PeopleSoft Implementation Strategies

Version 1.0

Date 12/27/00

TABLE OF CONTENTS

DATA MAPPING STRATEGY

Definition

Data Mapping is:

- the identification of Brandeis legacy data elements to be continued,
- the identification of Brandeis legacy data to be converted,
- the mapping of the Brandeis legacy data elements and data to PeopleSoft's data elements, and
- the establishment of data conversion rules.

Purpose

Data Mapping is done in order to ensure that:

- each Brandeis legacy data element is identified and earmarked to be -
  - continued in an existing PeopleSoft data element,
  - continued in a newly created Brandeis data element, or to be
  - discontinued;
- all Brandeis legacy data is identified and earmarked to be -
  - converted directly into an existing PeopleSoft data element,
  - converted directly into a newly created Brandeis data element,
  - converted manually into PeopleSoft tables via data entry, or
  - not converted at all;
- all of PeopleSoft's requirements are met -
  - by accounting for all tables that are required by PeopleSoft, and
  - by converting or continuing all data and data elements to PeopleSoft specifications;
- we produce documentation (data definitions, data dictionaries, conversion rules, etc.) that supports -
  - the conversion process,
  - training for PeopleSoft users, specifically with Brandeis data elements,
  - maintenance and tracking of Brandeis data elements and processes,
  - the establishment of guidelines for changes in the documentation itself, and
  - further Brandeis data administration projects, including data warehousing (a centralized space for storage and maintenance of archived electronic data).

Process

Identification

The data mapping effort will include:

- the identification of PeopleSoft (PS) tables (records),
- the identification of columns (fields),
- the identification of attributes (char, num, etc.)
- the length of each field,
- whether the data element is required, and by whom (PS, Brandeis, or external),
- the identification of prompt table or Xlat (translate table),
- the default value (if required by PS),
- the source Brandeis legacy system,
- the field name from the Brandeis legacy system,
- the valid values for Xlat tables or prompt tables,
- cross reference tables – laying out how each legacy data element maps to a PS element,
- grouping of data by functional areas for project planning and scheduling, and
- comments – identification of any special conversion rules.

Possible Data Mapping Issues

A legacy-required data element has no corresponding PeopleSoft data element.

Possible solutions:

- We can use an existing PeopleSoft element that can be user defined and clearly document this. But this carries the risk that PeopleSoft might delete this element in a later release or change its intended use.
- We can choose to no longer track this element unless it is legally or otherwise externally required.
- We can build our own data element and document that fact, but we must -
  - ensure that the upgrade path is not in jeopardy,
  - use all standard naming conventions as outlined in the naming convention document,
  - build it on our own table with a key structure that supports the table that does not have this required data element,
  - establish if the field can be updated or is view only,
  - develop panels for updating or viewing,
  - determine what menu bar item allows you to update or view,
  - establish security.

  The danger is that PeopleSoft can choose to delete this in a later release.

A Legacy data element is split into two or more PeopleSoft data elements.

We can develop a value-specific mapping/matrix table using appropriate mapping criteria.

A PeopleSoft required data element has no corresponding legacy data element.

Depending on the default value it may be possible to leave the field blank or null. If this is impossible document the rules for filling or converting this field include any legacy fields that will be used to determine PeopleSoft value include the name of the system where the legacy fields can be found.

FIT GAP STRATEGY

FIT GAP ANALYSIS

Introduction

Fit gap analysis reviews:

- each of the business processes by functional area,
- all key data elements that will need to be converted,
- methods for the use of certain data elements.

The purpose of fit gap analysis is to:

- ensure that PeopleSoft meets all current Brandeis business processes;
- moderate changes in procedures to be sure that 'Best Practice' is the norm;
- identify necessary interfaces for capture**;** and
- identify issues that require policy changes.

Process

Sessions

The fit gap analysis process will take place in sessions conducted by a PeopleSoft functional expert. Working sessions will begin developing the input for Brandeis-specific rules and tables. Management representatives will attend any sessions covering controversial topics

Session Schedule

We will need at least three full-day sessions lasting from 9:00 am to 4:00 pm per module. Because the required tasks can be extremely detailed, we may need as much as several weeks to complete work on any one module.

Because different gaps can require more research, we may need additional time or resources for investigation by PeopleSoft consultants and Brandeis functional and technical resources.

