

WASHINGTON STATE UNIVERSITY  
**ENTERPRISE SYSTEMS**

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MONTHLY STATUS REPORT



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**2017**  
JULY

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**Focus**

**Teamwork**

**At Enterprise Systems we  
strive to be a  
responsive provider of  
high quality technical  
solutions and services to  
Washington State  
University.**

**Integrity**

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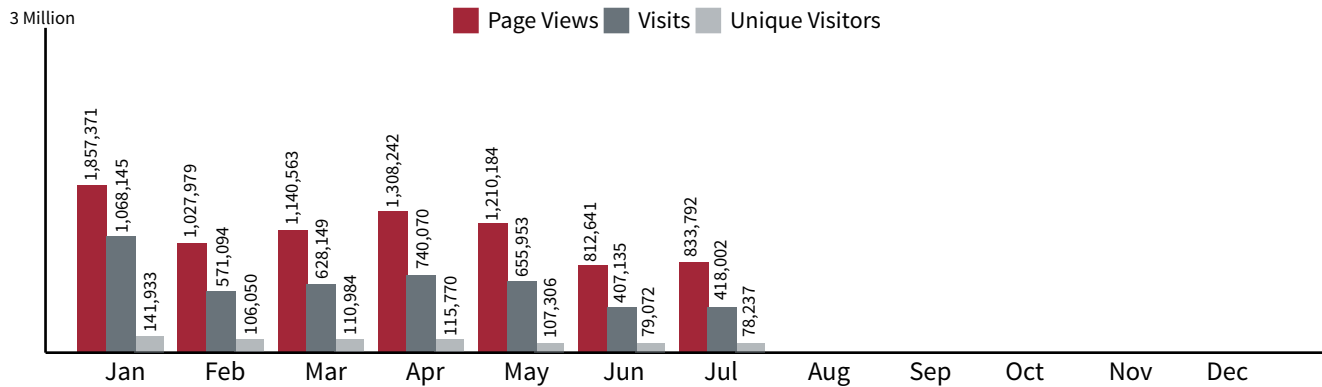
## 18 COMPLETED PROJECTS

- 19 Projects Completed  
This Month

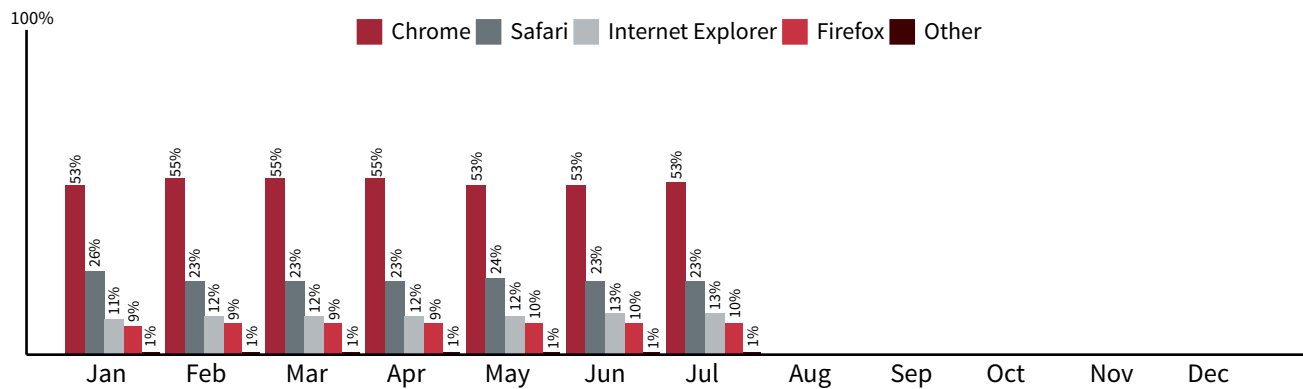
# Student Information System

The following monthly statistics are analytics gathered from the student information systems web based application that is found at my.wsu.edu.

