

WASHINGTON STATE UNIVERSITY
ENTERPRISE SYSTEMS

MONTHLY STATUS REPORT



2017
MARCH

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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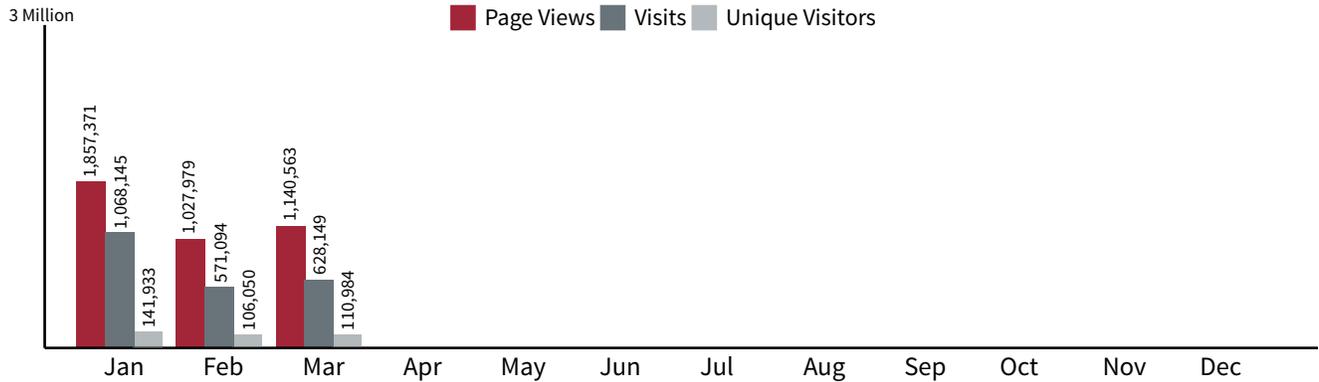
18 COMPLETED PROJECTS

