

Enterprise Portal

**“Implementing the SAP portal
solution at Central Michigan
University ”**

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Overview

- **Laying the Groundwork (2001 - 2002)**
- **Implementation (2002 - 2003)**
- **Live Portal Demonstration**
- **Future Plans (2003 - 2004)**



Welcome
CMU Portal

To learn more about your CMU Portal, use the links to the left to take the guided tour.

CMU
CENTRAL MICHIGAN
UNIVERSITY

SAP

CMU
CENTRAL MICHIGAN
UNIVERSITY

“ We need to centralize... ”

- Common goal that all our colleges, divisions, and departments agreed with
- Formed the Distributed Computing Advisory Council (DCAC)
- Agreed to implement Microsoft Active Directory
- Realization that “I must be a part of the process – not after the fact”

Microsoft Active Directory

- First project that DCAC worked together to implement
- Worked out a lot of communication kinks between members of colleges, divisions, and departments
- Laid a groundwork when combined with our global user id database to enable single sign-on via the portal

Implementation

July 2002 – July 2003



Two SAP consultants for two days to define...

Scope

- Portal accessible to internal employees (500 – 3,000 users)
- Unification capability for FI & HR
- Single sign-on (SSO) for central authentication, reduce duplicate effort and enable disparate legacy systems in one location
- Collaboration capability via Web Board
- KM – Crawl, index and categorize CMU internal websites
- KM – Index and categorize a document repository/file server

