

From Implementation to Campus Use: Binghamton's Experience with the ODS

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Background

- Decided to implement Banner/ODS/EDW (2006)
 - Banner Admissions (November 2007)
 - Financial Aid (January 2007)
 - Advanced Registration (March 2008)
 - Accounts Receivable (July 2008)
 - Full implementation (August 2008)

ODS implementation “simultaneous” with each of these, rather than post-implementation

Binghamton's Approach

- Achieving the Project Vision
 - Simultaneous implementation of Banner and the ODS
 - Reports need to be available and staff need to be trained in advance of going live
 - ODS helped to validate data in Banner
 - Decisions about data need to be made with an eye towards reporting
 - “Culture Change” – Departments can now create their own reports versus relying solely on IT

Binghamton's Approach Continued

- ODS Steering Team

Vision:

- Supported the development of a structure that provided a visible point of contact for decisions related to reporting
 - Implementation oriented
 - Stopped meeting November 2007
 - Recognized the need for a Training/Support Team to support the campus needs for data access and reporting

Binghamton's Approach Continued

- ODS Training and Support Team

Vision:

- To build, train and support a community of report writers across campus who have access to the data and tools they need to do their jobs.
 - Members chosen based on aptitude with existing campus data warehouse and ability to be effective change agents
 - Started meeting in Fall 2007 to coordinate the 3 SunGard-provided trainings (Nov. 07, Jan. 08, Mar. 08)
 - Diffusion of knowledge across departments

Binghamton's Approach Continued

- ODS Training and Support Team
 - How do we get the rest of the campus trained?
 - Involvement from university training center (critical!!)
 - Collaborated on creation of training curriculum
 - *Involves a commitment from members of the Team to assist in long-term training and support efforts!!*
 - Assisting campus community through “culture change”

ODS Training and Support Team

- Training and Support

- Variety of Training Classes / Open Workshops
- Canned Queries (31 currently, 5 in progress)
- Data Models (pre-joined reporting views)
- Web Site (documentation, videos, FAQ's, etc.)
- Monthly Newsletter
- Listserv
- Data Stewards identified and communicated to users

ODS Training and Support Team continued

- Training and Support Continued
 - Customized Views
 - Correcting/Customizing ETL
 - Extension Forms (specs out customization)
 - Updating Metadata
 - Access/Roles/Security
 - Several different security roles
 - Continually evolving process
 - Upgrades
 - Upgrading to ODS 8.0 (January 2009)
 - Implementation of EDW (February 2009)

Demonstration

- Connect to Binghamton University SSL
- Connect to Hyperion Tool
- ODS Queries / Data Models
- ODS Metadata
- ODS Support Web Site

Binghamton's Lessons Learned

- Resource Intensive – We all have full-time jobs in addition to this project
- ODS is not Perfect
 - Patches, ETL, missing data (data not pulled from Banner to ODS)
- Evaluating and Adapting as the Project Evolves
 - Transition from initial training to support
 - How to deal with different levels of users

Questions?