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SHARING PROJECT UPDATES AND TIPS  
FOR GETTING THE MOST OUT OF THE  
SYSTEM AND ADDRESSING THE NEEDS

○ December | ○ 2006

# ISIS

# focus

*ISIS focus is a monthly newsletter to share project progress, useful advice, and more.*

## SunGard Announcement about Matrix

Last month, on a conference call with JHU and the schools implementing Matrix, SunGard Higher Education announced that they will no longer be marketing or selling the Matrix product. They will continue to support bug fixes, regulatory updates (including financial aid, 1098T, test score format changes and IPEDS changes), minor enhancements, and technology certifications through 2014. In addition, SunGard guaranteed us that they will honor their commitment to support JHU through our SSS go-live, delivering promised SSS functionality with their December 2006 release. Over the next month, we will be having additional conversations with the vendor and with the other universities using the product to determine what our next steps will be.

In the meantime, we have set up a “Matrix Town Hall” space in Confluence. This “virtual town hall” has a two-fold mission:

- (1) to provide a single location to post official information regarding the future of the Matrix product from the vendor and from JHU project leadership
- (2) to provide a location for those who are interested to gather (virtually) and engage in a dialogue via blog

We'd like to encourage you to take some time to review the space and post your thoughts and concerns and to stay connected to the on-going activities as we work together to review our options and identify a long-term strategy.

**Visit the Matrix Town Hall space @**  
<https://know.isis.jhu.edu/display/FutureMx/Home>



*Share your thoughts and concerns at the Matrix Town Hall.*

## Records and Registration Updates [SSS]

**Go-live for Nursing as an early adopter is just over three months away!** Development work is underway on numerous efforts and will wrap up for most initiatives by the end of the calendar year. In the past month, some significant events included:

- Received and tested beta releases of new SSS features to be released as SSS 2.6.2.2; continued collaborative design sessions with SunGard and reviewed prototypes for additional enhancements
- Formed integration testing workgroup to review testing items and began writing test cases
- Completed design of Self-Service search for classes, enrollment cart,

enrollment details, enrollment results and class schedule functionalities

- Selected Sympa as the email list server that will replace Puppeteer and provide dynamic lists to faculty of students enrolled in their classes
- Continued testing USIS data migration/interface with the expectation that the student instance will be moved to production in November
- Continued design and development of divisional and shared reports

Please see page 2 for *A Look at SSS Upcoming Events* for the month of December. ➔



## Billing Updates [SBS]

The SBS Team continues to struggle with the e-mail address process in JHED, with multiple updates arriving from various sources around the university. We thank Sherril Tart for consolidating the information about these processes, and look forward to a time when we can “lock-down” a Hopkins address for the life of the student!

HopkinsOne changes to our budgets, used by transcodes and DGA, will involve some re-training for our office personnel, but the crosswalk mapping by Carlos Rodriguez is preparing us very well. He and Lourdes Cordero continue to shepherd us along this SBS trail.

We are excited to welcome Jason Shaffner back to JHU as a part-time employee, helping us with tuition and fees rate calculation that will interact with SSS! Thanks also go out to Steve Hellen and Gary Slavinsky for demonstrating the SSS screens that we'll use most often to review our students' registration information.

We are investigating a new payment proposal regarding the use of Debit Cards, which carry a much smaller JHU merchant fee than the normal credit cards we accept now.

Good luck to everyone with their HopkinsOne classroom and web-based training!

**The next SBS Users Group Meeting will be held Tuesday, December 19th from 1pm — 4pm in Mt. Washington conference room B133.**

## Financial Aid Updates [SAS]

Earlier this month, the SAS User group tested a beta version of the 2.6.2.2 regulatory release. After several iterations, we're happy to report that the final version is now in production. The current release supports the 2007-2008 College Board Profile import, estimated federal EFC calculations and COD data exchange, using the new 2.0e XML Schema. The January SAS regulatory release will contain the official 2007-2008 federal EFC calculations, as well as the ability to import FAFSA records.

The IDOC (Institutional Documentation) service implementation team participated in the first round of user acceptance testing, and the results were favorable.

The team will continue testing during the month of December, and is still on target for a January go-live.

**The next SAS user group conference call will be held on December 12, 2006 at 9am. Dial 1-800-467-2166 and enter a participant code of 789978 to access the call.**

### SAS Tip of the Month

**Use Stored Queries and the Batch Functions / Communications - Batch** functionality in ISIS to quickly assign and extract letters and e-mails to a targeted group of students. This is an effective technique for simple letters and static e-mails, allowing end users to avoid the change control process as there is usually no rule configuration involved.