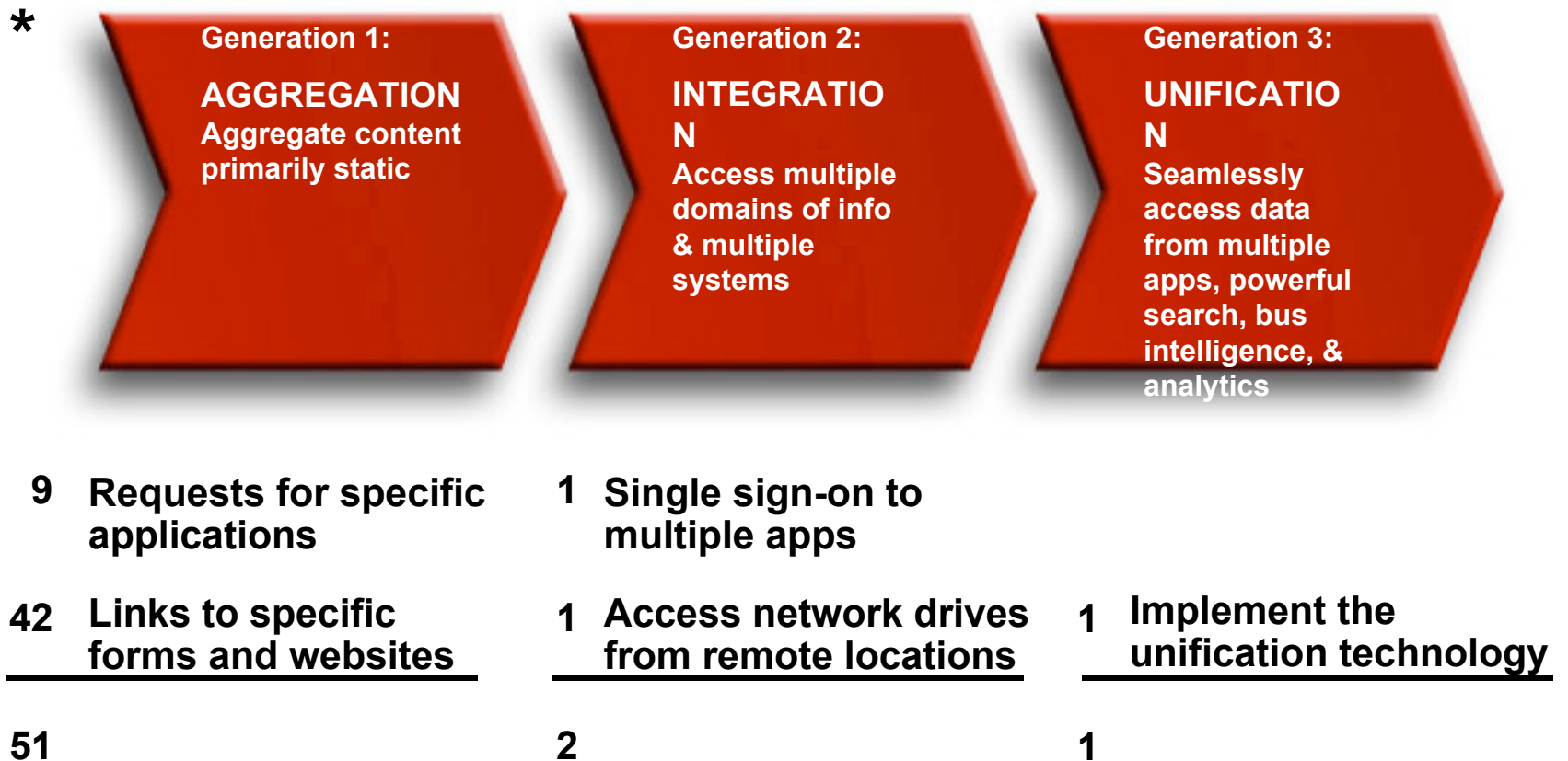
Estimate Duration and Cost

Resource Type	SAP	CMU	Tasks
EP 5.0 Project Manager	26-30	1 FTE	Project Management Portal Role Design
Subject Matter Experts EP 5.0 Development	60-70	2 FTE	Installation and Configuration
R/3 Basis		1 FTE	ITS config, Portal plug-ins
Total FTE/Days	86-100	4 FTE	

