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

○ October

○ 2006

ISIS

focus

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

Financial Aid Updates [SAS]

The SAS user community is actively testing the 2.6.2 release in preparation for its deployment to production later this month. Users are eager to use the new Extend Query and Create Report functions, which enable users with little or no programming skills to perform more complex searches and queries.

Later this month, the SAS user group will view a demonstration of the SSS system. Users hope to gain a better understanding of how registration data will be stored and displayed in ISIS, as we continue to prepare for the eventual SSS go-live and related system integration activities.

Please take time to review the financial aid rollover resources posted to Confluence at <http://know.isis.jhu.edu/x/Rw8>. Confluence will be updated throughout the month of October with checklists and guides designed to help divisions make configuration decisions for the 2007-2008 award year.

The next SAS Users' Group Meeting will be held on October 10th from 9:00—11:30am at the School of Medicine Broadway Research Building, Room 181. There will be no conference call access for the meeting this month.

➔ *Continued on page 4...*

SAS Tip of the Month

Do you find yourself e-mailing students with answers to the same questions?

Your technical staff can configure "Static" e-mails in ISIS with canned responses to frequently asked questions. Staff members can assign and send the e-mail messages to students as needed on the SAS Student/E-mail screen. This reduces the need to compose a new message for every student, and creates and electronic record of your correspondence in ISIS. The messages can also be personalized before they are sent to the student.

Do You Know Who Your Computer Has Been Talking To?

When's the last time you walked away from your computer without it being password protected? How about downloaded a toolbar for Internet Explorer or those great animated smilies to use in emails? Did you really read the license agreements or did you just click accept? Do you know what else was installed along with those great smilies? Have you been wondering why you get so many popup ads while browsing the web?



It seems like at least once a month another university is mentioned in the news regarding the loss of private information. **The month of October is National Cyber Security Awareness Month.** JHU is always working to find solutions that can help protect our personal information as well as that of our students and colleagues. While these solutions are usually technical in nature, there are plenty of things that YOU can do that are easy to accomplish and generally only require common sense.

Use Strong Passwords

- Memorize your login id and password. Never write your password down or give it to anyone.
- Use a password that is unique that contains special characters and numbers and is not similar to your JHED LID.

Use Automatic Software Update

- One of the easiest ways to keep your software up to date is by enabling automatic updates on your computer.

➔ *Continued on page 4...*

SAIS-DC Went Live with Admissions [SMS] on 9/21

Read more on page 2...



Records and Registration Updates [SSS]

Go-live for Nursing as an early adopter is less than six months away!

Design work for SSS is now largely complete with some planned exceptions such as reports. By the end of the calendar year, nearly all development work will wrap up. In the past month, some significant events included:

- Completed first full iteration of USIS student instance and program of study data migration testing and began development of enrollment migration
- Finalized product enhancements expected from SunGard and began collaborative design sessions
- Introduced student report model
- Conducted business use case scenarios with the School of Public Health
- Completed development of Interdivisional Registration and test script
- Introduced shared transcript and drafted test script
- Completed design of batch jobs
- Designed extracts for the National Student Clearinghouse
- Staged system configuration for integration testing
- Merged customizations and tested 2.6.2.1 for SSS functions already being used in production

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: *

- 10/4 - Workshop 6, ASEN
- 10/5 - Full Team Meeting
- 10/5 - Data Migration Testing, Configuration and Rule Writing
- 10/6 - Workshop 9, SAIS
- 10/6 - Workshop 10, AAP
- 10/11 - Workshop 7, ASEN
- 10/12 - Full Team Meeting
- 10/12 - Enrollment Report Model Introduction
- 10/12 - Data Migration Testing, Configuration and Rule Writing
- 10/18 - Workshop 8, ASEN
- 10/19 - Full Team Meeting
- 10/19 - Data Migration Testing, Configuration and Rule Writing
- 10/20 - Workshop 11, AAP
- 10/25 - Workshop 9, ASEN
- 10/26 - Full Team Meeting
- 10/26 - Data Migration Testing, Configuration and Rule Writing
- 10/27 - Workshop 10, SAIS

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

Billing Updates [SBS]

Now that fall registration is nearly complete, we are seeing the value of SBS and SAS being linked on the Self Service aspect of ISIS. Students and parents can see what requirements in SAS are missing, which will deny their aid/loans from disbursing to their SBS account. This has reduced some of the calls regarding their debts still owed and expected refunds delayed.

We continue to grapple with the SSN privacy changes needed in SBS, and the SBS to SSS tuition calculation programming. We finally have a valid program for aging our delinquent balances and identifying our ex-student debtors. Now our collection processes and agencies can get moving on tracking down past-due debtors and collect some of the old balances still outstanding!

New bank accounts and check scanning, proper zoning of students, and keeping SBS Self Service screens up to date are keeping the Student Accounts Offices hopping!!



Admissions Updates [SMS]

Congratulations to the School for Advanced International Studies (SAIS) - Washington, DC who implemented the SMS application on September 21st.

