



Sierra-Cedar's On-site Consulting and Upgrade Lab Upgrades Frostburg State University to Campus Solutions and Human Capital Management 9.0 within 11 months



BACKGROUND

Frostburg State University (Frostburg) has provided paths to success for students for over 100 years. Founded in 1898 to prepare teachers, Frostburg today is a part of the 13-campus University System of Maryland (USM). Frostburg offers academic programs to approximately 5,000 students in the sciences, education, business, the arts, and humanities at both the undergraduate and graduate level. The University is distinguished by a scenic campus encircled by mountains, its excellent academic programs, its nationally acclaimed community service programs, and its vital role in regional economic development initiatives. The University provides numerous opportunities for students to engage in community service, leadership development activities, undergraduate research, and internships.

CHALLENGES

In 2003, Sierra-Cedar and Frostburg successfully implemented PeopleSoft Human Capital Management 8.0, including developing an interface with the State of Maryland HR System for Payroll and Finance System 8.4. By 2004, Sierra-Cedar and Frostburg implemented PeopleSoft Campus Solutions and Contributor Relations 8.0. When it was time to upgrade these applications in 2007, Frostburg turned again to Sierra-Cedar. However, Frostburg had a very small functional and technical staff that could be devoted to upgrading Campus Solutions and Human Capital Management 8.0 to 9.0. The staff also had other competing priorities. Another complicating factor was the time and labor modification that they shared with the other USM schools. They were confronted with the choice of eliminating this modification and implementing the delivered PeopleSoft Time and Labor process or retrofitting this major modification.

SOLUTION

To assure that Frostburg staff understood the new functionality in 9.0 compared to 8.0, Sierra-Cedar conducted one week of on-site Fit/Gap sessions per module. Sierra-Cedar helped Frostburg understand the requirements to implement delivered Time and Labor as opposed to retrofitting the existing customization in 8.0 to 9.0. In addition to general Fit/Gap sessions, the Sierra-Cedar functional consultants focused on specific capabilities such as Equation Engine, Comm Gen, XML Publisher, Degree Audit Reports, Satisfactory Academic Progress, etc.

Frostburg used the Sierra-Cedar Upgrade Lab for the technical upgrade work. By using the Lab, Frostburg technical staff time had time to focus on and learn the new tools versus spending time on the upgrade. The

Industry	Higher Education
Services	Implementation and Upgrade <ul style="list-style-type: none"> Account Management Functional Consulting Technical Consulting
Application & Modules	PeopleSoft: <ul style="list-style-type: none"> Campus Solutions (all modules) 8.0 to 9.0 Human Capital Management (Human Resources, Benefits, Payroll, Time and Labor) 8.0 to 9.0 Interface with the State of Maryland HR System for Payroll Financials 8.4 (General Ledger, Purchasing, Payables, Asset Management)
Client Since	2002

Upgrade Lab also provided the relief needed on the technical side so that the Frostburg Technical team could devote the majority of their time retrofitting interfaces and customizations to the new version. In addition, this approach permitted the upgrade to move at a quicker pace than if Frostburg had done the work themselves given the limited number of staff available. The formal structure of the lab approach was another contributor to keeping this upgrade on task according to the aggressive timeline. Within 11 months, Sierra-Cedar and Frostburg upgraded Campus Solutions and Human Capital Management 8.0 to 9.0 using a combination of on-site consulting and Sierra-Cedar's Upgrade Lab.

RESULTS/BENEFITS

Because the Upgrade Lab was responsible for a big part of the upgrade, the Frostburg technical team was able to focus on other mission-critical tasks like production support, interface integration, retrofit development tasks, and security. In addition, Frostburg was able to share a functional consulting team with several of the other University System of Maryland campuses, leveraging consulting support and minimizing upgrade costs to each of the campuses. Knowledge transfer was expedited and enhanced because Frostburg was

able to take advantage of the new 9.0 functionality and documentation from the consultants' work on other USM campuses. Nearly all of the Frostburg development work was completed well in advance of go-live, which enabled detailed and thorough testing. Frostburg eliminated some modifications by replacing them with new functionality in 9.0. An Initial Pass and three upgrade test moves were completed and tested 11 months prior to the October go-live. With this comprehensive approach, Frostburg was able to shorten the timeline for completing the upgrade, thus saving money, stress, and pressure on Frostburg staff.

Because of our success five years ago implementing 8.0 with the assistance of Sierra-Cedar, we decided to partner with them again for the 9.0 upgrade. We incorporated the use of the Sierra-Cedar Lab along with the help of on-site consultants. We found the Lab to be cost effective, and it helped to free up our technical staff to concentrate on any key issues that might arise during the upgrade, as well as perform their everyday tasks. We had the use of on-site consultants to help the functional users with the new 9.0 functionality along with streamlining the business processes. We thank you, Sierra-Cedar, for a job well done.

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