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

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

ISIS focus

New Policy On Use of Student SSNs

You've read the headlines…

- *Boeing Corporate Laptop Stolen; 382,000 Identities at Risk* (12/13/2006)

- *UCLA: Hacker May Have Accessed 800,000 Students' Personal Data* (12/13/2006)

- *Social Security Numbers for Millions of Veterans Stolen From V.A. Official's Home* (5/22/2006)

- *Laptop Stolen in Baltimore May Have Personal Data of 193 Driver's Licenses* (8/26/2006)

- *Laptop theft puts data of 98,000 at risk* (3/29/2005)

- *Hackers steal ID info from Virginia university* (1/10/2005)

Stories of identity theft aren't new; the list of recent headlines above is only a sampling. The risks and importance of securing personal data are real and are being brought more into the forefront, especially here at JHU.

In late December 2006, the Provost and Council of Deans approved a more formal policy on the protection and use of student Social Security numbers (SSN). This new policy, effective immediately, is the latest in establishing best practices and standards for protecting the privacy of the student SSN. The policy places limitations on the use of the student SSN in the financial aid, admissions, billing, and registration process. The University considers the student SSN, or any part thereof, to be "personally identifiable information" under the Family Educational Rights and Privacy Act of 1974 (FERPA).

Part of the driving force behind this new policy was student concerns of "inappropriate uses" of their Social Security numbers by members of the administrative staff and faculty. The university also was concerned about the potential for identify theft. Many of you have read in the news of the numerous cases and lawsuits involving accidental release of this confidential information. This new policy reinforces the seriousness of the handling of SSNs.

Specific policy guidelines include:

- University employees may not post the student's SSN or publish it on a Web page.

- SSN data may not be transmitted electronically to any party outside JHU without appropriate authorization and security controls.

- JHU student administration databases and datasets may not store or otherwise maintain a student SSN, except as required for government reporting or other specific business purposes.

A full copy of the new SSN Policy can be found at: http://www.jhu.edu/news_info/policy/ssnuse.html. Please take some time to read through it.

The SSN will still be collected as part of the application process, as it is needed for certain government reporting and as part of applying for financial aid, billing and employment. Divisional leadership will be held responsible for ensuring that the number of physical repositories of SSNs and usage of it are kept to a minimum.

What Does This Mean to Me?

Individuals that interact with SSNs in any way will be required to complete the *Social Security Number Protection and Appropriate Use* training course in the next few months. More information on this course and other changes related to this new policy will be communicated as soon as they are available. If you have any questions or concerns please don't hesitate to contact Geof Corb, Director, Student Information Systems (geof@jhu.edu, 410-735-4001).

Billing Updates [SBS]

The SBS Team will be re-organizing our thoughts and working towards confirming our Tuition and Fee Rates programming for SSS testing before Go-Live in March. We will be working with Steve Hellen and his team, plus our returning friend Jason Shaffner, to try and "untangle" all the various divisional needs and processes for tuition assessments. We will start with our Feb.6-7 functional and technical team workshops at Mt.Washington.

We are creating our "Wish List" for improvements to SBS, with the hopes that whatever Sungard can't provide will be assessed by our own SIS Team for enhancements. Having used SBS for over two years, we've created various work-arounds and alternative processes that we hope can be revised. We're also investigating areas of existing SBS functionality that we did not need to use at our Go-Live which are now more relevant to our needs….so the exploration continues!

Our next SBS Team Meeting will be Tuesday, Feb 6th from 10am to noon, at the MTW Campus - Davis Bldg. Room 133.

New Web-Based Mailing List Manager coming in Fall 2007

Beginning in Fall 2007, Johns Hopkins University will be launching a new way for faculty, advisers, and students to communicate outside of the classroom. This will be done by using an open source tool called Sympa. Sympa is an up and coming mail list manager that is used by many universities such as Duke, UMBC, UNC, Harvard Law School and more.

The Sympa mailing list manager has a web interface called WWSympa, providing you access to the mailing lists and your subscriptions. Using WWSympa, you can search for and view various mailing lists, manage the lists you're subscribed to, manage lists you own or are a moderator of, and a small host of other functions.

The initial use of Sympa will integrate with ISIS to allow instructors to email all students enrolled in their courses.

