

iCIT PeopleSoft 8.9 Post-Implementation Meeting

Thursday, September 07, 2006

Whiteboard Notes

Project Planning and Management

Need clear role definition, such as a line of authority for decision making, responsibilities for escalation, etc.

Implementation team should include some other areas of campus (Hawkcard Office, ResLife, Academic Advising, Operations).

Start 9.0 sooner, so the customers have enough time to look at demo system, and the developers can try out things earlier

Allocate adequate time to learn the delivered PS functionality.

New functionality needs to be assessed and the decisions made whether to reapply existing mods or use the new functionality. Existing mods should not be reapplied as a first choice. Mods should be re-approved if major change in functionality occurs

Allocate adequate time to testing the system
(users felt they did not have adequate time)

Establish a clear timeline and deliverables for testing

Establish a clear responsibility and hand-off between developers and customers when working on a problem resolution or a mod, such as when tasks transition from development by iCIT to testing by customers: "STATE OF TASK". Need to designate clearly who is responsible for task

Need to re-evaluate the practice of correcting 8.0 problems during the 8.9 implementation - took valuable time away from 8.9 implementation

Complete upgrade mods sooner, so offices can train, etc.

Establish better process for prioritizing mod requests [197 OL projects, 63 new](#)

Resources

No backup for key staff in functional and technical areas

Lacking resources and functional knowledge in the following areas:
Student Records - 2 people (1 self-service, 1-other); champs and advising
– 1 person, HR and 3rd party – 1 person)

Evaluate use and timeliness of Miller support

Processes:

Need clear scope definition and result expectations for tasks and projects

More information needed when users report errors