

Major University – Case Study 1

Assessment, Strategy and Requirements Definition for an Advancement and Development Program

Objective

This University with over 70,000 students enrolled across multiple campuses was in direct need of a new series of computing systems to replace a legacy environment. With the current state of declining Higher Education funding, an increasingly competitive landscape and a new model of constituent-centric Advancement and Development, the University is faced with challenges that require capabilities and skills to seamlessly facilitate interactions between institutions and their constituents. These changes are having a significant impact on the people, process and technology needs of Advancement and Development programs.

In order to prepare for these changes, the University embarked on a program to upgrade their Advancement and Development capabilities across all campuses and units of the University including the Alumni Association, the Foundation and all Colleges.

Solution

The Chicago Business Intelligence Group was engaged by the University to lead an effort to assess the current state of the processes, technologies and organization and prepare recommendations for the future state of Advancement and Development. This included a needs analysis and solutions/feasibility analysis to support operational and strategic alumni relationship management with a deep focus on providing the data and systems infrastructure that meet current and future information needs for relationship management.

CBIG developed a set of possible solutions and a vision of how Advancement and Development optimally should work. Key deliverables included:

- Requirements across: technology, organization/structure and culture, processes and policies and financial impact
- Benchmarking with other higher-education institutions
- An assessment of the current technology state
- A GAP analysis of the operational and reporting/analytical constituent relationship management (CRM) requirements
- Recommendations with multiple solution alternatives for: technology, organization/structure and culture, processes and policies
- Short-term, quick-hit projects to improve performance and effectiveness

Customer Profile

The client is a major university with over 70,000 registered students across multiple campuses.

Business Situation

The University needed to develop best practice solutions and strategies related to constituent relationship management with project planning, technical assessment, data architecture, requirements management and business intelligence services

Technology

Oracle
Business Objects
Cognos
Informatica

CBIG Corporate Overview

Business intelligence and data warehousing is all we do. CBIG offers a full range of services and software targeted at your Business Intelligence environment. Whether you're implementing a data warehouse, a data mart, or need help realizing value from a project that is complete, we can help. At the heart of our practice is our integrated methodology (TruCourse™) and BI program management software (FrogPoint™).

For More Information

For more information about CBIG services, call John Onder at 630-215-5970 or visit the Web site at www.chicagobiggroup.com

Major University – Case Study 2

Strategy, Development and Implementation of an Enterprise Data Warehouse and Business Intelligence Environment

Objective

This major University with over 70,000 students enrolled across multiple campuses was in direct need of a new series of computing systems to replace a legacy environment. A key part of the strategy centered around the need for timely and accurate access to information to track and manage registration, financial aid, grades, grants, purchases, and staff compensation. In the past, the data infrastructure consisted of many different siloed systems, developed with many different legacy tools and no integration. There wasn't a way for the university's data users to have a single source of administrative information. Users would produce different reports that supposedly conveyed the same meaning, but had different results. With different individuals creating reports on the same data, valuable time was wasted in trying to reconcile the differences among reports. In the past five years, the University completed a major project to update its operational systems with SunGard's SCT Banner ERP solution. At the same time, the decision support unit built a data warehouse to capture data from the new system.

Solution

Professionals from the Chicago Business Intelligence Group were engaged by the University to develop the overall strategy of the future business intelligence environment, plan the rollout of the program and assist the University staff with the development, testing, training and implementation of the solution.

CBIG's role included working with the management of the University to determine a top-down business strategy that was then decomposed into the business, data, technical, application, organization and process requirements. CBIG consultants assisted the University in selected the proper toolsets, trained staff on BI/DW best practices and drove the development while mentoring the staff through implementation.

During the engagement, CBIG worked closely in assisting the University develop their governance, processes and organization while implementing a Business Intelligence solution serving several hundred users executing thousands of queries in the areas of registration, operations, financial analysis and planning.

Customer Profile

The client is a major University with over 70,000 registered students across multiple campuses.

Business Situation

The University required information access, reporting, analysis and distribution system to replace an legacy environment that used a set of paper reports from siloed legacy systems that were often untimely and with conflicting data.

Technology

Oracle
Business Objects
Crystal Reports
Informatica

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Major University – Case Study 3

Data Warehouse Reporting Architecture Planning, Report Design and Development

Objective

As part the implementation of an ERP application the University embarked on the development of their financial reporting capability. The design and development of the phase one reporting architecture was critical for the 1) auditing of the financial information being moved into the new ERP environment and 2) provided long sought financial reporting capabilities needed for planning and operations. The audience for the initial roll-out of the reporting environment included the President of the University, the Controller's office, auditors and financial planners.

Solution

Working closely with the Universities staff, CBIG led the planning, design, development of a Business Object's reporting environment. This being the first iteration of reports utilizing a new data structure, CBIG assisted in the overall performance turning of the environment, design of the BO reporting Universes, layout of the reports, development, user acceptance and implementation turnover. The architecture and process CBIG designed and implemented and transferred to the University staff will be used to implement other reporting applications.

Customer Profile

The client is an internationally recognized leader in higher education.

Business Situation

The University required financial reports to audit the implementation of a new ERP system and to provide much needed visibility into the finances of the University.

Technology

Oracle 11i
Business Objects

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