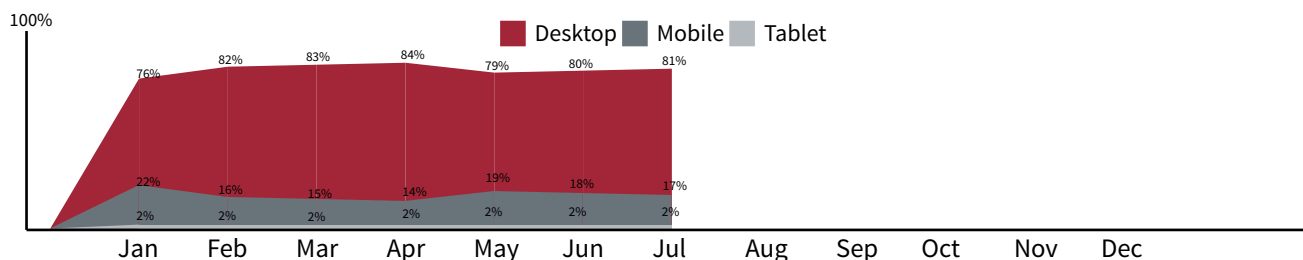
## Visitor Statistics



## Browser



## Device





# Service Desk

Enterprise Systems relies heavily on its service desks to provide responsive customer support. Our service desks funnel all of our work to the appropriate individuals within Enterprise Systems. Project requests, questions, bugs, and other issues are submitted via our service desks.

## JIRA Service Desk Statistics

- 1197 cases submitted
- 1145 cases resolved

## Case Breakdown

### Academic Advisement

14 cases submitted  
16 cases resolved

### Access Request

75 cases submitted  
74 cases resolved

### Admissions and Recruitment

359 cases submitted  
339 cases resolved

### Business Intelligence

27 cases submitted  
27 cases resolved

### Business Objects

6 cases submitted  
4 cases resolved

### Business Systems

79 cases submitted  
83 cases resolved

### Campus Community

91 cases submitted  
80 cases resolved

### Database Administration

6 cases submitted  
10 cases resolved

### Enterprise Systems

149 cases submitted  
142 cases resolved

### eXplorance Blue

21 cases submitted  
18 cases resolved

### Financial Aid

35 cases submitted  
31 cases resolved

### Graduate School

7 cases submitted  
7 cases resolved

### Imaging

85 cases submitted  
79 cases resolved

### Production Control

76 cases submitted  
74 cases resolved

### Student Financials

128 cases submitted  
123 cases resolved

### Student Records

39 cases submitted  
38 cases resolved

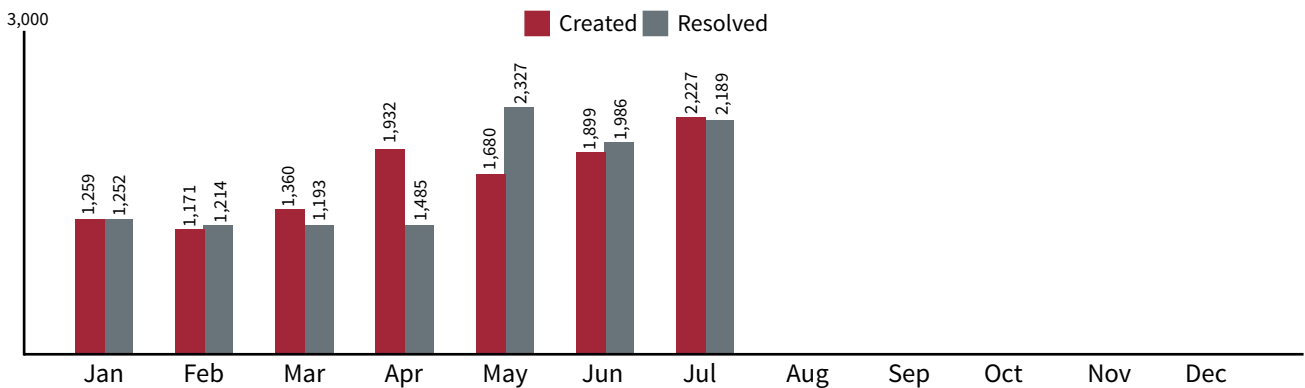
# JIRA

Enterprise Systems utilizes Atlassian products to manage our projects. JIRA is used to manage projects, technical and functional work within Enterprise Systems.

