



ServiceOne  
 Partnering For Progress  
 North Dakota University System

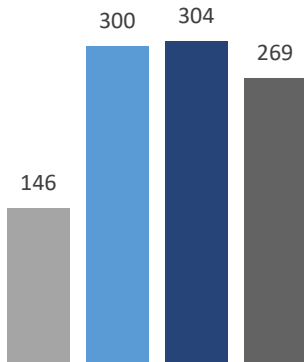
## Town Hall Summary Report

April 19, 2023

### Overall Summary

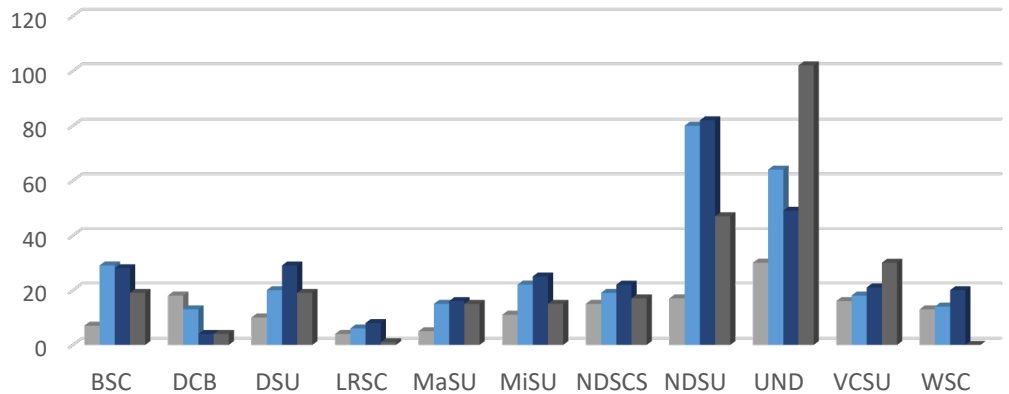
The North Dakota University System (NDUS) institutions and Core Technology Services (CTS) completed their first Town Hall of 2023 in late March/early April. CTS presented campus specific Service Level Agreement data metrics, the January 2023 ServiceOne program's Measure of Success survey results, project updates, and CTS news. The average post-survey response rating was 4.03.

### Town Hall Attendance



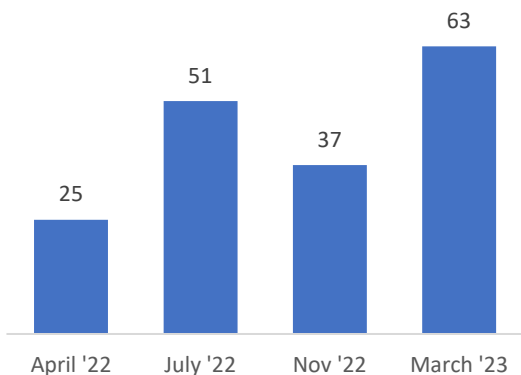
■ April '22 ■ July '22 ■ Nov '22 ■ March '23

