Defining Moments

QUESTIONS

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