## JIRA Bugs Statistics

- 95 new bugs
- 67 bugs closed
- 16 bugs in progress
- 7 bugs ready for test
- 5 bugs ready for production
- 16 bugs have been deferred

## JIRA Issues





# Academic Advisement

## College of Education - Field Placements

The College of Education will create a responsive, centralized data system in order to systematically and comprehensively gather evidence on candidate learning, program operations, placement rates, clinical experiences, and candidate characteristics.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** November 30, 2017

**Project Update:** No progress has been made on this project this month.



# Admission & Recruitment

## Emas Extract Version II

The custom process that currently generates the Emas extract files will be rebuilt as a Connected Query. The custom process will no longer be needed.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** October 28, 2016

**Project Update:** Additional queries are in place and validation is taking place.

## Guest Log-in for Evaluate My Transfer Credits

The Office of Student Success and Transition alongside Washington State University's Transfer Clearinghouse have been working towards a solution to allow students to be able to evaluate their transfer credits using information from the Student Information System, myWSU. The Enterprise Systems project Evaluate My Transfer Credits was initiated over two years ago to assist with transfer credit evaluations. The Evaluate My Transfer Credit project was able to successfully activate the Evaluate My Transfer Credit component. The Guest Log-in for Evaluate My Transfer Credits project is the result of an effort to transition the previous project to a new Project Lead, Implementation Manager, and Project Manager. This project will allow current students and prospects (without a user account) to visit the transfer credit evaluation page. Additional functionality to make the tool user-friendly is also a project priority. The transfer credit evaluation tool should be simple for students to use. Students should be able to apply the transfer credit model generated in the evaluation process and add those credits to a 4-year plan/what-if report.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** June 15, 2017

**Project Update:** There is an issue with guest access tool due to the 9.2 upgrade. A service request has been submitted to oracle to resolve the issue on their end.

## Managing Admission Offer Acceptance

Design a configuration table in myWSU that will allow users options and flexibility for managing acceptance of admission offers using the following values: Academic Career, Campus, Admit Type, Admit Term, Student Type (Domestic or International).

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** TBD

**Project Update:** Charter has been approved and kickoff meeting has been scheduled.

## Update Admission Summary Page

The Undergraduate Admissions Office would like to update the Admissions



Summary Page with enhanced 3C functionality. Applicants will occasionally have multiple applications on file. The applications are listed at the top of the page. Staff click an application to view the details of a particular application. Each application may have specific and unique checklists, comments, and communications associated with it. However, when viewing an application, all of the applicant's comments, checklists, and communications are displayed, whether they belong to the application or not.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** TBD

**Project Update:** Project charter is complete and a Kick off meeting is scheduled for 8/18/2017 w/ Nancy, Stephanie, Gary, Chad, Justin, and Maria.

## Withdrawal Reason Codes

Washington State University is dedicated to student success & retention. To help departments understand why students withdrawal, a project has been introduced to collect reasons for withdrawals from students. Without reasons as to why students are withdrawing, WSU is unable to develop/plan methods to support student retention related to withdrawals. Students currently may drop a course via their myWSU student center, up to the end of the 4th week of the semester. Students may also withdrawal from a course up to the end of the 13th week of a semester. A student's method for dropping and/or withdrawing from a course is exactly the same, the process is completed by the student via the student center in myWSU. Alternatively, students may withdrawal from the university officially by completing the Registrar's Office cancellation of enrollment process. Dropping, withdrawing from a course, and canceling enrollment each impact the student differently. A student may drop or withdraw from a course on their own but enrollment cancellation is done administratively in myWSU by the Registrar's Office.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** August 21, 2017

**Project Update:** Technical development work has begun. Testing expected to begin August 7th 2017. Project on track for August 21st delivery.

# Business Intelligence

## Accounts Payable Reporting

It has been requested that data from the Financial Data Warehouse be brought over to OBIEE so that it can be combined with student data in order to better manage Sponsored Programs receivables. This data is accounts receivables and data needs to be up to date information out of myWSU. Ideally, this will allow Accounts Payable to pull invoice amounts and the date the charge was applied to myWSU as well as a paid/open indicator. Accounts payable would like to receive this information based on either a single budget-project and or for a list of budget-projects.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** June 15, 2017

**Project Update:** Project solution had to be reworked and a new solution is being tested to transfer the data.

## Automate EAB Data Extract

EAB/WSU have just about finalized the review of HR/FI data that we did last. EAB would now like to take the data extracts and have them produced on a monthly basis. There are no code changes required to extracts built last year. In order to accomplish this, the BI team will build reports that product the desired data, and schedule them to run on a monthly basis and



to be delivered to EAB.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** June 15, 2017