### Town Hall Attendance

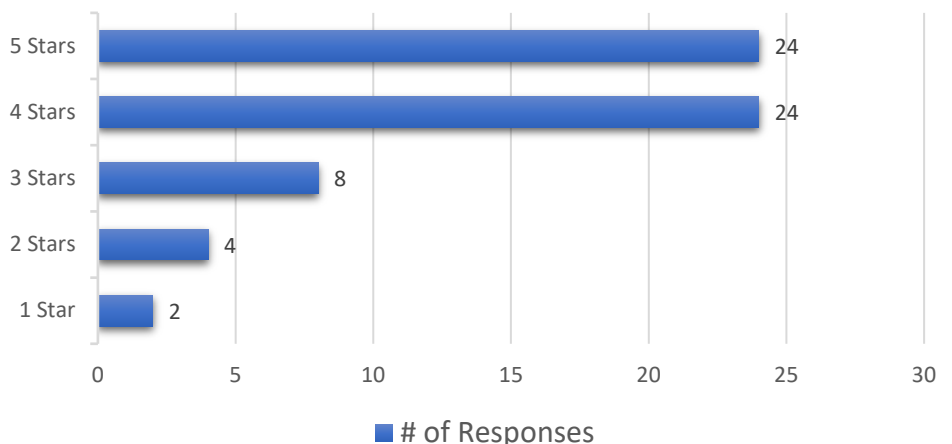


■ April '22 ■ July '22 ■ Nov '22 ■ March '23

### Town Halls Total # Surveys



### How Valuable Did You Find the March 2023 Town Hall?



■ # of Responses

Find the March 2023 Town Hall PowerPoint and recordings in the Town Halls folder at [tiny.ndus.edu/ServiceOne](https://tiny.ndus.edu/ServiceOne).

## Town Hall General Questions and Follow-up Items

### Campus Question

### Response

<p><b>Blackboard – After Hours Tickets Missing Critical Information</b></p> <p>When someone calls the Ellucian Service Desk with an after-hours Blackboard issue, campus admin staff who fix the issue would like the Service Desk rep to include the course name and number as part of the information that is collected.</p>	<p>John Underwood, CTS Service Desk Manager who coordinates the Ellucian contract, states that the Blackboard ticket template includes collecting the course name and number. John was provided ticket examples where this information was missing. He will go back to the original person that took the call and provide re-training on the proper process they are to follow. CTS and Ellucian have weekly meetings to discuss issues like this. Please reach out to your CTS Liaison should this or similar situations arise so we can address it.</p>
<p><b>HCM – Simplified Student Worker Hiring Process</b></p> <p>Asking for a simpler process for hiring student workers, so it's not the same as benefited employees.</p>	<p>This has been discussed in years past. It was decided at that time (Legal's recommendation on any customizations) that student employees should not be handled differently.</p>
<p><b>Campus Connection - Kibana</b></p> <p>Any chance Kibana is coming to Campus Connection?</p>	<p>The Campus Connection team is constantly researching new features and functions. We are focused on our current PeopleTools and PUM upgrades at this time. The Kibana features will still need to be researched.</p>
<p><b>Campus Connection – Data into Power BI</b></p> <p>Will Campus Connection be able to pull Power BI data like HCM and FIN can?</p>	<p>Yes. Data is pulled over nightly via a database connection to the Campus Connection Oracle database. This data is then stored in Power BI dataflows on the Power BI servers. The data from those dataflows is then loaded into Power BI datasets. This data includes Campus Community data related to Student Records, Student Financials, including names, phone numbers, and email addresses. Please view the NDUS Data Information Hub at <a href="https://tiny.ndus.edu/datahub">https://tiny.ndus.edu/datahub</a> for more information. The IDEG governance structure can be found in the <a href="#">Operations Guide</a>. Page 9 lists Campus Representative data stewards.</p>
<p><b>GT eForms - Changes Only on Tuesdays and Thursdays</b></p> <p>Why are changes made to GT eForms now only on Tuesday and Thursday? What is the rationale?</p>	<p>This change was made to accommodate the need for clearing cache on the Campus Connection system after any GT record updates were made to forms. We had been doing this in the middle of the day and were experiencing frequent data integrity errors, which required us to do a rolling restart during the day, which would kick users out as servers restarted. Through much coordination with GT, we found that anytime a record is changed on a form, a cache clear is suggested, as it can cause these data integrity errors if an update is made to the document while a user is in the form. We devised the Tuesday/Thursday early morning restart schedule to accommodate the cache clear in the morning to have the most negligible impact on users. Migrations are scheduled early morning, and then changes are made to the form. Then from 6 am-7 am, the cache clear is scheduled. As requests come in through the week, we slate them for the Tuesday/Thursday morning updates. Emergency changes can be requested as needed by following up with the person handling the request or calling the CTS Service Desk at 833-955-5522.</p>

