

Planning the way to accommodate change

Although managing transition was the theme, a workshop held in Mandan also provided an opportunity for about 60 representatives of North Dakota campuses and ConnectND project teams to discuss a variety of general and specific issues ranging from training schedules, availability of reports and what to expect during and after implementation.

Addressing a plea from campus administrators for information needed to better plan, Roch Hoedebecke, Maximus consulting project director, agreed to develop a listing specifically detailing which business processes will become operational during the initial PeopleSoft implementation and which won't.

Ellen Chaffee, Valley City State University president, reviewed the first year of managing change on a ConnectND pilot campus. Hers was an expanded version of a presentation she gave to a North Dakota State University staff workshop, highlighted in the January eBulletin.

Chaffee emphasized that everyone on campus will be impacted by ConnectND. Citing an example, Chaffee talked about the change at the pilot sites to a semi-monthly payroll with a lag, which ultimately became "a non-event" as a result of communication, caring, a salary advance program and cooperation from banks and others. Only 14 VCSU personnel used the salary advance to offset the payroll lag.

Teri Thorsen, Human Resources Management Systems project manager, suggested ConnectND staff and campus personnel keep the challenge ahead in context by viewing it as "a marathon, not a sprint."

The workshop answered some questions and posed others for later follow-up and fostered communication and a closer relationship among participants. Said Dickinson State University President Lee Vickers, who chairs the NDUS Executive Steering Committee: "We really are all in this together – we are all doing this for the benefit of our students."



As Tom Scott knows, an ERP implementation process like that of ConnectND is not a popularity contest.



Tom Scott and Rick Chlopan

Hearing voices of PeopleSoft experience

They've been there, done that, and they are continuing to do it. Implementing PeopleSoft systems, that is.

Tom Scott, University of Wisconsin-Madison, and Rick Chlopan, Kentucky Community & Technical College System, shared perspectives during a ConnectND workshop. Both emphasized the importance of training and ongoing and open communications to generate acceptance of the systems, and the value of support from the top. They also urged minimizing customizations and avoiding building a system like the old one.

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NDSA urges increase in state funding

The North Dakota Student Association has adopted a resolution resolving to coordinate with the Board of Higher Education and university system office to lobby for increased ConnectND funding from the state.

In the resolution, the NDSA also “supports no increases” to the student fee or tuition for supporting the ConnectND project.

The board is scheduled to set fees and tuition rates at its meeting on Feb. 19. The NDUS chancellor’s cabinet is recommending the ConnectND fee be \$63 per semester for the 2004-05 school year. That fee was \$42 per semester in 2002-2003 and \$36 per semester this year.

Technology forum will feature PeopleSoft VP

The state Information Technology Department’s next Innovative Technology Forum will feature Jesper Anderson, PeopleSoft’s general manager and vice president of PeopleTools technology. The event is Wednesday, March 3, 2:30-4:30 p.m., at the Heritage Center in Bismarck.

Anderson will speak about a variety of technology trends including the software application industry and initiatives. He will answer questions following his 45-minute presentation.

Anderson’s responsibilities at PeopleSoft include product strategy, development and quality, and customer support activities related to PeopleSoft’s core technology platform. He was formerly with Oracle Corporation, where he built and launched Oracle’s first foray into Web services. Anderson later served as executive vice president of products for Pivotal Corporation, where he led a product and technology team spanning three continents.

For more information, contact Jenny Witham, ITD, at 328-1999, or visit the enterprise architecture Web site at <http://www.state.nd.us/ea/forums/>. Instructions for viewing a Web cast of the forum will be available from that Web site.

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“The biggest task is managing the change, making the change as comfortable as it can be,” said Scott, who had tacked four paper targets with simulated bullet holes onto the back of his shirt to illustrate the negative reactions that can be expected of a project that affects everyone.

Chlopan encouraged using a key member at each school as a conduit to disseminate information because faculty and staff will more comfortable dealing with folks they know.

Both guest speakers eventually experienced positive results on their campuses and are continuing to work with software upgrades.

Scott listed enhanced query library and reporting methods, absence of long lines of students needing service, centralized communication, greater collaboration between campus units, strengthened help desks and self-service opportunities for students.

Chlopan said following an upgrade of systems for the fall 2003 semester the Kentucky colleges experienced a January student registration where “performance was just perfect.”

Dickinson State VP assumes seat on steering committee

Dr. George McClellan, vice president for student development at Dickinson State University, has been appointed to the higher education Executive Steering Committee for ConnectND.

McClellan’s participation on the committee is precipitated by the need for Mike Hillman, who represented student affairs on the committee, to focus on the duties of interim chancellor. McClelland came to DSU last July from the University of Arizona, where he was interim director of assessment and research for the Office of Campus Life.

