



# TRUMAN STATE UNIVERSITY

## Banner 9 Upgrade Plan

Approved by the Information and Application  
Steering Committee on March 30, 2017

### Banner 9

The Banner 9 Administrative Applications provide a modernized user interface, a modernized technical infrastructure, and improved navigation and accessibility features.

March 24, 2017

## Banner 9 Upgrade

### *Objectives*

During the Banner 9 implementation, the following objectives will be accomplished:

- By October 1, 2018, complete the upgrade to Banner 9 Banner Administrative Pages
- By October 1, 2018, complete the upgrade to Banner 9 Banner Self-Service Application
- As part of the review and upgrade process, thoughtfully consider the module enhancements needed
- As part of the review and upgrade process, review and complete re-baselining of customizations where appropriate
- Review and determine which of the Banner 9 Lightweight Web applications and Application Programming Interfaces (APIs) should be implemented, noting which should be implemented this year and which should be part of post Banner 9 upgrade planning

### *Benefits*

The Banner 9 Administrative Applications provide a modernized user interface, a modernized technical infrastructure, and improved navigation and accessibility features.

The benefits of the upgraded system for the campus community include:

- Streamlined support processes.
- Integrated academic plan and registration.
- A better mobile experience for increased engagement.
- Simplified grade entry and attendance tracking.
- Composite employee profile.
- Holistic student profile.
- Natural user experience.
- Simplified methods of communication.
- New capabilities focused on streamlining critical business processes.

The benefits of the modernized technical infrastructure include:

- Navigation Improvements
  - Filtering
  - Lookups / Searching
  - Multiple record views
  - Favorites and Recently Viewed Items
  - Collapsing of sections within a page
- Modernized User Interface
- Customized Branding
- Improved Extensibility Framework
- Responsive design

### *Scope*

The Ellucian Banner 9 environment is comprised of three main application groups. The terminology for the Banner 9 upgrade and these software groups continues to evolve, and therefore, we will refer to them simply as “groups” for this project to avoid confusion. The groups are:

1. Group 1: Often referred to as Banner “Lightweight” Applications. These were some of the first Banner 9 applications released and were meant to provide enhancement and efficiencies in key areas such as Faculty Grade Entry and Registration. The applications are independent of each other, some replace existing Banner 8 processes and some are new functionality. These applications are all individual and need to be reviewed and evaluated individually to determine if and when we should implement them. Registration is most likely the main application that would be required to implement no later than the go live for Group 2 – the Transformed Modules.
2. Group 2: Known as the Transformed Modules. These are equivalent to our Banner Forms/INB environment. Ellucian is continuing to evolve the requirements for these modules and how they are delivered. With our current plan to complete the

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implementation of all transformed modules at one time, Ellucian's grouping of the modules should have no impact on our plans. We will want to continue to monitor these as we progress to ensure we can handle any new requirements as this group's delivery evolves.

- Group 3: Known as the Self-Service Applications. These are equivalent to the Banner Self-Service modules which for Truman are delivered through TruView. Some of SSB's functionality was delivered in specialized lightweight applications. As of February 2017, Ellucian does not have all SSB functionality available in the Banner 9 infrastructure. This group is also evolving and we will need to continue to monitor the requirements and delivery as we progress through this upgrade.

(See Appendix I for a full list of the Banner 9 contents for each Group.)

During this project, we will complete the Banner 9 upgrade and all the associated prerequisite and co-requisite requirements to prepare, support and sustain the Banner 9 upgrade environment.

Summary Banner 9 Upgrade tasks:

- Complete Technical Environment Requirements – includes new hardware, new software, new skills
- Establish Upgrade Organizational Structure
  - Determine and establish upgrade teams
  - Develop Banner 9 upgrade schedule
  - Review and utilize available Ellucian resources, including recordings, training/workshops, and documentation
- Install and Review Banner XE Applications
  - Analyze existing Banner Modifications
  - Review the three groups (see Appendix I) that makeup the Banner 9 upgrade
  - Determine Training needs
  - Build Banner 9 demo environment
  - Determine upgrade scope for Banner 9 Upgrade and what will be part of Post Banner 9 Upgrade
- Analyze Existing Banner 8x Modifications and Customizations
  - Review existing Banner 8x modifications/customizations
  - Determine what modifications/customizations are candidates for re-baselining to Banner 9 delivered
- Campus Preparation for Banner 9 Upgrade
  - Send demo site invitations to campus groups
  - Training including documentation and hands on training
  - Pilot of Banner 9 environment
- Complete the Banner 9 Upgrade
  - Determine upgrade timeline
  - Complete upgrades to latest available versions
  - Conduct full Banner system upgrade testing
  - Send upgrade notifications to campus
  - Review and test integrations