**Project Update:** Enterprise Systems is working on finalizing the shell script that will automate the process.

## Business Objects Upgrade 3.1 to 4.2

Upgrade the Business Objects Environment from XI 3.1 to 4.2, including upgrading the database from SQL Server 2000 to SQL Server 2014.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** September 22, 2017

**Project Update:** Every task in the project is currently past due. Some technical issues have arisen that require assistance from other team members in Enterprise Systems. We are hoping to have these worked out in August.

## Data Warehouse Admission Snapshot

During the new Student Information Systems implementation project, OBIEE was put in place as the platform for delivering the student data warehouse. While the platform is a good tool, the delivered subject areas are limited. Over the last several years, there has been significant need to holistically re-design and improve the warehouse data delivery. A Data Warehouse Buildout overarching project is put in place and divided up the warehouse development into phases. The first phase has been completed with the delivery of latest (as of previous night) student records, student financial, and financial aid data. The second phase, this project, is to deliver data snapshots allowing point-in-time comparisons. Data snapshots are particularly important for trending admissions and related student records data. Therefore, Enterprise Systems in partnership with Institutional Research will work with the Admissions offices to deliver a new snapshot subject area with the ability to perform year to year point-in-time comparisons in OBIEE.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** July 21, 2017

**Project Update:** Minor adjustments need to be made to subject areas and data dictionary. Enterprise Systems is hoping to get these completed this month.

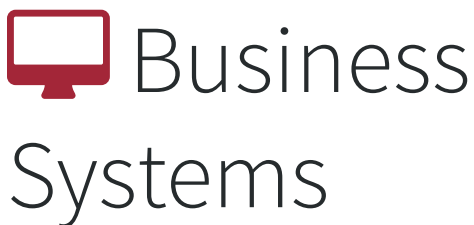
## Supervisor ID Mapping

Modify the PERMS Position and Appointment management system to provide for an optional Supervisor ID associated with each position/appointment. Validate this ID against a list of WSU IDs with active appointments. Make this Supervisor ID field mandatory at some point in the future. Modify the TEMPS Temporary Employee Position System to require a Supervisor ID for each appointment, instead of the current free-form name field. Validate this ID against a list of WSU IDs with active appointments. Provide monthly, automated, electronically delivered reports at the Org and/or Department level displaying all positions without existing Supervisor ID information. Provide reporting to detect errors and changes in supervisor information that requires manual correction.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** TBD

**Project Update:** Charter has been completed and the project plan is being constructed.





# Campus Community

## Windows 2003 Migration

Design and implement new Windows Server infrastructure, and migrate all Windows applications to a non-deprecated infrastructure.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** September 22, 2017

**Project Update:** Most major systems have been migrated. Minor systems are in the process of being moved to the new servers. The project team continues to make strides forward but has fallen behind schedule.

## Bio/Demo Web Service-myWSU to AIMS

Biographic and Demographic Web Service from myWSU to AIMS. Transportation Services would like AIMS to communicate with ZZUis to populate account information of the biographical and demographical nature. The data fields we would like populated via web service are as follows. First and last name. Mailing address and Home (street, city, state, zip). Both official and preferred email address. Home and cell phone numbers.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** July 31, 2017

**Project Update:** Web service has been created. Enterprise Systems is waiting for the security review to take place.

## Invest in Success

Invest in Success is a grant program that aids qualifying Washington residents and low income students by teaching them financial responsibility. It also provides a 1:4 match of institutional and federal grant funds with 1 part student/family contributions. Monies are held at Washington Trust Bank and tracked by Provosts Office. The students do not have direct access to the funds but can request fund distributions. The funds can be used for books, tuition, computers, etc. myWSU will be used to track communications, allow application filing, provide agreement tracking, provide reporting and possibly account balance and transaction tracking.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** December 15, 2017

**Project Update:** Applications for the next cohort have been loaded into CS from quadratics.



# Database Administration

## -5 to PAM

This project supports the full implementation of the Falicia Project with the utilization of PAM logins within DMS. It will also provide a roadmap for other departments to convert over any servers that have SQL Server instances that have -5 dependencies.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** August 9, 2017

**Project Update:** Majority of the databases have been updated with only a few remaining. The remaining database servers are critical systems and will require scheduling with the change control board. We will also wait until after the start of school to make these changes. The project will most likely not be completed until September because of this.

