

CALENDAR YEAR 2017 / FUNCTION ASSESSMENT PLAN

Ensure Enterprise Resource Planning (Colleague) is maintained

This view always presents the most current state of the plan item.

Plan Item was last modified on 9/27/18, 8:13 AM

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Template:

Operational Outcomes

New Number Identifier Field:

Operational Outcomes 1

Title:

Ensure Enterprise Resource Planning (Colleague) is maintained

Start:

1/1/2017

End:

12/31/2017

Progress:

Providing Department:

Maintain Enterprise Software

Operational Outcome:

Operational Activity:

To ensure the Enterprise Software System (Colleague's TEST and PRODUCTION environments and components) are maintained, kept current with updates, and functions as designed with a goal of 12 or less unexpected down times in the course of a calendar year. Down times exclude scheduled maintenance such as weekly system maintenance and environment cloning which must be done on a quiet system. Without the Enterprise Software System running smoothly, the stakeholders (prospective students, credit/non-credit students, full-time and part-time students, alumni, employees - administrators, professional staff, classified staff, faculty and adjuncts - retirees, foundation board, board of trustees, and community of Albany and Laramie counties, vendors, State of Wyoming Legislatures and Commissioners, Wyoming Community College Commission, each of the six other community colleges and University of Wyoming, and third party software companies) would not be to function with or within LCCC as all stakeholders utilize the Enterprise Resource Planning (ERP - aka Colleague) through direct, work-related applications or through reports generated from the data collected.

Responsible Roles:

Function Processes: Inputs, Actions, and Outputs of an Operation to Attain an Outcome :

Function Processes:

Using Ellucian's best practices for system maintenance, the ERP is maintained to its optimal designed efficiency through scheduled maintenance and installation of updates as approved by the Colleague Users' Group (CUG).

Process Map Narrative:

CUG members approved that each Thursday between 5:30am and 7:30am is the scheduled maintenance window for the Enterprise Software System.

Step 1: Ellucian sends automated emails indicating when an update has been released.

Step 2: The Project and Application Support Manager downloads the update into the LPR and on the first Thursday of each month.

Step 3: The Project and Application Support Manager installs the updates into the Colleague TEST account.

Step 4: The Project and Application Support Manager downloads the update documentation from the Ellucian website and sends it to the CUG members which includes members of the Colleague Security Committee.

Step 5: All CUG members review the documentation.

Step 6: The Colleague Security Committee reports to the Project and Application Support Manager any new mnemonics that need to be included in security classes.

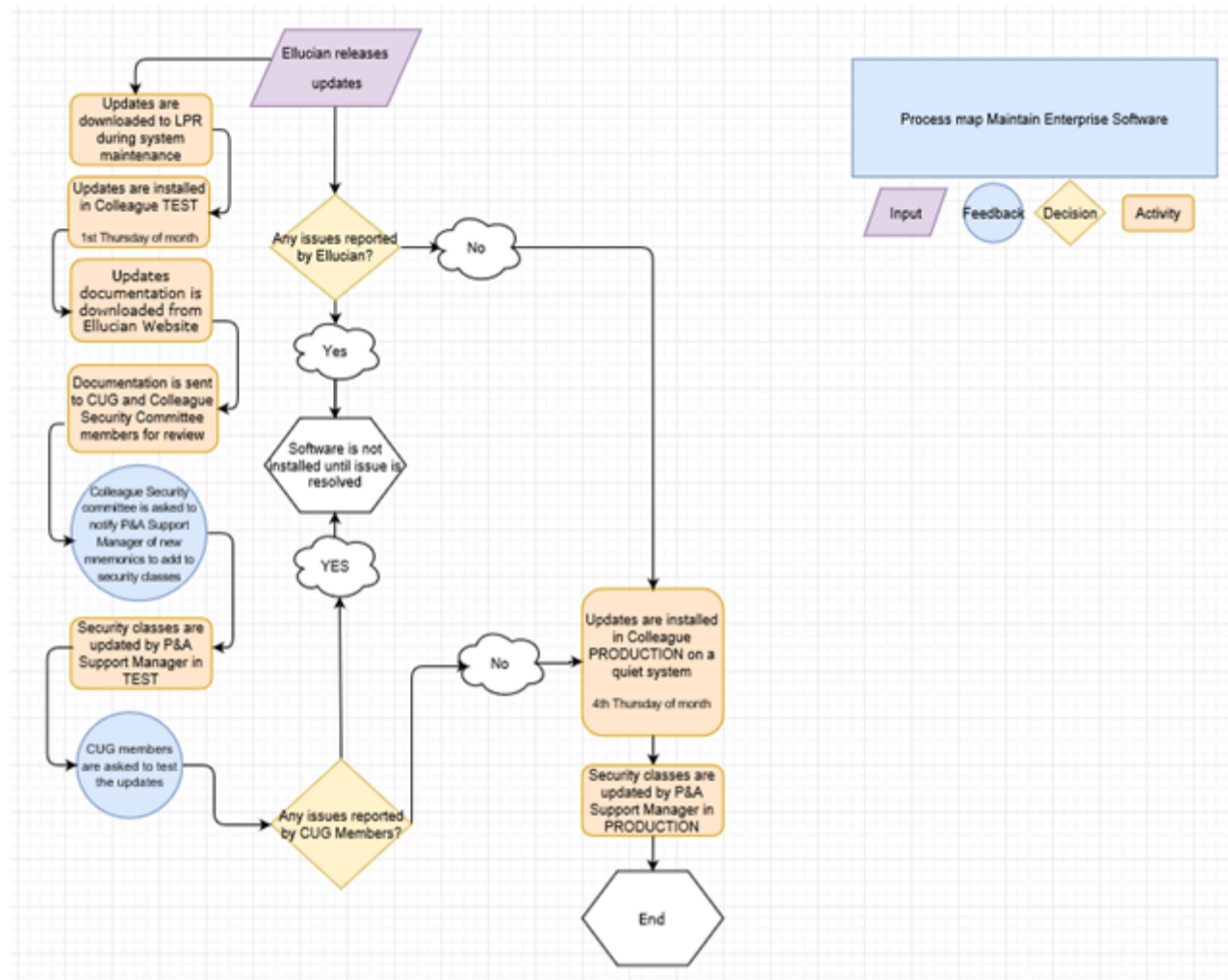
Step 7: CUG members are asked to test the update and report to the Project and Application Support Manager any issues they discover. If any feedback from CUG members or Ellucian indicates there is a problem with an update, the update is not installed into the PRODUCTION account until the problem has been resolved.

