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○ June | ○ 2006

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

# ISIS

## focus

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

## 2.6.1 Upgrade Is Complete!

**Due in large part to the hard work and dedication of the Student Information Systems staff, ISIS project staff, divisional functional and technical staff, and the ISIS user population, we have successfully upgraded the production ISIS system to 2.6.1, the latest software release from SunGard Higher Education.**

This has been ISIS' most successful major system upgrade to date, with only a half-dozen upgrade related issues having been identified and logged since the upgrade was completed early Saturday 5/20/06 (in record time!).

This release saw the most user involved testing of any release to date, which was no doubt a determining factor to its success. Testing was performed earlier than ever-- in development environments, well in advance of the release being promoted to pre-production— giving

ample time to identify issues and either resolve them internally or have them addressed by the vendor. Student Information Systems staff have also fine-tuned their release management process for 2.6.1, following lessons learned from the 2.5.1 and 2.5.2 upgrades of last year.

2.6.1 also marked the first time that a beta release of a major system upgrade was made available to JHU by the vendor, which provided an opportunity to get a jump-start on impact analysis and early impact testing. SunGard Higher Ed has also improved the quality of their installation tools and documentation in this release and the reduced level of identified defects speaks to the improvement of their internal product quality processes. Their Client Services group provided around-the-clock support for JHU during this upgrade and the days following, demonstrating a clear commitment to the continued success of our implementation.

Student Information Systems will be hosting a "2.6.1 lessons-learned" session to discuss what went well-- and what did not go well-- with this upgrade and

with the release management process that we have implemented. Everyone is encouraged to share their thoughts and join us in this important session. The session will be held on Thursday June 15, from 3-4pm at the Mt. Washington Conference Center, Room A115 in the Davis Building. If you can't be there in person, please join us on the phone; Dial-in Information — phone: 1-800-467-2166, passcode: 57467925.



## Billing Updates [SBS]

The SBS team continues final preparations for the early June "Go-Live" of SBS Self-Service, so that students (and their authorized viewers) may view the student's current transactions at any time. This will permit billing and e-payments through ISIS, providing quicker and more reliable payment recording.

We are continuing to resolve unreconciled items between SBS and the General Ledger, to meet

our financial goals of repairing un-matched transactions as quickly as possible.

The SBS team members are revisiting and revising the fee rates and tuition calculations we constructed last year, in preparation for the SSS implementation in 2007. Replacing the current legacy systems, which feed tuition and fees to SBS through imports, will involve complicated rate rules and scripts to calculate the costs through ISIS.

**ISIS Self-Service Site for Student Accounts Ready to Go Live**



*Check out the article in the May 15, 2006 issue of the JHU Gazette!*

<http://www.jhu.edu/~gazette/2006/15may06/15isis.html>

## Records & Registration Updates [SSS]

Work continues on multiple initiatives to support SSS early adopters planned for the first quarter of 2007 and broad use in Summer 2007. In the past month, some of the significant milestones include:

- Completed testing for 2.6.1.1 which went to production May 20 and began testing for 2.6.1.2, a minor release that fixes numerous defects scheduled for production June 20.
- Facilitated business use-case scenario discussions with SPSBE
- Completed design of report model / extract for graduation which will utilize SQL Server Reporting Services' Report Builder to facilitate easy-to-use ad-hoc queries
- Identified final requirements for faculty self-service
- Reviewed requirements and design for creating and updating student records in JHED
- Defined scope of USIS data migration to bring student data from academic year 2000-01 into ISIS

## Admissions Updates [SMS]



The 2.6.1 upgrade was completed on production on May 20, 2006. Identified issues with imports, user permissions, and reports will be addressed as quickly as possible.

SAIS-DC, SAIS-Bologna, and the School of Nursing have go-lives scheduled for the summer and early fall. Those divisions began their configuration work on the development instance.

The next SMS Users Group Meeting has not yet been scheduled for June. The location, date and time of the meeting will be announced shortly. We will be concentrating on JIRA review and prioritization of issues. Please review all JIRAs that have been submitted by your division and are still unresolved and prepare to discuss and assign a priority and target date to each issue. As discussed at last month's Users Group Meeting, your feedback and evaluation is needed in reviewing the online application. Please visit <http://know.isis.jhu.edu/x/zjU> for details on accessing the sample online application for known issues. Please post your suggestions and comments to the following page in Confluence, <http://know.isis.jhu.edu/x/6zc>.

Alex Campbell is no longer the SMS functional lead. His new position at the school of Public Health, as the Associate Director of Admissions Systems, has demanded much of his time and he is no longer able to devote the time that's needed to the project.

