Enterprise Portal

“Implementing the SAP portal solution at Central Michigan University ”

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Overview

- Laying the Groundwork (2001 - 2002)
- Live Portal Demonstration

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

Jul: Assess
Aug: User Requirements
Sep: Work plan Analysis
Oct: Landscape
Nov: Build
Aug: Strategic Objectives
Jul: Pilot
Jul: Assess
Implementation

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

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

**User Requirements**

*Generation 1: AGGREGATION*
Aggregate content primarily static

*Generation 2: INTEGRATION*
Access multiple domains of info & multiple systems

*Generation 3: UNIFICATION*
Seamlessly access data from multiple apps, powerful search, bus intelligence, & analytics

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**Total Requirements**

9 Requests for specific applications

42 Links to specific forms and websites

**54 Total Requirements**

1 Single sign-on to multiple apps

1 Access network drives from remote locations

1 Implement the unification technology

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* 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
Positives...
- Comprehensive, detailed workplan
- Selected a very qualified SAP technical consultant
- Solid infrastructure built on three years of projects to prepare for portal (Authentication, AD)
- Basis team with 5+ years experience

Risks...
- CMU project manager didn’t understand portal “geek” speak
- CMU project manager serve as functional “expert”
- CMU portal developer was a “web guy” w/no SAP experience
- Multiple concurrent initiatives at CMU – Enterprise Upgrade, Campus Management, etc…
Support up to 3000 users on Microsoft 2000/SQL server
<table>
<thead>
<tr>
<th>Implementation</th>
<th>Build</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1st Consultant left SAP</strong> (go back 12 spaces)</td>
<td><strong>Installing portal software was easy</strong> (go forward four spaces)</td>
</tr>
<tr>
<td><strong>KM interface not user friendly enough</strong> (go back 1 space)</td>
<td><strong>Iviews not hard to create and execute</strong> (go forward five spaces)</td>
</tr>
<tr>
<td><strong>KM ability to index and display both on and off campus</strong> (go forward three spaces)</td>
<td><strong>Single sign-on works</strong> (go forward five spaces)</td>
</tr>
<tr>
<td><strong>2nd consultant rolled off for personal reasons</strong> (go back 10 spaces)</td>
<td><strong>Portal Admin role keeps freezing up</strong> (go back 2 spaces)</td>
</tr>
<tr>
<td><strong>Some vendor packages will not work due to vendor's code</strong> (go back 6 spaces)</td>
<td></td>
</tr>
</tbody>
</table>
Implementation

Pilot

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