Session Purposes

The fit gap working sessions will:

- determine necessary interfaces,
- identify conversion requirements,
- determine necessary customization,
- develop the prototype model,
- develop testing requirements,
- identify necessary outside vendor contacts,
- identify reporting requirements,
- identify security requirements,

- identify testing scenarios/scripts, and
- configure PeopleSoft to reflect Brandeis control tables, and business processes and rules.

Attendees

A cross section of the user community, technical staff, and management will attend fit gap sessions, including the

- PeopleSoft project manager and Functional Expert,
- Financial Technical Lead
- Conversion Technical Lead
- Data Administrator and,
- Project Manager.

and representatives of:

- G/L,
- A/P,
- P/O,
- Budgeting,
- Grants,
- HR,
- Payroll,
- Student, and
- Other management as needed.

All fit gap sessions will require a note taker.

Equipment

Fit gap sessions will use:

- a PC linked to the PeopleSoft demo database and the current on-line system,
- a PC image projector,
- a whiteboard,
- post-it sheets, and
- snacks.

Agenda

All fit gap sessions should include:

- review of prior session minutes,
- reading of the agenda,
- update of the status of action items.

Deliverables

Fit gap sessions will deliver:

- functional specifications for -
  - conversion,
  - interfaces,
  - customizations,
  - reports, and
  - security;
- prototyping scripts,
- issue resolution,
- a fit gap document detailing the results of the fit gap analysis process,
- a draft prototype database to explain the fit gap results to the user community and show how the resulting system will work at Brandeis.

ISSUE RESOLUTION STRATEGY

Definition

A project issue is:

- a situation in which the software does not work,
- a conflict between the software and the business process,
- an issue that defies project-team consensus, or
- an event that puts the project at risk.

Purpose

Project issues need to be tracked to:

- manage "scope creep," which can delay implementation;
- provide management with notice of problems and time to resolve them;
- communicate to team members issues that affect them;
- allow discussion by the implementation team within the constraint of the due date.

Responsibility

Project Team

The project team identifies and logs issues.

Project Manager

The project manager determines an issue's scope and the action needed to correct the problem, then delegates project-team responsibility. The project manager also determines whether the issue needs the attention of the project director.

Project Director

The project director elevates policy issues to the steering committee.

Corrective Action Options

- No action required.
- Defer action.
- Shorten the schedule.
- Minimize the task.
- Reassign resources from non-critical activities.
- Negotiate additional resources.
- Negotiate a schedule extension.

Process

Initial Identification

Any member of the project team can identify an issue. Once an issue is identified the following entries are made in the Issues Log, an Access Database.

- The date is logged
- The issue is classified as a:
  - customization or modification,
  - policy decision,
  - gap item,
  - conversion,
  - interface,
  - software bug, or
  - action item.
- It is assigned low, medium, or high priority.
- Responsibility is assigned for clarification and for resolution.
- It is assigned a due date and a tickler date.
- The area of impact is determined (resources, time, or costs)
- The area affected is determined.
- The economic impact is assessed.
- It is assigned a status of:
  - New,
  - Active,
  - Pending – Steering Committee,
  - Closed,
  - Archived, or
  - On Hold.
- Comments may be added.

Changes

Once a project issue is initiated, the following can happen:

- Its status can be changed.
- A change date can be added in case of any change in the information in the database, such as a change in priority or the addition of comments.
- Recommendations can be made.
- Action can be taken.
- The issue can be closed.

Closed Issues

To close an issue, make the following notations in the Issues Log database:

- Enter the date closed.
- Change *Status* to closed.
- Enter any action taken.
- Add any necessary comments.

For an issue to be reopened, it must be opened as a new issue.

Within a month after an issue is closed, its status will be changed to *Archived* to keep it from being reported at subsequent meetings.

Project Status Meetings

As issues are uncovered and recorded, they will be reported during project status meetings.

- First new issues will be reported.
- Next all items still pending will have a progress status report. Newly closed items will be reported once. After the closed items have been reported, they will become archived in order to keep the issues report as short as possible.
- Finally, any new items that need to be added to the database will be reported and included as the first items to be covered the following meeting.

Issues Escalation Process

Issues that cannot be resolved by project team members will need to be escalated to the next appropriate level. In such cases the project manager will report the issue to the project director or steering committee with recommendations and information about associated costs.

These issues are include:

- policy decisions (to steering committee),
- requirements for additional resources (to steering committee),
- roadblocks, that is, issues that defy project-team consensus (to steering committee), and
- gap items, that is, items that do not fit the current Brandeis business process and require a choice between expensive software modification or a change in the business process (to project director first, then possibly to steering committee).