18
Projects Completed
This Month

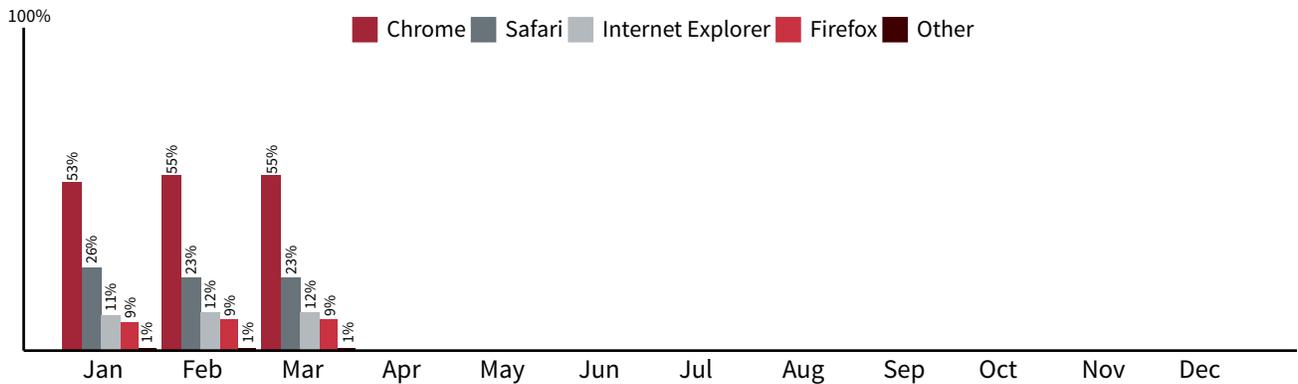
Student Information System

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

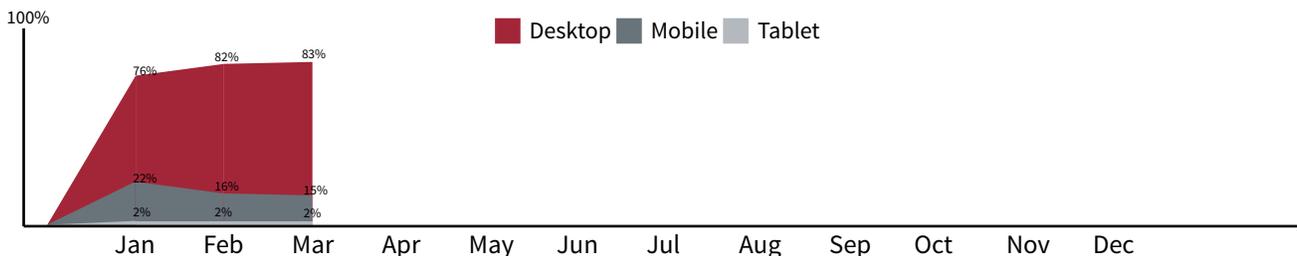
Visitor Statistics



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

- 873 cases submitted
- 905 cases resolved

Case Breakdown

Academic Advisement 32 cases submitted 42 cases resolved	Access Request 91 cases submitted 96 cases resolved	Admissions and Recruitment 59 cases submitted 56 cases resolved	Business Intelligence 18 cases submitted 22 cases resolved
Business Objects 10 cases submitted 11 cases resolved	Business Systems 74 cases submitted 76 cases resolved	Campus Community 85 cases submitted 83 cases resolved	Database Administration 2 cases submitted 1 cases resolved
Enterprise Systems 48 cases submitted 60 cases resolved	eXplorance Blue 70 cases submitted 76 cases resolved	Financial Aid 51 cases submitted 51 cases resolved	Graduate School 2 cases submitted 2 cases resolved
Imaging 83 cases submitted 83 cases resolved	Production Control 8 cases submitted 4 cases resolved	Student Financials 192 cases submitted 190 cases resolved	Student Records 48 cases submitted 52 cases resolved

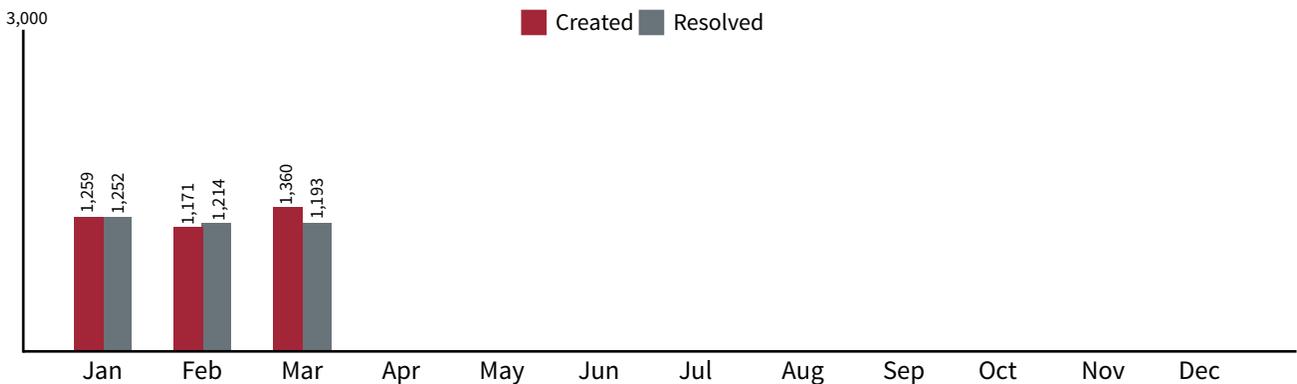
JIRA

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

- 34 new bugs
- 17 bugs closed
- 18 bugs in progress
- 16 bugs ready for test
- 4 bugs ready for production
- 12 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: There are two phases to the project. Each phase includes the identification of data that needs to be stored in myWSU, the conversion of the data into myWSU, and the establishment of new business processes to begin maintaining data in myWSU. The project deliverables include WorkCenters to facilitate the adoption of new business processes. The project hasn't progressed much in the past few months because of the inability to deliver Work Centers. The project will begin meeting again this month to review outstanding items and begin work on phase two.

