Information for University System IT Users

May 2012

System Information Technology Services

System Information Technology Services (SITS) provides secure information management and technology services to North Dakota University System students, faculty, staff, and state residents. SITS links academic and business services with the NDUS community, connecting users to the information and educational resources they need to accomplish their goals.

Innovation

e-Portfolio Pilot to Aid Job Seekers

The University System is partnering with Division of Workforce Development and the North Dakota Job Service to create an electronic portfolio system for North Dakota job seekers. The current effort is a pilot program only, but the overall goal is to develop a clearinghouse for use by both North Dakota job seekers and employers.

Individuals could use the e-portfolio to create a showcase of educational and professional skills. These portfolios could be used much the same as traditional paper résumés have been used. However, these portfolios can also display multimedia resources, like videos or interactive graphics. And as person's skills or educational experiences change, the information could be routinely updated, providing users with the ability to create a lifelong personal e-portfolio profile.

In turn, employers and those interested in economic development could use the e-portfolio system to search for prospective employees. The system could also be used for online searches to determine workforce potential by geographic region, skill, education, experience, or other factors.

Valley City State University, North Dakota State College of Science and the System Office are currently leading the NDUS effort. The pilot program will continue through the summer of 2013.

Did you know?

That 43% of all mobile phone subscribers in the US owned smartphones as of the third quarter of 2011. And for those aged 25-34, that number grows to 62%. Even for the traditional college ages of 18-24, the majority, 54%, are smartphone owners.

Access

NDUS Help Desk - The New Look, One Year Later

A year ago some major changes were made to the NDUS Help Desk. The changes included a move to true 24x7x365 support, the ability to adjust staffing for busier times (scalable support), and the establishment of Service-Now as the IT issues tracking system.

24x7x365 SUPPORT — When you call, someone will answer the phone. This feature allows students, faculty, or staff to report problems at all times of day or night. In turn, callers can complete their task in a timely manner.

SCALABLE SUPPORT — Most days, four or five help desk staff provide dedicated support for the NDUS. However if there is an unusual increase in calls, up to 50 additional help desk staff can be added to assist. The NDUS Help Desk is predictably the busiest at the beginning of fall and spring semesters, when calls can double or triple compared to normal volume.

Prior to the changes last year, call wait times could last up to 20 minutes and one in five callers would simply hang up. It was a real frustration for a caller looking to get help. Since July after the new changes, call wait times are less than two minutes on average and abandoned calls are less than 10% of the total.

SERVICE-NOW — Service-Now replaced Remedy as the tracking system for NDUS IT issues. In addition, BSC, DSU, LRSC, NDSCS, NDSU, and UND have started to use Service-Now for local campus IT issue-tracking.

Combined, these new services have improved the overall service provided to NDUS Help Desk customers.
Impact of HRMS/Financials Split

System Information Technology Services recently completed a complex project to separate university system and state data that was previously shared in a single system. This successful migration and re-launch of the University System’s Financials and Human Resource Management Systems was coined “PEPP” for PeopleSoft Environment Partitioning Project.

The change provides several new advantages. The University System environment consists of a smaller database, which leads to faster processing and shorter down times during patches, fixes, and upgrades. The overall complexity of administering the system has also been reduced.

Already, preliminary conversations are underway to synchronize the biographical/demographical data between the Campus Solutions, Financials, and HRM systems. When completed, things like student or employee address changes will update across all three systems with one entry. This was a need that could not be met when the University System was on a shared platform with state government.

NDUS Help Desk Page

All students, faculty, and staff receive an NDUS account to access NDUS services like Campus Solutions/Campus Connection, Financials, HRMS, and Moodle. The NDUS Help Desk page - http://helpdesk.ndus.edu/ - provides several services to assist with this account, such as:

- Activate or Claim Your NDUS Account
- Change Your NDUS Account Password
- Forgot NDUS Account ID
- Forgot NDUS Account Password

The NDUS Help Desk page provides other IT services as well, including information on phone and chat support for urgent problems and a link to the ticketing system for more routine issues.

The NDUS Help Desk provides support for NDUS accounts and access to NDUS systems. Issues specific to campus-based services need to be directed to local campus support. The NDUS Help Desk page provides links to the campus support services for all 11 NDUS institutions.

Impact of HRMS/Financials Split

System Information Technology Services recently completed a complex project to separate university system and state data that was previously shared in a single system. This successful migration and re-launch of the University System’s Financials and Human Resource Management Systems was coined “PEPP” for PeopleSoft Environment Partitioning Project.

The change provides several new advantages. The University System environment consists of a smaller database, which leads to faster processing and shorter down times during patches, fixes, and upgrades. The overall complexity of administering the system has also been reduced.

Already, preliminary conversations are underway to synchronize the biographical/demographical data between the Campus Solutions, Financials, and HRM systems. When completed, things like student or employee address changes will update across all three systems with one entry. This was a need that could not be met when the University System was on a shared platform with state government.

Your NDUS Account ID

All students, faculty, and staff receive an NDUS account to access NDUS services like Campus Solutions/Campus Connection, Financials, HRMS, and Moodle. The NDUS Help Desk page - http://helpdesk.ndus.edu/ - provides several services to assist with this account, such as:

- Activate or Claim Your NDUS Account
- Change Your NDUS Account Password
- Forgot NDUS Account ID
- Forgot NDUS Account Password

The NDUS Help Desk page provides other IT services as well, including information on phone and chat support for urgent problems and a link to the ticketing system for more routine issues.

The NDUS Help Desk provides support for NDUS accounts and access to NDUS systems. Issues specific to campus-based services need to be directed to local campus support. The NDUS Help Desk page provides links to the campus support services for all 11 NDUS institutions.