Coppin State University and Sierra-Cedar Cost-Effectively Upgrade PeopleSoft Applications to Better Serve Students and Support Capital Campaign
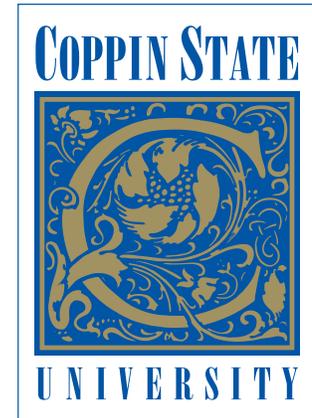
BACKGROUND

Coppin State University (Coppin), with an enrollment of 4,000 students, was founded in 1900 by the Baltimore City School Board. Today, as a member of the University System of Maryland, Coppin is an urban, residential, liberal arts university that provides academic programs in the arts and sciences, teacher education, nursing, graduate studies, and continuing education. Coppin serves Maryland residents, as well as students from around the world, with innovative programs and flexible class schedules. An important part of Coppin's legacy mission is to "make a difference in the lives of people in communities throughout its immediate environment and the world." True to the legacy of the University, Coppin faculty and staff are focused on ensuring the successful matriculation of all its students, from the point of entry through graduation. Coppin was named a 2008 Laureate by Computerworld Honors Program. This is the second time Coppin has been named a Laureate.

CHALLENGES

Coppin faced the challenge of limited staffing available to support an upgrade of PeopleSoft Campus Solutions, Human Capital Management, and Contributor Relations 8.0 to 9.0. Coppin also had a limited budget to pay for upgrade consulting resources. Two business areas within Coppin were not using 8.0 as intended due to training and knowledge transfer issues. With a new capital campaign scheduled for the Fall of 2008, it was important for Coppin to have robust functionality available from its Contributor Relations application.

Industry	Higher Education
Services	**Implementation and Updgrade** • Account Management • Functional Consulting • Technical Consulting
Application & Modules	**PeopleSoft Implementations:** • Campus Solutions 8.0 (all modules) • HCM 8.0 (Human Resources, Payroll Interface, and Time and Labor) • Financials 8.4 • Contributor Relations 8.0 **PeopleSoft 9.0 Upgrades** • Campus Solutions • Human Capital Management • Contributor Relations
Client Since	2002

SOLUTION

Sierra-Cedar worked cooperatively with Coppin to address these limitations in staffing and funding. We provided a Lab-based upgrade of Campus Solutions, Contributor Relations, and HCM 8.0 to 9.0, with onsite consulting to conduct fit/gaps and support the testing and debugging of Test Move instances. To help stretch Coppin's budget, we provided some consulting support during most of the upgrade, but more intensive coverage during critical periods. Coppin IT staff monitored testing activities and progress when our consultants were not onsite. Coppin used the Sierra-Cedar Upgrade Lab so that its limited IT staff could focus on modifications and interfaces, further reducing consulting costs. Coppin was then able to fund knowledge transfer from Sierra-Cedar consultants to help the two Coppin business areas learn how to use Campus Solutions 9.0 as designed for their business processes.

RESULTS/BENEFITS

Sierra-Cedar was able to eliminate some of the modifications necessary in 8.0 by replacing them with new functionality in 9.0, thus reducing the time required to maintain the systems once in production and for subsequent upgrades. In a collaborative manner, we were able to increase efficiency in some business offices through additional knowledge transfer and training. Coppin was able to improve its fund-raising capability with new functionality in Contributor Relations 9.0, just in time to support a new fund-raising campaign that began in Fall of 2008.

Sierra-Cedar and Coppin State University worked together to upgrade from version 8.0 to 9.0 of the Oracle/PeopleSoft Campus Solutions, Human Capital Management and Contributor Relations applications using a combination of on-site consultants and the Sierra-Cedar Upgrade Lab.

We are realizing cost savings and have made significant progress because using the Upgrade Lab expedited the upgrade process and gave our technical staff time to develop interfaces and modifications and upgrade PeopleSoft Applications Portal to version 9.0. Having Sierra-Cedar support upgrades for several USM campuses simultaneously led to additional cost savings because campuses were able to share the consultants as needed, rather than carrying a full team throughout the upgrade process.

Sierra-Cedar's on-site consultants focused on our success by facilitating knowledge transfer to our staff, streamlining our business processes, and delivering new functionality available in version 9.0. With the new capabilities that we now have, we will be able to provide new and improved services to our students and support our new fund raising campaign.

Prasad Doddanna
Director, Information Systems