Records and Registration Updates [SSS]

Nursing's go-live as an early adopter is quickly approaching and efforts are focused on making sure they are successful! Nursing's integration test begins this month and will simulate the activities through the course of an academic year. While previous testing has validated that individual features work as expected, this final testing step aims to validate that all pieces of SSS function seamlessly when brought together. After integration testing is complete for Nursing, other divisions will go through the same process. In the past month, some significant events included:

- Upgraded production to SSS 2.6.2.2, which is the version of Matrix that will be used for go-live

- Completed initial testing of each student Self-Service screen

- Continued testing student enrollment data migrated from USIS

- Continued design and development of divisional reports

- Finalized training curriculum and schedule

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:

2/1 - Full Team Meeting
2/1 - Self-Service Testing
2/1 - Data Migration Testing
2/2 - Report Development Lab
2/8 - Full Team Meeting
2/8 - Self-Service Testing
2/8 - Data Migration Testing
2/8 - Report Development Lab
2/15 - Full Team Meeting
2/15 - Self-Service Testing
2/15 - Data Migration Testing
2/16 - Batch Job Testing
2/16 - Report Development Lab
2/22 - Full Team Meeting
2/22 - Self-Service Testing
2/22 - Data Migration Testing
2/23 - Batch Job Testing
2/23 - Report Development Lab

* Dates for testing the interface with JHED and batch processes will be published shortly. Be sure to check the SSS Confluence space for specific locations and times as well as any schedule changes.

Financial Aid Updates [SAS]

This month, the SAS user group will begin revising our ISIS rules and reports to point to SSS data. A series of weekly design and development meetings will start on February 6th, and continue through the SSS go-live. The meetings will be held in the ISIS lab at Mt. Washington, and all divisions are encouraged to participate.

In late January, several members of the JHU SAS user group participated in a conference call with the SAS product manager at SunGard to discuss possible changes to the SAS award and disbursement user interface. JHU end users have often complained (and rightly so!) that the award revision process in ISIS is cumbersome and error prone. SunGard has acknowledged the problems and is interested in improving the process for users.

Later this month, the SAS 2.6.2.3 release will be moved into production, enabling schools to import 2007-2008 FAFSA data. The first IDOC (Institutional Documentation Service) production files will be processed into ISIS, capping months of collaborative design and development work by HITS and the ASEN financial aid office.

The next SAS user group conference call will be held on February 13, 2007 at 9am. Dial 1-866-800-0606 and enter a participant code of 55375144 to access the call.

SAS Tips for the Month

Have you rolled your 2006-2007 funds over to 2007-2008? Remember to update the Payment Type (transaction code) values for all of your year specific funds. 008 versions of all 007 transaction codes were created in December, and are available in production. SAP numbers associated with transaction codes can be viewed by using the SBS VIEW TC and TCG ISIS role.

Review the disbursement schedules associated with your Federal Work Study funds to ensure that the award begin date is set to the earliest date on which a student can start working. If actual earnings are processed prior to this date, they will error out on the payroll-ISIS interface.

The Transaction Code Request workbook has been updated to reflect the SAP budget number changes. Please be sure to download the latest workbook from Confluence at https://know.isis.jhu.edu/x/kEU before submitting new requests.

Admissions Updates [SMS]

SMS Wish List

The SMS Wish List page has been created in Confluence at https://know.isis.jhu.edu/x/kXE. Use this page to document anything in SMS that is particularly cumbersome or time-intensive. This page is the start of a conversation and will provide the building blocks for developing a long-term plan for attacking these issues. As you think about these items, be sure to think more generically and don't be limited by the current application's functionality. You can also make suggestions on screens that could be reorganized to work better for your business processes.

There will be sessions scheduled to facilitate discussions. David Paolino will be facilitating these sessions in the Spring.

SMS Users Group Meeting Reminder

The next SMS Users Group is scheduled for February 20 from 2 – 4 p.m. at Mt. Washington A-115. One important item of discussion for the February meeting will the continued dialogue on the duplicate check process. You can add items to the agenda in Confluence at: https://know.isis.jhu.edu/x/8HQ. If you would like to arrange videoconferencing for the February meeting, contact Nicole Westrick at nmwestrick@jhu.edu by Thursday, February 15.

At the January meeting, we had an active discussion around the duplicate check process. Due to a lack of attendance, we are unable to move this item forward. To review the minutes from January's meeting visit Confluence at: https://know.isis.jhu.edu/x/aWw.
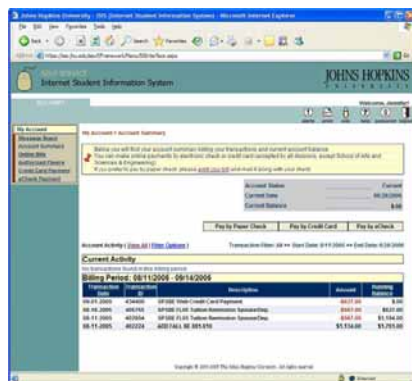
Security Tip of the Month

Important Reminders When Working with SSNs…

- Please refrain from including SSNs in emails, letters, and JIRA issues. When a student needs to be uniquely identified, please *use the ISISID (e.g. TC1234BX) or HopkinsID (e.g. FGB3E1) as an alternative identifier*.

