



UMass and Sierra-Cedar Successfully Complete Major System-Wide Upgrade of PeopleSoft HCM On Time and Within Budget

BACKGROUND

The University of Massachusetts (UMass) has been providing high quality educational opportunities for Massachusetts residents and for students and faculty from all over the world for more than 140 years. The University was established in 1863 as the Massachusetts Agricultural College, located in Amherst. It became known as the Massachusetts State College in 1932 and in 1947 became the University of Massachusetts. The Worcester and Boston campuses were established in 1962 and 1964, respectively. The Lowell and Dartmouth campuses (previously the University of Lowell and Southeastern Massachusetts University, respectively) were consolidated into the University in 1991.

CHALLENGES

Due to the growth in the size and complexity of the University of Massachusetts System, it became increasingly critical to upgrade the non-supported Oracle/PeopleSoft Human Resource Management System (HRMS) 7.6. to of Human Capital Management (HCM) 9.0 at all five campuses and the President's Office. Oracle's upgrade scripts dictated a "double hop," first from 7.6 to 8.9, and then to 9.0. As with any project of this magnitude, UMass faced a number of challenges. One critical challenge was the multi-campus organizational context in which the project would occur. UMass was also experiencing the financial impact of state funding reductions. Working with the State of Massachusetts managed benefit programs presented another challenge. A number of ancillary upgrades added further complexity. For example, UMass needed to implement new identity management procedures and technology to authenticate employee sign-in.

SOLUTION

In 2007, the University contracted with Sierra-Cedar to integrate system-wide HR and Payroll systems and processes and assist in upgrading to the following modules of PeopleSoft HCM 9.0: Human Resources, Base Benefits, Time and Labor, Commitment Accounting, Talent Acquisition, Training Administration, and Employee and Manager Self Service. The project included full commitment accounting, interfaces to GL Interface, Encumbrance and Liquidation, automation of the Time Processing rules, Pilot Employee and Manager Self Service (time entry pilot), Rapid Hire template, and reconfiguring and modifying selected benefit programs.



Industry	Higher Education
Services	Implementation and Upgrade <ul style="list-style-type: none"> • Account Management • Functional Consulting • Technical Consulting
Application & Modules	PeopleSoft Campus Solutions 8.0 Implementation <ul style="list-style-type: none"> • Campus Community • Recruiting & Admissions • Student Records • Financial Aid • Student Financials • Academic Advising PeopleSoft Financials Lab Upgrade 8.0 to 8.9 <ul style="list-style-type: none"> • General Ledger • Purchasing/ eProcurement • Accounts Payable • Commitment Control • Asset Management • UPK
Client Since	2006

A team of experienced Sierra-Cedar consultants who had worked with similar complex projects for other universities assisted each of the UMass campuses in developing solutions to their project-related challenges. For example, we examined their key business requirements and current business processes and, based on our analysis of this information, we produced a comprehensive Fit-Gap Outcomes Document that identified resolutions for every identified “gap” between the end users’ requirements and what the software would support. We recommended dispositions for all existing customizations and identified “best practices” that could be achieved through the completion of the upgrade. Sierra-Cedar adjusted its schedule to accommodate UMass’s financial constraints. We transferred knowledge to UMass staff to promote self sufficiency by adopting a staffing model that paired UMass staff with Sierra-Cedar staff, and we adapted the PeopleSoft UPK training tool to make end user training as efficient and comprehensive as possible throughout this complex multi-campus university system.

The University of Massachusetts went into our PeopleSoft Human Resource upgrade project seeking to do this particular project better, more efficiently and more effectively than previous implementation, upgrade projects. We were very focused on leveraging the experience and ‘lessons learned’ we had gained over the years. UMass sought a project partner that would bring not only their Oracle expertise to the project but equally as important assist UMass in maximizing our own internal experience and lessons learned to bring the project to success. Sierra-Cedar was just that partner. Sierra-Cedar exhibited the utmost in professionalism, experience and flexibility all the while demonstrating genuine sincerity in their desire to help us achieve a tremendously successful outcome.

Robert Solis
Chief Information Officer

SOLUTION

Through the joint efforts of the University and Sierra-Cedar teams, UMass completed the project on-time and within budget. The University realized numerous benefits, one of the most important of which was the enthusiastic University-wide acceptance of Employee Self Service.

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