○ **June**   ○ **2007**

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.

Records & Registration Updates [SSS]

With only a month and a half left before the SSS go-live the pace of work is increasing to prepare for launch on July 16th.

Most activities in preparation for go-live are focused on testing and in mid-June all divisions with convene for a final two day integration test session which will give them the opportunity to again simulate activities over the course of an academic year. In addition, testing continues as the final touches are applied to the USIS data migration, student, advisor and faculty self-service and many other deliverables. While the project team focuses on final development and testing, training is underway for the hundreds of administrative users that will have access to SSS.

The next six weeks are sure to be busy completing work and addressing last minute issues. But as we approach go-live, there is a growing sense of excitement that the system and, more importantly, the user community is ready for a successful launch.

Self-Service Updates

The Self-Service team is working feverishly on new features and enhancements to be ready for the July 16th SSS go-live. The team is working on new functionality such as a grade roster for faculty and new adviser features. The team is also promoting enhancements to the existing Self-Service site to production, as they are ready. The development team continues to work with the divisions testing on a weekly basis.

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 - Report development lab
6/4 - Start of integration testing for Peabody and SAIS
6/7 - Full Team Meeting
6/8 - Report development lab
6/11 - Tuition calc fall pre-billing and continuity testing
6/12 - Tuition calc fall pre-billing and continuity testing
6/13 - Production configuration review for ASEN, Public Health and SAIS
6/14 - Full Team Meeting
6/15 - Production configuration review for AAP and EPP
6/15 - Extended data migration test
6/15 - Report development lab
6/15 - Configuration freeze
6/19 - Final integration test
6/20 - Final integration test
6/21 - Full Team Meeting
6/22 - Production configuration review for PSA and Peabody
6/22 - Extended data migration test
6/22 - Report development lab
6/28 - Full Team Meeting
6/29 - Extended data migration test
6/29 - Report development lab
6/29 - USIS data migration script freeze

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

Admissions Updates [SMS]

May SMS User Group Action Items

The following items require a response from every division. If you have any questions or need clarification, please contact Nicole Westrick at nmwestrick@jhu.edu:

- Test the customization which improves the duplicate resolution process. Details are available in SMS-4200. Update the JIRA with any comments on the testing no later than June 1. This customization is scheduled to move to Production on June 14, 2007.

- Review the spreadsheet (attached to the May Users Group Meeting agenda) to prioritize the Request for Product Enhancements (RPEs) and Defects that are important to your office. Send the prioritized list to Nicole Westrick by June 15.

Recent SMS Enhancements

As mentioned in the action items above, there are several customizations and enhancements to ISIS. One customization is the forced tracking of all changes to Government ID and Name. This ensures that all information is captured and saved in the Previous Names Details region of the Biographical Details window. In addition, customizations to the Reprocessing window and the Duplicate Results window are in the works. These are available for testing in Pre-Production. Additional details on these changes are available in JIRA SMS-4200.

SMS Users Group Meeting Reminder

The next SMS Users Group is scheduled for Tuesday, June 19 from 2 p.m. – 4 p.m. at Mt. Washington A-115. You can add items to the agenda in Confluence at: https://know.isis.jhu.edu/x/q6E. To review the minutes from last month's meeting visit Confluence at https://know.isis.jhu.edu/x/mp0.

Security Tip of the Month

Avoid saving any documents that may contain sensitive information locally – this includes in *emails, laptops, desktops, CDs, and flash USB drives*.

These items are easily stolen or lost so please take extra precautions to keep them free of all sensitive information. Take time to go back through your locally stored emails and files and delete files that contain SSNs. If you feel you must store sensitive information on a mobile device, please make sure that the directory or file is encrypted and password-protected. Talk with your IT administrator about possible encryption tools and options that will work best for you.

See Encryption Tips:
http://www.it.jhu.edu/infosec/tips/ encryptguide.html

Billing Updates [SBS]

The SBS Team continues the refining of rules and spreadsheets for Tuition Calculation and Refunds which will react to student enrollments in SSS. Each Type/Subtype/Status combination in SSS results in unique financial transactions and divisional revenue postings. We continue our meetings with HITS as well as our bi- monthly testing lab sessions with Jason Shaffner, our SBS-SSS expert.

The team's review and prioritization of SunGard's list of SBS and CMN issues is due before June 8th. We also are contributing our suggestions through the PINE project to improve SBS. Reducing "work-arounds" and quicker data entry are just two of the goals for the entire team.

