iNtegrate Project Bulletin

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to coordinate the Nevada System of Higher Education
information systems into a functioning, unified whole

iNtegrate Implementation Underway

The iNtegrate Student Information System implementation project began on schedule July 7, 2008. Since the initial project launch many of the building blocks for a successful implementation have been completed and put into action. For example the project implementation team is well established and effectively carrying out its responsibilities to manage all aspects of project activities for each institution and the system office, providing oversight to functional and technical project teams and facilitating collaborative activities among all NSHE institutions.

The hardware for the new SIS has been selected and installation is planned to occur over the coming months. By January 2009 all of the needed development equipment for PeopleSoft Campus Solutions should be in place and operational. Training for the technical teams has been planned and training begins in October and will continue through February 2009. Prototype and demo versions of the software are installed and are in use in support of interactive design and prototyping (IDP) activities.

There are five main modules that comprise the PeopleSoft Campus Solutions application; Admissions and Recruitment, Financial Aid, Student Financials, Student Records and Academic Advising. Four of the five module teams of functional and subject matter experts from each institution are in place. The module teams participate in IDP activities and are in the early stages of setting up and building out their respective modules. Academic Advising will begin its IDP in January 2009.

iNtegrate Governance Structure Completed

Efficient and effective governance of a comprehensive and complex project like iNtegrate is critical to the project's success. iNtegrate will be considered successful if the following project goals are achieved:

Project Goals

1. Complete the project on time and within budget.
2. Position Nevada System of Higher Education's (NSHE) administrative applications to support significant growth and expansion.
3. Optimize the delivered capabilities of the software to adapt business processes, improve productivity, personalize service, enable self-service, and provide access to services.
4. Implement the most upgrade-compatible system feasible and minimize total cost of ownership.
5. Implement a reliable, secure, and scalable technical infrastructure.
6. Utilize student services performance measures to evaluate the impact of student services improvements resulting from the new Student Information System.

iNtegrate Governance Structure Completed
(continued)

Project Governance

There are three interconnecting layers in place and functioning as the iNtegrate Governance Structure. The Board of Regents through the Chancellors Office has delegated project governance to the iNtegrate Oversight Committee (a Board of Regents representative, the Presidents Council and key system officers). The iNtegrate Oversight Committee will focus on the strategic, fiscal and policy elements of the project. These existing bodies which are already engaged in NSHE governance, will address iNtegrate strategic issues as needed.

The second focus area sits at the intersection of operations and strategy and is positioned to accelerate decision making. The iNtegrate Steering Committee in coordination with the Student System Module Task Force, reviews and interprets operational elements that are likely to impact fiscal and policy decisions. These two important committees may influence operational issues and will recommend policy, funding or strategy changes to the Oversight Committee.

The third focus area operates within and among the implementation activities and plans and monitors project activities. The iNtegrate Implementation Team works directly with the project's consultants and the Project Management Office. It is supported by workgroups which are in place to reach consensus and enables the Implementation Team to resolve operational issues of a financial, student affairs or technical nature. In the event an issue cannot be resolved by the Implementation Team, resolution will be escalated to either the Student System Module Task Force or the iNtegrate Steering Committee.

Keeping the End User in Mind

With many months of hard work still ahead, some may think it to be way too soon to engage the end users, NSHE students, faculty and staff in project implementation activities. This is true but it is becoming increasingly important for these prospective end users to understand the goals of iNtegrate and its promise of improving services for these key constituents. The Implementation Team will be reminded often to keep their eyes on improving student services through efficient and effective business processes, expanding self service capabilities, increasing the quality of data and therefore improving decision making for all.

Keeping the End User in Mind
(continued)

As project activities advance, the project management office plans to involve focus groups of students and faculty. With these groups the office will share features and functions of the new system and get feedback. The administrative and clerical staff will have opportunities throughout the implementation to participate in end user reviews and other forums to validate business process decisions. All in all, keeping the end user in sight will help to ensure the desired student services improvements are realized.

Extending the Period of Collaboration

In crafting the vision for the iNtegrate Project NSHE student services leaders incorporated several elements of collaboration to maximize resources and to advance common processes where applicable throughout NSHE. In addition, several institutions determined they could share the technology which resulted in creating a shared instance of the application for use by multiple institutions. TMCC took the initiative to partner with System Computing Services (SCS) to develop a shared application support model for the shared instance. GBC, NSC and WNC agreed to participate in this collaboration and the four institutions continued working together on plans to extend their collaboration. Recently, CSN reevaluated its plans for implementation and ongoing technical support. After careful consideration, CSN concluded that the shared instance and model for shared application support met their needs. CSN also suggested it could bring added benefit to the collaboration by making additional functional resources and subject matter expertise available to the participating institutions. The iNtegrate Steering Committee approved the recommendation for CSN to join the shared instance and now five institutions will share technology and technical support in implementing and supporting the new iNtegrate Student Information System.

There are additional opportunities for collaborations that include the universities. The iNtegrate Project Management Office continues its work with SCS and NSHE institutions to extend the period of collaboration going forward.