○ May | ○ 2006

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

ISIS *focus*

This inaugural issue of ISIS focus is the first of a monthly newsletter to share project progress, useful advice, and more.
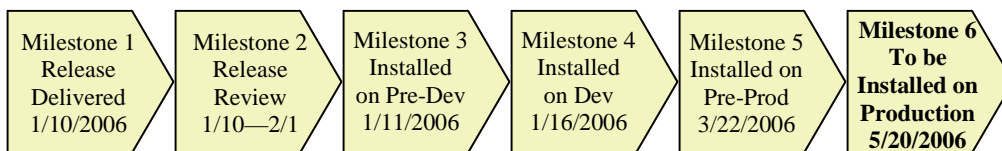
2.6.1 Is Here!

The much-anticipated 2.6.1 version of Matrix was officially released on January 10, 2006.

Significant progress occurred to merge Hopkins customizations with this new release and it is now installed in development and pre-production environments. Every functional area of each academic division is expected to participate in testing to ensure their specific configuration, reports and general business processes are not adversely affected.

While this release focused primarily on the SSS module, some enhancements were made for each module. A significant number of enhancements can be attributed to suggestions made by users at Hopkins!

2.6.1 Implementation Timeline

| Milestone 1 Release Delivered 1/10/2006 | Milestone 2 Release Review 1/10—2/1 | Milestone 3 Installed on Pre-Dev 1/11/2006 | Milestone 4 Installed on Dev 1/16/2006 | Milestone 5 Installed on Pre-Prod 3/22/2006 | **Milestone 6 To be Installed on Production 5/20/2006** |

Self Service Updates

The next major component of ISIS self-service is the billing module which will be rolled out across the university in June.

For most students, this will be the first direct interaction with ISIS. While the Communication Committee and Training staff are preparing a multi-channel information approach, the Student Account Offices are testing the various functions.

A significant effort, including an objective assessment of usability, has been made to ensure the application is usable and intuitive. The billing functions include a real-time account summary, monthly bill, online payment and ability for students to designate third parties (e.g. parents, employers) to view their account and make payments.

Billing Updates [SBS]

In addition to the initiatives described in the self-service section, work is underway to complete the reconciliation process. Also, a report is forthcoming from our Internal Audits department regarding the SBS billing system functionality.

We are currently working on changes required by the Hopkins One implementation which will impact various touch points with ISIS: payroll, accounts payable, accounts receivable.

ISIS

Records & Registration Updates [SSS]

Work is well under way on numerous initiatives to support SSS early adopters planned for the first quarter of 2007 and broad use in summer 2007. A sample of the major initiatives includes:

- Defining how and which data will migrate from legacy systems
- System configuration, rule writing and testing
- Mapping business processes to ISIS through detailed use case scenarios
- Series of 12 workshops onsite with each academic division to reinforce understanding of the system
- Over a two week period in April, nearly 30 participants attended an "SSS Bootcamp" delivered by SunGard Higher Education to reinforce concepts of the Matrix software for records and registration
- Designing reports, data extracts and transcripts
- Prototyping the interdivisional registration process
- Defining logic for batch processes
- Faculty self-service prototype
- Data transfer (interfaces) to and from other systems such as JHED, course management systems, student health, libraries, and many others.

In parallel with implementation work, efforts continue to support, extend and improve the management of course, offering and section data in ISIS.

A Look at SSS Upcoming Events

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

Date	Activity
May 2	Workshop 2, Peabody
May 3	Workshop 3, AS/EN
May 4	SSS Team Meeting
May 5	Workshop 4, AAP	Workshop 5, SPSBE
May 8	Workshop 3, EPP	Workshop 6, NR	Workshop 5, PH
May 9	Workshop 3, Peabody
May 10	Workshop 4, SAIS
May 11	SSS Team Meeting; Configuration and rule writing
May 17	Workshop 4, AS/EN
May 18	SSS Team Meeting; Configuration and rule writing
May 19	Workshop 5, AAP
May 31	Workshop 5, AS/EN

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

Vendor Updates

SunGard Higher Education (formerly SunGard SCT), the vendor providing the Matrix student suite product that we are implementing, has recently undergone a reorganization. In doing so, they consolidated a number of lines of business and eliminated names of acquired companies (SCT, BSR, and Collegis). Matrix remains an independent line of business and SunGard Higher Education reinforced their commitment to the continuing development and sales of the product in the higher education marketplace.