Graduation financial clearances are behind us, summer programs and fall preparations are beginning, but our main focus is on preparing for the SSS Go-Live in July to provide our tuition and fees for the 2007-08 year.

Congratulations to SBS Team members Kim Hudgins Herl (BSPH) on the birth of her son on May 23rd, and a big "Welcome Back" to Donna Stinnette at Peabody !

The next SBS Team Meeting: 1:00PM on Tuesday, June 19 in Room B-133 Davis Bldg.

Duplicate Task Force Update

New measures have been put in place to prevent the duplication of a given Government ID between two or more people.

These include:

1. Persons Summary Screen: Editing an existing Persons Government ID can no longer duplicate another records value.

2. Fast Entry Screens: Duplicate Validation will not allow creation of new person records with duplicate Government IDs

3. Import Reprocessing Screen: Create New Person is prevented when the Government ID already exists in the system

4. Database Person Record Trigger: When a person record is modified with a potential duplicate Government ID, a unique audit flag is made to alert duplicate team members to resolve the issue.

There are ongoing reviews and improvements to existing import and screen validations. If you have any questions or issues regarding duplicate person records please email smeisel1@jhu.edu.

Financial Aid Updates [SAS]

As mentioned in the May edition of ISIS Focus, the second phase of the SunGard/JHU-SAS collaborative development effort involves a redesign of the SAS Student Aid screen. Key elements of the re-design include:

- System rules to prevent the sum of disbursements from exceeding the award amount
- Awards can only have one status at any given point in time (Accepted, Cancelled or Declined)
- Net disbursement amount (for loans) is calculated automatically

A functional specification for this enhancement will be distributed to the SAS user group for review and comment before the changes are finalized. The following is a mock-up for the new screen:

Figure 1: Example SAS Student Aid / Update Aid Details Screen

On May 7, 2007, SunGard delivered SAS 2.6.2.3 Patch 1, Hotfix 1. This release addresses several COD import and export defects. SAS users will notice a new checkbox on the SAS Student Aid DL Info screen called **Pre-professional Coursework**. This field is used to indicate whether a student is eligible for expanded unsubsidized loan funds (up to $7,000) while enrolled in preparatory coursework for a graduate/professional program or enrollment in a teacher certification program beyond a B.A. This release will be moved to production on or about June 14th.

🖥️ **The next SAS Users Group Meeting is scheduled for Tuesday, June 12, 2007, 9 - 11am.** Dial 1-800-467-2166 and enter a participant code of 789978 to access the call.

SAS Tip for the Month

Tired of processing MHEC award rosters manually?

Consider dropping your weekly award rosters in the MHEC FTP folder, allowing the rosters to be loaded automatically to a custom table in ISIS. Once the data is in ISIS, users can run the MHEC comparison report to determine which awards are new or cancelled, and make changes as needed. The data can also be used to package new awards automatically.

SAP Budget Numbers Now Fully Visible on DGA Aid Screen

When HopkinsOne went live last January, DGA users found it difficult to view and print the full 28 character fund-gl-cost center combination on the Departmental Graduate Aid (DGA) screen in ISIS. A solution was developed by IT@JH which enables users to stretch the DGA screen by hiding the ISIS navigation menu. The below screenshot (see the red arrow) identifies the button that users should click to hide/unhide the navigation menu. Clicking this button will hide the navigational menu and clicking the button again will bring it back — giving you more room to work on the main screen.

ISIS Tips and Tricks

To Create a Report from the Search Results Window

You can quickly generate a report from the Search results window of most search screens in ISIS. This report can be printed, exported, or saved for further analysis. In addition, the report contains the total of number of records displayed in the upper right hand corner.

1. From the menu, select **Student > Summary** or **Courses > Maintain > General Information**. *The Search for… window appears.*

Search for Students window

2. Enter criteria in all of the applicable fields to retrieve the records that you want on your report.

    Note: Remember that you can use either the % or _ wildcard characters to assist with your search.

3. Click **Find**.

    If more than one student meets your search criteria, the Results – Web Page Dialog displays all records matching your criteria.

Search Results window for multiple students

4. Click the **Create Report** button.

    A window appears prompting you for your user name and password.

5. In the **User Name** and **Password** fields, type your user name and password.

    A window appears with the data from the Search Results.

6. You can now **Save**, **Print**, or **Export** the data in your report.

ISIS Self-Service's New Help System

Since March we've moved to a new Help system for ISIS Self-Service. We're now using Confluence (wiki) for Self-Service help. The site is located at http://help.isis.jhu.edu. It is publicly available, i.e. no login required.

