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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