



Guiding Principles:

1. Use of full capability of technology to enhance support services to students, faculty and staff.
2. Automate and streamline as many existing processes as possible.
3. System will be implemented utilizing standard functions or already existing standard configuration functions.
4. Be open to the different PeopleSoft functions that can lead to the same or better outcome results.
5. Decisions will be made by quorum. Quorum is 5 out of 9 colleges.
6. Majority Rule will apply; no consensus decisions.
7. Timely decisions will be made to prevent cost overruns and delays.
8. Minimize the need for paper.
9. Business processes will be changed to minimize customization and ongoing maintenance.
10. Minimum to no customization. This would negatively impact the base software releases & upgrades.
11. Customization will only be approved if:
 - i. It is needed to comply with State, federal or other statutory or regulatory requirements.
 - ii. Cost to customize is minimal
 - iii. Already within scope of project
12. All policy decisions that cannot be made by the members of the functional user group will escalate to the SIS Operational Steering Committee.



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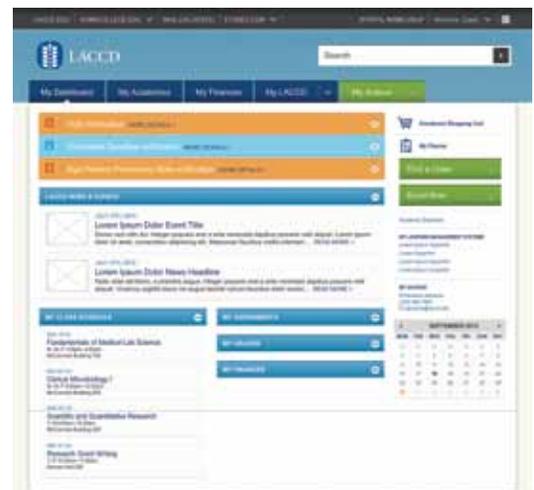
Oracle's PeopleSoft Interaction Hub: Bringing increased functionality to LACCD

The SIS Modernization project is focused on improving the productivity of its everyday users by implementing a series of changes. Part of those changes includes a large piece of the puzzle: Portal. Portal offers great utility to the people who use it...those people soon being you!

So, what is the Portal and how does it work?

The Interaction Hub (AKA "Portal") is a powerful technology. It provides robust features that allow you to get what you need in the easiest way possible, whether it's helpful links, content, documents, and beyond.

Imagine this: When you log into the student, faculty or staff system, you're presented with a dashboard that is branded to match your home colleges' look and feel. This dashboard contains sections of content you'd likely use on a regular basis. For example, if you are a student, it may display containers with your grades, your class schedule, your assignments, and your colleges' news and events. If you are a faculty member it will display your attendance and grade rosters, and your teaching schedule. You're also able to see quick links, such as to your district email or Learning Management Solution account. All of the information you are looking for will be organized in a way that's intuitive and easy to find, which ultimately saves you and your college time.



Sample LACCD-branded portal screenshot.

Where does Portal gather all of this data?

That is the key about Portal – it works by acting as a gateway into other applications. Most people would agree that it's rather annoying to have to log into each and every application separately, between your portal, email, and learning management system (like Moodle or Etudes). While Portal has its own database for storing data, it's actually capable of integrating with other applications to gather their data and provide Single Sign-on.

Great! What does this marvelous technology look like?

Let's be honest - delivered out of the box, Portal is not very pretty or user-friendly.

Bringing increased functionality to LACCD (cont'd)

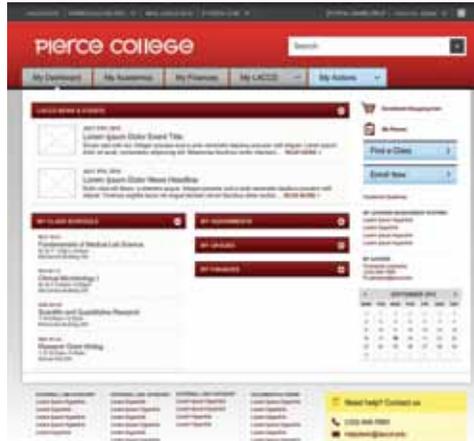
It's not until after designers and developers have configured and customized it that a polished product is ideal for use.

On the right is a snapshot of one of the mock-ups of Pierce College's branded portal. Each college will have its own branding as well.

There are measures the Portal Team will take along the way to ensure its success, such as performing multiple forms of usability testing – who else better to test than the ones soon to be accessing it? With the combination of testing, design, and integration, LACCD users will gain a valuable solution to accessing information and getting things done.

Note that this is not a final product, but rather a sample.

Overall, the driving goal of Portal is to help its audience complete their tasks.



Sample Pierce College branded portal screenshot.

Meet Kori Ludwig Ciber Consultant Enterprise Portal Lead



Kori Ludwig has over six years of experience of Web Design and Development, and two years implementing the PeopleSoft Enterprise Portal.

Before Ciber, Kori branded the award winning Turner Broadcasting PeopleSoft Portal³Snap². She was also a Functional/ Technical Developer and Web Designer for clients such as Black & Decker and AOL. Kori originates from Woodbury, MN and has two siamese cats named Teemo and Skooma.

Development Team trains with PeopleCode



During the week of November 18, 2013 the ESC software development team was engaged in five days of training for PeopleSoft's PeopleCode. Throughout the course, 16 individuals from the programming and analyst team were actively building programming skills in a PeopleSoft environment. Participants learned the essential skills in the use of the PeopleCode programming language, which is used throughout the PeopleSoft Campus Solution application.