As you know, 2.6.2.1 will be released later this month. Every division must participate in an on-site testing session at the ISIS lab at Mt. Washington. Kudos to both EPP and ASEN Undergraduate for participating in the first 2.6.2.1 SMS testing session! Participants indicated that the sessions were useful and enjoyed having direct access to HITS technical staff. There are two dates remaining: Friday, October 6 from 9a.m. - Noon and Tuesday, October 24 from 1 - 5 p.m. These sessions provide a unique opportunity to develop and improve the sense of collaboration and information sharing across all admissions offices at the Hopkins.

As you complete testing please remember to update the Confluence page at <http://know.isis.jhu.edu/x/IOE>. Remember to place your initials and the date when you complete testing of an area. If you encounter problems, please list the JIRA # in the field.

Update from the Duplicate Task Force Group

The Duplicate Task Force had a very productive first month.

With a focused group looking at the causes of the problem, the team was able to identify numerous sources of duplicate person records including: front end screens, imports, and validation routines. As sources are identified, solutions are being devised and implemented. Users will be advised of any functional changes that comes as a result.



The task force meets weekly to identify solutions to the duplicate data problem.

A new type of tracking document has been created in JIRA to help gather statistics about duplicate data occurrences. Ongoing work includes analysis of possible sources and development of fixes to software and processes to eliminate duplicates.

For more information and details on the Duplicate Task Force and their work, check out the Confluence Page @ <http://know.isis.jhu.edu/x/Fkw>.

Have you discovered ways that duplicate data can get created? If so, let us know, email isis@jhu.edu.

Upcoming ISIS Training

Upcoming Training

There is only one ISIS related training course scheduled for the next month... **ISIS: 110 - Departmental Graduate Aid (DGA) (course ID: IS01.110.02) to be held at Eastern on 10/10/2006.** To register for this course, call the Office of Training and Education at 443-997-6453 or visit them on the web @ <http://training.jhu.edu>.

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.

From the ISIS DBA...

Making Something out of Nothing...

There are three generalized situations of data:

1. *Specified Data* - Values for specific data elements are supplied.
2. *Empty Data* - Data is specified, but is empty (much like a placeholder).
3. *NULL Data* - No data has been specified.



Sam Meiselman, DBA

NULL data can create all kinds of database errors when programs assume a value has been specified and it is missing. Part of the DBAs efforts in code review is to check for NULL propagation between data and programs.

The difference between NULL data and empty data...

Many times people working with data can confuse the difference between empty data and NULL data. Here is a good analogy that may clarify the difference:

When I was a kid, my parents tried in vain to civilize me by dragging me to classical music concerts at the Kennedy Center in Washington.

Usually showing up late, we were greeted by a gloved usher with a little flashlight. Looking at our tickets, the usher led us through dark rows of patrons stares and whispers.

Arriving at the seats, one of three things would happen:

1. Someone was already sitting in them (Specified Data)
2. Someone saved the seat by leaving their coat on the it (Empty Data)
3. There was no one in the seat (NULL data)

For situations 1 and 2, usually an argument ensued as to whose seat it was. Little did the usher realize but when they settled the ensuing argument by saying "Stop making something out of nothing..." they were mimicking SQL Server when it UPDATES NULL data.

Security Tip of the Month

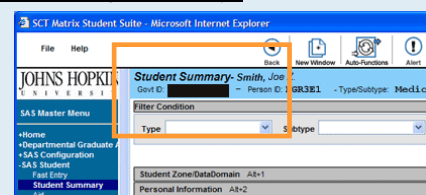
When working with ISIS screenshots in JIRA, Confluence, email, etc., please **remove any SSNs that may be on your screenshots!**



You can do this by using a graphics editing program, such as Paint (found at: Start Menu > Programs > Accessories > Paint), to "paint" over the SSN, and then save the edited screenshot image.

There are detailed instructions in Confluence:

<http://know.isis.jhu.edu/x/9yo>



Financial Aid Updates [SAS]

Above and Beyond Award Goes To... Tom McDermott!

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Tom McDermott has been selected as the 2006 Winner of the Homewood Student Affairs Above and Beyond the Call Employee Recognition award.

Here's what Dean Paula Burger said about Tom at the 15th Annual HSA Divisional Breakfast.

I am pleased to introduce to you an exceptional team player and an individual who has a can-do attitude regarded as second to none. His patience and calm demeanor are well known, as is his ability to quickly and thoroughly assess processes and to develop more effective and efficient ways to handle the work of the office of Student Financial Services, and, indeed of all the University's financial aid operations. His willingness to assume a position of leadership in implementing the SCT software system for ISIS allowed the project to achieve a level of success that would not have otherwise been possible. His creativity and ability to build consensus have been instrumental in changing the technological environment for student financial services. While working to develop technology solutions, however, he has never lost sight of the students whose financial aid the systems were being designed to administer. His extraordinary dedication, commitment, and professional expertise have earned him the respect and admiration of those around him. They have also earned him recognition as this year's winner: Tom McDermott, the Senior Associate Director of Financial Aid Systems.