My Academic Planner Four Year Degree Plans

My Academic Planner is a project designed to utilize information from the Washington State University Course Catalog in order to create 4-year degree plans accessible to students and advisors as the student progresses towards earning their degree. My Academic planner tracks their progress and serves as a guide for them to complete all necessary courses for their degree in a timely manner. My Academic Planner will not only track progress within the student's major requirements and university requirements, which include UCORE and Honors curriculum, but will also be capable of tracking the student's GPA and writing portfolio as well as any minors, secondary majors, or certificates the student has expressed their intention to complete. The target date for this project is Fall 2017 and all programs should be configured and tested by April 2017.

IN PROGRESS (AT RISK)

Expected Completion Date: November 30, 2017

Project Update: Academic plans will be completed in the first week of April. A majority of the plans still need to be validated by departments. The registrars office is coordinating the validation effort. The Provost Office would like to have the plans in place for the upcoming ALIVE sessions that begin in June.



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: EIT and Enterprise Systems are working to determine why the query results do not match EIT's results. Once the queries and discrepancies have been resolved the project will be ready to go live.

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 (CRITICAL)

Expected Completion Date: May 15, 2017

Project Update: Guest login testing has been completed and two issues were found. The option to print the transfer credit at the end of the evaluation was not working. This has been resolved and is currently being tested. The second issue is the portal menu is being displayed on the left hand side of the page. A service request was submitted to Oracle and a proposed solution has been provided by Oracle. Enterprise Systems is in the process of implementing this solution to see if it resolves the issue. Everything else has been tested and is ready for launch. The Registrars Office has asked that four year degree plans be reviewed and completed by department by May 15, 2017. The guest login will be launched on that day to keep degree plans consistent.

Mobile Application - Admissions

This project will track the work necessary to implement an admissions section in the mobile application.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: August 1, 2016

Project Update: The application was not moved to the application store in March. The developer assigned to the project was diverted to another project last month and has continued to work on this project as time allows since this project missed it's delivery date and the next launch date is before the June ALIVE sessions.

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 phrase 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 (ON SCHEDULE)

Expected Completion Date: May 30, 2017

Project Update: We have 2 parallel subject areas in development that will be combined to create our Snapshot subject area the Admissions Staging Data Warehouse and the Admissions Snapshot Data Warehouse. In the Admissions Staging Data Warehouse we are adding the final tables



Business Intelligence

that we will need to snapshot to make sure they are working as expected. Once the tables are added and validated we will move them over to our Admissions Snapshot Data Warehouse. In the Admissions Snapshot Data Warehouse we have created a calendar table that is joined with Facts and some snapshot details. Eventually this table will be populated with all of the folders/data that will make up the subject area. Right now the logic of the Calendar and joins have been tested with what is currently in the subject area, and all is working well.

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 (ON SCHEDULE)

Expected Completion Date: June 15, 2017

Project Update: Enterprise Systems has constructed out the tables in OBIEE and has successfully extracted an SSIS package from the business objects database. Permission issues are preventing the load of this data and Enterprise Systems is working with Oracle to get this resolved. Once the permission issue has been resolved the data load and validation can take place. The project delivery date was extended to provide time to resolve the permissions issue.

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 (AT RISK)

Expected Completion Date: May 31, 2017

Project Update: Additional technical resources have been applied to the project and will be helping complete the last of the migration in the first two weeks in April. The OBIEE team and the service desk team will be trained on the product and will work with end users to migrate reports and answer questions about the new product before the server is retired in June. The project is back on track to be completed in May.

Windows 2003 Migration

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

IN PROGRESS (AT RISK)

Expected Completion Date: May 1, 2016

Project Update: To date 44% of the issues on the project are completed, 28% of the issues are actively being worked on leaving 28% of the issues in backlog. Enterprise Systems expects to completely migrate all web related applications by the end of April. Majority of the SSIS packages have been migrated without the need to be converted. There are a number of databases that have to be moved and are being identified at this time.