Step 8: If there is no feedback, or CUG members report there are no issues with the update, the update is installed into the PRODUCTION account on the 4th Thursday of each month during the scheduled maintenance window.

Timeline – Scheduled downtime for maintenance on the Enterprise Software System is every Thursday from 5:30am - 7:30am. The work takes place in the Project and Application Support Manager's office.

Resources – Project and Application Support Manager and CUG members.

Responsible parties – CUG members and subcommittee of Colleague Security Committee are comprised of power users from each area (Student Records, Financial Aid, Financials, and Human Resources) of the Enterprise Software System.



Linked Documents

There are no attachments.

Measurement Design (methods and instruments, data capture mechanisms, collection schedule) :

Using EXCEL to directly log dates and times of scheduled and unscheduled down times, and the reason, will identify whether the goal of 12 or less unexpected down times in the course of a calendar year was attained. The function will collect this information on an ongoing basis and review it each year during the scheduled time for assessment. Spreadsheet example:

	A	B	C	D	E	F
1	Colleague Downtime					
2	Date	Time Down	Time Up	Minutes	Planned?	Reason
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

Stakeholders can request a copy of the outcome of this assessment anytime, from the Project and Application Support Manager. Stakeholders, if interested, can also provide feedback through verbal and written communications (phone calls and emails).

From the reasons noted for the down times, strengths (minimal unscheduled down times) are obvious through the scheduled maintenance. Weaknesses (unscheduled down times) will be identified from the nature of the problem resulting in the unscheduled down time. Appropriate action can then be addressed.

Uploaded Documents for Plan Design:

Linked Documents

There are no attachments.

Attached Files

There are no attachments.

Reviewer Feedback:

Feedback Table	
Function Assessment Plan Operational Outcomes Peer Review	
Operational Outcomes, Section I. <u>Operational Outcomes</u>	
Standard	Letter Option
1. Purpose Alignment	Option: D Comments:
2. Serving Stakeholder Needs	Option: C Comments: Further elaboration on stakeholder needs and how you serve them. Response: added.
3. Understandable language	Option: D Comments:
4. Activity + Performance Level included	Option: D Comments:
5. Action verbs	Option: D Comments:
6. Quality Characteristics (if applicable)	Option: D Comments:
Operational Outcomes, Section II. <u>Function Processes: Inputs, Actions, and Outputs of an Operation to Attain an Outcome</u>	
Standard	Letter Option
1. Series of steps	Option: B Comments: No steps stated. Response: The steps were included in the paragraph form. Labels have been added so readers can see them.
2. Timeline	Option: D Comments:
3. Resources	Option: D Comments:
4. Responsible parties	Option: D Comments:

