Central Michigan University

- Background
- Pre SAP support
- Implementation
- Post SAP support
- Planning for the future
- Challenges
Central Michigan University

- 2 Campuses
- 6 Colleges
- 35 Departments/Schools
- 26 Degree Programs (Bachelors, Masters, Specialists, Doctors)
- Fall 1999 enrollment 30,000
- Programs in 61 offices covering 18 states and 2 foreign countries
- **Employees**
  - 2100 Salaried
  - 5,000 Hourly (3000 students)
  - 10,000 W-2s
  - 430 SAP Users
Hardware - Pre SAP

- IBM 3090 Mainframe
  - COBOL command level CICS
  - MVS - Operating System
  - Supra Database
  - Access via Dumb Terminals or terminal emulation software on PC

- Batch process driven
- Report Writer: Cobol or Spectra
Pre SAP Structure

- Business & Finance
  - Purchasing
  - MIS - Accounting system & security
  - Payroll/HR

- IT - Academic Division
  - Financial programmer
  - HR/Payroll programmer
  
  System was such that they could work fairly independently of each other
SAP Implementation

- Software Installed April, 1997
- Release 3.0F
- Utilized ASAP Methodology
- Go Live:
  - FI/MM - 12/01/97
  - HR/Payroll - 12/15/97
## SAP Modules

<table>
<thead>
<tr>
<th>Human Resources</th>
<th>Finance/MM</th>
</tr>
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<tbody>
<tr>
<td>PA</td>
<td>G/L</td>
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<tr>
<td>PD</td>
<td>FM</td>
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<tr>
<td>Payroll</td>
<td>CO</td>
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<tr>
<td>Benefits</td>
<td>MM</td>
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<tr>
<td>Time</td>
<td>AP</td>
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<td>AR</td>
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## Project Team Support

<table>
<thead>
<tr>
<th>Department</th>
<th>Team Description</th>
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<tbody>
<tr>
<td><strong>FI/MM Team</strong></td>
<td>5 Business Analysts, 2 Programmers</td>
</tr>
<tr>
<td><strong>HR Team</strong></td>
<td>5 Business Analysts, 2 Programmers</td>
</tr>
</tbody>
</table>

**Departments Contributing Staff**

- 6 - Business & Finance
- 3 - Human Resources
- 1 - College of Extended Learning
SAP Support: Post Implementation

- Crisis Management
- Team members scheduled to go back to home departments
- High number of outstanding issues
- Home departments too busy with daily activities
Other Issues

- Training
- LCPs/Hotpackages - Quarterly cycle
- Upgrades - Two year cycle
- Additional functionality
- On going problems
Team Structure

FI/MM:
- Reports to Business and Finance
- Three full time permanent
  - Project manager: Planning, coordination, FM, CO,
  - MM: Purchasing, inventory management, AM
  - FI: GL, AP, AR, AM
- All three develop reports and queries
Team Structure

- **HR**
  - Reports to Business and Finance
  - Three full time permanent, 1 Temporary
  - Project Manager: Planning, coordination, time
  - Payroll
  - Benefits
  - Org management
Team Structure

- **IT Support**

- **Reports to Academic Division**
  - Four full time permanent
    - 2 full time ABAP programmers
    - 1 full time Basis administrator
    - 1 full time Basis backup, planning, research, documentation, some programming
  - 2 part time as needed (Networking, NT)
Training

- Project teams
  - New functionality
  - Upgrades

- On going training
  - Trainers - Power Users
    - FM Report Training
    - Reconciliation
    - Planning reconciliation
    - Q & A Sessions
Security

- Reports to Business & Finance
- Centralized
  - 1 Security Administrator
  - Profiles transported across landscape
  - Implementing profile generator now
Other

- Power users have evolved
  - “Liaisons”
    - Academic
    - Payroll
    - Accounting Services
  - Report writing
  - Programming
    - Payroll
    - Human Resources
SAP

- Compaq proliant servers
  - TCP/IP
  - NT 4.0 Operating Systems
  - SQL 7 Database
  - ABAP programming
- Ad hoc reporting: Report painter, writer and ABAP query
Hardware Landscape

RS2 → DV2 → ST2 → PRD

4.5B
Planning for the Future

- Established “oversight” committee
  - Recommends priorities
  - Establishes timelines
  - Provides support when needed
Future Initiatives

- Assets Under Construction
- Eliminate/Reduce Shadow systems
- Benefit Restructuring
- Recruitment
- Training & Events
- Security Reorganization
- ESS
- Optical disk/Archiving
- Web Based Forms
- Upgrade 4.6 or higher
- HR-FPM
- Plant Maintenance
Challenges

- User testing
- Getting information
- 3rd parties
- Campus Management
  - Provost or IT?
  - What impact will it have on current SAP support?