Items that need higher level input will be reported to the project sponsor, Peter French.

(See Appendix A for a sample Project Issue Log.)

NAMING CONVENTION & SQR/CRYSTAL VERSION CONTROL

NAMING CONVENTION

Purpose

Naming conventions are set up to ensure that:

- all Brandeis-developed tables, fields, panels, etc. are easily identified, and
- the upgrade path is clear of unidentifiable objects.

Definitions

- **Customization**: any change that is made to an existing PeopleSoft delivered table, panel, report, process, menu, field, etc. This can have a major impact on the upgrade process and at times can prevent other PeopleSoft delivered processes from running correctly.
- **Accommodation**: a Brandeis-developed solution to a business problem that stands alone or to the side within the PeopleSoft Application. This may include new tables, fields, panels, search records, SQR's, Query/Crystal, PS nVision reports, and so on. For example the Labor Distribution System might be a candidate for accommodation. An accommodated element is linked or bridged to existing PeopleSoft elements, but does not change the PeopleSoft elements.

Process

Since all PeopleSoft tables start with **'PS'**, we will precede customized tables with just **'BR_'**. Because the systems will be in separate instances, we do not need a distinction between Finance, Human Resources, or Student Administration.

- New tables will be called - BR_tbl***name***
- New fields will be called - BR_fld***name***
- New panels will be called - BR_pnl***name***
- New SQR/Crystal reports will be called - BR_***name***.sqr

We need to establish naming standards to bring order to the work. These are not meant to encourage modifications to PeopleSoft delivered tables, panels, SQR's, or Crystal.

Modifying Tables

When modifying an existing table first save the original version under the name tbl***name***_ORIG so it will always be possible get back to the original. After preserving the ORIG version, copy the current version using tbl***name***_DATE (YYMMDD, e.g. 000829 = Aug 29,2000) to rename the version taken out of use, then make the changes.

Modifying Panels

When modifying an existing panel first save the original version under the name pnl***name***_ORIG so it will always be possible get back to the original. After preserving the ORIG version, copy the current version using pnl***name***_DATE (YYMMDD, e.g. 000829 = Aug 29,2000) to rename the version taken out of use, then make the changes.

Modifying SQRs

When modifying an existing SQR:

- Save the original version under the name SQR***name***.sqr.date or SQC***name***.sqc.date, so that it will always be possible to get back the original. **libby checking about sqc**
- Leave the renamed original version in the original SQR directory.
- Create a directory named BR_SQR for modified SQRs and all other Brandeis SQR's (named BRxxxxxx.sqr or BRxxxxxx.sqc).
- Place all modified SQRs in **the** BR_SQR directory.
- Modify the search path for SQR to search BR_SQR first, before searching SQR directory.
- Append the modification date to the name of the SQR version that will no longer be used in order to track subsequent modifications in the BR_SRQ directory.
- Document all modifications made to the code within the body of the SQR. Version control, will be recorded at the top of the SQR, as described below.

SQR VERSION CONTROL

SQR Heading and Description

The following is an example of SQR Heading and Description:

```
! *********************************************************************
! *** Brandeis University
! *********************************************************************
! * FUNCTIONAL SPEC DOCUMENT:    /Psoft/Financials/GL/SQR/Func/MODxxxx
! * TECHNICAL SPEC DOCUMENT:     /Psoft/Financials/GL/SQR/Tech/MODxxxx
! * PROGRAM:                     BR_GLD207E.SQR
! * SUBSYSTEM:                   GL
! * AUTHOR:                      Richard L Trudel (Brandeis ITS )
! * PHONE:                       (781) 736-4532
! * CREATION DT:                 August 8, 2000
! * STMT OF PURPOSE:             GL VALID ACCOUNTS Extract
! * DESCR OF USE:                Brandeis Financials GL Valid Accounts for
! *                              Payroll Processing
! * USER PROMPTS:                N/A
! * RPT SORT ORDER:              Account Number
! * RPT PAGE BREAK:              N/A
! * RUN FREQUENCY:               Daily
! * INPUTS:                      N/A
! * OUTPUTS:                     GL VALID ACCOUNT TABLE
! * DEPENDENCIES:                Data Entry for the Day is complete
! * CLONED FROM:                 N/A
! * RESTART:                     Program is Step Restartable
! * RE-RUN:                      N/A
! * ADDL INFO:                   N/A
! *********************************************************************
```