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.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: July 3, 2017

Project Update: University Receivable has been in contact with ECSI to switch from 8 digit student ID to a 9 digit student ID in the ECSI system. ECSI is ready to make the changes, and is currently waiting to make the changes in coordination with WSU. Enterprise Systems has been tracking down all files, processes, and queries used to report information to and from ECSI. A list of the files, processes, and queries is being made to coordinate the change at the same time. The file parser process developed to update Person ID is ready to be tested, under development is the file parser process to update Organization addresses. University Receivables is working with the collection agencies to ensure there is two unified file (person & organization) that will contain the 9 digit ID, and will be used in the file parser processes.

ATLAS - Aspiring Teachers

The Aspiring Teacher Leadership and Success (ATLAS) program at Washington State University is a federally-funded TRIO Student Support Services grant. It serves students seeking their first bachelor's degree in the field of teacher preparation. ATLAS provides exclusive opportunities for future teaching professionals to participate in success advising, exemplary utilization of resources, and institutional activities designed to prepare them for excellence in college and career. Students eligible for ATLAS are first-generation or low-income students, or students with a disability. The program will require resources within myWSU to allow students and ATLAS Advisors the ability to view a students progression within the ATLAS program.

DEFERRED

Expected Completion Date: TBD

Project Update: The project has been placed on hold and deferred until the INVEST In Success project has completed all of the major processes required for the program to run successfully.

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 (ON SCHEDULE)

Expected Completion Date: July 31, 2017

Project Update: Charter has been completed and sent out for approval. Enterprise Systems has assigned team members to the project and a plan is being built out.

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 (MISSED DELIVERY)

Expected Completion Date: March 1, 2017

Project Update: Enterprise Systems configured batch communications. Instructions were also provided for voiding payments. Still outstanding is the development of a student-facing application within myWSU where students will be able to apply to the Invest in Success program.

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 (MISSED DELIVERY)

Expected Completion Date: March 15, 2017

Project Update: No work was accomplished during the past month. A meeting is scheduled the first week of April to review the plan and discuss how to move it forward.

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: April 3, 2017

Project Update: No work was accomplished during the past month. A meeting is scheduled the first week of April to review the plan and discuss how to move it forward.

Enterprise Wide

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.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: April 15, 2017

Project Update: CollegeNet provided training to WSU employees in the last week of March. The main configuration, training and setup are now complete. CollegeNet needs to complete the website customizations identifying each campus for the specific campus URL and integrate authentication with SHIB. Enterprise Systems administrative team will

have some additional training but everything is ready for the new system to go live.

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 (ON SCHEDULE)

Expected Completion Date: June 15, 2017

Project Update: Enterprise Systems has begun creating queries and will work with Athletics and ACS over the course of the next month to resolve any data questions that come up.

College in the High School

WSU Tri-Cities operates the College in the High School program, which provides a way for high school students to take WSU classes from their WSU Certified and WSU supervised high school instructors and earn WSU transcribed college credit. This project provides SIS support, System integration, automation and procedure in support of the program.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: January 1, 2017

Project Update: The College in the High School program is working with their developer to build a myWSU upload file. The file will also include robust updates to reporting on the application data, specifically demographics to simplify the file load process..

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 Measures 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 (ON SCHEDULE)

Expected Completion Date: December 1, 2017

Project Update: The digital measures screens will be finalized in April. Enterprise Systems continues to find data related to each screen and validate the data source with the steering committee. Once the screens have been finalized the final data mappings will be submitted and approved. This will allow Enterprise Systems to make final database table adjustments and begin pulling data from external systems in preparation for the June data load to digital measures.

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: After confirming that Payroll for North America is no

longer available in the latest release of Campus Solutions the project has been placed on hold. Enterprise Systems is working with Payroll, Student Financials and Travel to determine the best alternative solution.

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 (ON SCHEDULE)

Expected Completion Date: August 15, 2017

Project Update: Enterprise Systems has defined INTO Application Centers, INTO service impact, setup CTM and SMP, defined INTO student groups and service indicators, identified and configured graduate INTO pathway academic plans, and developed a process for manual admission application entry. The first INTO students were registered manually in March.

