

Justification
For
Additional Business Objects Analyst

- Demand for customer support exceeds capacity.
- 6 – 8 months lead time required to accommodate new report requests. This timeframe is not readily accepted. Customers want it now!
- Unable to deliver and/or provide assistance for statistical reports to PAIR, EMS, President in the desired timeframe – forced to choose who is more important of these three.
- Increased demand for education
 - Monthly classes are full. Wait listing is becoming more common.
 - Labs are full.
 - Requests for special sessions for individual departments are increasing.
- All IRM development, including database enhancements, is suspended when upgrading Business Objects.
- Unable to provide adequate support for the administration of Business Objects.
- Unable to provide sufficient technical assistance to IRM technical analysts.
- Unable to support Advantage users
 - Advantage 3.0 will rely very heavily on Business Objects.
 - Anticipate heavy demand starting in Jan. 2005 as Advantage prepares to go live in summer 2005.
 - Pent up demand by NAU Business Managers for Business Objects reports.
 - Lack of subject expertise will hinder customer support.
- Very few Powers Users are capable of writing reports due to complexity of data, so IRM must develop 98% of reports.
- Unable to analyze data structures to assess what is really needed and reduce the complexity of the Business Objects' universes.
- Lacking expertise in Student Financials and Financial Aid data – unable to provide assistance in these areas.
- IRM website is severely outdated – lack technical resources and time to address.
- FERPA website demands immediate support that is not always available.

Currently, Lucy and Teresa support Business Objects.
2050 Business Objects users

Teresa's responsibilities:

- Customer Support
 - 20 – 30 customer phone calls daily
 - 30 – 40 customer emails daily
 - 3 – 4 day response time
- Security Administrator
 - Create / maintain 10 user accounts daily
- Education Specialist
 - Monthly classes
 - Weekly labs

- Report Developer
 - 2 – 3 report requests daily – some are urgent
 - assists development with power users
 - Current lead time required for reports – 6 – 8 months
- Business Analyst
- Source System Expert
 - Must be aware of Business rules and processes to correctly develop reports
- Lab Administrator
- No one is available to provide customer support when Teresa is unavailable

Lucy's Responsibilities:

- Data Architect
- Data Designer
- Statistical Report Writer
- Support direct access users
- B.O. Administrator
- Performance and Tuning expert
- Scheduling and delivery of reports
- Source System Expert
- Technical
 - Manage, direct and supervise Technical analysts (3)
 - Analyze Customer Data requests
 - Data Warehouse Architect

Notes:

- Health problems are becoming more prevalent due to stress.
- According to data warehousing industry standards, a support team of two – three people are needed for a small data warehouse; six and up are needed for a large data warehouse. It is also noted that these folks are not involved in new development as they are going to have their hands full keeping up with the care and feeding tasks for the 'completed' data warehouse¹. NAU's data warehouse for PS Student Admin with ~2000 users is considered a large data warehouse. ~ 700 Advantage users will be soon added to this list.

¹ – Roles and Responsibilities of a Data Warehouse Team, Part 3; datawarehouse.com/DMReview

Information Resource Management
Business Objects Analyst, Sr.

Description:

- This position will provide customer education and support, develop Business Objects documents and work closely with the Information Resource Management (IRM) team to provide institutional information to the NAU campus through NAU's Data Warehouse system.

Responsibilities:

- Work closely with the NAU community to determine the data requirements for Business Objects documents in support of NAU business practices.
- Work closely with the IRM technical analysts to ensure that the required data is captured and structured appropriately for business usage.
- Provide metadata to the NAU campus.
- Design, develop, test, document and implement standard Business Objects documents.
- Develop, teach and/or supervise the Business Objects educational classes.
- Provide customer service to the NAU community in the usage of institutional information within NAU's data warehouse.
- Development and support of the NAU Data Warehouse including analysis, design, programming, testing, and documentation.
- Develop and support standard SQL queries as needed.
- Provide technical assistance to IRM customers.
- Support of the data warehouse web site as needed.
- Work with the IRM Team and customers to identify problems and provide solutions.
- Determines work priorities in accordance with project planning time sensitivity, changing work demands, and NAU policies and practices.
- Follows through on commitments and informs Project Manager of commitments.
- Identifies and responds to end-user questions, issues, and service opportunities.
- Reports on work accomplishments and identifies implementation issues in a logical, clear, and thorough manner.
- Works collaboratively and builds relationships with other consultants, customer staff, and third party consultants.
- Handles security issues for the NAU Data Warehouse.
- Supervise additional IRM Business Analysts as these individuals are hired.

Annual Salary is \$53,000.