SIS Planning Advisory Committee
Michigan State University

December 17, 2014
Meeting Purpose

- Review legacy SIS risk assessment project
- Review role of the Planning Advisory Committee
- Confirm next steps
Agenda

- Introductions
- SIS Planning Update
- SIS Legacy Project Overview
  - Project Objectives
  - Primary Roles and Responsibilities
  - Project Governance
- Legacy SIS Risk Assessment Project
  - Timeline
  - Approach
  - Deliverables
SIS Planning Update

- Recently Completed Activities
  - Beginning March 2014, MSU has conducted business process analysis, and identified legacy documentation that will be helpful during the implementation.
  - Created a Student Information System (SIS) web site (with its own primary domain) that would include information related to the current SIS, SIS Data and Operations Committee, SIS Strategy and Prioritization Committee, current SIS initiatives, and SIS Planning.
SIS Legacy Overview

Current Activity

- Hired a consultant experienced in conducting risk assessment and business continuity analysis within a legacy SIS environment.
- Will conduct interviews of subject matter and technology experts within central IT and the major administrative units supporting the SIS landscape.
- Will prepare a final report, providing additional depth and insights related to the key findings, recommendations, and budget estimates.
- Will develop a risk assessment tool and a decision-making matrix to assist the university with the on-going monitoring of the SIS landscape.

Project Objectives

- Build upon the key findings that emerged during SIS Planning from 2012-2013.
- Identify required MSU actions to sustain the University’s legacy SIS environment at an acceptable risk level of operational failure until a new Student Information System is in place.
- Creating risk assessment tool and decision-making matrix to assist MSU with ongoing monitoring of the SIS landscape.

Between today and the end of May 2015, our team will author a report that helps MSU better understand its current SIS environment and help develop a decision-making framework for investing in academic technology.
## Primary Roles and Responsibilities

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<thead>
<tr>
<th>Constituency</th>
<th>Primary Role</th>
<th>Resources</th>
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<tbody>
<tr>
<td>Executive Committee</td>
<td>Provide leadership, guidance, and support to the SIS Planning Advisory Committee and Workgroup.</td>
<td>Dave Byelich, John Gaboury, Mark Haas, Joanna Young</td>
</tr>
<tr>
<td>Project Sponsor</td>
<td>Provide the project charge, and oversee communication with the campus community, as appropriate</td>
<td>John Gaboury</td>
</tr>
<tr>
<td>Project Directors</td>
<td>Represent business/IT Services units in a leadership capacity, keep all members of the project organization well informed, make decisions and resolve issues as they arise, and ensures the project is completed effectively and efficiently</td>
<td>Nicole Rovig, Fred Sudler</td>
</tr>
<tr>
<td>SIS Planning Advisory Committee</td>
<td>Serve in advisory capacity to the SIS Planning Workgroup by reviewing project materials, providing feedback, and completing assigned tasks.</td>
<td>Bruce Alexander, Mary Black, Jim Cotter, Greg Deppong, Rick Shipman, Bill Sperber, Fred Sudler, Sue Waltersdorf, SIS Planning Workgroup</td>
</tr>
<tr>
<td>SIS Planning Workgroup</td>
<td>Assist the SIS Legacy Workgroup with execution of project tasks.</td>
<td>Kathy Beno, Mike Cook, Val Meyers, SIS Legacy Workgroup</td>
</tr>
<tr>
<td>SIS Legacy Workgroup</td>
<td>Lead execution of project tasks.</td>
<td>Rich Czarnecki, Sat Pal, Nicole Rovig, Scott TerMeer, TBD Business Analyst, Huron Consulting Group</td>
</tr>
<tr>
<td>Huron Consulting Group</td>
<td>Assist the SIS Legacy Workgroup with completion of project tasks.</td>
<td>Peter Eschenbach, Brian Korblick</td>
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Project Governance

- Executive Committee
  - Project Sponsor
    - SIS Planning Advisory Committee
  - Project Director
    - SIS Planning Workgroup
    - SIS Legacy Workgroup
    - Huron
SIS Planning Vision

To provide a robust and flexible administrative infrastructure with exceptional service to faculty, staff, and students, transform MSU’s dependency on a highly customized SIS, and ensure student data and information are accurate and available to effectively operate the institution.
Guiding Principles

Bolder by Design

- Enhance the Student Experience
- Enrich Community, Economic, and Family Life
- Expand International Reach
- Increase Research Opportunities
- Strengthen Stewardship by nurturing MSU’s financial assets, campus environment, infrastructure, and people
- Advance our Culture of High Performance