Mainframe Upgrade

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: Enterprise Systems has been evaluating solutions to replace the current mainframe. Some of the options being considered are moving the mainframe to the cloud or upgrading the on-premise hardware. We expect some decisions to be made in April based on the recommendations and options presented to university leadership in March.

PeopleSoft Campus Solutions 9.2 Upgrade

Upgrade PeopleSoft Campus Solutions from 9.0 release to 9.2 release.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: August 15, 2018

Project Update: The software upgrade is in full swing. Oracle on Demand has provisioned servers for 9.2. Enterprise Systems is in the process of retro-fitting over 800 modifications made in the 9.0 environment. Each retrofit requires code comparisons and changes, unit testing, regression testing and user acceptance testing. We are currently focusing on the code changes and unit testing at this time. Regression testing will begin in May.

Tri-Cities Fall/Spring Simultaneous Enrollment

The purpose of this project is to setup the Tri-Cities campus so that students can enroll for the fall and spring semesters at the same time effective with the Fall 2017 and Spring 2018 semesters. Allowing students to enroll for the entire academic year at the same time is a proven retention strategy. It will also create some efficiencies for the campus in terms of scheduling and better forecasting of anticipated instructional needs for the spring

semester.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: February 28, 2017

Project Update: Solution has been delivered in Production and is working as expected. There is a single modification that Enterprise Systems has implemented in test per the Registrar. Once this has been fully tested and implemented in production we will close out the issue.

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 College of Medicine admitted students last month. Students are establishing credentials and logging into myWSU. Admissions deposits are due beginning April 15th. Enterprise Systems has demonstrated tuition calculation and financial aid processing. Decisions were made about how tuition will be charged—all up-front, but spread evenly over three terms. Final Cost of Attendance data was provided. We are still waiting for final approval from the Department of Education before offering aid packages to students.

eXplorance Blue

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.

Financial Aid

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 (ON SCHEDULE)

Expected Completion Date: August 1, 2017

Project Update: Charter has been sent to Student Financial Services for approval.

SNG SAP Enhancement

Project to track the creation of tool that will be able to collect the required reporting data for State SAP.

DEFERRED

Expected Completion Date: TBD

Project Update: Waiting

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 (ON SCHEDULE)

Expected Completion Date: August 1, 2017

Project Update: Enterprise Systems met with Student Financial Services to review possible solutions and make a decision on what option to use. Now that this has been decided a project charter will be constructed.

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 (ON SCHEDULE)

Expected Completion Date: August 1, 2017

Project Update: Enterprise Systems continues to meet with the Grad School and the departments to verify the accuracy of the AA reports. After making the updates to the AA reports, Enterprise Systems will be opening up the self-service reports for the students. Enterprise Systems is still on track to have all of the reports fully functional for the full Fall 2017 roll out.

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: While Enterprise Systems was making changes to the production server and debugging the production issue Oracle rolled back the access that they granted. An SR has been submitted to get access again so we can resolve the issue.

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.

DEFERRED

Expected Completion Date: June 30, 2017

Project Update: Enterprise Systems has placed this project on hold for the next three weeks to focus on completing Campus Solution 9.2 retrofits.



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: This month, Enterprise Systems processed more than 500 program discontinuations. Work is in progress to enable enhanced workflow for the College of Education. Work is also underway to adjust several departmental reports to better identify students who are going through a change of program or a change of plan type. There is still no resolution for the inability to deliver the Service Request Dashboard. The Portal upgrades were installed with no noticeable improvement. This issue appears to be a technical issue on our end.

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.

DEFERRED

Expected Completion Date: TBD

Project Update: Project is on hold in order to move all available technical resources to completing the

Imaging System Proof of Concept

Enterprise Systems will build a prototype of the next state architecture for the WSU Imaging System on a virtual environment using Red Hat Linux and the current generation 12c Oracle Webcenter Content platform. The prototype will be used for Proof of Concept activities, exploratory analysis, and training that will all feed into a separate project to implement a next state architecture Enterprise imaging System for WSU. The preferred architecture for the prototype will be VM based and will rely on our existing enterprise licensing using Redhat Enterprise Linux (RHEL) and our current licensed version of Oracle DB.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: January 1, 2018

Project Update: Enterprise Systems has been using the Proof of Concept server to explore the Oracle stack in detail, and we are starting to work on matching configuration and operations that we currently support for the existing system to their corresponding services in the new system.