## Services to Database Report

The proposed "Services to Database Matrix" provides information



that describes the Database systems and services that are provided and managed by the WSU Information Technology Services Database Management Services (DMS) Group. This documentation will support the management, and departments in reducing downtime, unexpected outages, and most importantly, a tool that will provide insight on dependent systems to reduce impacts to our customers. This information will also provide a foundation for determining where the demarcation of services lies when bringing changes to the Change Control Board (CCB).

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** August 8, 2017

**Project Update:** Enterprise Systems is in the process of getting additional information from departments but responses are not coming back. We are evaluating the scope and if we can be successful in accomplishing all of the project deliverables with limited departmental input.

### Academic Works Student Data Feed

Academics Works Software was purchased by the College of Nursing and needs to have a data feed configured from myWSU.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** August 1, 2017

**Project Update:** Feed has been created and validated. Enterprise Systems is working on automating the process and should be completed on time.

### ADABAS & VSAM Conversion

Currently Washington State University (WSU) has an Adaptable Database (ADABAS) management system and VSAM (Virtual Storage Access Method) to support HR, Payroll, and business needs. WSU is in the process of evaluating new HR, Payroll and business systems through a new ERP offering. As part of the ERP project information stored in ADABAS and VSAM will need to be converted into the new ERP system. In order to prepare for the new ERP conversions that will take place Enterprise Systems will put together a relational DB environment and convert the data from ADABAS and VSAM into it. The data will be validated and a process will be put in place to load data to the new file structure.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** September 29, 2017

**Project Update:** Enterprise Systems has tested and validated a solution but that solution requires the purchase of additional software. We are trying to confirm pricing and see if we can purchase the software.

### Athletic Compliance Software

The Athletics Compliance Office at Washington State University has requested a data feed from myWSU to the Athletic Compliance Software (ACS) that will be utilized by the WSU Athletic Department next fall.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** June 15, 2017

**Project Update:** Everything has been provided to ACS but we have been waiting over 3 weeks for a response back about the data. Several meetings have been held but ACS has been slow to respond to the changes that have been implemented for them.

### Digital Measures

Enterprise Systems has been tasked with assisting in the Digital Measures

Activity Insight application implementation for WSU faculty self-reporting and documentation for their annual reviews. Currently the system used for this function is the locally developed WORQS (WSU Online Review and Query System). Activity Insight will be remotely hosted by Digital Measure and the Carson College of Business is a current user of this system. A critical component of this project is the identification and conversion of data feeds used to populate WORQS for use with Digital Measures.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** December 1, 2017

**Project Update:** Enterprise Systems is working on getting all of the data loaded into the digital measures. The process of compiling the information is taking longer than expected.

## ExLibris CampusM

Enterprise Systems will be implementing the new CampusM mobile application by ExLibris.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** TBD

**Project Update:** ExLibris is struggling with the APIs and understanding the full functionality of our application. Connectivity, CNAME registration, server setup, SSL setup, etc. has been completed by WSU. We are now waiting on wire-frames.

## First Day Digital Course Material Charges

Washington State University has approved a pilot program titled First Day. The pilot program will start charging digital course material charges to students to help reduce the costs of books. The focus will be only on students enrolled in Chem 101, Chem 105, Chem 106, Chem 116, Chem 345, and Chem 348 courses. This is a collaborative effort between University Receivables and The Bookie.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** January 1, 2018

**Project Update:** The project plan is being built out.

## Direct Deposit Consolidation

Enterprise Systems has been asked to consolidate direct deposit information into myWSU. This project will coordinate work required to move direct deposit information from the travel system and payroll into myWSU. It will also facilitate the configuration and testing of systems outside of myWSU that will utilize the direct deposit information to ensure that processing will not be interrupted.