### *Assumptions*

- The primary focus of the Banner 9 upgrade will be getting all existing functionality and services operational in some form in the new environment. New functionality will have to be evaluated and prioritized with the understanding that critical and key existing services must take precedence.
- Some new functionality/enhancements will need to be part of the Post Banner 9 upgrade projects.
- Banner 9 modules and features will be utilized as the first option of choice, only utilizing other third-party systems if the Banner 9 functionality will not support the needed features.
- Modifications to the Banner 9 system (especially the Transform Modules) will be minimal.
- The Administration, Steering Team, Integration Team, and Project Sub-Teams will support the project.
- Adequate resources will be made available for training and system education.
- Adequate resources will be made available for the necessary technical environment upgrades.
- Supervisors will allow project team members to participate in training, implementation, and testing activities.
- University administration recognizes that employees will need time to work on the Banner upgrade.
- Students, faculty, and staff will have access to modern web and mobile-enabled applications.
- There could be staff turnover over the course of this project.

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- For project continuity, the current membership of the Integration Team will remain in place as is from now until completion of the Banner 9 Upgrade.

### *Dependencies*

- Hardware and Software Requirements – Some hardware and software may be needed to support the implementation of this project.
- Training
  - Developers will require off-campus as well as on-campus training.
  - User training needs will need to be determined and provided. The project plan should allow for training needs.
- Campus Portal – The Liferay portal, which currently delivers SSB and other web-based applications, will need to be integrated into the project upgrade plans.
- Other Third-Party Integrated Systems – Other systems that are integrated with Banner in some form will also need to be considered and evaluated in the project upgrade plans. (These systems include, but are not limited to, applications like E-Print, the BDMS imaging system, DegreeWorks, CampusCall, Slate, TouchNet, Sodexo, ID Card, Library MOBIUS/Innovative Interfaces System, CAS security system, ACA compliance, Blackboard, Clean Address, eVisions, Event Management System EMS, Digital Measures, RAVE, Perimeter Access, Student Conduct System, FundDriver, TimeClockPlus, StarRez, etc.). Many of these applications are tightly integrated with Banner (i.e., data is shared in real-time).
- Web-based Support Systems – Some web-based support systems will need to be reviewed and potentially updated as part of the project plan. These include, but are not limited to, applications that support admission relationship management and support, summer academic academies, student timecards and clearance tracking, online stores and payments, student residence hall management, immunization records, etc.)

### *Constraints*

Constraints are aspects about the project that cannot be changed and are limiting in nature. Constraints generally include scope, cost, schedule (time), and quality.

- ***Maintenance support for Banner 8 ends December 31, 2018, with only sustaining support beginning January 1, 2019.***  
This means that customers will no longer receive regulatory releases (eg. Financial Aid regulatory updates) or product enhancements, or new hot fixes/patches of any kind.
- ***Oracle forms and reports 11gR2 extended support ends December 31, 2018.***  
This means that customers who continue to use this platform will owe additional maintenance fees directly to Oracle. Oracle forms and reports 11gR2, our current version, is the last version to support the current Banner 8x forms.
- ***Oracle HTTP Server (OHS) / Mod\_plsql deprecated starting with Oracle HTTP Server 12.1.3.***  
This means that customers will no longer be able to run Banner Self-Service 8x modules and custom self-service pages developed using the Banner Self-Service 8x code base which requires mod\_plsql functionality. Our Banner Self-Service 8x modules and all our custom modules and applications will no longer function after the Oracle OHS upgrade to 12.1.3 and above.

### *Risks*

Anticipated project issues should be logged as risks, with approaches to mitigating these risks identified if possible. The list of risks may grow as the project progresses, and as they do, mitigation strategies should be developed.

