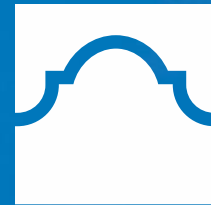


**Mayday Mayday...We've
Discovered a Problem!**

TCC 2022 Conference



ALAMO
COLLEGES
DISTRICT



Malcolm Baldrige
National Quality Award
2018 Award Recipient

Achieving the Dream
LEADER COLLEGE
OF DISTINCTION

Are you ready for some friendly competition?

- Take out your phones
- Go to <https://kahoot.it>
- Winner: Most accurate quickest response.



Overview

- Our Organization
- Our Team
- How we work together
- A day in the life of CBMs
- How a change is implemented
- Problem Solving
- Your Turn: Report out



Empowering our diverse communities for success.



ALAMO
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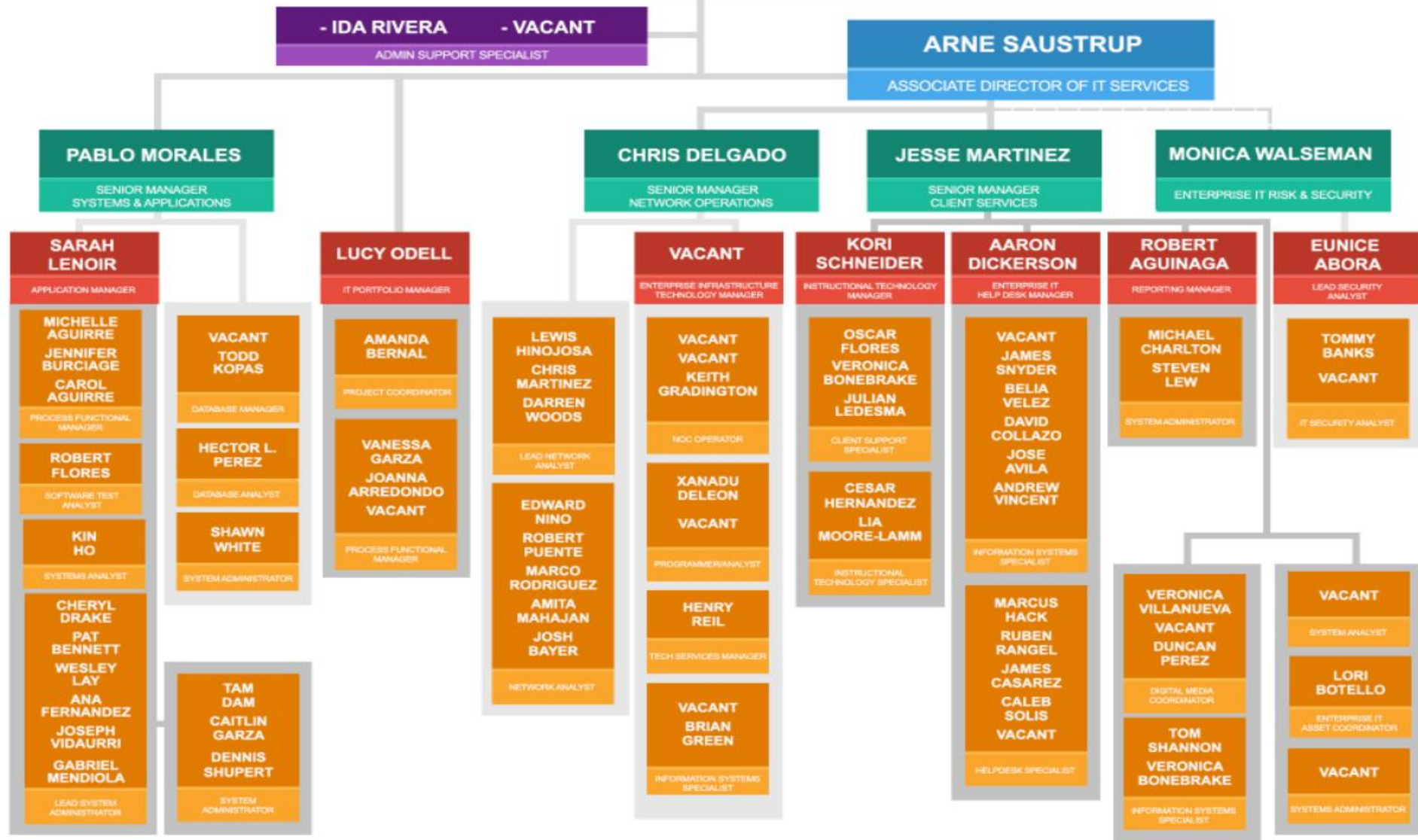
Who are we?