**DEFERRED**

**Expected Completion Date:** TBD

**Project Update:** Project will not be done at this time because a form of dual factor authentication does not exist.

## INTO University Partnerships

Washington State University (WSU) has teamed up with INTO University Partnerships to recruit, enroll and retain International Undergraduate and Graduate students at WSU. INTO is the international study specialist. Each year, INTO assists thousands of students from around the world study at leading and well respected higher education institutions. INTO provides a strong support model, with centers and support teams situated on Campus and dedicated to international study success.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** August 15, 2017

**Project Update:** Phase 1 & 2 are now complete. Additional requests have come in regarding this project and will be grouped into phase 3 & 4. The plan is being built out at this time and will affect the overall delivery date of the project.

## ITS Service Desk Implementation

Currently ITS uses multiple tools to manage service requests and incidents, e.g. OTRS is used by AFS, Security, and the Infrastructure areas, while Jira Service Desk is used by ESG. Neither product has a dedicated administration resource assigned and both operate from on premise server infrastructures. In an effort to centralize products, as well as be able to offer a Ticketing System Service, ITS has decided to move to one product. The product chosen by ITS Leadership for this is Jira Service Desk.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** December 29, 2017

**Project Update:** Multiple test service desks are in place and will be run in parallel during August. Additional licensing needs to be purchased so migrations can occur.

## MainFrame Modernization

The Washington State University mainframe hardware and portions of the software are currently out of date and need to be upgraded. Information Technology Services is responsible for upgrading the software and the hardware as well as maintaining the mainframe. To ensure that the mainframe continues to run and support core services on campus these upgrades are required. It has been determined by Information Technology Services leadership that the best course of action is to move the mainframe to a cloud hosted solution.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** December 1, 2018

**Project Update:** Replication has completed and Enterprise Systems is in the process of restoring LPARs. The target date to have DEVL in place is September 8. This will allow us to begin testing.

## Washington State University College of Medicine

The Washington State University School of Medicine was established by the WSU board of regents in 2015, after the state legislature amended a 1917 statute that gave the University of Washington in Seattle the exclusive right to grant degrees in medicine in the state. The Washington State University School of Medicine is preparing to admit students for the first time. In order to accomplish this the student information system (myWSU) needs the different modules to be configured. This includes but is not limited to academic structure, admissions, student records, financial aid and student financials. The Washington State University School of Medicine will also be using Entrada as their learning management system. myWSU will need to provide information to Entrada.

**IN PROGRESS (ON SCHEDULE)**

**Expected Completion Date:** August 10, 2018

**Project Update:** The initial cohort of students has completed everything they needed to do to start the inaugural year. The College of Medicine is in the process of opening up the next application cycle.



# eXplorance Blue

# Financial Aid

## Blue Tooling

Project to track the creation of tooling in myWSU to support course evaluations delivered via the Blue course evaluation system.

DEFERRED

**Expected Completion Date:** TBD

**Project Update:** The project has been deferred.

## Pell & Direct Loan Reconciliation

Enterprise Systems will produce seven queries that Student Financial Services will use to perform their reconciliation. Once the queries are created, Student Financial Services will test them and confirm they are working.

IN PROGRESS (CRITICAL)

**Expected Completion Date:** August 1, 2017

**Project Update:** Queries have still not been validated or tested by Financial Aid.

## PLUS Loan Parent Refunds

Washington State University's financial aid office, Student Financial Services (SFS), is required by federal regulations to allow parents the ability to request and receive excess Parent PLUS loan funds. To date SFS has not made this option available to parents who are Parent PLUS loan recipients. All excess funds are currently delivered to the students. Now that SFS has a working Parent PLUS Loan application with in myWSU, the office would like to improve the application's functionality to include a space to allow parents to request excess funds to be release directly to them.

IN PROGRESS (ON SCHEDULE)

**Expected Completion Date:** December 15, 2017

**Project Update:** Adjustments have been made to the charter and we are waiting for it to be approved.

## SAIG Automated MailBox

Enterprise Systems (ES) is exploring the possibility of applying a plug & play bolt-on to assist in automating a part of the FA-Module file import/export process that is currently ran manually multiple times daily. The import/export files are important student and institution information transmitted to the Department of Education processing centers for multiple financial aid processing needs. In addition to the bolt-on ES will also have to install a TD Client provided by the Department of Education to aid in the automated transmission of these import/export files through the Student Integrated Gateway (SAIG).