February/March ConnectND IVN sessions scheduled

ConnectND general and topical updates are recorded by the Interactive Video Network through Web streaming. The video archive is now on the IVN site at <http://streaming.ndivn.nodak.edu/ndivn/>. Click “recorded calls” to locate archived video streams.

General updates of the overall ConnectND project are held the second Thursday of each month over IVN. The monthly NDUS system (financial, human resources management, and student administration) sessions are held on a rotating basis. February and March are scheduled for **9 a.m.** The upcoming schedule is:

- Thursday, Feb. 5
—NDUS Financial System
- Thursday, Feb. 12
—ConnectND Project Update
- Thursday, Feb. 19
—NDUS Human Resources Mgmt System
- Thursday, Feb. 26
—NDUS Student System
- Thursday, Mar. 4
—NDUS Financial System
- Thursday, Mar. 11
—ConnectND Project Update
- Thursday, Mar. 18
—NDUS Human Resources Mgmt System
- Thursday, Mar. 25
—NDUS Student System

Everyone is invited to attend the IVN update sessions. Specific locations are indicated on the [calendar](#).

Local campuses create ConnectND Web sites

*North Dakota's two largest
campuses have initiated their own
ConnectND Web sites.*

The first issue of the UND ConnectND Newsletter and the Frequently-Asked-Questions document about the upcoming payroll change are currently featured on the University of North Dakota site <http://www.und.nodak.edu/cnd/>.

The North Dakota State University site <http://connect.ndsu.nodak.edu/> has several categories of information specific to NDSU's implementation. Both campus sites contain links to the ConnectND Web site and various related resources.

Hoeven essay cites ConnectND

“Sharing Technology to Eliminate Boundaries” is the theme and ConnectND the focus of Gov. John Hoeven's lead essay in a new book titled “21st Century Government: A Guide to Cross-Boundary Collaboration.”



Gov.

Hoeven's essay is one of 14 chapters submitted by government officials and industry leaders for the softcover publication, produced by the National Electronic Commerce Coordinating Council.

His essay traces the history and progress of how North Dakota capitalized on a heritage of cooperation and is becoming the first state in the nation to leverage its resources and integrate its university system and government into a seamless administrative computer network.

North Dakota's governor points out that the ConnectND name signifies much more than the state's Enterprise Resource Planning project. He writes: “Without question, ConnectND is about ERP, but it is also about the way we've structured our relationships and standards through our enterprise architecture process. North Dakota understands the value of technology as a tool for linking its citizens.”

Hoeven indicates that North Dakotans – living in a geographically large state – have been quick to realize the benefits of the digital revolution, and that “in turn, we in state government and the university system are doing our best to offer citizens the full range of e-government services they are increasingly coming to value and expect.”

Stay tuned—

Campuses preparing for payroll change in July

The university system is moving to a twice-a-month payroll with a 15-day lag effective July 1, 2004. With the change, payday will be the last day of the month for the period from the first day of the month to the 15th day of the month, and the 15th day of the following month for the period from the 16th day of the month to the end of the month. That policy amendment was approved by the State Board of Higher Education on Jan. 15.

All NDUS employees will be paid twice a month and no one will lose money as a result of this change. The adjustment to a lag is considered a “best practice,” which will provide for a more accurate payroll, paycheck and pay stub, and increased payroll processing efficiency using the new PeopleSoft database.

To offset any temporary hardship when the change takes place, employees are eligible for a half-month salary advance, to be repaid within the following year. Banks and credit unions are being notified so they can accommodate adjustments in payment schedules.

The SBHE payroll policy action follows the recommendation of the NDUS Human Resource Council, Administrative Affairs Council, ConnectND Steering Committee, ConnectND Project Team, NDUS Chancellor’s Cabinet and the board’s Budget and Finance Committee. Mayville State University and Valley City State University, the two ConnectND pilot campuses, have been operating with a payroll lag for the past nine months. The Board of Higher Education has constitutional authority over the NDUS payroll system, which is separate from that of general government.

More specific information will be provided directly to all employees. Questions can be directed to campus human resources and payroll offices, and the campus ConnectND implementation team. Background and facts are also available from the Payroll FAQ (Frequently Asked Questions) section on the ConnectND Web site <http://www.nodak.edu/connectnd/>.

You might want to know...

The following is excerpted from the Payroll FAQ on the ConnectND Web site. Please go there for further information:

When will this take effect? Will I lose money?

This change will take effect July 1, 2004. Employees will receive the same salary; the timing of it will shift to two weeks later.

When will paydays be?