- When working with screenshots in JIRA, emails, etc., remember to *remove any SSNs that may be on your screenshots*. (See detailed instructions in Confluence —http://know.isis.jhu.edu/x/9yo)

Self-Service Updates

Go-live for Nursing as an early adopter is just one month away! SSS Self-Service design and development activities continue in full force for the March 2007 Nursing go-live. Divisional testing on new SSS functionality has continued throughout the month of January—yielding quality feedback for the Self-Service developers. Integration testing will be starting the week of February 5th, making sure everything is in tip top shape for Nursing in March.

The Self-Service team has continued to make improvements to the new framework. You may recall from a previous issue of *ISIS Focus* that the team is revamping the look and feel of the site. Currently, after the student logs in, they are presented with a choice of several roles. Typically there is one role for Financial Aid and

Current Self-Service site

one for Billing. The student chooses one and then can proceed to the site to view just that information. The concept of switching roles by clicking the role icon in the upper right is a bit unintuitive.

The Self-Service team is changing this in the next iteration of Self-Service due out in March. We've moved away from the concept of roles. Now the student will be able to see all relevant information at one time with the new navigational menu. The new menu has made for a more clean looking site as well as freed up more space for the main content. Another improvement is the Alerts functionality. Currently there is no visual indication to the student that they have an alert. The alerts icon always looks the same regardless if there are zero alerts or three alerts. The alerts link is now a text link that shows the number of alerts, just like an email mailbox:

<u>Alerts (0)</u> — student has zero alerts

<u>Alerts (3)</u> — student has three alerts

Improvements like these are designed to help make the student's experience with Self-Service a better one. Moving away from the concept of roles is crucial to presenting a user-friendly site. Look for these changes and more in March!
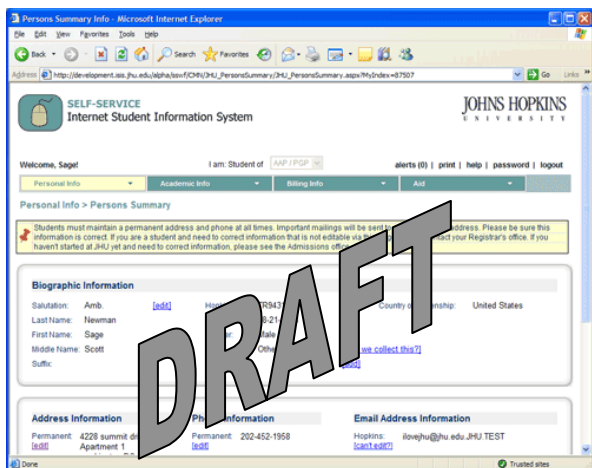
Self-Service redesign in development

Red Light… Green Light...I'm it!

A while back, after a busy week of code reviews, index tuning, data cleaning and other exciting DBA tasks, I was looking forward to a relaxed weekend, especially taking an afternoon nap on the couch, drifting off into a dream-like state, far away from my DBA workweek. My kids had another plan.

As I made it to the couch, I heard them start one of their favorite games, "Red Light / Green Light". In case you missed it during your childhood, I will give a brief overview of Red Light/ Green Light.

"Red light" means freeze in your tracks...if you move you are out. "Green light" means run towards the goal. There is one person called "It" who has the honor of calling out "Red Light" or "Green Light" to the other players and then judging (objectively ...of course) whether or not they behaved according to the rules.

The first person who gets to the goal without getting dropped out of the game is the next "It".

I quickly realized that this was a great analogy for the way the DBA reviews the numerous SQL programs submitted for use in the ISIS database. This month there were over 275 SQL programs submitted for review!

Sometimes, the submitted code is dangerous – it will corrupt data or block other things from running properly. These get a RED LIGHT. The code MUST be fixed before it can move on to the Production ISIS.

Other times, the code is working, but has other issues like slow performance or outdated methods. These get a Yellow light, meaning, proceed with caution. In this case, the code may proceed to Production when an agreement and future schedule is setup to address open issues.

The winner is code that makes it to the goal the first time around. These get a Green Light and can go right away to the Prod environment because they follow the guidelines we have set out for ISIS database access. Check out Confluence for a list of database guidelines (https://know.isis.jhu.edu/x/wkQ) and a brief summary of ways the DBA checks submitted code during code reviews (https://know.isis.jhu.edu/x/k28).

The only difference when the DBA plays Red Light / Green Light is that I always get to be It (until we get called in for dinner).

