

UWSA Office of Technology Services (OTS) Student Information System Service Overview

July 24, 2020

Note: Effective Aug. 1, 2020 this service is provided by the UW System Administration Office of Technology Services

SIS Service Description

The Student Information System (SIS) service provides PeopleSoft administration and development services to the University of Wisconsin Comprehensive institutions and administrative units. Services range from on-demand assistance on projects or staff augmentation to full, ongoing administrative support of the PeopleSoft system (excluding physical hosting and database services). Use of this service is optional and work performed is based on services requested.

What is included in the service?

Examples of services for PeopleSoft administration and development are listed below. This is a sampling of services and not a complete list.

PeopleSoft Administration	PeopleSoft Development
<ul style="list-style-type: none">• PeopleTools Upgrades and Patches• PUM (bundles) management/application• System configuration adjustments as needed• Critical Patch Updates (security fixes)• Application Security Maintenance• Bug, Defect, Proof of Concept fixes and One-off Patches• Movement towards standardization of processes when possible	<ul style="list-style-type: none">• Requirements Gathering & Business Analysis• Project Management of small to midsize projects• Building integrations and customizations• Interface alterations & integrations• Testing and debugging• Use of standardized development processes and change management practices

Service Measures

Service performance is measured using several metrics to ensure service levels are met and to strive for continuous improvement. The service metrics for the SIS service are:

- >50% of all events are resolved at the first point of contact
- 90% of events are responded to within established response times (determined at time of engagement)
- 90% of all events/incidents are resolved without new occurrences reported
- >90% of events are initially assigned the correct priority
- >95% Customer Satisfaction rating
- >95% of deliverables are delivered within agreed timelines

Service Delivery Model and Cost

The SIS service is available through two delivery and cost models depending on the services requested.

- **Annual Subscription Fee (PeopleSoft Administration support only)**

Annual PeopleSoft administration support for your SIS can be provided via an annual subscription. This service consists of a PeopleSoft administrator being assigned to provide full support your institution's SIS. The subscription is for a 12-month period and begins on the agreed upon start date. The service is not prorated to align with the fiscal year.

Annual cost is \$70,000

- **Hourly Fee (PeopleSoft development, administration support, or projects)**

PeopleSoft development, partial administrative support and project needs are provided based on an hourly rate. This service is customized to the request from the institution. OTS will work with the requesting institution on defining the requirements and expectations. An estimate will then be provided. Depending on institutional needs, it may be possible for an institution to purchase a block of hours.

Hourly rate is \$85.

Institution Responsibilities

This service is a partnership with each partner being responsible for contributing to its success. Institutional responsibilities for this success are:

- Defining and communicating business requirements
- Keeping timeline and expectations realistic and achievable
- Helping OTS understand institutional culture and sentiment
- Providing billing information at the beginning of the engagement
- Being dedicated to making the partnership work
- Collaborating with OTS on problem and issue resolution
- Communicating directly to OTS SIS leadership with questions, concerns, requests, etc.
- Offering feedback on how to improve the service

Requesting SIS Services

To request an estimate or to subscribe to the SIS service, contact John Perkins, the SIS Service Manager, via email at John.Perkins@uwss.wisconsin.edu. John will contact the requestor to discuss the objectives, requirements and timeline of the request. He will provide an estimate and work with the institution if they wish to pursue an engagement.