<b><i>Risk</i></b>	<b><i>Mitigation</i></b>
Staff Turnover	Document staff progress and decisions as the project progresses, not just at completion, and keep communications flowing.
University business takes time away from the project	Reassign duties as needed in order to ensure project tasks are completed.
Task incompleteness	Project Manager and Integration Team will monitor project progress on an ongoing basis.

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Loss of some business process functionality	Project Manager and Integration Team will identify and accommodate critical process needs.
Significant lapse in schedule (delays)	Project Manager and Integration Team will monitor project progress on an ongoing basis. If necessary, the implementation schedule will be adjusted, as long as it does not affect meeting the December end of services date published by Ellucian.
Key critical interfaces are not developed on time	Project Manager and Integration Team will monitor project progress on an ongoing basis.

### *Project Organizational Chart*



#### **Steering Committee**

Dave Rector, Chair  
 Elizabeth Clark  
 Richard Coughlin  
 Lou Ann Gilchrist  
 Donna Liss  
 Regina Morin  
 Judy Mullins  
 Tammy Roberts

#### **Integration Team**

Tammy Roberts, Chair & Project Manager	Charisse Hatfield
Nancy Asher	Sally Herleth
Diane Bloskovich	Brenda Killen
Angela Carron	David Lusk
Cheryl Cragg	Greg Marshall
Marla Fernandez	Adrien Presley
Michael Garzanelli	Dana Safley
Bethany Gibson	Robin White
Jill Graves	Brittany Harden
Laurie Hall	

#### **Project Sub-Teams**

A Project Sub-Team will be formed as needed. The memberships will be made up of at least one Integration Team member and other campus personnel with the desired expertise to assist the Sub-Team to complete their specific assignments. In most cases the Sub-Teams will be reviewing, piloting, and/or implementing an assigned application/functionality. Some tasks assigned will have specific guidelines that will need to be followed to ensure consistency and needed details are gathered for setting the timing and priority of implementations.

The Integration Team representative(s) on the Sub-Team will be responsible for ensuring the Project Manager and Integration Team are kept informed of the progress of the Sub-Team. Sub-Teams will come and go throughout the project as needed. A list of the initial Project Sub-Teams, their charge/responsibilities, and their members are provided in Appendix II. The Project Manager will maintain the on-going documentation of the Project Sub-Teams for the duration of the project.

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### *Roles and Responsibilities*

- Project Steering Committee/Executive Committee

The IT governance group, the Information & Applications Steering Committee, will serve as the Project Steering Committee/Executive Committee and provide leadership at the administrative level for the Banner 9 Upgrade. This committee will:

- support the Integration Team
- stay abreast of developments through frequent communication
- make decisions as necessary to ensure that an institutional perspective is maintained throughout the implementation process. This will include making institutional policy decisions as necessary, and in a timely manner to ensure continued progress on the project.
- make decisions regarding requested changes to major systems
- will ensure that appropriate priority is given to the project and its associated parts

- Integration Team

The IT governance group, the Administrative Applications Integration Team, will serve as the project management team to provide leadership at the functional level for the Banner 9 Upgrade. They will:

- oversee the upgrade and implementation of all Banner 9 Administrative Pages and Self-Service Applications
- serve as members and/or team leads for Project Sub-Teams identified as part of this project and any Post Banner 9 Upgrade projects established as a result of this project's efforts
- define/update and test user procedures
- validate data
- develop/update policy proposals and procedure manuals
- validate/update end-user training material
- ensure established guidelines are followed for assigned tasks

Additionally, in order to provide as much stability as possible to the project, the team members will remain in place throughout the duration of the project. If necessary or deemed appropriate, staffing of the teams will be adjusted during the project lifespan to ensure the project's success. Project Team member changes will be reviewed and approved by the Steering Committee.

- Project Manager

The Project Manager serves as the Chair of the Integration Team and as an ex-officio member of the Project Steering Committee. The Project Manager will:

- keep the Steering Committee and the Integration Team informed regarding project progress
- maintain the documentation for the Banner 9 Upgrade project including the Project Sub-Team memberships, the revaluations of the lightweight applications, and the Banner 9 Upgrade Schedule

- Project Sub-Teams

Project Sub-Teams will be established for each Banner Lightweight Application to be implemented, and may also be established for functionality that warrants it. At least one member of the Integration Team will serve on each Project Sub-Team, along with staff from related functional areas with expertise in the functionality being implemented.

