

Central Michigan University

- Background
- Pre SAP support
- Implementation
- Post SAP support
- Planning for the future
- Challenges

Central Michigan University

- 2 Campuses
- 6 Colleges
- 35 Departments/Schools
- 26 Degree Programs (Bachelors, Masters, Specialists, Doctors)
- Fall 1999 enrollment 30,000
- Programs in 61 offices covering 18 states and 2 foreign countries

■ Employees

- 2100 Salaried
- 5,000 Hourly (3000 students)
- 10,000 W-2s
- 430 SAP Users

Hardware - Pre SAP

- IBM 3090 Mainframe
 - COBOL command level CICS
 - MVS - Operating System
 - Supra Database
 - Access via Dumb Terminals or terminal emulation software on PC
- Batch process driven
- Report Writer: Cobol or Spectra

Pre SAP Structure

■ Business & Finance

- Purchasing
- MIS - Accounting system & security
- Payroll/HR

■ IT - Academic Division

- Financial programmer
- HR/Payroll programmer
- System was such that they could work fairly independently of each other

SAP Implementation

- Software Installed April, 1997
- Release 3.0F
- Utilized ASAP Methodology
- Go Live:
 - FI/MM - 12/01/97
 - HR/Payroll - 12/15/97

SAP Modules

■ Human Resources

- PA
- PD
- Payroll
- Benefits
- Time

■ Finance/MM

- G/L
- FM
- CO
- MM
- AP
- AR

Project Team Support

■ **FI/MM Team**

- 5 Business Analysts
- 2 Programmers

■ **HR Team**

- 5 Business Analysts
- 2 Programmers

Departments Contributing Staff

6 - Business & Finance

3 - Human Resources

1 - College of Extended Learning

SAP Support: Post Implementation

- Crisis Management
- Team members scheduled to go back to home departments
- High number of outstanding issues
- Home departments too busy with daily activities

Other Issues

- Training
- LCPs/Hotpackages - Quarterly cycle
- Upgrades - Two year cycle
- Additional functionality
- On going problems

Team Structure

- FI/MM:

- Reports to Business and Finance
- Three full time permanent
 - Project manager: Planning, coordination, FM, CO,
 - MM: Purchasing, inventory management, AM
 - FI: GL, AP, AR, AM
 - All three develop reports and queries

Team Structure

■ HR

- Reports to Business and Finance
- Three full time permanent, 1 Temporary
 - Project Manager: Planning, coordination, time
 - Payroll
 - Benefits
 - Org management

Team Structure

- IT Support
- Reports to Academic Division
 - Four full time permanent
 - 2 full time ABAP programmers
 - 1 full time Basis administrator
 - 1 full time Basis backup, planning, research, documentation, some programming
 - 2 part time as needed (Networking, NT)

Training

- Project teams
 - New functionality
 - Upgrades
- On going training
 - Trainers - Power Users
 - FM Report Training
 - Reconciliation
 - Planning reconciliation
 - Q & A Sessions

Security

- Reports to Business & Finance
- Centralized
 - 1 Security Administrator
 - Profiles transported across landscape
 - Implementing profile generator now

Other

- Power users have evolved

- “Liaisons”

- Academic

- Payroll

- Accounting Services

- Report writing

- Programming

- Payroll

- Human Resources

SAP

- Compaq proliant servers
 - TCP/IP
 - NT 4.0 Operating Systems
 - SQL 7 Database
 - ABAP programming
 - Ad hoc reporting: Report painter, writer and ABAP query