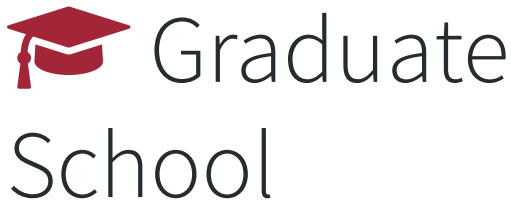
IN PROGRESS (AT RISK)

**Expected Completion Date:** December 29, 2017

**Project Update:** Test mailbox is now available. Lenna is attempting to configure the bolt-on. The bolt-on is not straight forward to configure, I have reached out to Ohio for assistance. Waiting to hear back.

## Student Financial Services Request

Student Financial Services (SFS) is looking to improve service delivery to WSU students who contact SFS due to problems, issues, and/or questions about their financial aid that need correction or research. Provide the SFS staff and operation a more robust, dependable, easy-to-use system while supporting clear workflows (for tracking, monitoring, and adjusting),



reporting, student communications, and two-way interaction between student and staff.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** August 1, 2017

**Project Update:** Queries have been created and are being approved. One this is complete they will be loaded on to the FTP server and consumed by MuleSoft to be sent to the Service Desk.

## Build Academic Advising Reports for the Graduate School

An Academic Advising report will be built for all graduate certificates, masters and doctoral degrees in the graduate career.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** August 1, 2017

**Project Update:** The Graduate School has been scheduling meetings between the project team and departments to ensure that the AA reports are validated by end users. Almost all AA reports have been built and are being scheduled for user acceptance testing. Only two programs still need AA reports built, MIT and Nursing. The Graduate School did not have handbooks from MIT and Nursing. These two programs will have to work on handbooks that outline their program requirements, in order for AA reports to be built.

## FERPA for non-WSU individuals

With plans to grant myWSU access to external committee members, the Graduate School has requested a process that will allow non-WSU employees, particularly those serving on graduate research committees, to review FERPA guidelines and provide an electronic signature to agree to comply with the terms and conditions without being required to take the FERPA test that all WSU employees must take.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** July 29, 2016

**Project Update:** Project is complete just waiting for Graduate School to complete their 3C communication configuration.

## Graduate Research Assistantship and Teaching Assistantship

The Graduate School and Enterprise Systems are converting the current Graduate Research Assistantship and Teaching Assistantship process to PeopleSoft Campus Solutions myWSU.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** June 30, 2017

**Project Update:** Enterprise Systems is working on finishing the remaining portions of the project. Several items still require testing and validation as well.

## Graduate Research Management

The Graduate School and Enterprise Systems will begin utilizing the graduate research management module to track graduate students. This offers the ability to track candidates' time to degree, create assignments, and allow for the submission of electronic documents.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** February 24, 2017

**Project Update:** No progress was made on this project this month.

## Imaging

### Imaging System Implementation Project

Oracle Middleware WebCenter Content, Enterprise Capture and client licenses will be procured and delivered to support the initial Enterprise Content Management needs of the University as it pertains to upgrading the existing Oracle IPM and Kofax Capture systems currently in place supporting Admissions, Financial Aid and Student Enrollment document management.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** January 19, 2018

**Project Update:** Enterprise Systems continues to work on configuring the environment. They are also working on an SSO solution.

## Student Financials

### 1098-T Changes for 2017

Beginning 2018 calendar year the IRS is requiring that Higher Education report payments in Box 1 rather than charges in Box 2 on the 1098-T form.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** December 1, 2017

**Project Update:** Project Lead has researched the 2017 1098-T processes to attempt to identify what caused orphaned data. Findings have been recorded. Next steps will include the configuration of batch address upload updates and the 1098-T dry run. A dry run will assist the project team in identifying errors in running 1098-T based on payments instead of charges.

### External Agency Collection Fees

Integrated information in SIS from collection agencies will allow the generation of accurate account statements when agencies request proof of debt from WSU. Proof of debts are submitted to the courts when suits are authorized on students' accounts. WSU will have the ability to deliver accurate statements of accounts with collection agencies without having to contact each agency directly. Once charges on students' accounts are accurate in SIS, a query would provide the data needed in order to submit accounts to collection agencies. Above all, an integrated system will save staff time and eliminate data and coding errors that occur when this information is entered manually in SIS. The reduction of workload as a result of this project is in parallel with the University Receivables Office strategic goals of efficiency and customers service enhancements.