## Self-Service Updates

**Go-live for Nursing as an early adopter is just over three months away!** SSS

Self-Service design and development activities are in full throttle in preparation for March 2007 product release. The Self-Service team is currently working on fine tuning functionalities such as Add/

Drop Classes, Search for Classes, My Grades, and View Class Schedule. The SSS Self-Service testing effort, involving divisional representatives, is set to commence December 7th and will continue on a weekly basis. The Self-Service team has also certified the current site for Internet Explorer



*Continued from page 1*

## A Look at SSS Upcoming Events



The SSS project team, comprised of registrars and their staff as well as dedicated project staff have numerous activities planned for this month:

- 12/5 - Use Cases, EPP
- 12/6 - Use Cases, EPP
- 12/7 - Full Team Meeting
- 12/7 - Self-Service Testing
- 12/7 - Data Migration Testing
- 12/14 - Full Team Meeting
- 12/14 - Self-Service Testing
- 12/14 - Data Migration Testing
- 12/15 - Workshop 11, SAIS
- 12/15 - Final IDR Testing
- 12/21 - Full Team Meeting
- 12/14 - Self-Service Testing
- 12/21 - Data Migration Testing
- 12/22 - Release of SSS 2.6.2.2 from SunGard

*\* Be sure to check the SSS Confluence space for specific locations and times as well as any schedule changes.*

## Admissions Updates [SMS]

### Changes to the Country LOV

Over the past several months, a number of users have expressed frustration with the list of values for countries in ISIS as noted in JIRA CMN-2373. Nicole Westrick recently met with Craig Smith and Barbara Shaffer to discuss this and other changes to common codes. They will be meeting regularly to address additional common code items beginning in January.

This represents a first step to address the items that are creating challenges for SMS users. The change to country values should address challenges that the current ISIS values create for mailing information to prospects and applicants. The following table describes the changes to country values to facilitate postal mail:

Current ISIS Value	New ISIS Value	United Nations Website Description
China, People's Republic of	China	China
Congo	Congo	Republic of the Congo
Congo, Democratic Republic of Zaire	Democratic Republic of the Congo	Democratic Republic of the Congo
Ireland, Republic of	Ireland	Ireland
Korea, Democratic People's Republic of	Democratic People's Republic of Korea (North)	Democratic People's Republic of Korea
Korea, Republic of	Republic of Korea (South)	Republic of Korea
Micronesia, Federated States of	Micronesia	Micronesia (Federated States of)

A special thanks to Dawn Galyean and the SAIS-DC Admissions Office for researching the values on the United States Postal Service and United Nations websites!

**The next SMS Users Group Meeting will be held Tuesday, December 19 from 2pm – 4pm in Mt. Washington conference room A115.** You can add items to the agenda in Confluence at: <https://know.isis.jhu.edu/x/G18>. If you would like to arrange videoconferencing for the December meeting, contact Nicole Westrick at [nmwestrick@jhu.edu](mailto:nmwestrick@jhu.edu) by Thursday, December 14. To review the minutes from November's meeting visit Confluence at: <https://know.isis.jhu.edu/x/h1U>.

## Civilize Your SQL...

Some Database users who write SQL queries may wonder, "What is the big deal regarding a DBA Code Review? After all, if you write a query and it returns the data you want, what else matters?"

Here is a good analogy to explain this question:

*A young farmer, for the first time, had to bring his produce to the market in a distant town. Lacking any modern transportation, he packed up his produce on his oxen and set out walking to town over bumpy, muddy paths that linked the various farms. As he got closer to town, the muddy path was transformed into a smooth, paved road. "Wow, what a difference to be out of the mud!" he*



*said as he moved his oxen into the center lane of the road, "I will get to market much faster this way!" Soon, cars, buses and trucks were backed up behind the farmer, honking their horns. The farmer, oblivious to the angry drivers, thought the noise was the nice townspeople welcoming him with a parade and musical fanfare. "What friendly people! This must be the mayor..." he said noticing one person*

*with a blue uniform, a hat and a club running towards him. To the farmer's shock and dismay, the man with the blue uniform grabbed him by the arms, and yanked the oxen out of the road, spilling their produce that was on their backs. "What are you doing in the middle of the road!?! " screamed the man with the hat at the shocked farmer. "What did I do wrong? I was simply going to the market..." replied the farmer.*

Similarly, our large, central ISIS database is like a large highway being shared with many others. Certain queries or data update scripts that perform inefficiently can block data and performance for other ISIS users. The DBA is much like a traffic cop— keeping the traffic moving at an optimal pace and making sure no one is blocking the road.