For time worked the 1st through 15th of the month—last working day of the month

For time worked the 16th through the last working day—15th of the following month

Pay Schedule – for first two months	
For time worked the 1st through 15 of the month	For time worked the 16-last working day
Paid - last working day of the month	Paid – 15th of the following month
Work July 1 – 15 Paid July 30	Work July 16 – 30 Paid Aug. 15
Work Aug. 1 – 15 Paid Aug. 30	Work Aug. 16 – 31 Paid Sept. 15
Note: The salary advance program will be available to provide funds up to one-half of one month’s salary to be repaid over a maximum of a twelve-month period.	

What tools or resources will be made available to employees to help with the transition?

Because some employees may need to adjust bill payment (e.g. car payments, child support) dates, the same salary advance program used for the pilot sites in Phase I will be available for this Phase II change as well. The salary advance provides funds up to one-half of one month’s salary to be repaid over a maximum of 12 months. The president of each campus will be sending out a document tailored to the individual campus describing the program.

Vision Statement: *The NDUS supports a service-oriented environment where the focus is on providing students, faculty, staff and others access to information and services, at any time, from anywhere.*

Asset management module includes IT asset repository



State government plans to implement a statewide information technology asset repository when it rolls out the ConnectND asset management module. The asset management project team has worked with the state's enterprise architecture organization to develop an enhanced implementation that will include the IT asset repository, which can support enterprise planning and initiatives such as the strategic IT planning process and the enterprise disaster recovery system initiative (Strohls LDRPS implementation).

An enterprise architecture study team developed the requirements for establishing an IT repository. The asset management module will include additional data elements relating to IT assets, profile definitions for IT assets and asset classification for IT assets. This recommendation is available at: <http://www.state.nd.us/itd/planning/tech.html>

A major part of the configuration process will be the conversion and migration of data from agency legacy/shadow IT asset repositories into the ConnectND repository. While the ConnectND repository will replace many of these shadow systems, agencies may also use IT asset management systems (auto-discovery, deployment, software metering, etc.) that provide functionality beyond the ConnectND system, thus there will be some data duplication. The goal with those types of systems is to develop a standard integration/import process that will keep the statewide IT asset repository current.

The project team is configuring the IT asset repository with the appropriate design and security mechanisms to ensure integrity of the financial fixed asset system. Only agency finance staff will be able to access fixed asset information, while agency IT staff can update and report on IT asset information.

Implementation of the ConnectND asset management module is targeted for July 1, 2004. Additional information is available from Pat Forster in ITD Policy and Planning (e-mail: pforster@state.nd.us, phone: 328-1992).

Modifications will keep state on current pay schedule

At the direction of Governor Hoeven, the state project team is working on modifications to replicate the current payroll cycle as closely as possible.

As proposed, salaried employees on the state government payroll will be paid monthly on the first day of the following month, as is done currently. Supplemental payroll will compensate hourly employees, and make salaried employee adjustments (overtime, shift, etc.) as is currently done but the timing may have to be adjusted slightly. The specific plan is awaiting Hoeven's approval.

HEUG provides forum for exchanging information about Peoplesoft systems

The Higher Education User Group, a not-for-profit organization, is a source of information from higher education systems and campuses using PeopleSoft products.

HEUG, which represents more than 400 institutions and more than 4,500 individuals, was created when PeopleSoft released its first higher education-specific products. Users saw the need for a forum to share information about all PeopleSoft products, discuss implementation and operating challenges and review technical issues. As members exchange information, leaders in the group pull together questions, comments, and proposals that are later presented to PeopleSoft management.



The HEUG Online Web site <http://www.heug.org/> is used by members to communicate, share and collaborate. HEUG membership is free and open to all employees of schools using PeopleSoft products.

Several representatives of the ConnectND project staff and NDUS campuses are participating in the annual HEUG Conference, next month in Atlanta.

Words & acronyms

ERP—“Enterprise Resource Planning” System or “Enterprise Resource Package.” Essentially, it means an administrative software system that covers the entire enterprise – from students to employees to financial management. While our current administrative systems (commonly known as SAMIS or CICS) were developed long before “ERP” was even thought of, they are essentially our ERP today.

Legacy System—An application in which a company or organization has previously already invested considerable time and money. Examples of legacy systems to be replaced by ConnectND are CICS (used by NDUS staff), ALFI (used by students) and SAMIS (used in state government).

MAXIMUS— Founded in 1975, serves as the implementation partner on the Connect North Dakota Project, and will be responsible for developing an implementation and deployment plan that addresses the major business areas, key agency and campus participants and critical project completion dates.

PeopleSoft— Founded in the mid-1980s, this company builds applications on a client-server platform instead of using the traditional mainframe. This product should provide both the state and the university system with the ability to operate within a real-time environment on a system-wide basis.