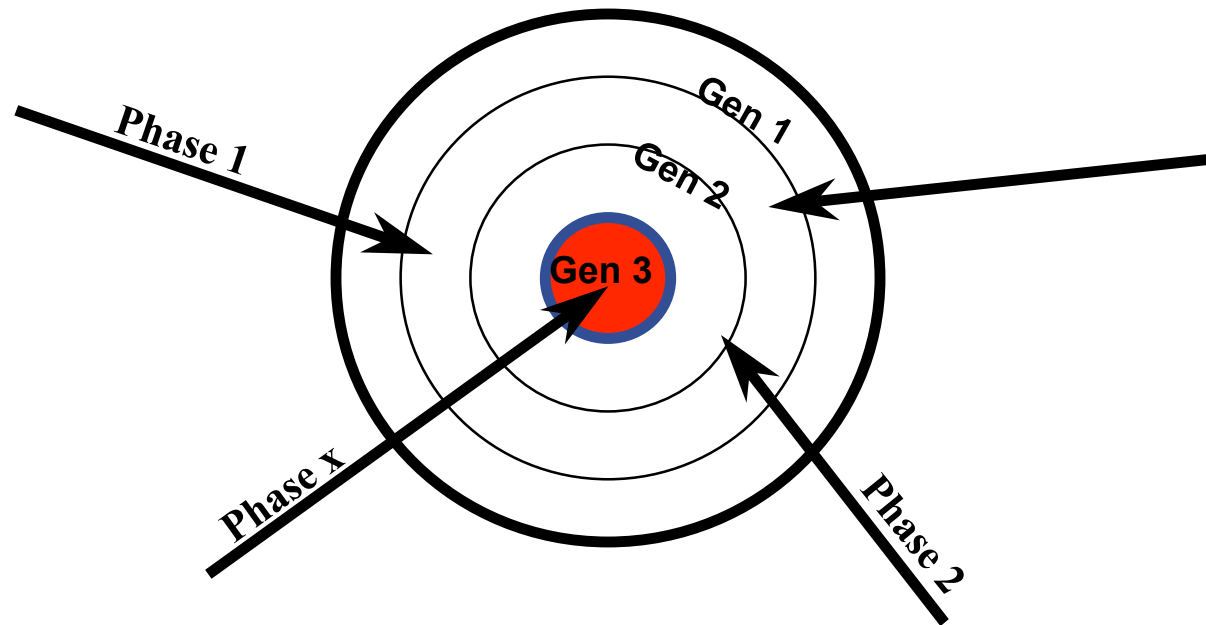
Implementation

User Requirements

54 Total Requirements



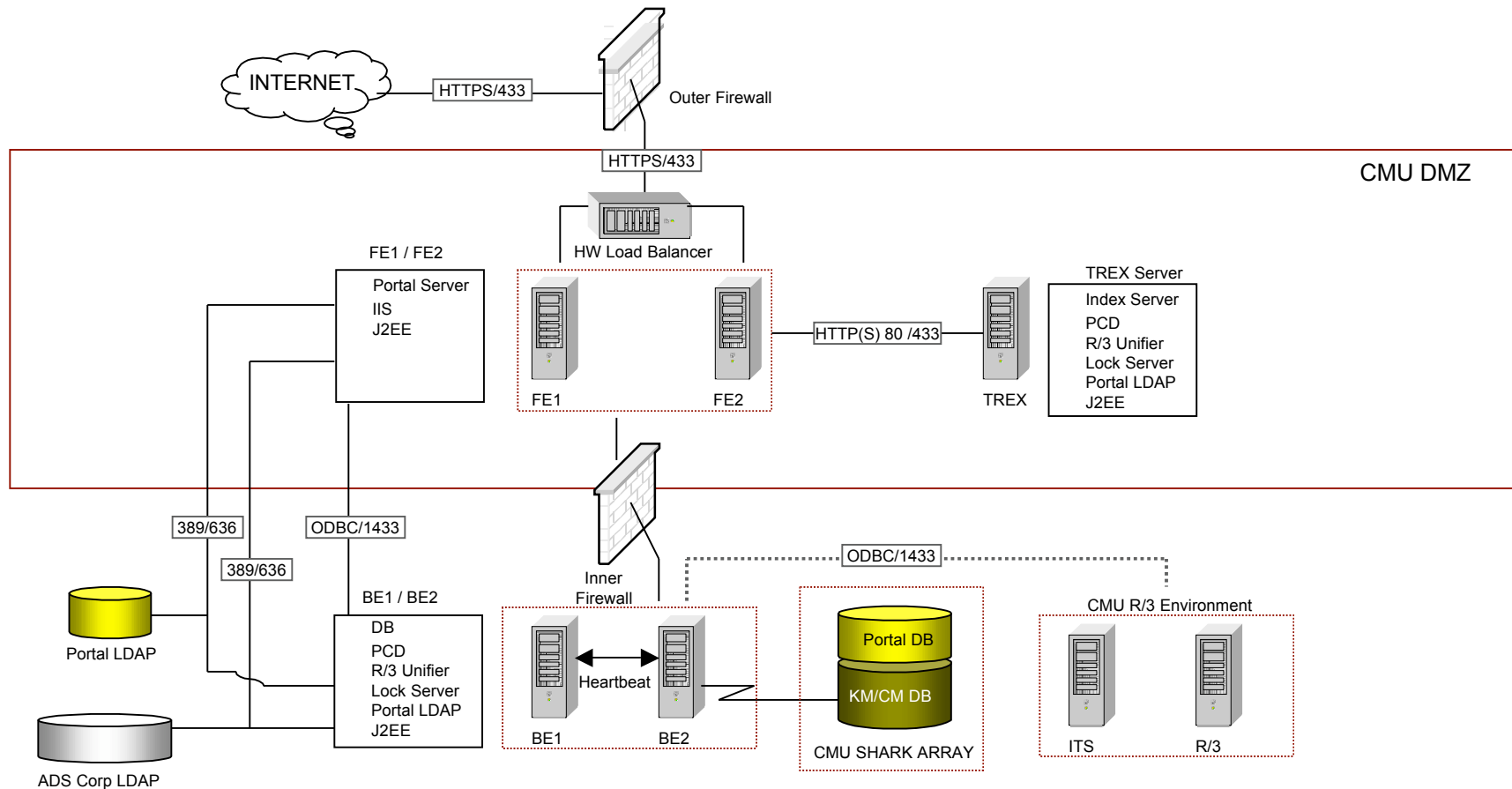
***** Diagram taken from Adolph Allesch's (Cap Gemini Ernst & Young) presentation on: "How to Make the Business Case for SAP Portal" – March 2003



Phase 1 strategic objectives...

- Make the portal a reality
- Educate a pilot group of 100 – 150 users that understand and believe in the business value of becoming a Generation 3 university
- Improve customer service and provide personalization (self service)
- Delivery mechanism for CM, ESS, MSS, etc...
- Meet user expectations (a frequent goal, but a rare reality!!!!)
- Open door to redesign CMU website to focus on external audience