On Thursday, March 23, Johns Hopkins University hosted a meeting with representatives from SunGard Higher Education and the CIOs and project directors of our peer institutions who are implementing the product to discuss the reorganization, its impact to the Matrix product, and related concerns of the schools. The result was a positive discussion regarding the future direction of the product, including a rearchitecture based on functional and technical needs of the schools, and renewed commitment on behalf of SunGard Higher Education and the schools implementing the product.

Admissions Updates [SMS]

With the 2.6.1 upgrade dates fast approaching and the "busy" time of year taking up all our time, SMS users have been focusing on day-to-day operations and testing, when possible. Luckily, 2.6.1 does not have a great deal of impact on SMS functionality, so testing is smoother than some other releases. Issues have been identified with imports, user permissions, and reports — which will be addressed, but generally divisions have not encountered many problems. 2.6.1 is scheduled to go into Production on May 20, 2006.

Ahead for the summer: SAIS-DC, SAIS-Bologna, and the School of Nursing have go-lives scheduled for the summer and early fall. Those divisions will begin their implementation work in May.

The next SMS Users Group Meeting is May 3, 2006. The location and time of the meeting is to be determined. In addition to our Users Forum regarding ISIS, we will be concentrating on JIRA review and prioritization of issues. Please review all JIRAs, submitted and unresolved, by your division and prepare to discuss and assign a priority and target date to each issue.

Financial Aid Updates [SAS]

This is a busy time in the world of financial aid! We are nearly finished testing the 2.6.1 Matrix release**.** The Homewood financial aid office, working with Student Information Systems, will pilot an interface to the College Board's Institutional Documentation Service (IDOC) this summer. Staff will be able to access images of financial aid documents online. The larger JHU financial aid user group is in the process of finalizing the business requirements for an online institutional financial aid application.

Finally, we are all awaiting guidance from the Department of Education regarding the changes associated with the Higher Education Reconciliation Act (HERA). The establishment of new aid programs, and updates to the Federal needs analysis formula (just to name a few changes) will result in an unscheduled regulatory release in the Summer of 2006.

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

ISIS: 130 - Admissions Training
Duration: 2.5 days | Course ID: IS03.130.01
- Monday, May 01, 2006 | 9 AM - 4 PM
- Tuesday, May 02, 2006 | 9 AM - 4 PM
- Wednesday, May 03, 2006 | 9 AM - 12 PM

ISIS: 300 - SSS - Creating and Maintaining Courses
Duration: 1.5 days | Course ID: IS02.300.10
- Monday, June 05, 2006 | 9 AM - 4 PM
- Tuesday, June 06, 2006 | 9 AM - 12 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.

ISIS Tips and Tricks

Wildcard Characters
You can use the wildcard characters (**%** and _) to assist your searches in ISIS.

% represents any character or group of characters. For example, typing "%ric%" into a search field will return values such as Richards, Ericson, or Ricardo.

_ represents a single character only. For example, typing "J_n" into a search field will return values such as Jen, Jan, or Jin.

Keyboard Shortcuts
There are many keyboard shortcuts that can be used in ISIS. Here are some of the more popular ones.

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  Alt+S Save

  Alt+P Print Current Window

  Ctrl+Shift+F Search

  Ctrl+Shift+A View Alerts

  Ctrl+Shift+R Switch Roles
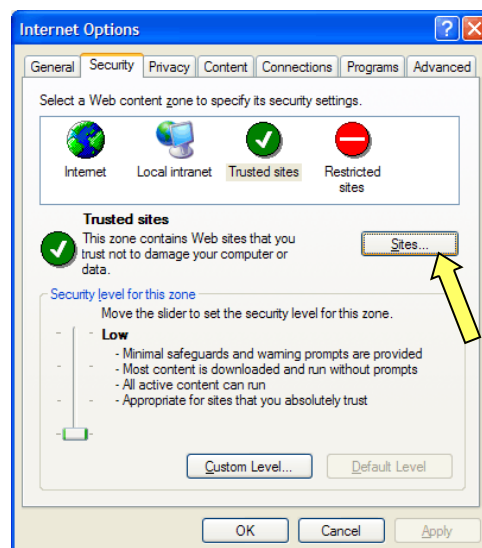
  Ctrl+Shift+L Logoff

....