PeopleCode is integrated into every aspect of PeopleSoft applications. The objective of the course was to give the essential tools to work with object-oriented PeopleCode. The team learned how to: write and modify PeopleCode programs to validate data with custom business

rules, maintain the referential integrity of the data in the database, execute SQL commands, and customize the look and feel of PeopleSoft applications dynamically at run-time.

This training course was one of many courses that will be required of District IT team in order to maintain the new Student Information System (SIS) environment. Previous training included PeopleTools I and PeopleTools II. Additional courses are planned for 2014. The SIS Management Team is dedicated to making sure we have a smooth upgrade of our current SIS system and have an IT team with the necessary skillset needed to maintain it throughout the years of usage.



LACCD Explores Transitioning to CurricUNET, the State Approved Curriculum Management Solution



During the Discovery Phase for the SIS Modernization project, the curriculum business users expressed an interest to either rebuild the legacy Electronic Curriculum Development (ECD) solution or replace it with the State-approved Curriculum Management System called **CurricUNET Meta**.

The ECD system was LACCD's in house version of a curriculum management system. It was built to house course outlines and also to extract information from Protocol. Now that Protocol is being phased out because of the new functionality contained in PeopleSoft Campus Solutions, the options before us are to either rebuild another in-house system to replace the ECD system, but this time linked to PeopleSoft, or to transition to the CurricUNET Meta system.

CurricUNET Meta is the system of record for the California Community Colleges Chancellor Office's (CCCCO) statewide curriculum management and has also won the bid to interface with ASSIST, the California State University and University of California's online articulation system. In addition to the CCCCCO, CurricUNET is used by 72 other California Community Colleges. CurricUNET Meta is designed to be configurable at the local level to reflect local requirements for course and program content, process workflows, and report templates.

On October 1, 2013, the Institutional Effectiveness Division in conjunction with the management team of the SIS Modernization project hosted a CurricUNET demonstration for Curriculum Chairs, Articulation Officers, Academic Affairs/ Curriculum/Catalog Deans and Academic Senate representatives to view the functionalities of the CurricUNET software. Support was unanimous for the District to explore transitioning to CurricUNET.

No commitment or decision to contract with Governet, the merchant that hosts CurricUNET has been made; however, it's an item of great importance to student success. The SIS Modernization project management team will explore if CurricUNET can be funded with Measure J bond funds, the proposed cost for a district-wide contract is less than \$400,000.



The Elements of Change Management

Organization Change Management, aka, "Change Management," is an integrated methodology which assists organizations in managing their change journey while simultaneously creating a more change-capable organization. With the implementation of the PeopleSoft SIS, LACCD will conduct its "business" in a much different way than it currently does.

The change management process consists of three specific phases. The first phase of the integrated approach to change management is the Vision and Strategy Alignment phase. In this phase, we seek to align Leadership and Key Stakeholders to the driving vision for the new SIS. In the process of seeking alignment, one major task will be conducting the group Stakeholder Analysis which, in part, will be an electronic survey distributed to the larger project stakeholder community. Key Stakeholder interview data, along with the survey data will enable the change team to develop a Change Readiness Assessment. This Assessment will clearly detail just how "ready" LACCD is for the coming change of the SIS project. It is also during this phase that we will develop feedback loops, and an integrated Communications Plan to distribute timely, appropriate information—in myriad formats—to the Stakeholder community.

The second phase of the integrated approach to change management is the Enabling Change phase. In this phase we seek to enable stakeholders to accept, embrace, and begin to think differently about the SIS project. In the process of Enabling Change, major activities include building a detailed Stakeholder Analysis, building the Leadership and Change Sponsorship Roadmap, conduct Leadership and Management Training, and creating a Resistance Management Plan. As the project moves through development, it is important that Stakeholders understand how important they are to the overall success of LACCD in the SIS endeavor. Through a deep-dive analysis, communication, and leadership training, the greater stakeholder community will begin to accept—and champion in

many cases—the "new world" of the SIS project.

The third phase of the integrated approach to change management is the Change Realization phase. In this phase we seek to realize change through active day-to-day systems engagement. The first task in this phase is the Organizational Impact Analysis. This Analysis, which will include electronic surveys, interviews, and workshops, will enable the Change Team to assess LACCD's level of readiness for the forthcoming change and allow leaders to assess any areas of resistance or lack of understanding of the project's goals. The largest task in this phase is End User Training. Thousands of Stakeholders across LACCD will participate in training. Training will be specific to one's job role and need to understand the technology. Before SIS Go-Live, we will conduct a Go-Live Readiness Assessment to inform the Change Team of how effective our Training and Change Management activities have been in enabling the organization to Go-Live. If there are areas of concern identified in the Go-Live Assessment, Go-Live may be delayed until these areas of concern are addressed (e.g. Training).

The scope of the planned change management covers the entire lifecycle of the SIS Project. Our integrated approach recognizes that it is not enough to have the technology working well. LACCD SIS Project Stakeholders will receive frequent communications, as well as the Training necessary to leverage the investment of the new SIS. Change IS afoot! We're in the success game—together!



Geek meditation session.

Meet Dr. Ed Keller



In June 2013, Dr. Edward Keller, a certified change management consultant with Ciber, joined the LACCD SIS Project team. As a manager with Ciber, he has delivered change management services in many locations and some of the largest education institutions in the country. Some of his clients include: The Pennsylvania State University, University of Texas-Austin, Broward County Public Schools, the New York City Public School System, and the Los Angeles Unified School District.

Dr. Keller is a former public sector chief financial officer who comes to LACCD with over twenty-five years of experience as a practitioner and consultant. Having been responsible for labor relations and technology projects as a public sector executive, Dr. Keller has a solid understanding of the complexities of implementing a project such as the new SIS.