- Alamo Colleges is comprised of 5 separately accredited colleges
- We serve approximately 60,000 students
- Banner operating institution
- District Support Offices support initiatives and functions at the colleges.



ROGER CASTRO
INFORMATION TECHNOLOGY SERVICES DISTRICT DIRECTOR

Information Technology Services
Organizational Chart



Applications Team-District Support Operations

- Maintenance of Banner Modules
- Patch Implementation
- In-house modifications/scripts
- CBM reports
- Job scheduling (Automic)
- Student Portal (Luminis)
- Software/Applications



How we work together

Process Functional Manager

- Liaison to customer
- Coordinate Meetings
- Set up Working/Testing sessions
- Act as SME
- Create Project Management Documents
 - Determine LOE
 - Requirements
 - Risks
 - Work Breakdown Structure



What happens in a day of running CBMs





- CBM reports are run in AUTOMIC
- AUTOMIC :Job scheduling application
- Schedule processes as needed (specific days, daily, weekly, etc.)
- CBM reports are delivered to the State Reporting team and Institutional Research team



Wait, did I hear changes?

Yes! There are changes to the CBMs.



- Prep work:
 - Identify changes 
 - Notate what will be impacted 
 - Identify the deadline 
 - Engage Functional Users 



The Process

- Releases are reviewed by:
 - Functional Users
 - Software Test Analyst
 - Database Manager (DBA)
 - Lead System Administrator
- To keep or not to keep, that is the question
 - Functional users decide
 - Why wouldn't we keep?



The Process

- Clone or not to clone, that is another question
 - Functional users provide input
- Timing of Patch release
 - When to install?




The Process

- Apply patch in TEST environment
 - Performed by our DBA
- Ensure Mods are applied
 - Mods are modifications to the base line that has specific code for Alamo Colleges data needs.



The Process

- If Mods are needed keep simple 
- Verify all pieces were completed 
- At this point all is looking good 
- Run test CBMs for review 



The Process

- Processes run successfully
- Review data at high level
 - Lead System Administrator
- Turn over test files for review and data validation
 - Functional Users



Mayday Mayday We've Discovered a Problem...

But wait, If not successful then... Mayday Mayday We've Discovered a Problem!

- What could it be?
 - Compile issues
 - Processing Time
 - Not expected results



Problem Solving Steps

- Ensure process have been compiled correctly
- Ensure versions are correct
- Check parameters
- Review Ellucian cases for any reported issues
- Review Ellucian communities – TCC forum
- Collaborate with Functional User/SME



Is it time to call in the troops?

- Open a case with Ellucian
- Follow Ellucian recommendations
- Rerun processes
 - All should be good



Lessons Learned

- Always unique
- Not always the new features:
 - Data Entry
 - Dirty Data
 - Processes
 - Training
- Refer back to documentation



Now it's your turn

- Let's spend a few minutes swapping tips and tricks with a colleague near you.
- We'll be asking for volunteers to report out.



Questions



Contact Info

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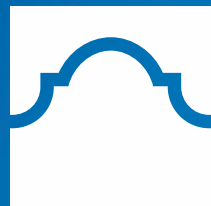
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Thank you.



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