The Project Sub-Team lead will keep the Project Manager and Integration Team informed regarding concerns or issues that arise.

The Project Sub-Teams will:

- define/update and test user procedures
- validate data
- develop/update policy proposals and procedure manuals
- validate/update end-user training material
- ensure established guidelines are followed for assigned tasks

### *Communication*

- The Steering Committee will meet as needed, but not less than monthly.

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- The Integration Team will initially meet monthly, but may meet weekly once the project reaches the Banner XE installation phase. The Integration Team will report the status of the project to the Steering Team on a regular basis via the Project Manager.
- The Project Sub-Teams will meet as required by the Project Manager, once their assigned task starts and until their assigned task is considered complete. The Project Sub-Team lead or Integration Team member will report the status to the Integration Team at least monthly.
- Communication with the campus community and other interested parties will be accomplished in the following manner:
  - Updates will be made to the project website
  - Notes will be included in the Truman Today to highlight accomplishments and to refer interested parties to the website.

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### Appendix I

#### **Group 1: Often referred to as Banner “Lightweight” Applications**

These were some of the first Banner 9 applications released and were meant to provide enhancement and efficiencies in key areas such as Faculty Grade Entry and Registration. The applications are independent of each other, some replace existing Banner 8 processes and some are new functionality. These applications are all individual and need to be reviewed and evaluated individually to determine if and when we should implement them. Registration is most likely the main application that would be a required to implement no later than the go live for Group 2 – the Transformed Modules.

#### **Banner Lightweight Applications available as of 2/2017**

- **Registration**: The Registration application provides four key processes. You can choose to implement any or all of the new functionality.
  - **Registration Planning**: Allows students and advisors to create planned registration schedules. Also integrates with the DegreeWorks Student Educational Plan (SEP).
  - **Block Registration**: Allows students to self-select the block of classes they wish to attend. Admin users no longer have to register students into blocks.
  - **Projected Registration**: Leverages degree audit to generate a projected list of student courses for selection to be used for the next registration term.
  - **Structured Registration**: Students are guided through the selection of classes based on their academic program requirements.
- **Faculty Grade Entry and Academic History**: Academic History and Faculty Grade Entry lets your faculty enter grades for class assignments as well as post midterm, final, and incomplete grades – all from one location, from any device. Additionally, Faculty Grade Entry provides an updated user interface (UI) for faculty grading including the ability to upload a spreadsheet of grades.
- **Attendance Tracking**: The Attendance Tracking application allows faculty to quickly and easily enter attendance on a mobile phone, tablet, or webpage. Faculty can choose to mark those present or absent, and may also add details on time spent in class.
- **Student Advising Profile**: Student Advising Profile offers a convenient single view of the most critical information necessary for students and advisors to make better academic decisions. The application also integrates directly with Ellucian DegreeWorks for a complete advising solution.
- **Employee Profile**: The Banner Employee Profile gives employees a consolidated view into their personal employment, and job-related information. It provides a manager with a comprehensive view of their team members with easy and efficient ways to complete the administrative tasks involved with supervising employees.
- **Event management**: The Event Management application provides tools to manage an event and its functions as well as enabling event registration in Self-Service. With Event Management, you can monitor event registration, attendance, and participant information.
- **Position Description**: With Human Resources Position Description, it becomes much simpler to manage the creation, editing, routing, and approval of position descriptions for key stake holders like hiring managers and human resources staff.
- **Finance Purchase Requisition**: Finance Purchase Requisition allows faster procurement of products and services with an intuitive user experience and dashboard to help manage requisition processing.
- **Direct Deposit**: Direct Deposit provides an enhanced user experience to maintain direct deposit information for both employees and students and offers an intuitive future-proof user experience to enter bank account and routing information.
- **Communication Management**: Banner now includes new features that will work across the enterprise. Communication Manager is for transactional connections to your constituents using Banner data, such as financial aid award letters, or messages with reminders to register for classes or notification when tuition is past due. The new functionality in Banner adds another great tool to communicate with specific populations in the overall system.
  