Trusted Sites
When using ISIS, be sure the Production Instance is listed as a trusted site in Internet Explorer. If it is not listed as a trusted site, you may experience decreased functionality. For example, Excel based reports in DGA will not generate if ISIS is not listed as a trusted site.

To Check Your Trusted Sites
Open Internet Explorer. From the drop-down menus, select **Tools** > **Internet Options**. Select the **Security** tab. Click the **Trusted Sites** icon. Click the **Sites** button. Be sure that it is listed. If it is not listed be sure to add it.

Got ideas for the Tips & Tricks section?
Have you found a creative way to use ISIS to improve your business process? Email isis@jhu.edu.

Student Information Systems & ISIS Staff Moves to Mt. Washington Campus

Student Information Systems and ISIS project staff relocated to the Mt. Washington campus on Friday, April 21, 2006. The group is operating out of Suite 3110A in the Davis Building, at the Mt. Washington Conference Center. Phone numbers for all staff have changed; the new numbers can be found in JHED (http://jhed.jhu.edu).

Over the same weekend, the ISIS production environment was moved to upgraded hardware at the Mt. Washington data center to support the growing system. The actual hardware move began Friday at 5pm and was completed by Sunday at 4pm. The hardware move had only minor support issues to resolve on Monday morning. Thanks to all those who worked hard over the weekend— specifically the dedicated teams from Student Information Systems, Desktop Computing Services, and Enterprise Network and Security— who worked tirelessly to make sure the changeover went off without a

Mt. Washington's historic Octagon building at the Mt. Washington Conf. Center.

hitch and the production environment was up and running at the start of business Monday morning. Thank you as well to some of our users, who helped with testing once the system was back online: Tom McDermott and Marina Somers (ASEN Financial Aid), Amanda Pflaumer (Nursing), and Filipp Kistenev (Medicine).

If you encounter any problems accessing or using the production environment please contact your ISIS technical resources to have a JIRA issue created to report the problem to ISIS Production Support.

New Address for Student Information Systems

IT@Johns Hopkins
Johns Hopkins University
5801 Smith Avenue, Suite A3110
Baltimore, MD 21209
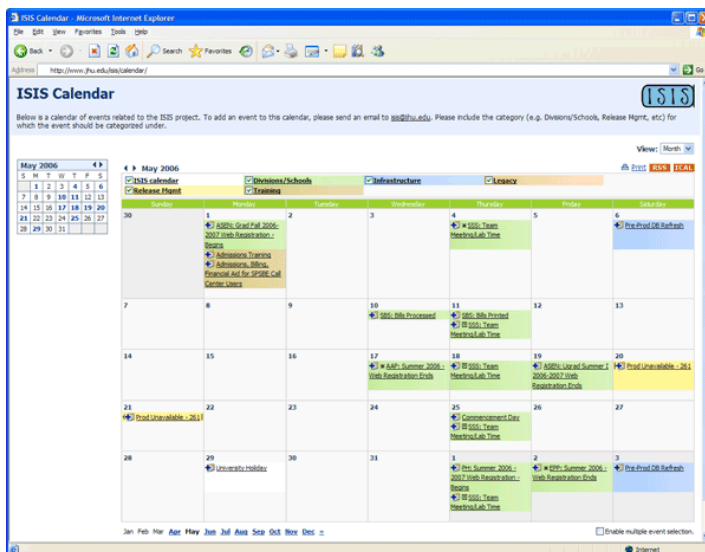fax (410) 735-4555

INFORMATION
TECHNOLOGY
JOHNS HOPKINS

Launch of New ISIS Project Calendar

The ISIS team has launched a new calendar for ISIS related events. The objective is to have one central location where you can get an idea of all the things going on in the divisions and to communicate planned activities related to ISIS.

The calendar is color coded into the following categories: University events/holidays (white), Divisions/Schools (green), Infrastructure (blue), Legacy (orange), Release Management (yellow), and Training (tan). You can change your view by toggling the checkboxes by each category at the top of the calendar. The calendar will list events such as planned downtime for the system, training courses, go-live dates, student registration dates, testing sessions, database refreshes, and more.

To add something to the calendar, please send your request to isis@jhu.edu.

Check it out!
http://www.jhu.edu/isis/calendar/

The ISIS Calendar can be found at: http://www.jhu.edu/isis/calendar/

ISIS