Congratulations, Tom! 😊

Self-Service Updates

The Self-Service development team has continued with web site usability improvements over this past month. The changes are still in development, but a sneak preview will be coming soon in this newsletter. The changes are geared around enhancing the user experience for the students, faculty, and advisors using Self-Service. The result will be a much sleeker looking site with improved navigation— helping users can find what they need in the least amount of clicks.

The team is continuing with gathering requirements and doing design and development for SSS, which is scheduled to go live in the Summer of 2007.



Do You Know Who Your Computer Has Been Talking To?

(continued from page 1)

Beware of Email Attachments and Scams

- “Think Before you Click”
- Never open unexpected email attachments, especially from people you do not know.
- Financial institutions will NEVER send you an email telling you to click on a link and update your information.

Use Anti-Virus Software

- At least a hundred new viruses are discovered each month. If your anti-virus is not installed and *updated regularly*, you are not protected.

Physically Secure Your Computer

- Use screen saver passwords. To turn this on, go to Control Panel > Appearance and Themes > Display. On the Screensaver tab, select the checkbox for “On resume, password protect.” Also, set the number of minutes for your screensaver to kick in to 10 or 15 minutes.
- Never leave your computer unattended and un-password protected. Identify theft only takes seconds. Whenever you step away from your computer, lock it by using [CTRL + ALT + DEL] and select “Lock Workstation” or [WINDOWS KEY + L] (see graphic above).
- Use a cable lock to physically secure your laptop to your desk. If you don't have one, see your LAN Administrator.
- When you are done with a shared computer, make sure you logout and close all Internet browser windows.



Stay Cyber Security Aware

- Your security is your responsibility. Keep in the know about security issues. Visit StaySafeOnline.org for more information.

Meet the ISIS Staff... *Jim LaLonde*

The best way to understand me is to know two things right off the bat: from the age of 8-18, I was raised in West Virginia, and from kindergarten through high school, I went to Catholic school. Imagine how those two facts can frame a person's outlook on life and you now have an idea of where I am coming from.



I graduated from Virginia Tech with a degree in Management Science and Information Technology. I started my professional career as an E-commerce developer during the dot com boom, and over time gained experience in software, web, and database development. In January of 2004, I joined the ISIS project. I was part of the SBS implementation team responsible for the data conversion efforts once the module went live on Memorial Day weekend, 2004. After the SBS go-live I worked in the data management team primarily working on automated interfaces. Around April of 2005, I took on the responsibility of change control management for the ISIS project. After a few months, I was also given responsibility for release management. I continue to work in this capacity along with helping to coordinate the support of the ISIS modules that are currently in production.

I recently completed my Masters of Science from JHU in Information Technology Systems concentrating in Information Security. Security has become more of a focus in my job as I have helped to craft computer security policies for the SIS group. I am currently researching encryption software that can be utilized to secure the information stored on the SIS computers.

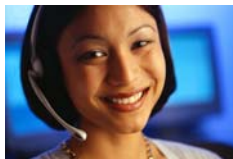
When I'm not at work, I'm spending time with my wife and three kids. I have two boys, ages four and two, and a daughter that is two months old. To say that my household is loud and chaotic is an understatement. To be honest I can't say I'd want it any other way.

For the first time in my life I can say that I love my job. Knowing that each day is going to be different than the next with new challenges to face really makes my job rewarding. My father always said to find a job you love, because there's nothing worse than going to a job you hate. Luckily for me JHU has allowed me the latitude to grow personally and professionally so that my job has evolved into something that I'm excited to come to work each day.

IT@JH Celebrates National Customer Service Week

What is Customer Service Week?

National Customer Service Week is a national event designed to raise awareness of the important role Customer Service Professionals play within their organization. This year's Customer Service Week is October 2nd through the 8th. Some of the main goals for the week are to raise awareness of the importance of customer service and to recognize and reward the hard work of all the outstanding individuals in the IT@JH family that are working above and beyond to provide the best for our customers.



Our Commitment To You

The ISIS Project staff, comprised of dedicated staff from the Student Information Systems department as well as functional and technical repre-

sentatives from all JHU divisions, are committed to providing the highest level of customer service for ISIS and Self Service. We are continually working to improve our processes to enhance project communication, give faster response times to problems, and identify issues before they affect you. The ISIS Production Support Team, consisting of about a dozen people, currently manages a queue of about 400 ISIS related support requests a month. They are always working hard to prioritize and resolve them as quickly as possible.

Let Us Know How We Are Doing



What are we doing well? What could be doing better? We would love to know... please send us an email at isis@jhu.edu.

Looking for Past Issues of *ISIS Focus*?

You can find 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:

Beth Bishop	Tom McDermott
Kelly Heese	Sam Meiselman
Steve Hellen	Nicole Westrick
Jim LaLonde	