WebEX—A licensed program for interactive communication over the World Wide Web and telephone. Sessions can be recorded and archived.

Web-streamed—Recorded live and broadcast real-time via the Internet to those who cannot be at the event location.

About ConnectND

What is ConnectND?

The CONNECT ND project is the implementation of *PeopleSoft's* ERP system that will replace North Dakota's current administrative computer systems. The ERP system will serve as the administrative systems for the entire enterprise – from students to employees to financial management.

Who is involved in ConnectND?

All of North Dakota State Government, including the North Dakota University System, is involved in this project.

How is the ConnectND project organized?

The project has been organized by module (functional area) into three state groups (Financial, Human Resources Management System, and Technical) and four higher education groups (Financial, Human Resources Management System, Student Administration, and Technical).

Fyi & updates

What is the current status of ConnectND?

The project oversight team on Feb. 6, 2004, continued the overall project in a “yellow” cautionary status, indicating there is good probability it will meet dates and acceptable quality although schedule, resource or scope change may be needed.

However, the oversight report lists the project schedule as “red,” indicating probability it will not meet dates and acceptable quality without changes to schedule, resources and/or scope. According to the report, adjustments to accommodate the state payroll could delay a portion of state government human resources management and financial systems implementation two to three months. Changes to scope and schedule introduce several risks that will need to be reviewed and evaluated, the report advises.

How is ConnectND being implemented?

Under the leadership of a State Executive Steering Committee (co-chaired by Lee Vickers, president, Dickinson State University and Pam Sharp, director, Office of Management and Budget) and with the help of our implementation partner, *MAXIMUS*, the project is being implemented using a four-component approach.

Components 1 and 2:

These components include the five-phases of Initiation, Design, Development, Migration, and Post-production phases at the pilot sites.

Components 3 and 4:

These components include the five-phases of Initiation, Design, Development, Migration, and Post-production phases at all the non-pilot sites.

Has end-user training been scheduled?

Project managers are scheduling end-user training using a just-in-time approach, within 60 days prior to implementation. The training can only be done effectively after procedures and process to design, develop and configure the systems have been completed.

Links mentioned

- **Calendar:** www.nodak.edu/connectnd/index.php?module=PostCalendar
- **Connect ND:** www.nodak.edu/connectnd
- **MAXIMUS:** www.maximus.com/public/virtual/home
- **North Dakota University System:** www.ndus.nodak.edu
- **PeopleSoft:** www.peoplesoft.com/corp/en/public_index.asp
- **Rollout Schedules (these schedules will reflect changes as they occur):** www.nodak.edu/connectnd/modules.php?op=modload&name=News&file=article&sid=57
- **State of North Dakota:** www.discovernd.com/

Preparing for implementation

Things to do...

Here are some tips that were shared to help campus colleagues prepare for ConnectND implementation.

- Look for the how-to-get-ready documents provided by project teams.
- Know your campus implementation team.
- Note hardware and software recommendations.
- Respond to information requests—your participation will be beneficial when your campus goes live.
- Include ConnectND on staff meeting agendas.
- Collect dates of birth, e-mail addresses and other information as required for the PeopleSoft programs.
- Prepare personally for the change to two paydays per month.
- Prepare for the stress and pressure that will accompany implementation.
- Familiarize yourself with rollout schedules when planning vacation times.
- Become familiar with PeopleSoft terminology.
- Get on appropriate e-mail lists.
- Participate in IVN updates, read the monthly eBulletin newsletter and look at the ConnectND Web site.
- Recognize the urgency of preparing campus data for configuration.
- Watch for training information.
- Recognize that some business practices and jobs will change when information is accessible from anywhere and at any time.

Recommendations for users

Based on experience at the pilot sites, the following minimums are recommended for frequent or “power” users of ConnectND PeopleSoft systems:

- **Browser**— Internet Explorer 6 for use with Windows 2000 and XP. Internet Explorer 5 or 5.5 may work on Windows 98, but some problems might be encountered. Internet Explorer 5 on Mac OS 7.6.1 or above
- **Memory**— 256 MB RAM
- **CPU**— 800 MHz
- **Display**— VGA with 800X600 resolution or higher and 16-bit colors

Casual users can access ConnectND systems with other browsers and less than those minimums but will see slower results.

MS Office (Word and Excel) will be used for various administrative functions. Recommendations concerning those software programs will be provided later.

Comments and suggestions regarding this publication are welcome.

We encourage questions about this newsletter or the project. To facilitate this process, you may ask a question electronically through the Web site [FAQ](#) (Frequently Asked Questions) section. It's also a place to view the questions others have asked and the responses of the project teams.