- Sam Meiselman, DBA

Upcoming ISIS Training

Course Title	Course ID	Date	Location
Astra Event Scheduling and Reporting	AS01.100.500	2/6/2007	Eastern B104
Using Communications in ISIS **NEW!**	IS01.400.07	2/9/2007	Eastern B104
Astra Manager Overview	AS01.100.400	2/13/2007	Eastern B104
Astra Schedule—full course	AS02.001.100	2/22/2007 - 2/23/2007	Eastern B104
Admissions Training	IS03.130.01	2/27/2007- 2/28/2007	Eastern B104
Creating and Maintaining Courses	IS01.300.10	3/1/2007 - 3/2/2007	Eastern B104
Course Maintenance **NEW!**	IS01.301.07	3/9/2007	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.

Web-Based Training

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)

The ISIS Training team is currently developing two **NEW** web based courses to be available in Spring 2007:
- Astra Schedule Navigation
- Social Security Number Protection and Appropriate Use

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.

Meet the ISIS Staff…Angie Goodman

I have been a Hopkins employee for 12 years, but before (and during) that time, my educational and career life took what I like to call a *scenic* journey. I take much pride in my journey and the little things I have learned and accomplished. I love to learn new things. I am the proverbial, "Jack of all trades, Master of none."

After being an average student in high school, I had no interest in going to "college". So I went to a technical school in Philadelphia for, I'm now embarrassed to say, Fashion Merchandising and graduated with honors. I wanted to be a "Buyer". During my time in Philadelphia I used a skill taught to me by my mother, sewing, and worked part-time as a seamstress making one-of-a-kind lace designs on blouses for a local designer for which I made $30/blouse and she made $300.

After this, I worked as a Retail Manager, and then Assistant to the Divisional Merchandising Manager of Merry Go Round Enterprises, and helped my parents open and run a local Deli-Mart in our town, which became a landmark and local water-cooler for the 10 years that they owned it.

After that I spent 4 years in Washington State where my daughter Sarah was born. I took a job with the State, where I helped establish a zip+4 system for state government mail, and was asked to help in the office, where I eventually took on running their 6 million dollar budget. Realizing my affinity for numbers, I started taking classes at the community college for accounting.

Sarah and I eventually returned to Maryland. In November 1994, I answered an ad in the Baltimore Sun for a Budget Analyst with JHU. I spent 7 years working in the HAC (now HITS) Business Office. When I first came into the job, the Internet was fairly new to the general public. It seemed you really could "reach the end" if you spent enough time on it. During this time I also completed my BS in Business Administration, and graduated with Honors…I know, I know, if I'd only applied myself in High School, but what fun would that have been?

While working in the Business office, I took on any IT related task I could, which lead me to move to a position in Technical Assistance (still HITS), an opportunity to learn more! I worked in Technical Assistance for 3 years where I worked closely with the students and faculty. I enjoyed helping clients find their answers and educate them to take some of the mystery and fear out of working with technology.

Upon the suggestion of a colleague who knew that I enjoyed the challenge of learning new things, and had an eye for detail, I sought out a position with Student Information Systems. I will admit, going through the initial learning curve was sometimes like standing on slippery sand, but I pushed forward, and now feel like I am in a place with a good combination of comfort and challenge. Feeling a little off-balance keeps me on my toes and encourages me to learn more! SSS is my specialty, but because of working at Hopkins for 12+ years, I am sometimes able to answer general departmental/University questions as well. My motto has always been: 'I may not know the answer, but I'll find out who does!'

> *I take much pride in my journey and the little things I have learned and accomplished. I love to learn new things.*

On a more personal note, my job does not really say much about who I am. I am married, for the second time, to my husband of over 8 years, John. We joke that we have been married "almost as long as we've known each other," because we married 7 months after our first date. He is a musician for a local rock band called Faded Image. He plays the guitar, and also gives private guitar lessons and does equipment repair. My daughter, Sarah, has chosen to spend her last two years of high school with her father and stepmother in Washington State. This has been very difficult for me, but I am coping, most days.

My husband and I take it upon ourselves to "save the world" in any little way we can afford to. We recycle, compost, rescue lost and homeless animals, limit our use of non-renewable resources, and use/eat natural and organic products when possible. Over the years I have also taken on sewing, crocheting, scrap-booking and card-making, photography, jewelry making, craft-painting, counted cross stitch, gardening, cooking, cake decorating, and quilting. I am better at some things than others. But I consider nothing I've ever tried a "failure", instead I look at it as a "learning experience" on my crazy journey of life.

ISIS FOCUS CONTRIBUTORS
Special thanks to this month's ISIS Focus Contributors:

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Looking for Past Issues of *ISIS Focus*?
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