Hardware Landscape

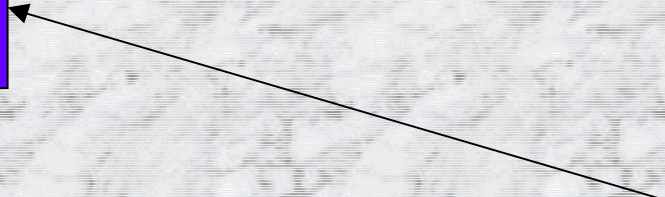
RS2

DV2

ST2

PRD

4.5B

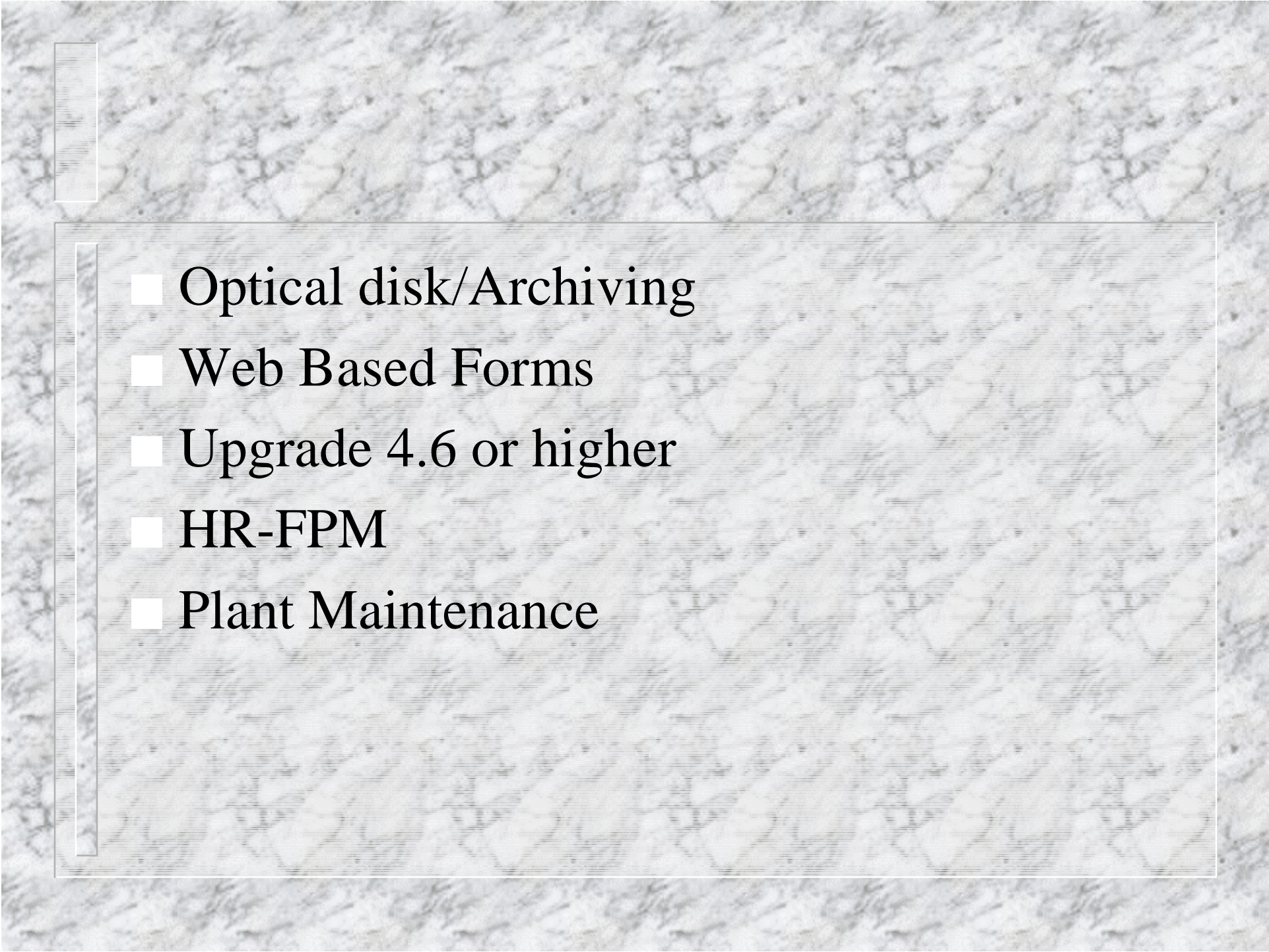


Planning for the Future

- Established “oversight” committee
 - Recommends priorities
 - Establishes timelines
 - Provides support when needed

Future Initiatives

- Assets Under Construction
- Eliminate/Reduce Shadow systems
- Benefit Restructuring
- Recruitment
- Training & Events
- Security Reorganization
- ESS

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- Optical disk/Archiving
 - Web Based Forms
 - Upgrade 4.6 or higher
 - HR-FPM
 - Plant Maintenance

Challenges

- User testing
- Getting information
- 3rd parties
- Campus Management
 - Provost or IT?
 - What impact will it have on current SAP support?