5. Location/ Space	Option: B Comments: No location stated. Response: added
6. Process map	Option: D Comments:
Operational Outcomes, Section III. Measurement Design (methods and instruments, data capture mechanisms, collection schedule)	
Standard	Letter Option
1. Assessment work timeline	Option: D Comments:
2. Performance reports shared w/ stakeholders	Option: C Comments: Any downtime is logged on EXCEL doc but how do or can stakeholders see this? Response: added
3. Measurement methods/ design	Option: D Comments:
4. How identifies strengths/ weaknesses	Option: B Comments: No strengths or weaknesses stated. Response: added
5. Direct or paired direct/ indirect measurement	Option: D Comments:
6. Performance feedback on quality characteristics (if applicable)	Option: B Comments: No feedback from stake holders outlined. Response: added
7. Measurement instruments uploaded (if applicable)	Option: A Comments: No spread sheet uploaded. Response: added

Function Response to Peer Feedback for Planning Sections:

Documents Supporting Program Responses to Peer-Review Feedback:

Linked Documents

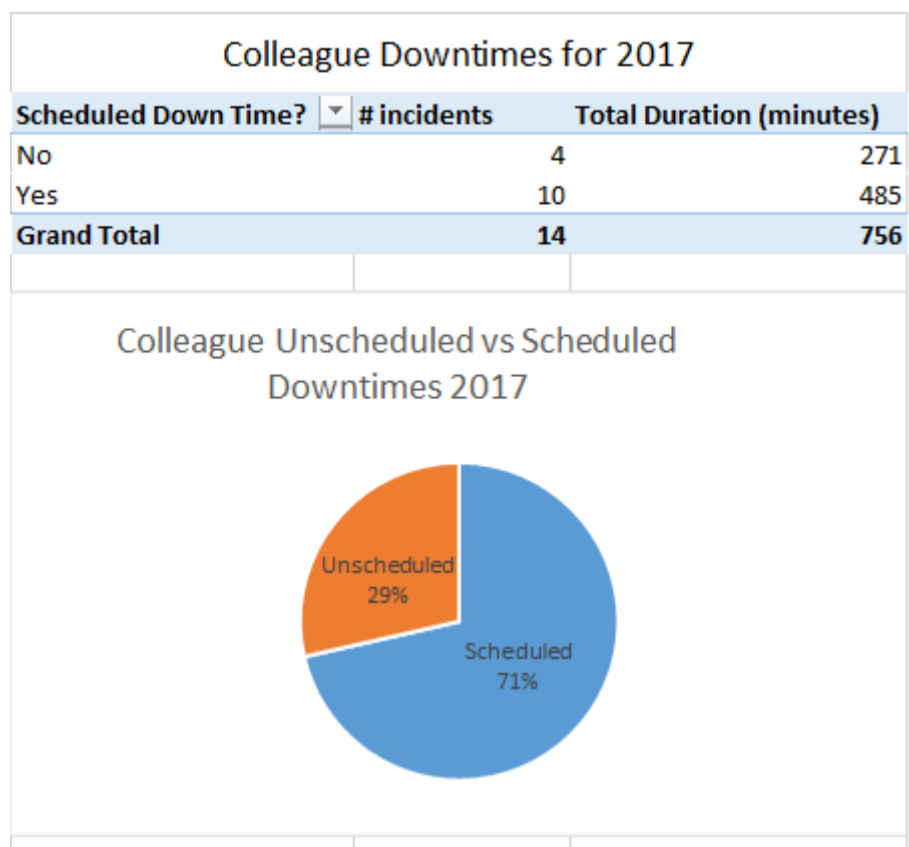
There are no attachments.

Attached Files

There are no attachments.

Evaluation: Data Display & Analysis with Summary of What the Function Learned :

The function realized a total of 271 minutes unscheduled downtime for the Enterprise Resource Planning (Colleague system) within the 2017 calendar year. This occurred over 4 unscheduled (10 scheduled) instances, or a 29% downtime instance average in the course of a year. The goal is to have 12 or less unscheduled downtimes in a calendar year. This function met the goal.



Options for Process Changes/Improvements (options feed into action plan) :

Uploaded Documents for Plan Results and Improvements:

Linked Documents

There are no attachments.

Attached Files

There are no attachments.

Reviewer Feedback:

Function Response to Peer Feedback on Data Reporting:

Baseline Data Source:

Related Items

No connections made