

Proposal for the November 2nd Steering Committee for Administrative Computing

The Campus Information Team was created to support the users of the Peoplesoft administrative systems. This team was charged with providing the resources and ability to support the University by delivering the following services:

- Data Administration responsibilities including defining data resource policies, resolving data integrity issues, data planning, data standards and data accessibility.
- Project management and coordination for large scale initiatives involving technology.
- Central point of contact for all users of the Peoplesoft systems; answering procedural and processing questions, investigating system issues, recommending solutions to day to day business problems.
- Security development and management for the Peoplesoft systems coordinating with LDAP and Oracle security as required.
- Business process assessment/evaluation of workflow.
- Information analysis assessment/planning for implementation.
- Recommend system enhancements through analysis, design, specification development, cost benefit analysis, testing, documentation and implementation.
- Enforce current policy, suggest new policy and updates to existing policy which affect system processing at NAU.
- Provide functional office direction and integration testing support for Peoplesoft upgrades, fixes and updates testing.

After researching support staffing levels at comparably sized Peoplesoft schools, the staffing level for the Campus Information Team was envisioned to include:

- 1 Team Director
- 2 Student Records Business Analysts
- 2 Data Integrity/Project Business Analysts
- 1 Admissions Business Analyst
- 10 Academic Unit Business Analysts
- 3 Financial Aid Business Analysts
- 1 HR/Payroll/Budget Business Analyst
- 1 DLS Business Analyst
- 1 Student Financials Business Analyst
- 1 PAIR Business Analyst

23 full-time Business Analysts to support NAU Peoplesoft users and business processes (faculty, staff and students)

NAU was faced with a number of financial challenges when the PS sustainability budget was presented. The proposed staffing level to support the new system had to be trimmed. The composition of the Campus Information Team today:

- 1 Team Director/Business Analyst
- 1 Student Records Business Analyst
- 1 Data Integrity/Project Business Analyst
- 1 International/Graduate College/Admissions Business Analyst
- 1.5 Financial Aid Business Analyst

1 HR/Payroll/Budget Business Analyst
1 DLS Business Analyst
1 Academic Information Office Business Analyst
1 Student Financials Business Analyst
1 PAIR Business Analyst

Total of 10.5 full-time Business Analysts to support NAU Peoplesoft users and business processes (faculty, staff and students)

The Campus Information Team has led the effort in the completion of numerous projects. These projects include the automation of course requisite checking, implementing the new academic restructure, benefits open enrollment, enrollment deposit processing, CollegeNET online admissions application, automated data loads for recruiting initiatives, etc. Business process re-engineering, training, policy definition and day to day user support has also been provided by this team. The Campus Information Team ensures that priority projects receive the commitment and leadership necessary to succeed. The team provides support and training to the processing units in order to ensure correct data which results in accurate reporting.

Unfortunately, a number of projects are not receiving the level of attention necessary for success. Even more disconcerting is the number of system users who are not receiving the support they need. The academic units, advisors and faculty do not have a Peoplesoft Business Analyst dedicated to serve as their Peoplesoft liaison, trainer, business process developer and support person. The same is true for the auxiliary departments – Athletics, Fronske, University Advancement, Residence Life, NAUCard, Academic Retention, Athletics, Counseling and Testing Center, Honors program, etc. Another area that is lacking dedicated Peoplesoft support and assistance is the Undergraduate Admissions recruiting and OTRS initiatives. With recruiting a top priority for NAU, this area demands a Business Analyst who can be dedicated to these processes. Although the Campus Information Team attempts to provide a high level of support to these areas, it is simply not possible to satisfy the needs at the current staffing level.

Three new Business Analysts for the Campus Information Team is proposed. One Business Analyst would provide primary support for the academic units, advisors and faculty. One Business Analyst would provide primary support to the auxiliary departments. One Business Analyst would provide primary support to the undergraduate admissions and recruiting efforts.

A Peoplesoft Business Analyst position is currently funded at \$55,000.00. Three new Peoplesoft Business Analyst positions would total an annual cost of \$165,000.00 plus ERE.

By funding these positions, NAU is funding the ability to move forward with improvements to the student systems. By funding these positions, NAU is funding increased overall satisfaction with the administrative processing systems. By funding these positions, NAU is investing in reliable and accurate data to support University initiatives and priorities.