

Overall Summary

The North Dakota University System (NDUS) Institutions and Core Technology Services (CTS) completed the first of four Town Halls scheduled for 2022 in January. Nine Town Halls were conducted on January 21, 2022, and the tenth on January 24, 2022. Participants included 178 NDUS staff and 22 CTS staff. Based on 37 completed surveys, CTS received a score of 4.22 out of 5 stars based on how valuable attendees found the Town Halls. The surveys also revealed NDUS staff were engaged in the Town Hall, asked questions, and appreciated the opportunity to discuss the services CTS provides. Along with many positive comments, there were some suggestions for improvement to the Town Halls made by NDUS staff such as: removing acronyms, getting to know the participants role at their institution, and what brings them to the Town Hall. All suggestions are under advisement for future Town Halls.

Questions that were asked during the Town Halls and needing a response from CTS are documented in the Outcomes section below with an action plan and what the results were from that plan.

The next Town Hall is scheduled for April 22, 2022, and you can find more details about the Town Halls and the ServiceOne program by clicking on: tiny.ndus.edu/serviceone

Outcomes

Campus Feedback

ePerformance: “I worked with the Department of Corrections previously, and there were a few things PeopleSoft had that I would love to see. One of them is the ePerformance which is being worked on already. The other one is a job description kind of function to go with that. We had functionality that would pull the job description into the evaluation form so that the supervisors were able to evaluate their staff on those things that are directly on their job description. It also allows the employee to view their job description and supervisor to view it as well and make any modifications they see fit.”

Action Plan

The CTS Human Capital Management (HCM) team was contacted to discuss the campus feedback.

Results

A CTS Liaison team member communicated to the institution and provided the following information: ePerformance for the NDUS is the same product used by State agencies such as the Department of Corrections. ePerformance can import job responsibilities into the evaluation document. If the entire job description needs to be viewed (items such as Working Environment, License/Certification, Physical Job Requirements, etc.) the full document may be added as an attachment in HCM. Any modifications made to the job description during the performance process would need to be entered in the job description document.

ePerformance: “Systemwide applications are hard on small institutions because they are mandatory. They are not one size fits all. What works for one, doesn’t always work for the next. At a small institution, everyone is dealing with multiple items and the frustrations that come along with it.”

The CTS Human Capital Management (HCM) team was contacted to discuss the institution feedback.

A CTS Liaison team member communicated to the institution to learn more about the concerns expressed in the statement and to respond to them.

Financials: Question regarding the possibility of dashboards added to the Financial system and/or possibly sharing CTS's budget dashboard.

The CTS Financials team was contacted to discuss the opportunity of dashboards in Financials.

A CTS Liaison team member communicated to the institution and provided the following details:

- The delivered dashboards provided by PeopleSoft are expected to be available during the patching cycle in Summer 2022.
- CTS will gather requirements for potential dashboards by working with the Controller’s Group.
- CTS Controller will share CTS’s budget dashboard at an upcoming Controller’s Group meeting.

Payroll: Request for differential pay rates for employees.

The CTS Human Capital Management (HCM) team was contacted to discuss the institution's request.

A CTS Liaison member communicated the following status to the institution and provided the following information: the request was reviewed and the HCM team contacted the institution to set up a meeting to discuss requirements and ask clarifying questions. The request poses significant change and risk to the Time and Labor module and requires a thorough evaluation to avoid disrupting the complex Time and Labor rules that affect all institutions. Once requirements are provided, clarity of the request is complete and possible solutions identified, the information will be shared with the institution and the HCM User Group. Pending the results of the solutions identified and communications are complete with the campus and the HCM User Group, next steps will be shared.

NDSU’s PeopleAdmin software: Annual review didn’t have direct links to policies that need to be reviewed by employee.

Institution’s CIO provided a resolution as this is institution owned software.

Resolved.

<p>Blackboard Ultra: Will my institution be switching to full Blackboard Ultra and what is the timeline when that will happen?</p>	<p>The CTS Enterprise Services team was contacted and requesting they respond to the question.</p>	<p>This is not a system-wide/CTS decision. The decision to move to Ultra Course Experience is at the discretion of the campus. CTS recommends reaching out to your campus Bb Node Admins. for additional information.</p>
<p>Tiny URL Service: Can the Tiny URL service be used from an academic standpoint for faculty, etc.?</p>	<p>CTS is investigating the expansion of the service to all levels of NDUS sometime in 2022.</p>	<p>At this time the current NDUS Tiny URL service is not configured to scale beyond CTS/System Office. The current configuration was designed as a limited service.</p>
<p>Security: “As far as I know, all campuses are doing their own thing when it comes to safety and security. Is there anything on the horizon or that's being thought about that would be offered to campuses regarding safety and security given that we follow so many of the same policies for conduct and Title 9 and everything and also understanding campus size differences. Is there anything at all out there for safety and security.”</p>	<p>The CTS team was contacted to discuss the institution feedback.</p>	<p>A CTS Liaison team member reached out to the institution to learn more about the concerns around security. After collecting additional information, it was determined the concern is related to the use of COVID funding to support institutional physical security including cameras and secure door access. The topic will be added to the March CIO Council meeting for further discussion.</p>
<p>Services between NDIT and CTS: “One of the issues is a disconnect between NDIT. Sometimes CTS tickets, things are getting done, but not always communicated that they are completed. IVN requests to NDIT seem to go into a black hole, and not as responsive, particularly after hours. Such as an evening class with IVN where there was a significant network issue with a service attack a few years ago, and NDIT wasn't very response. Maybe a conversation between CTS and NDIT, because we have talked to them a number of times, talked to their chief technology officer and a number of people, some clear expectations to NDIT as to the level of support we expect from them and the communication chain when it gets submitted to CTS, sometimes it gets lost behind the scenes, and maybe CTS doesn't get feedback, maybe just knowing it went to NDIT would be helpful to loop them in.”</p>	<p>NDIT is currently engaged in a service management improvement project very similar to CTS ServiceOne. CTS has initiated alignment talks with NDIT with the goal of clearly defining the service expectations and responses.</p>	<p>CTS has an opportunity to align their practices in such a way that improves the customer experience for both NDUS and NDIT.</p>