- **Additional Self-Service Applications listed in recent (2/10/2017) but not listed on the Banner XE Web Site Resources**
- Effort Reporting
- Labor Redistribution

#### **Group 2: Known as the Transformed Modules**

These are equivalent to our Banner Forms/INB environment. This group is the Banner 9 replacement for our existing Banner Forms. Ellucian is evolving the requirements for delivering these. Our plans are to complete the transformed modules upgrade all at one time.



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### **The Transformed Modules/Banner Administrative Pages are:**

- Banner Accounts Receivable
- Banner Advancement
- Banner Finance
- Banner Financial Aid
- Banner General
- Banner Human Resources
- Banner Student Aid
- Banner Student

### **Group 3: Known as the Self-Service Applications**

These are equivalent to the Banner Self-Service modules. Some of SSB's functionality was delivered in specialized lightweight applications. As of February 2017, Ellucian does not have all SSB functionality available in the Banner 9 infrastructure.

### **This group still needs clarification – Ellucian documentation and webinars discuss this area differently.**

- At this time, this may simply refer to the structure/shell/base for the Self-Service Applications used for the final release of the main core of SSB applications rewritten in the new infrastructure tools. As of 2/17/2017, Ellucian has not released the full SSB environment replacement code and has not announced when they will do so.

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### Appendix II

#### Project Sub-Teams

Project Sub-Teams will be established to complete specific assignments required to complete the overall Banner 9 upgrade. They will be provided with a specific charge/list of responsibilities. The membership will include at least one Integration Team member and campus personnel with the desired expertise to assist the Sub-Team to complete their specific assignments. In most cases the Sub-Teams will be reviewing, piloting, and/or implementing an assigned lightweight application or functionality. The Integration Team representative(s) on the Sub-Team will be responsible for ensuring the Project Manager and Integration Team are kept informed of the progress of the Sub-Team. A current list of the Sub-Teams, their charge/responsibilities, status of their work, and their members are provided below.

#### Faculty Grade Entry Pilot Status (COMPLETE)

Pilot participants' responsibilities:

- Access the new Banner Faculty Grade Entry (FGE) tool and review your spring courses.
- Grade as many of your courses as you'd like via FGE using the manual grading functionality, the import file process, or a mix of the two processes
- Provide feedback on the FGE tool and any of the features and functionality you have comments of interest
- Review and provide feedback on the user documentation
- \*Complete your spring final grades on time!

Members:

Tammy Roberts  
Adrien Presley  
Maggie Herron  
Ashley Ramsey  
Mark Hatala

Emily Costello  
Ruthie Dare-Halma  
Julia Delancey  
Yuna Ferguson  
Amy Fuller

Chad Mohler  
Jonathan Vieker  
Stacey Kaden  
Barbara Kramer

Summary Results: Responsibilities - COMPLETE. Several members of the team were able to use FGE for their May 2016 grades. Feedback was provided that resulted in some clarification updates to the documentation and the instructions provided. Potential issues identified were documented and were resolved in the spring 2016 release of FGE. With the successful pilot, FGE went live as an option for all faculty grading starting with summer 2016 final grading.

#### Finance Purchase Requisition Review Status: IN PROCESS

Responsibilities:

- Complete a preliminary review of Finance Purchase Requisition
- Identify and document issues or concerns
- Provide a recommendation on implementation

Members:

Angela Carron  
Kim Murphy  
Others TBD

#### Registration Review and Pilot Status: IN PLANNING

Charisse Hatfield  
Maggie Herron  
Registrar's Office Representative(s)  
IT Representative(s)  
CAE Representative(s)  
Faculty Representative  
Dean/Chair Representative(s)  
Student Representative(s)

#### Student Advising Profile Review and Pilot Status: IN PLANNING

Tammy Roberts

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Adrien Presley  
Brittany Harden  
CAE Representative(s)  
IT Representative  
Student Representative(s)  
J.D. Smiser

Direct Deposit Review Status: IN PLANNING

Michael Garzanelli  
Angela Carron  
Bill Maples  
Beth Oberman

Attendance Tracking Review Status: IN PLANNING

Kathy Elsea  
School/Department Representatives  
Others TBD

Additional Project Sub-Teams will be named for each of the lightweight applications.