**IN PROGRESS (MISSED DELIVERY)**

**Expected Completion Date:** July 1, 2017

**Project Update:** After initial review of the project Go-Live, it was determined that each Service Indicator should be specific to each type of charge type. this has required minor rework of the queries being used but extensive rework of run controls that are needed to make the process work. This is on going and will try to be completed by 9-1-17.

### Financial Debit/Credit Information to AIMS

Transportation Services needs to integrate myWSU financial data with AIMS. AIMS is the cashiering software used by Transportation Services department. The Transportation Services department needs a batch load process from the AIMS to myWSU. The primary goal is to take recent AIMS charges and/or payments and post them in to myWSU. Similarly, when a payment is made in myWSU, this payment needs to be recorded in AIMS

as well.

Historically, AIMS and BRS were updated via a batch charges and credits transfer process. This was accomplished by running a script to import data from BRS to AIMS, and a script to export data from AIMS to BRS. These scripts execute the transfer based on parameters contained in xml files. Due to a difference in data structure between myWSU and BRS, Transportation's transfer parameters would not work using the xml files designed for BRS. From 2012 to 2014, all charges were posted to myWSU manually. In 2014, Transportation Services began utilizing the mass select functionality in myWSU to batch post charges and credits to myWSU. Transportation Services continues to pay items in AIMS, which were manually reversed myWSU via a batch process. Since this is done manually, Transportation Services is only able to update this information once or twice a week, ideally this would be running at least once daily to keep both systems in sync.

**IN PROGRESS (CRITICAL)**

**Expected Completion Date:** August 31, 2017

**Project Update:** Waiting for the project requirements to be clearly defined by parking. This delay may require us to postpone the delivery date to the following semester.

## Student Records

No projects at this time.

## Technical

### Athletic Eligibility Web Service

Registrar's Office staff currently use a web application built by Enrollment IT for determining athletic eligibility. They also use the data here to produce athletic compliance reports at different times of the year. The staff have been currently looking up data in myWSU manually to get the most current values of fields such as cumulative credits and cumulative GPA. They then manually update these fields in the website to later be able to determine athletic eligibility. We are requesting a web service to enhance the existing web application and eliminate data entry error and reduce manual lookup and input.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** September 8, 2017

**Project Update:** Waiting on security review.

### MuleSoft

Project will implement Mulesoft as Enterprise Systems integration platform.

**DEFERRED**

**Expected Completion Date:** TBD

**Project Update:** This project is expected to resume in July.

### SMS Opt Out Web Service

EIT has a need to send SMS communications at times and is currently developing a web application that will be used to send SMS based on input wsuid, mobile phone, and sms indicator in the form. We intend to

use this requested web service within the new web application for SMS communication from any of EIT supported departments. All uses of SMS data will be in-line with guidance from the Provost Texting Committee. Common use items include deadline reminders, special event announcements, notification of missing paperwork, etc. This web service would enable us to streamline the process of SMS communication and make sure we comply with the student's most up to date selection of whether or not to receive text messages.

**IN PROGRESS (AT RISK)**

**Expected Completion Date:** TBD

**Project Update:** Waiting on security review.

# Projects Completed This Month

## 25Live

Washington State University is migrating from a hosted Resource-25 solution to a cloud hosted solution called 25Live. Enterprise Systems will work closely with CollegeNet and the core user groups at Washington State University to ensure a smooth transition.

## Address Update Via File Load

University Receivables collectors receive address updates from the collection agencies they work with. These files can be in .CSV or .XLS formats. Receivables would like to be able to take those files and automate an update process in lieu of entering them manually one by one.

## Payroll Overpayment Dunning Letters

Students who are granted the Robinson/Regents emergency loan by the Dean of Students office have to sign a Master Promissory note. All the Promissory Notes completed to date state that if the loan is not paid in full by the due date, interest would start to accrue at 12% per annum (1% per month). Because the configuration for the interest fee never occurred in the Student Information System, students have not been charged with the accrued 12% per annum (1% per month) interest fee on past due Robinson/Regents emergency loans.

## PeopleSoft Campus Solutions 9.2 Upgrade

Upgrade PeopleSoft Campus Solutions from 9.0 release to 9.2 release.