SQR Change Control

The following is an example of SQR Change Control

```
! ***********************************************************************
! ************* <<<  MAINTENANCE HISTORY LOG  >>> ********************
! ***********************************************************************
! ***   DATE   ***  |  ***   WHO   ********************************
! ***********************************************************************
!      09/04/2000         Richard Trudel
! ***********************************************************************
! ***   Description of Maintenance
! ***********************************************************************
! * Added logic to compute the number of records extracted in the run.
! *
! ***********************************************************************
```

SQR Documentation for Paragraphs

The following is an example of SQR Documentation for Paragraphs

```
! ***************************************************************
! * Initialize Program Variables – describes what paragraph does
! ***************************************************************
```

SQR Documentation for Changes to Code

The following is an example of SQR Documentation for Changes to Code

```
! ****************************************************************************
! *  Added the compute of records extracted Logic here.  (R. Trudel/Brandeis)
! *  The #RECSEXTR field is initialized at the beginning of the job and is added to
! *  each time an insert is done to the GL VALID ACCOUNT TABLE
! ****************************************************************************BEG

           (insert new logic here)

! ****************************************************************************END
```

QUALITY ASSURANCE PLAN

Introduction

This Quality Assurance Plan is intended to:

- Ensure that all steps of the project are monitored.
- Ensure proper user acceptance criteria for each type of testing.
- Determine signoff procedures for various milestones.

Process

We will maintain quality assurance through testing, correction, re-testing, and review sessions. Although the bulk of the QA work will take place in the review sessions, before that happens we will conduct system tests and parallel tests

System tests

For system testing:

- Functional staff scripts and conducts system tests.
- Technical staff makes programming changes.
- Functional staff correct tables.
- Integration testing management reviews system test results.

Parallel tests

For parallel testing:

- Functional and technical staff script and conduct parallel tests.
- Technical staff makes programming changes.
- Functional staff correct tables.
- Functional and technical staff perform re-testing.

Parallel tests:

- Use converted data—automated and manual—to include interfaces in and out of system, most reports, and security setup.
- Simulate of varying processes and period ends

Quality Assurance sessions

The Quality Assurance process will continue in the following sessions:

Budget

The project director, monitored by the steering committee, reviews the budget for:

- cost overrun potential, and
- actual versus budgeted dollars to date.

Project Plan

The project team and the steering committee, monitored by project management, review the project plan:

- to ensure milestone dates are on target,
- for any changes in scope, and
- for possible trouble spots.

Communication plan

The communication plan, is reviewed (monitored by the steering committee) to:

- ensure that key dates are on target,
- ensure that communications are effective, and to
- alert the team to changes of scope.

NOTE: The Project Plan reviewer needs to be determined.

Issues-log document

The project team and the steering committee, monitored by project management, review the log document to ensure that:

- target dates for resolution are being met,
- high priority items are being resolved, and
- the project is not in jeopardy.

Fit gap document

The project team reviews the fit gap document for

- completeness,
- scope of changes,
- conversion items,
- interface items,
- processes to be implemented,

Users sign off.

Data-mapping documents

Functional and technical staff review the data mapping documents for completeness. Users sign off.

Functional Requirement documents

Functional and technical staff review the functional requirement documents. Users sign off.

Technical Requirement documents

Functional and technical staff review the technical requirement documents. Users and technical manager sign off.

Programming code walk throughs

Technical staff review programming code walk throughs. The technical manager signs off.

Unit tests

Functional staff review and sign off on unit tests.

Procedural documentation

Functional and technical staff review procedural documentation. The functional/technical manager signs off.

Training materials

Functional managers review and sign off on training materials.

Systems tests

Integration testing management reviews system tests. Functional staff signs off.

Parallel tests

Parallel testing management reviews parallel tests. Functional staff signs off.

“Go No-Go” Decision

The entire team reviews all aspects of the implementation to determine readiness to continue. This review examines:

- the results of all testing,
- security readiness,
- hardware readiness,
- network readiness,
- database readiness, and
- production readiness.

On completion, the project management writes their recommendation for approval by the steering committee.

Cutover plan

A committee of the project team will write the cutover plan. The team will review the plan to be sure it documents every step of the cutover. Project management will approve the plan and submit it to the steering committee to sign off.

Post implementation review

The post implementation review documents what we did right and wrong, and what we will improve. This will prove particularly useful when it is referred to in later phases of this project.

