

Ellucian Action Plan Update

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Fall 2016 Orientation Day

August 11, 2016

Overview

- Review Timeline
- Summary of Recommendations
- What we are doing
 - Consulting Services
 - New Software
 - Cloud Hosting
 - ...and more
- Implementation
- Q&A

Timeline Review

- July 2015 – Began consideration of Ellucian partnership and initiating Action Plan process.
- September 2015 – Authorization for Action Plan process received.
- October 2015 – Action Plan survey & information gathering.
- November 2015 – On-site interviews with Siskiyou staff.
- January 2016 – Action Plan developed & proposed.
- February 2016 – Local review and prioritization of proposal.
- March 2016 – Campus sharing of plan and options considered (Open Forum, Tech Council, Banner Steering, College Council).
- April 2016 – Board approved contract for services for next 3-5 years signed.

Recommendations

- Create a culture shift
- Increase Efficiencies & Improve Automation
- Optimize Use of Existing Functionality
- Support Information Driven Decision Making
- Improve Student Retention

Consulting Services

- Banner Administration Training
- On-Demand Subscription Library (ODSL)
- Data Governance
- End User Process Documentation
- Student Recruitment, Retention & Success (SSRS) Workshop
- Luminis 4 to 5 Upgrade
- Student Process Improvement Assessment
- Degree Works Technical Process Improvement Assessment
- Student Optimization Consulting
- Student A&R Targeted Consulting/Training
- Finance Revitalization
- Human Resources Process Improvement Assessment
- Human Resources Optimization Consulting
- Operational Data Store (ODS)
 - ODS-Accounts Receivable
 - ODS-Degree Works
 - ODS-Finance
 - ODS-Financial Aid
 - ODS-Human Resources
 - ODS-Student
- Financial Aid Process Improvement Assessment
- Financial Aid Optimization Consulting
- Banner Communication Plan & Letter Generation
- Finance Budget Development
- Project Management

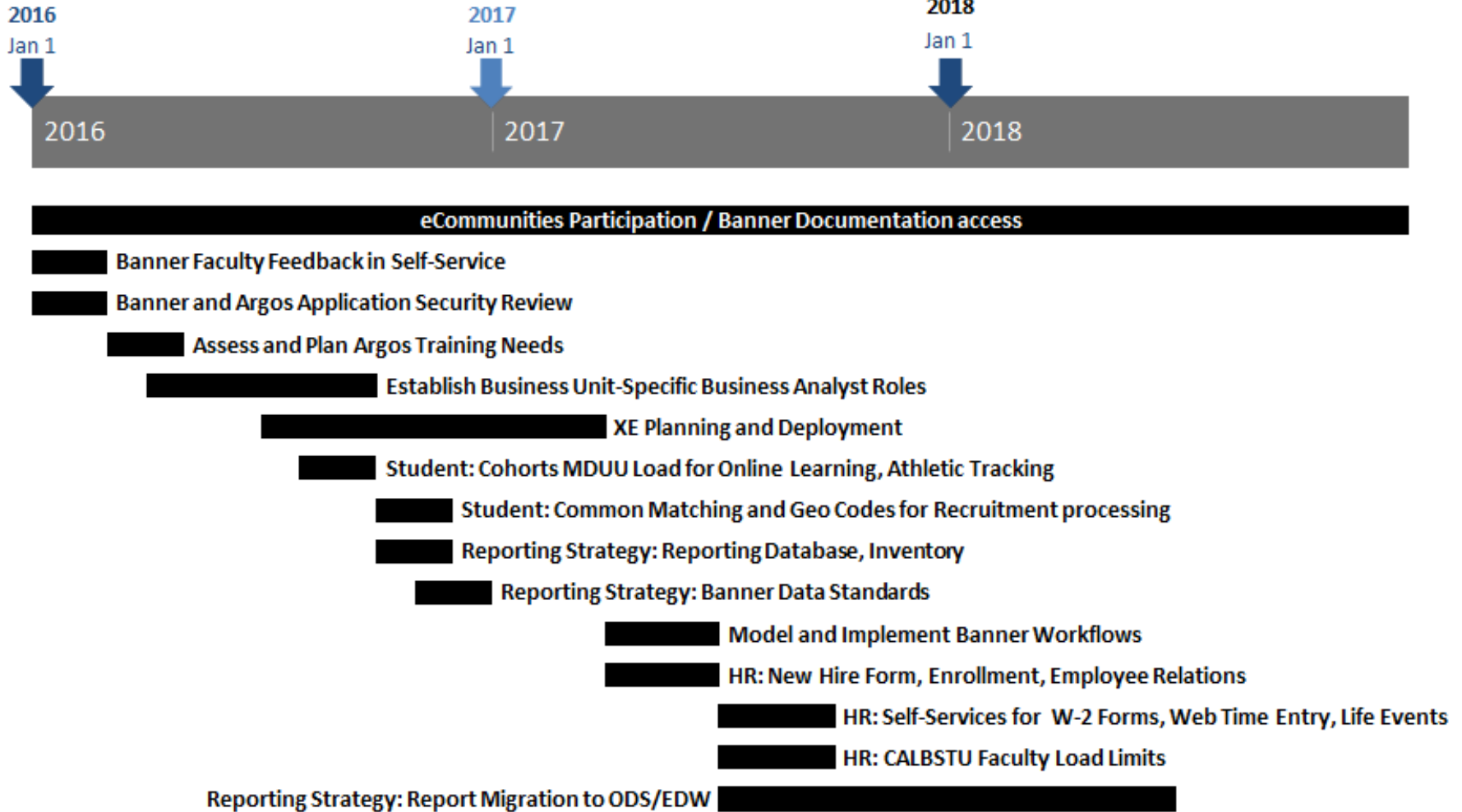
New Software

- Banner Document Management
- Banner Workflow
- Ellucian Mobile
- Operational Data Store (ODS)
- Enterprise Data Warehouse (EDW)
- Banner Student Retention
- ~~Pilot~~ Advise(SaaS)

Cloud Hosting

- Application-driven, not hardware-driven
- Blended and virtualized redundant infrastructure, employing the latest technologies to provide the optimal performance configuration-delivering an exceptional user experience
- Ongoing Business Continuity Plan and Disaster Recovery Plan for the services provided
 - All data is backed up to near-line disk and replicated to a recovery facility.
 - Backup processes include weekly full backups plus nightly differentials.
- Dedicated Security team with incident handling capabilities with hardened and secure application installations and vulnerability scanning and remediation and patching
- Third Party SAS-70, SSAE-16 annual audit of environment, processes and controls
- The application of the ITIL framework, such as documented Change Management, Incident Management, and Knowledge Management, is applied to all actions taken by Ellucian
- A full-time dedicated Security Incident Response Team with a 24x7 incident response hotline
- Dedicated Transition and Engagement Manager to be a single point of contact and accountability in support of our Services
- On Demand Patches, Upgrades
 - Application Administration
 - Database Administration
 - Operating System Support (both hardware and software)
- Regular project & service status updates
- Project and service reporting
- Troubleshooting, Root cause/Trending analysis

College of the Siskiyous - Sample Timeline



Questions?

Thank you!