## 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:\*

- 6/1 - Interdivisional Registration Workgroup
- 6/1 - Configuration and Rule Writing
- 6/2 - Workshop 5, AAP
- 6/5 - Workshop 7, Nursing
- 6/5 - Workshop 6, Public Health
- 6/8 - Team Meeting
- 6/8 - Transcript Workgroup
- 6/8 - Configuration and Rule Writing
- 6/9 - Workshop 5, SAIS Configuration Workbook Review #2
- 6/12 - Workshop 4, EPP
- 6/13 - Workshop 5, Peabody
- 6/13 - 6/16 - SQL Reporting Services Training @ Welch
- 6/14 - Workshop 6, AS/EN
- 6/15 - Team Meeting
- 6/15 - Configuration and Rule Writing
- 6/16 - Workshop 6, AAP
- 6/16 - Workshop 7, SPSBE
- 6/19 - Workshop 7, Public Health
- 6/19 - Workshop 8, Nursing
- 6/22 - Team Meeting
- 6/22 - Configuration and Rule Writing
- 6/23 - Workshop 4, SAIS
- 6/26 - Workshop 5, EPP
- 6/27 - Workshop 6, Peabody
- 6/27 - Business Use Cases, Nursing
- 6/28 - Business Use Cases, Nursing
- 6/28 - Workshop 7, AS/EN
- 6/29 - Team Meeting
- 6/29 - Configuration and Rule Writing
- 6/30 - Workshop 8, SPSBE

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

# ISIS Tips and Tricks

## Stored Queries

Stored queries enable users to perform searches for a specific group of student records, without having to repeatedly enter criteria each time you perform the search.

End users can create and save stored queries for their own use, while administrators can create, save, and assign stored queries to many users or roles.

### To Add a Query to Your My Queries List

1. Navigate to the **Search** window for which you want to create a stored query.

Add button

Advanced Search button allows you to view additional search criteria.

Search for [Entity] window

2. Type or use the List of Values (LOV) to select a search criteria value in each of the desired fields on the Search window.

3. Click **Add**.

The *Save Query – Web Page Dialog window* appears.

Application defaults based on your application.

*Save Query – Web Page Dialog window*

4. In the **Name** field, type a unique name that describes the query.

*Note:* It is important to name your stored queries with enough detail and description that you can easily identify the type of data that will be returned. You will not see your query criteria when you select the query from the My Queries list of values (LOV).

5. The **Valid From** date defaults to the current date.

6. In the **Valid To** field, type or use the calendar feature when you want this query to expire. In other words, the query is no longer available after the Valid To date entered.

7. Click **Save**. Your query is now added to the My Queries list of values (LOV).

*Note:* You cannot modify a stored query once it is saved. You must remove the existing query and add a new one.

Got ideas for the Tips & Tricks section? Email [isis@jhu.edu](mailto:isis@jhu.edu).

## Upcoming ISIS Training

### ISIS: 110 - Departmental Graduate Aid (DGA)

Duration: 2 hours | Course ID: IS01.110.02

- Monday, June 19, 2006 | 2 PM - 4 PM

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

**ISIS: 100 - Navigating in ISIS** (Course ID: ISIS.100.01)

**ISIS: 110 - Departmental Graduate Aid (DGA)** (Course ID: ISIS.110.01)

**ISIS: 120 - Financial Aid Inquiry** (Course ID: ISIS.120.01)

**ISIS: 130 - Student Billing Inquiry** (Course ID: ISIS.130.01)

### To Register...

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>.



## Financial Aid Updates [SAS]



On May 12th, members of the SAS team and Student Information Systems visited the financial aid office at Loyola College. Loyola was an early adopter of the College Board's IDOC (Institutional Documentation Service). The financial aid application process for their students is almost paperless. Their advice and lessons learned will strengthen JHU's design for an interface between IDOC and ISIS.

The Department of Education continues to issue

guidance regarding the Higher Education Reauthorization Act (HERA). The SAS team continues to work closely with SunGard Higher Education to establish requirements and time lines for software upgrades. We expect our first HERA regulatory patch as early as the middle of June.

Finally, this Spring marks the official 3rd year of financial aid processing in ISIS for the East Baltimore campuses. Happy anniversary!

## ISIS Update From Project Sponsors

The following ISIS Project Update was sent to senior university administration, deans, academic deans, divisional business offices, and others on 5/12/2006.

Dear Colleagues,

In just a few weeks, beginning the first week of June, all of Johns Hopkins more than 18,000 students in all divisions will begin using the self-service features of the student billing portion of ISIS.

For many students, this will be the first direct contact with the ISIS project. The self-service portion of the Student Billing System (SBS) module will give them the opportunity to view their student account in real time and improve online bill payment services making online viewing and paying of student accounts faster and easier. It will also empower them to designate third parties (such as their parents) online access to their account. The student billing self-service functionality will also result in cost savings to the billing offices with the elimination of per-bill fees from the current third-party service provider.

With this phase moving forward, we think it's a good time for an update on the ISIS project. There are a few things to report.

As you know, we have implemented three out of the four core modules of the system, including Admissions or Student Marketing System (SMS); Financial Aid or Student AID System (SAS); and the SBS module.

The scope of this project has been ambitious and we have systematically worked on implementing, in stages, these various modules. Our last-and perhaps the most ambitious of them all-is records and registration, or Student Service System (SSS). Each school has already implemented the course functionality portion of the SSS module. However, the student enrollment portion, which will be the most complex, remains. The School of Nursing has agreed to be an early adopter in March 2007, with the rest of the schools (except the School of Medicine) joining in summer 2007.