## Town Hall General Questions and Follow-up Items

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<p><b>O365 – New Features</b> Can we get an update on changes to Office 365? Most people use it, and it would be good to hear about what changes have happened and what changes might be coming.</p>	<p>Please contact your Campus IT as they have requested that CTS not share Office 365 updates with their staff; they wanted to share this information.</p> <p>Even as an Office 365 admin, we are not notified of new features. We monitor several web pages that list new features. Office 365 is being update weekly, if not daily. For a complete list of new features: <a href="https://www.microsoft.com/en-us/microsoft-365/roadmap?filters=">https://www.microsoft.com/en-us/microsoft-365/roadmap?filters=</a></p> <p>There are 550 features in development and 143 being rolled out. Most of these are very technical, some are not.</p> <p>Patti Heisler, CTS, is working to incorporate some of the new features into her Microsoft training which is available to campuses.</p>
<p><b>TeamDynamix – Campus-Specific Ticket Data</b> What capabilities are available to identify and investigate campus-specific submitted incidents and service requests?</p>	<p>Reach out to your CIO or <a href="#">Campus Liaison</a> if you are interested in receiving a report with this information. They can contact your CTS Liaison to request something that will meet your needs.</p>
<p><b>TeamDynamix – Multiple emails Upon Ticket Closure</b> We get several emails from the NDUS Service Desk when a ticket is closed. Can they be consolidated?</p>	<p>Several months back, there was a system glitch that caused several notifications to be sent out but that has been fixed. CTS distributes two system generated notifications upon Fulfillment/Resolution of a ticket.</p> <ul style="list-style-type: none"> <li>• First notification, sent immediately, notifying the Requestor of Fulfillment/Resolution of their ticket.</li> <li>• Second notification, sent next business day, requesting feedback from the Requestor on the service they received.</li> </ul> <p>If more than these two emails are received, please contact the Service Desk at 833-955-5522 or submit an Incident ticket so we can research the problem.</p>
<p><b>TeamDynamix – Ticket Status Conversation Thread</b> Ticket statuses don't include a conversation thread when there are back and forth conversations. This makes it difficult to follow.</p>	<p>Because of this suggestion, CTS has made changes so there is a link to the ticket which can be clicked on to view the entire conversation. Putting the entire conversational feed on the ticket is not feasible at this time.</p>
<p><b>TeamDynamix – Satisfaction Survey</b> Satisfaction surveys sent out after tickets are closed only provide a short description of the ticket in the title. This sometimes isn't enough to discern which ticket it correlates to unless the time is spent looking up the details. Many people have stated that if they must look up a ticket to figure out how to respond to a survey, they won't respond. That may be why survey responses are so limited.</p>	<p>It is always good to receive valuable feedback. We are investigating how we can improve this process since there may be system limitations preventing us from making a change.</p>

**Campus Question**

**Response**

**Status.ndus – Confusing System Outage Message**

1. Is there a way to receive emails regarding planned service outages?
2. Why is the timestamp listed in military time?
3. It's confusing when the email is received because it says Campus Connection and Campus Connection Query in the title. Which is it? Is there a way to make it clearer?
4. Is there a way to view upcoming outages?

You can do most of this by accessing <https://status.ndus.edu/>.

It does allow users to subscribe to receive emails about upcoming maintenance unless it occurs during the Standard Maintenance Hours of 4 am – 7 am CT daily. These notices will have (Scheduled) in the header of the notice.

Unfortunately, the application vendor developed the software in the UK and at this time there is no option to switch from military time. Most notices usually do include the outage time based on a 12-hr. clock.

We agree that one may easily get confused about which application is being impacted by looking at the email outage notice. The system is set up so a category/main application title is listed first and the subset of the category is listed next. In the case of Campus Connection, Campus Connection – Query, it does appear that both the Campus Connection Production and the Query environment are impacted without this knowledge.

Upcoming Maintenance is also listed by scrolling down on the page referenced above.

**SMS Texting Solution – Procurement**

Texting has become more popular and our current vendor is expensive. Does it make sense for CTS to enter into a master agreement so campuses can purchase off it for SMS/Text solutions?

The question will be posed at the May CIO meeting to see if campuses have an interest. The CIOs should gain campus consensus if they want to move forward, determine from their staff the best time to start the procurement, and identify volunteers to identify requirements. The RFP process can then get started. We would need several campuses to commit to purchasing/moving to a new product. The key is commitment by the campuses.