TRAINING STRATEGY

PURPOSE

The goal of this training strategy is to ensure that all participants have the necessary knowledge of the PeopleSoft system by the completion of the current project. To achieve this:

- the end-users must become self-sufficient in the operation and maintenance of the PeopleSoft software;
- the implementation team members must become experts in the operation and maintenance of the PeopleSoft software; and
- the steering committee members must have a solid knowledge of the PeopleSoft modules that are being implemented.

We will accomplish this by providing all users with complete training on how the system functions and how the employees interact with the system to perform their jobs. The training strategy has been broken down into three different target groups: end-user training, implementation team training, and steering committee training..

End-User Training

End-user training will extend over all phases of the project. We will train all Brandeis University employees with access to the PeopleSoft system through *role analysis*, and *curriculum design and enrollment*, and with *training materials*.

Role Analysis

The goal of *role analysis* is to ensure that the right people are fully prepared to receive the training that is most relevant to their jobs. Role analysis includes:

- Organizing future PeopleSoft users into groups that must have the same expertise in using the PeopleSoft system.
- Identifying the most effective communication channels used by target employees, in order to use these channels in training.
- Implementing a communications plan that motivates and prepares individuals to be trained for their role in the future PeopleSoft-driven environment.
- Identifying pre-requisites for PeopleSoft, such as Windows, Excel, Word, Query, nVision, and Crystal.

Curriculum Design and Enrollment

The *curriculum design and enrollment* tasks follow from the role analysis. Once roles are defined, we can develop courses and formulate a delivery plan.

Training Material

All classroom training should be supported with training material that progresses from a general overview to specific practices within the PeopleSoft system. At a minimum this will include:

- Instructor guides - Printed, step-by-step guides describing relevant business processes and demonstration of PeopleSoft transactions.
- Classroom exercises - Step-by-step procedures that instruct the student to enter specific field data and navigation commands.
- Applied exercises - "Real World" scenarios and supporting data to be completed by end-users to ensure that they understand how to use the PeopleSoft system in realistic work environments. This data will reflect Brandeis University rules, account numbers, vendors and so on.
- Online support system - Windows help files that reflect the Brandeis University system's specific business processes and PeopleSoft configuration.

Implementation Team Training

Certified PeopleSoft instructors in off-site classes, and on-site PeopleSoft contractors will provide knowledge transfer to the implementation team through their insight into the functional processes and technical workings of the software. We will reinforce the implementation team's classroom training with actual hands on use of the system during the prototyping and development stages of the project.

The training provided to the implementation team will include both functional and technical classes. The depth of training provided should be such that core implementation team members will be able to operate and maintain the system using Brandeis University Systems resources. The implementation team will form the nucleus of the Brandeis University super-users and trainers for the end-user community.

Steering Committee Training

We will provide training to the steering committee to give them a solid understanding of the PeopleSoft product that is being implemented. This training will include functional overview classes, and a technical overview class for those interested.

TRAIN THE TRAINERS

Key personnel will not only learn to use PeopleSoft, but also to train other personnel to use PeopleSoft. This strategy is expected to provide a number of benefits:

- Department leadership will assume ownership of PeopleSoft.
- Brandeis University trainers will understand the details of the PeopleSoft system more thoroughly.
- Training will include representative business examples.
- We will have personnel equipped to train newly hired employees throughout the life cycle of the system.

Training instructors will attend courses that teach effective communication skills and familiarize them with the instructor's guide that has been prepared for the courses they will teach.

Training Curricula

Brandeis University will prepare three kinds of training curricula.

- End-user training will cover the topics that allow them to complete their daily processes -
  - an introduction to working in PeopleSoft, and
  - courses geared specifically to G/L, A/P, P/O, Budgeting, Grants, and Reporting, from a day-to-day operational point of view.
- Implementation team training will have three tracks -
  - a functional track, which will cover application specific courses – G/L, A/P, P/O, Budgets, Grants, Report Writing using PS Nvision, Query/Crystal;
  - an application technical track which will cover PeopleTools, the inner workings of the PeopleSoft product, including table, panel, page, and menu design, security, SQL, and SQR; and
  - a maintenance and support technical track which will cover the PeopleTools, Data Management Tools, Configuration and Administration, Unix, and SQL.
- Steering committee training will cover overview sessions in Introduction to Financials and Distribution, HRMS Overview, PeopleTools Overview, Introduction to Student Administration.

Using the Training

Whenever possible we will have employees trained "just in time." In other words, employees will be able to return from training and immediately use their new knowledge.