Support up to 3000 users on Microsoft 2000/SQL server





**Installing portal software was easy
(go forward four spaces)**



**KM interface not user friendly enough
(go back 1 space)**



**Iviews not hard to create and exe
(go forward five spaces)**



**KM ability to index and display
both on and off campus
(go forward three spaces)**



**1st Consultant left SAP
(go back 12 spaces)**



**Single sign-on works
(go forward five spaces)**



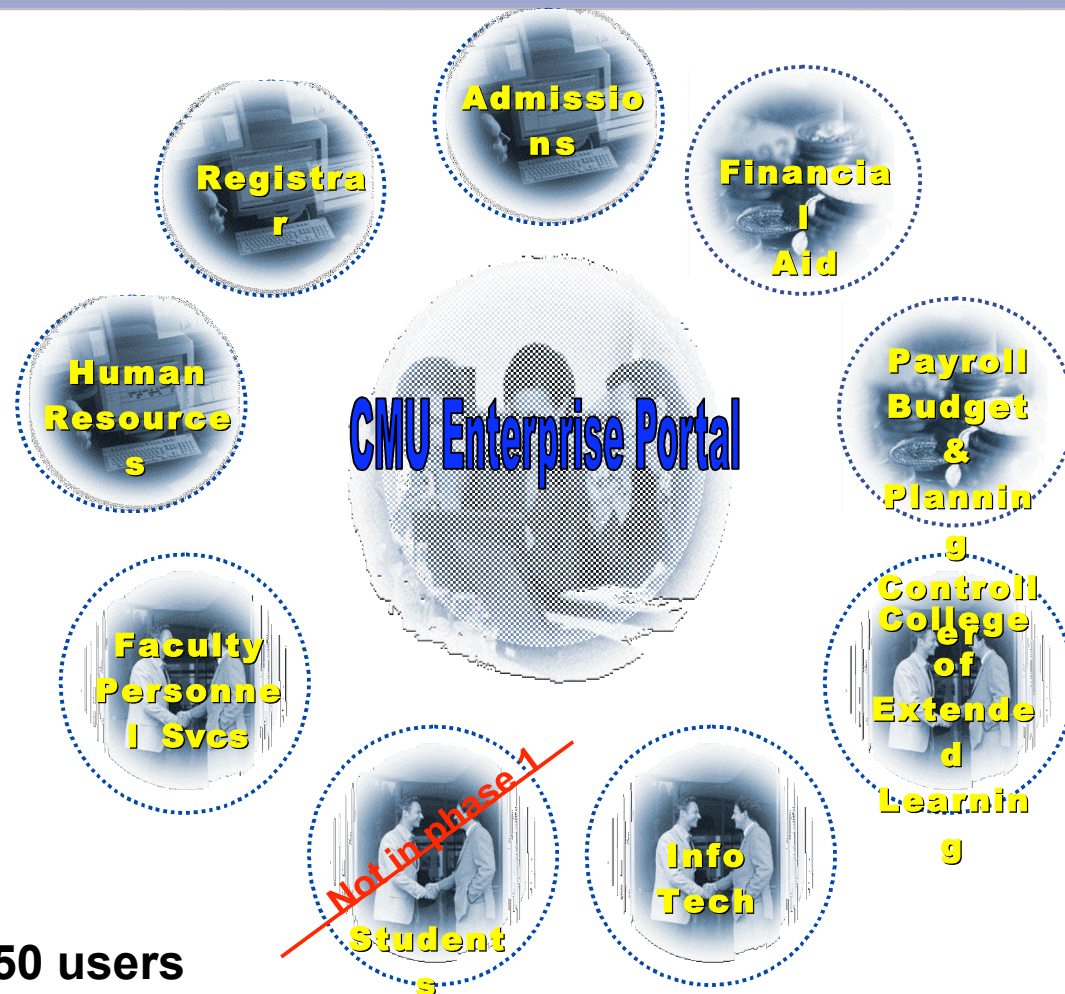
**2nd consultant rolled off for personal
reasons (go back 10 spaces)**



**Portal Admin role keeps freezing up
(go back 2 spaces)**



**Some vendor packages
will not work due to vendor's code
(go back 6 spaces)**



Approach...

- Identify 100 – 150 users
- Send a letter explaining the pilot and an invitation to participate
- Provide training – features and how to set-up
- Educate on “Gen 3” and encourage ideas

Future Plans

Portal: internal information

Faculty/Staff

- Employee Self Service
- Telecom billing statements
- Additional benefits info
- Receivable accounting
- Additional retirement info
- Additional forms/personnel transactions

Students

- Grades
- Registration
- Course delivery
- Financial aid
- View bills
- Admissions
- View/change address

Cmich.edu: external audience

- Recruiting
- Alumni/Donors
- Partners/Friends
- Marketing