We certainly can look back at the number of challenges we've faced-from our product having been bought and sold several times to some not insubstantial technical challenges-and while we may have hit some snags, we are proud to report that all of us have accomplished something important for Johns Hopkins.

We have a functional system that we will continue to improve with the ultimate aim of working more efficiently with, and better serving, our student community from the time they enter as prospective students to their graduation.

Finally, we want to reassure you that the commitment to this system, both by us, the vendor and other institutions using it or planning to implement it, remains strong. The university recently hosted a meeting with the vendor and those various other schools, to discuss common interests with the software product. Out of that full day came reassurance of commitment to this product, going forward.

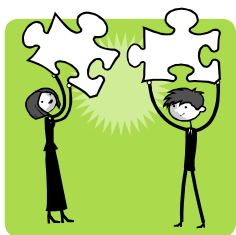
We want to thank you for your strong support and interest in ISIS. Please let us know if you have any questions or comments. In the meantime, consider checking out the newly-launched ISIS newsletter:

[http://www.jhu.edu/isis/newsletters/2006/ISISFocus\\_May2006.pdf](http://www.jhu.edu/isis/newsletters/2006/ISISFocus_May2006.pdf)

Sincerely,  
Stephanie Reel  
Jim Zeller



# ISIS Self Service and SiteMinder Integrate for Single Sign-On



SiteMinder is web access software that provides for single sign-on for web applications. When Self Service for SBS goes live in early June, the site will be SiteMinder protected. The new SiteMinder integration will only effect the Self Service site. This change will *not* effect the administrative side of ISIS.

## What does this mean for me?

The integration with SiteMinder will *not* change your current process.

Here's what you will notice — When you click the “Sign in” button on the

Self Service login page, you will be redirected to a centralized SiteMinder login page where you can enter your JHED credentials (or temporary student account login). Upon successful login, you will be redirected to the SBS Self Service site. Please see the screenshot sequence below.

## What are the benefits?

The benefits of the new SiteMinder integration is that once you're logged in, re-authentication to other SiteMinder protected Web pages, such as E210 and SPARS, is not required.

Johns Hopkins University - ISIS (Internet Student Information System) - Microsoft Internet Explorer

SELF-SERVICE  
Internet Student Information System

JOHNS HOPKINS UNIVERSITY

Welcome to ISIS!

If you have a JHED username and password, please click the SIGN IN button to access the Self-Service system using your JHED credentials. If you are a prospective student, your username will be the ISIS ID you entered when you created your account. You must have proper authorization to access your personal records. If you were redirected to this screen from the user creation process, please wait several seconds before clicking on the Sign In button.

**Important Security Note:** Once you are finished using the system, be sure to log out and close your browser to prevent unauthorized access to your data.

First time logging in? If you are applying for admissions and using this system for the first time, [visit the admissions page first.](#)

**SIGN IN** [Sign In]

Need Help?

- Forgot your username or password?
- Browser & System requirements
- Why do I contact for help?

These information services are provided by Johns Hopkins to assist in accomplishing its business. This policy by entering false data, by disclosing security access such as passwords, or by deleting information.

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ISIS System Announcements

**Production Available**  
Sat, 20 May 2006 12:05:43 -0500  
We have completed the upgrade of the ISIS environment and the application is now available for use. If you encounter any problems accessing or using the environment please contact your ISIS technical resources to have a JIRA issue created to report the problem to ISIS Production Support.

**Production ISIS Environment is Currently Down for the 2.6.1.1 Upgrade**  
Fri, 19 May 2006 16:50:17 -0500  
The Production ISIS environment is currently down for maintenance while it is upgraded to the 2.6.1.1 release. All jobs, interfaces, and reports are also down while this upgrade takes place. Once the upgrade is complete an email notification will be sent out. To view the status of the upgrade please view the 2.6.1 Upgrade Task Page in [Confluence](#).

Johns Hopkins Enterprise Authentication - Microsoft Internet Explorer

JOHNS HOPKINS ENTERPRISE AUTHENTICATION

LOGIN

Please enter your JHED ID and Password

JHED ID:

Password:

Login

ENTERPRISE LOGIN INFO | LOGIN HELP | FAQ

Welcome to the Johns Hopkins Enterprise Login.

The purpose of Johns Hopkins Enterprise login is to provide a single sign on functionality for our customers to access many applications with just one log in.

Single sign on (SSO) is a mechanism whereby a single action of user authentication and authorization can permit a user to access all computers and systems where he has access permission, without the need to enter multiple passwords. Single sign-on reduces human error, a major component of systems failure and is therefore highly desirable but difficult to implement.

If you have trouble using this form, [click here to use Degraded Mode.](#)

Use of the Johns Hopkins Enterprise Directory (JHED) Computer System shall be solely for the business purposes of the Johns Hopkins Institutions. Unauthorized use may subject you to criminal prosecution. Use of this system is monitored. Evidence of unauthorized use noted during monitoring may be used for administrative, criminal or adverse action. Use of this system constitutes consent to monitoring for these purposes, and for any other purposes related to the business interests of the Johns Hopkins Institutions, or as needed to protect system resources.

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