From ISIS Self-Service, students click on a "help" link located at the top of every page. Each help link is context sensitive, meaning if the student clicks "help" while on the "Pay with Credit Card" page, they'll go directly to the help page associated with that area.

Using Confluence for the help system has many advantages. Most notably ease and speed of editing. If a change needs to be made, it can be done by any number of Training / IT@JH staff in just a few minutes. The look and feel is also much fresher for the student. Confluence gives us the ability to get statistics on page hits/traffic, and allows for cool features to be added such as "Rate this page" — where students can give each page a rating (from 1 to 5 stars) to indicate how helpful it was. This is all useful feedback to have so we can continually improve the help system for students.

One of the main benefits of a wiki is the feedback and contributions from the community that uses the wiki. We are considering the possibility of opening up this wiki based help system to students, giving them the power to post questions and comments; and even provide answers and tips as they find them.

http://help.isis.jhu.edu

Upcoming ISIS Training

Course Title	Time	Location	Date(s) Offered *
Creating and Maintaining Courses **(2 day course)** IS02.300.10	9am-4pm (both days)	Eastern B104	7/18 — 7/19/2007
Creating and Maintaining Student Records IS01.403.07	1-4pm 1-4pm	Montgomery Campus, Rm 127, Bldg 3 Eastern B104	6/27/2007 7/9/2007
Enrollments IS01.404.07	9am-12pm 9am-12pm 9am-12pm 9am-12pm 9am-12pm	Homewood, Shaffer Hall 1 Columbia Lab 328 Homewood, Shaffer Hall 1 Washington, DC Center - Lab 418 Eastern B104	6/4/2007 6/5/2007 6/7/2007 6/8/2007 7/10/2007
Grading and Grade Point Average (GPA) IS01.407.07	1-4pm 9am-12pm 9am-12pm 1-4pm 9am-12pm 9am-12pm	Homewood, Shaffer Hall 1 Homewood, Maryland Hall 226 Columbia Lab 328 Homewood, Maryland Hall 226 Washington, DC Center - Lab 418 Eastern B104	6/6/2007 6/11/2007 6/12/2007 6/14/2007 6/22/2007 7/11/2007
Graduation IS01.411.07	3-4pm 3-4pm 3-4pm 11am-12pm 3-4pm	Homewood, Maryland Hall 226 Columbia Lab 328 Washington, DC Center - Lab 418 Homewood, Maryland Hall 226 Eastern B104	6/25/2007 6/26/2007 6/29/2007 7/2/2007 7/12/2007
Interdivisional Registration IS01.405.07	9-11am 1-3pm 1-3pm 1-3pm	Columbia Lab 328 Homewood, Shaffer Hall 1 Washington, DC Center - Lab 418 Eastern B104	6/5/2007 6/7/2007 6/8/2007 7/10/2007
ISIS Records and Registration for Public Health Academic Coordinators IS01.930.007	2-5pm	Bloomberg School of Public Health, room TBD	6/11/2007
Reporting IS01.410.07	9am-12pm 9am-12pm 9am-12pm 1-4pm 9am-12pm 9am-12pm	Homewood, Maryland Hall 226 Columbia Lab 328 Washington, DC Center - Lab 418 Homewood, Maryland Hall 226 Homewood, Maryland Hall 226 Eastern B104	6/25/2007 6/26/2007 6/29/2007 7/2/2007 7/3/2007 7/12/2007
Self-Service IS01.409.07	1-3pm 1-3pm 1-3pm 9am-11am 1-3pm	Homewood, Maryland Hall 226 Columbia Lab 328 Washington, DC Center - Lab 418 Homewood, Maryland Hall 226 Eastern B104	6/25/2007 6/26/2007 6/29/2007 7/2/2007 7/12/2007
SSS Registration and Records Overview IS01.402.07	9-11am 9-11am 2-4pm 1-3pm 10am-12pm 1-3pm	Montgomery Campus, Rm 127, Bldg 3 Columbia Lab 322 Downtown Baltimore Center - L06 Downtown Baltimore Center - L06 Eastern B104 Downtown Baltimore Center - L06	6/27/2007 6/28/2007 6/28/2007 7/3/2007 7/9/2007 7/17/2007
Transcripts IS01.408.07	9am-12pm 9am-12pm 9am-12pm 1-4pm 1-4pm	Homewood, Maryland Hall 226 Homewood, Maryland Hall 226 Columbia Lab 328 Washington, DC Center - Lab 418 Eastern B104	6/14/2007 6/18/2007 6/19/2007 6/22/2007 7/11/2007
Transfer Articulation and Transfer Credits IS01.406.07	3-4pm 3-4pm 3-4pm 3-4pm	Columbia Lab 328 Homewood, Shaffer Hall 1 Washington, DC Center - Lab 418 Eastern B104	6/5/2007 6/7/2007 6/8/2007 7/10/2007
Using Communications in ISIS IS01.400.07	9am-12pm 1-4pm 9am-12pm	Washington, DC Center - Lab 418 Columbia Lab 328 Eastern B104	6/15/2007 6/19/2007 7/13/2007