We have completed the installation of an 11g version of the Oracle stack in our Test environment, with full documentation, and we've verified that we can flatten and reinstall this stack as needed. We have moved on to work on the 12c version in Test that will mirror production, and we are close to having the basic stack functional with the same flatten and install capabilities. Once stable, we will pursue integrations. We have started to meet with the IT Teams that support the infrastructure we need to run the new 12c stack, and the meetings have been positive.

We are still pursuing proxy URLs for the Proof of Concept environment. The effort has revealed the processes we need to follow for security reviews

\$ Student Financials

and infrastructure planning, and it has elicited project management requirements from the IT teams we are working with. We are pleased with our progress, which will pay off in later stages of the project where the architecture takes on greater complexity. Another benefit to working cross-team has been the discovery that we do not need a very expensive Oracle component to provide single sign-on and authorization support for the new system.

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 (AT RISK)

Expected Completion Date: July 1, 2017

Project Update: University Receivables is currently collecting information required by the Implementation Manager to build queries and processes. Enterprise Systems has assigned a new project lead to the project.

Interest Charges On Robinson/Regents Loans

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.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: May 10, 2017

Project Update: The project lead is waiting on Enterprise Systems technical team to complete the new run control page. Once this has been completed then testing and verification of the process will take place.

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.

IN PROGRESS (MISSED DELIVERY)

Expected Completion Date: May 1, 2017

Project Update: The project team is ready to test, currently waiting

on a decision from the UAAEC sub-committee's decision to grant the introduction of a new service indicator with negative impact. The service indicator is the trigger to the current dunning letter set up, if the service indicator is not approved the project team will have to reevaluate/design the dunning letter process

Student Records

Graduate School Application for Graduation Checklist Activity Guide

The Graduate School Application for Graduation Checklist Activity Guide is intended to help graduate students who are eligible to apply for graduation. When a student is set to 'eligible to apply' on their record, the guide would be applied to their record, and a notification would be sent via 3Cs. The guide would have information on what is needed to successfully apply, including how to change their name if they so desire, how to set their diploma address, and finally provide instructions on how to complete the application process and produce a link to the actual application in myWSU. No service indicators will be set by this guide, and students are not required to complete it. The hope is that students will complete the guide as this should reduce the number of emails, phone calls, and walk-in questions about applying to graduate.

IN PROGRESS (ON SCHEDULE)

Expected Completion Date: April 7, 2017

Project Update: The activity guide template is currently sitting in a myWSU test environment, the Graduate School is developing their activity guide process flow chart, and working on configuring a checklist and communication to go along with the activity guide. The process flow chart will help outline in which scenarios the activity guide should be assigned or canceled to aid in the development of queries and run controls.

Technical

MuleSoft

Project will implement Mulesoft as Enterprise Systems integration platform.

DEFERRED

Expected Completion Date: TBD

Project Update: Due to technical demands of other projects the Mulesoft project has been deferred until resources come available.

Projects Completed This Month

Graduation Verification Activity Guide

The Registrar's Office requested an online verification process for graduating students in August. This project has been transitioned to a new Implementation and Project Management team. The request is for a Student Activity Guide (SAG) to be created to guide students through the graduation verification process.

Studio Abroad

Studio Abroad is a 3rd party vendor program that allows International Programs to track students in Special Programs from WSU who travel to other locations. Studio Abroad will likewise allow the Intensive American Language Center (IALC) to create applications that will somewhat mirror the CollegeNet applications for Special Programs that will only be at WSU for a short period of time. The request is to take application data from Studio Abroad and import it into myWSU through staging for search/match verification and then create records that will allow communication, tracking, and enrollment of the person in the Special Programs at WSU.