

Fridays @ first

February 6, 2009

CUNYfirst is Coming Soon! The launch of the new HR and Recruiting system is less than two months away!

This edition of Fridays @ first updates the current status of the project.

❖ **Human Resources – Human Capital Management**

Work continues at a furious pace for the upcoming implementation of the new Human Resources system which includes the new recruiting module called Talent Acquisition Management or TAM. The theme of Thursday's (February 5) Campus Executive meeting was "Crunch Time", as in it is time to finish a lot of work to meet the rapidly approaching deadlines and the changes in the way we do our work. Vice Chancellor Gloriana Waters joined with Project Leaders Brian Cohen and Ron Spalter and Project Director Suman Taneja to express a sense of urgency and to explain the steps the Project Team needs to take, with campus support, to complete the tasks needed for launch.

Some of the feedback given to the CUNYfirst team assisted in the development in a plan of action as follows. Here are the issues and the response:

- Don't know functionality – Users, especially HR professionals don't know what they system can do. They will see more during Users Acceptance Testing and during Training
- Don't know what systems that'll be left behind – Once they know the functionality they know what "shadow" or supplemental systems will be redundant and no longer required
- Tight deadlines – The Core Team often asks for quick turnaround of data and information. We are going to be clearer about that.
- Communication Issues – Making sure it is understood what is being requested and that the right people are being asked. We also need to do a better job of communicating within our colleges so that everyone is on the same page.
- Shadow Systems and Reports – We are asking what systems will be shut down after CUNYfirst and what reports will be needed, but without knowing what CUNYfirst will do is a big unknown. Jim Russell and Ron Knight of the Core Team will work directly with campus HR professionals and IT staff to walk through systems that will be needed or not and reports required after launch.
- Timeline Changes – Due dates keep changing due to changes in the project plans. This project is so huge that it presents many challenges. Patience is important as is the need to be clear about deadlines.
- SuperUser – Questions were raised about the role of the SuperUser and how best to enable them. CUNYfirst SuperUsers will be individuals who understand the functionality of the system and can be a go-to person for questions. He or she would be a person who "gets it" and likes being helpful and available to assist others.
- Organizational Readiness Checklist – This is the list of tasks needed to get to launch. When new items are added, the Core Team will be clearer what is being requested and explain it to the right people responsible for completion.

Also at the meeting, it was explained that data validation and clean up continues around the university. As part of this, the schedule for the uploading of current employee information into CUNYfirst was explained. Work is proceeding primary email contacts. When CUNYfirst goes live, every employee must have a campus or university email address, ending in cuny.edu, as the primary email contact. We will not accept an account in, for example, Gmail, Yahoo, Road Runner, etc., as the primary contact. We will make that clear in communication to staff and during training.

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Users Acceptance Training for the HR module is underway. The Testing Team is currently validating the testing environment. Campus leaders are identifying HR professionals and others to put the system through its paces in the upcoming weeks.

❖ **Training – Human Resources – Human Capital Management**

Over the next six or seven weeks, about 60 CUNY employees will participate in the CUNYfirst train-the-trainer program, which began Wednesday (February 4) with about 15 students getting an introduction into CUNYfirst and the module they will teach.

Trainers have been grouped according to certain areas of the new Human Capital Management (HCM) application. In this week's case, the students were focusing on the recruiting module. The day began with basics such as their own course schedule and how to log into the CUNYfirst learning management (Enterprise Learning Management – ELM) software. In the afternoon, they were instructed on the basics on CUNYfirst navigation, and an introduction to TAM.

They'll have three more days to master their TAM knowledge, and then they'll begin practicing delivery of that content. Their colleagues in other content areas will also go through the same process – learning their own specialty and then practice teaching the material. Training trainers continues Wednesday February 11 with a course on the Introduction to CUNYfirst HR.

❖ **Procurement**

The CUNYfirst Procurement Team is moving into the important Application Security phase of their work this month. As with the Human Resources implementation, the Procurement Team will be defining system access specifications for procurement. This entails creating appropriate system roles and clarifying the tasks for everyone in the CUNY community involved with purchasing, accounts payable and expense transactions. A kickoff will be scheduled for the latter part of February with a subcommittee of procurement liaisons and business managers to understand the process for creating tight security restrictions and access for their colleagues throughout the University.

❖ **Student Services - Admissions**

Admissions professionals from the Vanguard (Queens College and Queensborough Community College and Wave Two Colleges that use SIMS (Student Information Management System) processes (Hostos CC, City College, John Jay College, York College, Lehman College) met Wednesday February 4 to learn where data from CUNY systems will be found in the CUNYfirst Admissions module.

Members of the Oracle/PeopleSoft team explained step by step where every piece of information on student wanting to be admitted can be found in CUNYfirst screens. That not only includes biographical information of a prospective student but also where they go to high school or which college they want to transfer from among other data. Those attending explained their concerns that they continue to have access to data they get now in processing applications.

When CUNYfirst goes live in the first two waves, admissions will replicate what we do now. A new CUNYfirst Admissions system is scheduled to be built and in place for Wave Three and beyond.

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❖ **Student Marketing**

One of the large challenges for the Project is the ability to reach our students to get them on-line and to use the tools available in CUNYfirst. Last Saturday (Jan. 31), students from marketing clubs at Baruch and York Colleges and an advertising club at Baruch participated in a contest to create a marketing plan. Created by Communications Lead Glenn Small, the students developed a “pitch” on how we can get students attention and get them on line. They even created a possible slogan “Grab on and get on-line”. Their 10-minute presentations were judged by students from Queens and Queensborough – their customers! The winning team was the students from York College, advised by Professor Paul Salisbury. All team contributed great ideas that will be incorporated into an overall strategy to reach students at our Vanguard Colleges and beyond. Congratulations to them all and we’ll be reaching out to them as we devise and execute our plans. Below is all the competitors and a shot of the Baruch marketing team preparing their presentation.



❖ **Adieu**

We are happy for, but will surely miss, our colleague Lynne Rosa who retired from CUNY last week. Lynne was hugely responsible for the launch of the CUNYfirst General Ledger as the application architect. Lynne’s determination, mixed with her affability and great sense of humor will be missed on the Project. Luckily for us Lynne is still nearby in Queens so we won’t have to go far to be with her. Lynne had more than 25 years of Higher Education experience and brought a great love for her colleagues throughout CUNY. Enjoy your next life, Lynne.

❖ **The Week Ahead – February 9 -13**

A short but busy week for the project ahead. On Tuesday, February 10, the Planning and Budgeting team returns to its work. Also on Tuesday, our Student Records Team will hold a kickoff session for the Wave Two Colleges. On Wednesday, training for CUNYfirst HR trainers on the introductory course. There is also a Uses Acceptance Testing session for the rollout of course catalog processes for the Vanguard colleges.

Have a good weekend.

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