To Register... for any of these courses or for more information, 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
ISIS: 110 - Departmental Graduate Aid
ISIS: 120 - Financial Aid Inquiry
ISIS: 130 - Student Billing Inquiry

UPDATE! The *Protecting Sensitive Information* online training program is in its final stages of production. It has gone through several rounds of testing, and is currently awaiting final approval. It should be available in the very near future. This online training will be mandatory for all ISIS users. More details to follow!

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.

* Dates offered with seats available as of this publication date.

Meet the ISIS Staff…Alex Gogue

Subsequent to working a year as a contractor on the legacy University Student Information System (USIS), I was offered the opportunity to become a 'real' JHU employee in January 1998. Additionally, I developed or worked on ancillary systems that provided web and client-server capabilities for auxiliary business partners which included Office of the Vice President, Human Resources, Community Outreach and JH Universe. Although I don't do much development work anymore compared to the past, I am content with playing a major role in providing production support to our business associates.

The most recent assignment I assumed is ISIS Change Control (ICC). I have to admit that since I inherited this responsibility over a month ago, the duties can be challenging but extremely rewarding. In this position, you are even more visible and at the forefront of everything. Merely not only because of the reviewing and approving process, but also interacting with a lot more people. I salute and thank our resident experts [everyone] for working with me to become familiar with ICC tour of duty.

Throughout the years at JHU, I have seen growth, expansion and transformation within the student systems. These are necessary to accommodate the needs of our business cohorts. Since we started transitioning a few years ago from the legacy student system to ISIS, our visibility has morphed exponentially at a rapid pace. Our business constituents look to us for just about almost anything IT related. I've always known that having good and sound relationship with business clients is one of the key ingredients to be successful on the job.

> *…having good and sound relationship with business clients is one of the key ingredients to be successful on the job.*

Of all the systems and business units that I've been involved or interacted with, I could honestly say that the Student Information Systems is second to none. My IT career dates back to 1977 when I first entered active duty as an IBM mainframe programmer. Technology back then wasn't as sophisticated compared to today. It was days before you found out if your application program compiled successfully or not. Furthermore, systems were disparate and it was a maintenance challenge. What makes our IT jobs today more fluid and agile are the resources, tools and platforms to build and maintain integrated systems. I am elated to work with individuals who come from different horizons—everyone has experiences and talents needed to architect as well as support information systems our department is responsible for.

Hold the Ketchup...

From Your DBA

Sometimes , despite all best efforts, the dinner we get is not to our liking. Too much salt, too little spice etc. Especially with kids, there is always someone who does not like the dinner. My kids solution is usually to smother the offending food with loads of ketchup and then the dinner somehow transforms into something recognizable.

Similarly, SQL has a keyword called DISTINCT. In a nutshell, when returning data from joining tables, if there are duplicate results, the presence of the DISTINCT keyword will eliminate any duplicates from the result set.

At first this sounds like a great idea. A programmer may only want to display single record results , even if they are looking at multiple rows. By pouring on the DISTINCT ketchup, it somehow makes the data dinner more digestible.

But problems can result when the use of DISTINCT is masking incorrect assumptions about how data should be joined or counted.

Some tables relate one to one and others relate one to many and there are often data conditions where duplicates are necessary and should come to the programmers attention. By misapplying the DISTINCT keyword, these duplicates get hidden from the results and may contribute to other errors downstream, like miscounts.

The combination of the DISTINCT keyword and the OUTER Join is often used as a slower , incorrect alternative where an INNER JOIN is preferred.

So, in SQL it is better to hold the DISTINCT Ketchup unless it's really necessary.

-Sam Meiselman, ISIS DBA

What do YOU think of this newsletter?
Your comments, and suggestions are always welcome at isis@jhu.edu.