- Implementation Team members will use their knowledge during the fit-gap analysis sessions.
- Implementation Team members and End-Users identified for testing will use their knowledge in the testing phases of the project.

Tracking Training and Certification

We will track all training given to an end-user. Upon successful completion of the end-user training class an attendee will receive a Certificate of Completion. All end-users must attend training. They will get access to the system only upon successful completion of the appropriate courses. An end-user's manager will be responsible for assuring that the access being granted is in line with the completion of the training requirements.

TRAINING ENVIRONMENT

The training facilities remain to be determined. The training room must allow the training team to walk between rows to view student screens.

All sessions require the following:

- one PC equipped with Windows and PeopleSoft per student (to a maximum of 12 students),
- an overhead projector and projection screen,
- a LAN connection and LAN printer,
- a white board, flip charts and markers, and
- class documentation.

Each class will require several sessions. The number and length of sessions will be determined after completion of the role analysis and curriculum design and enrollment elements.

The training database will require its own security and backup and recovery procedures. The training team will develop scripts for use in class. The rules tables and account tables will be Brandeis University specific tables.

TRAINING ISSUES

The following are training issues:

- space,
- employee release time to attend training sessions,
- timing (training must be close to implementation)
- distribution of training materials (print versus web)
- access to the training database outside of training sessions, and
- distribution of PeopleSoft desktop software.

UPDATES AND FIXES STRATEGY

INTRODUCTION

This document discusses the Brandeis University support strategy for the PeopleSoft application and PeopleTools releases. This strategy is augmented by documentation and schedules contained on the PeopleSoft Customer Connection web site, http://www4.peoplesoft.com/cc/.

PEOPLESOFT POLICIES

PeopleSoft Support Policy

PeopleSoft supports an *enterprise release* (see *Release Types*, below) for six months after two additional enterprise releases become generally available. This means that if PeopleSoft continues to deliver new enterprise releases about once per year, then a PeopleSoft release would be supported for about two and a half years.

For example, if Brandeis University is in production on release 7.5, Release 8.x is also currently generally available and PeopleSoft Development is working on release 9. Once release 9 is made available, PeopleSoft will support release 7.5 for an additional 6 months. And, looking further down the road, PeopleSoft will continue to support release 8 for 6 months after the general availability of release 10.

PeopleTools Support

PeopleSoft will support PeopleTools enterprise releases as long as there is at least one supported PeopleSoft application that uses that version of PeopleTools. For example, People Soft will support PeopleTools 6.x until support expires for the last PeopleSoft application based on PeopleTools 6.

PeopleTools enterprise releases correspond directly to similarly numbered application releases. For example, PeopleTools 7 is used with PeopleSoft 7 applications. When Brandeis University upgrades to a new PeopleSoft enterprise application release, we also need to upgrade to the corresponding enterprise PeopleTools release. For example, when we upgrade to a PeopleSoft 8 application, we also need to upgrade to PeopleTools 8.

A *supported* release includes:

- tax updates and other regulatory changes,
- updates and fixes to products,
- Global Support Center management of cases (this assumes Brandeis University is current on all updates),
- training from Education Services, and
- support for third-party products bundled with the software.

When a PeopleSoft release officially moves from a supported to a non-supported state, it is called a "retired release." A retired release includes only:

- account management,
- access to PeopleSoft Customer Connection,
- access to PeopleSoft Professional Services consulting,
- access to other available billed specialized consulting programs, such as:
  - PeopleSoft Ask Professional Services—a billed consulting service that provides access to a consultant for small scale consulting activities that do not require onsite presence, and
  - The PeopleSoft Technology Lab program—a billed consulting service that provides the ability to outsource the process of upgrading the PeopleSoft application database to a currently supported release.

PEOPLESOFT RELEASES

The following definitions explain PeopleSoft release types and other release processes:

- ***Enterprise Releases*—**An enterprise release is a major release that delivers significant new functionality for all enterprise solutions. Sets of updates and fixes are also included in enterprise releases. An enterprise release is 7.x to 8.x.
- ***Application Updates*—**This is the maintenance approach for the Commercial PeopleSoft HRMS. This is a delivery mechanism whereby critical and urgent fixes posted to the Updates and Fixes site on PeopleSoft Customer Connection are combined with standard fixes. These combined fixes are system and platform tested before release. This is done once a year for a limited number of releases—usually the current shipping release, and one release prior. When an application update has been released, Brandeis University needs to apply the application update to the appropriate environments within 3 months. After the 3-month grace period, all fixes and support will assume the application update has been applied.
- ***Product Updates*—**This is a new maintenance approach used for the Commercial PeopleSoft Financials, Distribution, and Manufacturing product lines. This is a delivery mechanism whereby critical and urgent fixes posted to the Updates and Fixes site on PeopleSoft Customer Connection are combined with standard fixes. These combined fixes are system tested before release to customers. These updates will be done three times a year (120 day cycle) for a limited number of releases—usually the current shipping release, and one release prior. When a product update becomes available, Brandeis University needs to apply the product update to the appropriate environments within 3 months. After the 3-month grace period, all fixes and support will assume the product update has been applied.
- ***Regulatory Updates*—**Legislative changes are researched on an ongoing basis. Based on the effective date of the change, the requirement is scheduled for an upcoming regulatory update. The resulting changes are delivered for supported releases. Today this applies mainly to the PeopleSoft Student Administration and PeopleSoft HRMS product lines.

- ***PeopleTools Minor Releases*—**This is a new strategy for PeopleTools maintenance delivery. These minor releases contain fixes to critical, urgent, and standard priority incidents and may also contain some new functionality. New PeopleTools minor releases are cumulative, so they include all updates from previously published PeopleTools minor releases, patches, and maintenance rollups.
- **PeopleTools Patch Process—**PeopleTools will continue to provide patches for critical issues that cannot wait until the next scheduled PeopleTools minor release.
- **Posting to PeopleSoft Customer Connection—**As critical and urgent incidents are reported and resolved, PeopleSoft will post them to PeopleSoft Customer Connection.

PeopleSoft Support Schedule—August 2000

Installed Software

Brandeis University has the following PeopleSoft software installed:

- Release 7.5
  - Purchase Order
  - Accounts Payable
  - General Ledger
  - Budgets
  - Grants
- Release 8.0
  - HRMS

Support Schedule

The table below lists each currently supported PeopleSoft release for Brandeis University installed products. More up-to-date information on release information can be found in PeopleSoft Customer Connection, News and Information, Enterprise Communications category: http://www4.peoplesoft.com/cc/.)

ABC Release	Current Release	Release Date	Supported Through	Comments
Release 7.5				
PeopleTools 7.59	PeopleTools 7.59	June 2000	N/A	7.59 is release level that we will be installed with. 7.60 is estimated to be released 4Q00. It includes all beta patches, maintenance rollups and minor releases, which precede it.
GL 7.5x	Financials 7.5x			
AP 7.5x	Financials 7.5x			
PO 7.5x	Financials 7.5x			
Budgets 7.5x	Financials 7.5x			
Grants 7.5x	Financials 7.5x			
7.5 Service Pack 1		4th Qtr 2000	12 months after Release 9 is available	We will install all necessary fixes and updates immediately. Once the service pack arrives we will begin the installation of this release.
7.5 Service Pack 2		3rd Qtr 2001	12 months after Release 9 is available	We will on an on-going basis begin to apply updates and fixes for relevant modules as they become available so that we minimize go-live issues.
Release 8.0				
PeopleTools 8.xx				We will schedule our upgrade to occur late in 2001. This will allow proper planning and will allow for system that is implemented to burn in and obtain performance improvements that may be needed.
GL 8.xx	Financials 8.xx	1st half 2001		
AP 8.xx	Financials 8.xx	1st half 2001		
PO 8.xx	Financials 8.xx	1st half 2001		
Budgets 8.xx	Financials 8.xx	1st half 2001		
Grants 8.xx	Financials 8.xx	1st half 2001		

PEOPLESOFT RELEASE SUPPORT STRATEGY

Introduction

Brandeis University PeopleSoft support strategy will focus on three main areas.

- PeopleTools releases,
- Financials releases, and
- HRMS releases.

Typically, these releases will contain critical, urgent, and standard fixes, which occur throughout the year. PeopleTools releases are planned for delivery every 90 days. Financial releases are planned for delivery in bundles on a 270-day cycle (two times per 1½ years) and HRMS releases in 1999 were bundled as releases every 120 days. These minor releases are cumulative and will contain all updates and fixes from the last minor release.

In addition to the scheduled releases, PeopleSoft posts critical and urgent fixes (patches) to the *Updates and Fixes* site in *Customer Connection* as they become available. These usually cannot wait until the next minor release.