SIS Planning

- Emerge as leader of enrollment and business services among peer universities
- Serve as model for campus-wide communication and cross-functional collaboration
- Create energetic and enthusiastic student-centered environment
- Maintain forward thinking progressive culture
- Steward university resources wisely
- Implement technologies to advance University mission
- Ensure fiscal integrity of financial transactions and reporting
- Respond to university initiatives creatively and effectively
## Timeline

<table>
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<tr>
<th>Project Milestone</th>
<th>Expected Completion Date</th>
<th>Status</th>
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<tbody>
<tr>
<td>1. Confirm project scope, approach, and deliverables</td>
<td>12/8/14</td>
<td>Complete</td>
</tr>
<tr>
<td>2. Review prior workpapers and conduct initial interviews</td>
<td>1/16/15</td>
<td>Started</td>
</tr>
<tr>
<td>3. Develop initial draft report for submission to Workgroup</td>
<td>2/13/15</td>
<td>Not Yet Started</td>
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<td>4. Complete additional interviews and/or evaluation</td>
<td>3/15/15</td>
<td>Not Yet Started</td>
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<tr>
<td>5. Develop draft report for submission to Workgroup</td>
<td>3/22/15</td>
<td>Not Yet Started</td>
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<tr>
<td>6. Submit final draft and risk assessment tool to Project Director</td>
<td>4/17/15</td>
<td>Not Yet Started</td>
</tr>
<tr>
<td>7. Submit final report and risk assessment tool</td>
<td>5/15/15</td>
<td>Not Yet Started</td>
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Known Risk Factors

The following risk factors were identified during SIS Planning in 2012-2013:

- Mission Critical Operations
- Regulatory Compliance
- Data Breaches
- Support Model
- Quality of Service
- Technical Infrastructure and Architecture
- Opportunity Cost
Mitigation recommendations will likely include:

- Adjusting existing business processes or changes to MSU policy to facilitate business continuity.
- Addressing strategic issues such as SIS governance, executive oversight, decision making, and the IT funding model.
- Investing in MSU’s mission critical systems and applications in the current SIS environment.
- Developing high performing support teams, reducing risk, duplicated effort, and administrative costs.

Identify and prioritize changes that help protect the viability and sustainability of the legacy SIS environment.
Extending the life of the MSU’s system must incorporate assumptions about when SIS replacement initiative will be formally approved. At minimum, sustaining the legacy SIS must continue until May 2020.

**Solution Spectrum**

**CURRENT ASSUMPTIONS ABOUT LEGACY SIS ENVIRONMENT**

Current Estimate for Pre-Planning and Implementation is 60 months

- Implement Process Changes
- Implement Technology Changes
- Implement Resource Plan Changes

Begin SIS Mitigation Effort

Complete Legacy SIS Assessment

Begin SIS Mitigation Effort and/or Begin SIS Pre-Implementation

5/2015

7/2015

???

5/2020

Replace SIS

Today

5/2015

7/2015

???

5/2020

Replace SIS
Data Collection and Evaluation Techniques

- Directly leverage all (known) prior work completed at MSU
- Directly leverage the Huron Hub (searchable collection of proven business practices and prior engagement experience) including legacy risk assessments completed at other R1
- Identify interview list and determine appropriate structure for facilitating feedback
- Identify inventory (with attributes) of current SIS legacy systems
- Incorporate functional and technical experts from Huron
- Other tools that may be used
  - Results of prior studies, audits, reviews, investigations
  - System downtime/performance reports
  - Processes used to process and take action on system enhancement requests
  - Peer benchmarking
  - Published white papers and other materials regarding industry trends and best practices
  - Assessment of institutional readiness to implement change
  - Surveys of key constituencies
Expected Deliverables

1. A recommendation report that includes industry standards and best practice considerations as well as information gathered through MSU assessment.
   - What system updates, changes, or upgrades should MSU consider to reduce risk of operational failure?
   - What business continuity actions should MSU consider to reduce risk of operational failure?
   - What staffing and organizational changes (technical skills; functional knowledge; number of staff; types/levels of positions) should MSU consider to reduce the risk of operational failure?
   - What changes in SIS governance, executive oversight, decision-making, the IT funding model, and managing stakeholders’ expectations should MSU consider?
   - What else should MSU consider to reduce the risk of operational failure and/or disruption to business continuity?

2. A risk assessment tool and decision-making matrix to assist the University with ongoing monitoring of the SIS landscape.
Next Steps?

- Legacy Workgroup begins work
- Advisory Committee provides feedback and prepares units for interviews
- Presentation added to SIS website
- Executive review January 9th
Questions and Answers?