Fridays @ first

November 14, 2008

CUNYfirst is Coming Soon!

❖ *Human Resources (Human Capital Management – HCM)*

That's the message we will begin sharing as we move toward our most impactful launch next year, the implementation of our new suite of Human Resources processes. Our campus teams and our university offices team are either introducing CUNYfirst to their staff or are planning meetings to do so.

This past week, the teams at Hostos and Bronx Community Colleges and at the University Offices gave an introduction to CUNYfirst and what it will mean for the City University of New York.

From Alyce Zimerman from Bronx CC (Tuesday November 11):

The CUNYfirst @ BCC presentation went very well. Invitees included all CUNY Office Assistants/Administrative Assistants (COAs/CAAs) and academic department chairpersons. According to our sign-in sheets, the event was attended by at least 96 people, 63 of whom are either COAs or CAAs. The PowerPoint presentation touched on all areas of CUNYfirst, but addressed more comprehensively Human Resources' TAM and HCM. Each Liaison presented his or her own section to the audience. Afterwards, we all received congratulations and thanks. We received several email thank you's: *"It was a very well organized presentation – thank you to all the administrators."   "It was very informative and very well planned and each speaker did a good job. I'm excited to move forward and to do my work using today's technology." "Thanks should go to you all. I am so excited about CUNYfirst, I can't wait to get started."*

From Gissette Forte from Hostos CC (Monday November 10)

This event attracted a large numbers of participants that had the opportunity to hear more about the CUNYfirst project, the HCM module and the implementation timeline.
Following the presentations made by the Campus Executive Sr. VP Esther Rodriguez-Chardavoyne and the HR Director, Mrs. Imelda Redito, attendees were able to ask questions, express their opinions and concerns.

VP Rodriguez-Chardavoyne leading the CUNYfirst Town Hall at Hostos Community College

Fridays @ first

From Shannon Clarke-Anderson from Medgar Evers (September 25)

Our CUNYFIRST campus team's presentation to the Gittleson's on September 25th went surprisingly well and exceeded my expectations. Not just how well the presentation was received but also the collaborative effort of the core team to ensure the success of the meeting.
To my wonderful surprise, my team came full circle and they did a wonderful job. Not only did they present but the included their own content for the presentation which gave it a more personalized approach to our Gittleson colleagues. Having Central Office present at the meeting, I believe set a tone which signaled support and collaboration. I look forward to our next presentation.

These comments from our communications liaisons are indicative of the teamwork and the responses we've received at these meetings. Up to now, most of our work has involved Subject Matter Experts of our pillars – Finance, Student Services and Administration and Human Resources. Next year, everyone will have an account and either begin doing work in our integrated systems or have employee self-service to view their personal and job information. Our thanks are to our teams who have created these very important programs. We urge our other teams to begin preparing similar events as soon as possible. The CUNYfirst Core Team is available to provide assistance and will attend the sessions to help team members answer questions.

> ❖ *Project Website – http://first.cuny.edu*

To our delight, the CUNYfirst Project website has become an important stop for those involved in the project and for anyone interested in project information. On Wednesday, we will re-launch the site, giving more details about the Project and to provide an introduction to those who are just learning about what CUNYfirst is and what it will mean to the university. The site will also provide a link to a new CUNYfirst Tour – an animated video that answers in detail the many questions about the Project.

> ❖ *Student Administration – Campus Solutions (CS)*

The kickoff for Users Acceptance Testing for our Vanguard Colleges (Queens and Queensborough) will be held Tuesday November 18 at the Joseph Murphy Institute on West 43rd. Those in attendance from Queens and Queensborough will learn how they will test the new processes to make sure they meet all of our requirements. One of the activities they will take away from the meeting is the creation of what we call scripts – the step by step procedures they need to do their current work in the new system.

Last week, on November 10, we hosted a meeting we called Wave One meets Wave Two. We asked Bursars, Admissions Officers, Registrars, Financial Aid, IT and Testing staff from our Wave One (Vanguard) colleges to talk to the Wave Two schools about the process for getting ready to bring new student processes to their communities. It was a very good meeting where the student leads from the CUNYfirst Core Team and their counterparts from the Vanguard schools talked about the work that has been done. After the meeting, Project Leader Ron Spalter sent these suggestion for the Wave Two teams to move toward a successful implementation.

> 1) If you have not already done so, create a BARFIT team, including reps from Bursar, Admissions, Registrar, Financial Aid, Testing and IT. This will enable rapid dissemination of information, coordination of goals and deadlines, and when needed, a sharing of tasks. A common calendar is a good tool to help this group coalesce.

555 West 57th Street -14th Floor
New York, NY 10019

2) Make data cleansing a priority and start now. The deadlines will come soon.

3) Appoint "back-up" personnel to assist team leads and invite them to fit/gap, CRP and training sessions. Don't rely on only one person from an office to carry the burden of understanding how the system "works".

4) Document your relevant business processes. If this task is unfamiliar, contact your Core Team representative and he/she will have a team member help with the process.

5) Talk to your peers and colleagues at the Vanguards. They offered to help and will soon be our "best and brightest" Campus Solutions experts.

6) Talk to your SME's on the Core Team. They want to help and make sure you succeed.

7) Participate in Users Acceptance Testing. Help write scripts and attend testing sessions.

8) If you attend a CUNYfirst activity, share the information widely with campus colleagues upon your return. Get clarity on seemingly conflicting messages from different pillar representatives.

9) Create campus communication channels (eg: listserves, users groups, etc.) and join cross campus electronic forums relating to your responsibilities and CUNYfirst.

10) Communicate widely about the goals of the project and the progress being made. Never assume that everyone knows as much as you do.

Q and A:

Q: We are getting closer to go-live on HR (HCM). Training will put a burden on our HR office. How can we minimize that?

A: There are two things in place that should help. There are five Borough Training Centers at Hostos CC, Queens College, City College, Brooklyn College and College of Staten Island. When the training schedule is released, users will see they have many opportunities to take the specific courses based on their roles. That should allow them to work within their department and their manager/supervisor to schedule training collaboratively to make sure the burden of people being gone is minimized

❖ *Ahead*

Help Desk professionals will continue training (Monday and Wednesday) on the new Email Response Management System (ERMS) – a tracking tool that will help monitor requests for support and solutions. This system will go-live on December 8.

The CUNYfirst Steering Committee will meet this coming Wednesday, November 19.

Have a good weekend.

John Ray
CUNYfirst Communications Manager
cunyfirst@mail.cuny.edu