

Administering and managing Student Information Systems for the UW institutions

DESCRIPTION OF THE SERVICE

UW-Shared Services will administer and manage Student Information Systems (SISs) for UW institutions and advise leadership in UW System Administration on broader SIS strategy. All institutions within the UW System currently use the PeopleSoft platform for their SISs.

UW-Shared Services will perform all necessary functions to maintain and update the SISs, including updating functionality, code, and system configurations; applying bundles, fixes, and security patches; developing interfaces and reports; and monitoring overall system performance.

The UW institutions will be responsible for and own their SISs and the associated data while UW-Shared Services will manage the SISs on behalf of the institutions. Similarly, UW-Shared Services will not manage the institutional databases or servers that support the SISs but could do so in the future based on institutional requests.

UW-Shared Services will require access to institutional SISs and their development environments to enable support and maintenance from a distance but will visit institutions periodically and as needed to ensure success.

SOURCE OF THE SERVICE

Institutional visits and feedback from: Chief Information Officers/IT Directors and UW System Administration

FORMS OF THE SERVICE

ACTIONS



- On-Demand** ● UW-Shared Services will respond to ad-hoc requests for support from the institutions as needed to ensure continuity and operation of the SISs.
- Ongoing** ● UW-Shared Services will update configurations, develop code, and apply patches to the institutional SISs as needed for regular maintenance.
- Monitoring** ● UW-Shared Services will monitor the performance and metrics for institutional SISs to ensure stability and service continuity.

STANDARDS



- Practices** ● UW-Shared Services will establish standard documentation, development, and coding practices and publish standard configurations/specifications.
- Trainings** ○ UW-Shared Services will provide support to institutional IT departments, but formal training for institutions on their SISs is not warranted.
- Systems** ● UW-Shared Services will maintain PeopleSoft servers (if requested) and enterprise systems to track service requests, communicate, and publish information.

SUPPORT



- Passive** ○ UW-Shared Services will focus on providing support for SISs through verbal and in-person communications given the nature of the service.
- Distance** ● Institutional IT departments will be able to ask for support and guidance by calling or contacting the UW-Shared Services IT help desk.
- In-Person** ● UW-Shared Services may travel to institutions to help support SIS maintenance and development to ensure high quality service.

ANALYSIS

BENEFITS	RISKS
<ul style="list-style-type: none"> Decreases financial, regulatory, legal, and reputational risk through professional and well-resourced SIS team Reduces duplicative efforts across institutions to manage and update their SISs Reduces the burden on institutions to hire or contract for PeopleSoft experts who are in low supply 	<ul style="list-style-type: none"> Will require upfront effort to train and transfer knowledge on the existing SISs to UW-Shared Services Could reduce response time if not implemented appropriately and with adequate communication channels

PARTICIPATION MODEL

The *Student Information Systems* service should be optional for any comprehensive institutions that need support in maintaining their SISs. While there would be benefits of achieving scale and reducing costs by implementing this service across all institutions, there is less immediate need given that many comprehensive institutions have current capabilities to support their SISs and there is an available market of external services to support and maintain SISs.

RECOMMENDATION
<p>OPTIONAL PARTICIPATION For any of the comprehensive institutions in the UW System that opt into this service</p>

Ultimately, UW institutions should be permitted to opt into this service when it is appropriate given the current state of their SIS teams. As some employees turn over, institutions may choose to opt into this service given the relative ease of leveraging central support and the difficulty in hiring additional technical talent in certain areas of the state. All of the institutions use their own PeopleSoft instances and there are different institutional needs for the SISs. These differences and current staff availability mean that this service should be optional for institutions, at least initially.

FUNDING MODEL

The *Student Information Systems* service should be funded by a combination of UW-Shared Services base funding and transaction-based chargebacks. The chargebacks should be based on an hourly rate for development time on special projects and upgrades as requested by the institutions, but the base funding should cover the majority of the maintenance costs.

This service should be at least partially base funded to incentivize institutions to use this service. By offering base funding, the institutions will not need to be concerned about the costs of maintenance and necessary upgrades during tough financial situations.

RECOMMENDATION	
<p>TRANSACTIONAL CHARGEBACKS</p>	<p>BASE FUNDING + CHARGEBACKS This service should be funded by a combination of funds</p>
<p>CAMPUS ASSESSMENT</p>	<p>BASE FUNDING</p>

However, because of the high costs of qualified developers and system administrators, institutions should pay at least partially for time devoted to enhancements of their systems, so they internalize the costs and prioritize their project requests.

This funding model should allow UW-Shared Services to adequately maintain the SISs and minimize the administrative effort required to track support offered to each institution while still establishing some incentives for the institutions to prioritize their enhancement requests.