-Sam Meiselman, ISIS DBA



### Security Tip of the Month

#### Watch Out For Those Social Engineers

Social engineers use trickery, subterfuge, human nature and sheer audacity to collect nuggets of information they can put together in a way that tells them more about the "Big Picture", thus making it easier for them to make the "Big Score". To thwart them, it takes little more than paying attention to who is around, what they're doing, and being aware of whether or not it's appropriate for them to be there and doing that. In other words, common sense.



## Upcoming ISIS Training

Course Title	Course ID	Date	Location
Astra Schedule	AS02.001.100.07	12/14/2006	Eastern B104
ISIS Creating and Maintaining Courses	IS02.300.10.10	12/11/2006	Eastern B104

**To register...** for any of these courses, call the Office of Training and Education at 443-997-6453 or visit them on the web @ <http://training.jhu.edu>.

The ISIS Training Team is working on finalizing the training schedule for 2007. As part of the training schedule, we are working on developing additional web-based training courses for Astra Schedule Basics and Protecting Social Security Numbers. Finally, we will be presenting the SSS training plan and a proposed schedule at the December 21st SSS meeting.

## Meet the ISIS Staff... *Justin Cooke*

I'm a Baltimore City native, and except for a year and a half in St. Mary's County, MD (where I went to college and met my lovely wife) have lived my whole life in either Baltimore City or County (we're currently in Hamilton/Lauraville). I grew up on 33rd Street and graduated from Baltimore Polytechnic Institute in 1992. After returning to Baltimore from St. Mary's, I worked as a mechanic, at Al Packer Ford on Belair Road (the one with the huge American flag) for nearly 4 years and earned my ASE Master Technician certification (and learned a *very* useful lifelong skill). Eventually, circumstances allowed me to return to school full-time and I studied Aerospace Engineering and Physics at College Park. I hadn't *quite* finished my degree when I had to return to full-time work. I'm currently working on a Computer Science degree at the University of Maryland—University College.



After leaving College Park and before coming to Hopkins, I worked at API in Rockville doing hardware controller and Windows software programming. Our company built various precision measurement and tracking devices, most of them utilizing laser interferometry. It was neat work, but the commute was horrible at around 1.5 hours each way!

I started with Student Information Systems in April 2005 and worked in the Technical Operations group (a.k.a. TechOps) for about a year. As a member of TechOps, I performed most of the ISIS installations, administered the AutoSys environment, got MOM (Microsoft Operations Manager) up and running, and developed the Online Payments portion of SBS Self-Service. I'm now a developer in the SAS ProdSupport group and I'm currently finishing up the IDOC interface.

### E-Learning Courses

There are also several E-Learning courses available for anyone to take at any time. Each of these courses take about an hour to complete.

- ISIS: 100 - Navigating in ISIS (ID: ISIS.100.01)
- ISIS: 110 - Departmental Graduate Aid (DGA) (ID: ISIS.110.01)
- ISIS: 120 - Financial Aid Inquiry (ID: ISIS.120.01)
- ISIS: 130 - Student Billing Inquiry (ID: ISIS.130.01)

### Departmental Training Available

The ISIS Training team is happy to provide training for your department. For more information, please contact Nicole Westrick at [nmwestrick@jhu.edu](mailto:nmwestrick@jhu.edu).

Outside of work, I spend most of my time doing home and car repairs, and playing with my wife and our three kids: Wren (9 yrs), Robin (nearly 6yrs), and Finch (7mos). I also used to be a competitive road cyclist (MD and DE District Champion in 1992!) and have been riding and training for the coming racing season. I'm also a pilot. I soloed on my 16th birthday at the former Baltimore Airpark, which used to be on the west side of I-95, just north of White Marsh. I haven't flown since 1994, but I'm finally in a position to start again and I'm looking forward to it!

#### Justin received the Peer Employee Recognition Award in October for his outstanding attitude and accomplishments

The following was submitted by a peer in the department in nomination of Justin for this award:

*Justin Cooke who is extremely helpful and very responsive to questions and requests. Justin's attitude is great and despite being busy will take time out of his busy schedule to help out others. I have found Justin to handle the stress of multiple issues and still extend his help when needed. Even when required to answer about areas he is not directly working in he takes time to investigate and provide solutions instead of stating that "it is not his job". I personally feel that his attitude leads to positive team building wherein collaborative knowledge sharing increases the productivity of new comers on the team.*

**Congratulations, Justin!**

#### Looking for Past Issues of *ISIS Focus*?

You can find all past issues of *ISIS Focus* on our website at: <http://www.jhu.edu/isis/newsletter.htm>



#### ISIS FOCUS CONTRIBUTORS

Special thanks to this month's ISIS Focus Contributors:

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