To ensure that the PeopleSoft applications are at their most current release, Brandeis University must retrieve all applicable updates and fixes from *Customer Connection*. Applying updates/fixes requires business decisions. At times, these updates/fixes must be justified in order to be applied. In some cases, we might not apply the fix because Brandeis does not use the functionality that is changing or because the change may have a negative impact on how Brandeis University does business. we need to address each change upon the release of the software. If we do not apply a fix, however, we risk the possibility that a future fix will have this fix as a pre-requisite or that we need to have applied this fix to receive assistance through the Global Support Center (GSC). Continued support through the GSC and future upgrades will be predicated on maintaining current software.

The Strategy

Taking these facts into consideration the Brandeis University PeopleSoft release maintenance strategy mandates:

- Weekly or bi-weekly, a PeopleSoft administrator reviews *Customer Connection* for critical and urgent fixes for the appropriate platform or release of PeopleTools, HRMS, and Financials installed at Brandeis University. Review the fix with the user community and determine its impact on Brandeis University installed software. Before deciding to apply an update/fix, we will make sure to investigate the depth of the specified update/fix. That is, if the fix requires a pre-requisite fix, then the pre-requisite fixes must be investigated as well. Before applying any fixes, we will make sure to understand the overall level of impact. Coordinate application of fixes (apply in DEMO >DEVL > TEST > TRN > QA > PROD) and maintain a fix log.

- No critical/urgent fixes/hot fixes will be applied unless they impact Brandeis University functionality and business processes. Only those fixes, which are of a critical nature and cannot, wait for the next service pack or update will be implemented.
- Quarterly, we will apply the newest version of PeopleTools, unless there are no problems needing fixing, in which case we will wait for the next maintenance release of PeopleTools.
- Every time PeopleSoft releases a new service pack (or as required by the application release) we will apply the newest release of the application software (HRMS and Financials). There is a 90-day grace period that assumes the product updates have been applied to continue receiving GSC support.
- Periodically we will apply Tax updates as they become available.
- We will build an annual IS workplan that includes all PeopleSoft releases and updates.
- We will follow the Brandeis University Software Configuration Management Plan for applying hot fixes, Patch Releases, and General Releases.
- We will develop a Release Support Plan (project plan).
- Track patches, fixes and upgrades and databases installed, i.e. DEMO >DEVL > TEST > TRN > QA > PROD etc. (using spreadsheet or MS Access database).
- We will document and maintain updates/fixes. In PeoplSoft 7.5, customizations are recorded by operator ID (opid) and date/time stamp. To take advantage of this feature, We will use a unique operator ID to apply updates/fixes. In addition, we will maintain physical documentation in order to ensure the contents of the database containing the updates/fixes. This will simplify tracking updates/fixes as well as future upgrade efforts.
- We will segregate updates/fixes and customizations into separate projects. This will simplify the migration process of updates/fixes and customizations from one database to another. In addition, documenting each project in a common facility (fix log) will ease organization of the overall project.
- After testing updates/fixes on the DEMO database, we will test them in a customized environment. We will migrate the project to the next environment (DEVL > TEST) and test the updates and fixes against the customized database. This will ensure that the updates/fixes will not conflict with customizations made by Brandeis University. Test, test, test. Make sure to test update/fixes at all stages of the development process.
- We will plan for and integrate into the IS annual workplan, major releases of PeopleSoft (PeopleTools and applications). These should be timed to coincide with PassPort upgrades. Brandeis University should strongly consider using the capabilities of the Upgrade Lab to assist in performing upgrades.

Note – Before updates/fixes can be applied, AUD, DEMO, DEVL databases must be installed and available, for ongoing changes. Brandeis University will use DEMO database to apply updates/fixes, however, we may want to retain a vanilla copy of the original install. In this event a database instance can be created that is identical to the DEMO database.

Roles and Responsibilities

The application of updates and fixes requires the involvement of many people. Each has an important role in the successful application of these updates.

- **The PeopleSoft Application Administrator** is responsible for co-coordinating and applying the updates and fixes, testing the updates and fixes, creating the SQL scripts to be run by the DBA, and migration of the projects from one database instance to another following the database migration path.
- **The PeopleSoft Database Administrator** is responsible for running the SQL scripts that are created by the application administrator. Each script is to be reviewed by the DBA and applied across database instances as requested by the application administrator.
- **The Systems Administrator – Unix** is responsible for all Unix based files that are affected by the Update and Fixes.
- **Functional Users** are the people from GL, AP, Budgets, Grants, Purchasing who will actually test the updates and fixes to ensure that the system continues to function properly after applying any updates and fixes.