

AGENDA

**SLU Business Manager Meeting
December 13, 2007**

Medical School Lecture Hall A

9:00a.m.-10:30a.m.

- 1) Meeting Overview/Announcements: Linda Pizzo (10 minutes)**
 - **Sign in Sheet**
 - **Next Meeting January 10, Busch Student Center 172**
 - **Introductions New Staff**
- 2) Logical Access: Tim Brooks (20 minutes)**
- 3) Revised I-9 Form: Patty Haberberger (20 minutes)**
- 4) EPAFs in Self Service Banner: Jen Haegele, Patty Taveras (20 minutes)**
- 5) What's New Recap (10 minutes)**

Business Manager Meeting

Minutes of the Meeting of December 13, 2007

Meeting minutes of the Saint Louis University Business Managers held at 9:00 a.m. on Thursday, December 13, 2007 in the Medical School Lecture Hall A.

Business & Finance Staff Present:

Keith Emge	Melissa Ezell	Sharon Gajewski	Greg Haney
Jeff Hovey	Eric Lewis	Marsha McBride	Tom Meadows
Linda Pizzo	Lisa Zoia		

Number of Business Managers Present: 45

Linda Pizzo welcomed everyone to the meeting. Next month's meeting will be held on January 10 in the Busch Student Center 172. Please check the [meeting schedule](#) for the location of all future meetings.

One new member of Business and Finance's Business Services Department was introduced; Annaliese Neff, Contract Management Specialist.

EPAFs in Self-Service Banner – Patty Taveras and Jennifer Haegele, from Human Resources stated that the electronic personnel actions (EPAF) will be available to all creators and approvers in Self-Service Banner by January 2nd of 2008. The training for this switch, which has received positive feedback, will continue to occur in to the new year for all who are previously accustomed to entering in/approving EPAFs into Internet Native Banner and will make the switch to the Self-Service Banner system. This means that the forms NOAEPAF and NOAAPSM in Internet Native Banner will be shut off after January 2nd.

NOTE: if a new user is requesting access for EPAF creation or approval they must submit the approved security form to Nick Hebel (977-2336 or hebel@slu.edu)

Jennifer Haegele then presented the items that will be coming up next from Human Resources Information Systems (HRIS). Please see the [PowerPoint presentation](#) for more details on both EPAF training, for upcoming items and changes from HRIS, and for all HRIS contacts.

For individual training in Banner HR Basics or Banner EPAF Approval, please contact Patty Taveras at 977-2381. For more information on the EPAF process and support click [here](#).

Logical Access – Tim Brooks, the Quality Assurance Administrator in Business and Finance, began to discuss the purpose of Logical Access and Change Management, which is to make sure that the right employees get the right data at the right time (Institutional Effectiveness). Tim gave everyone a description of what change management is, and he also stated what it meant to be the Quality Assurance Administrator. Tim gave us three goals for the Logical Access and Change Management team, which are:

1. To preserve and protect business integrity
2. To protect and maintain the reputation of all departments within Saint Louis University
3. To be as efficient as possible

Tim informed everyone that the LACMI Project is ahead of schedule and that the target completion date is March 28, 2008. He then asked the Business Managers that they help to form a partnership with Logical Access and Change Management team by selecting an expert from within their own organization to act as a liaison for training and awareness for each business unit. Tim also made note

that he is working closely with the Crisis Management Team and that the focus for FY09 will be on Business Continuity Planning.

After Tim finished the Logical Access presentation Linda announced that the next Business Managers' meeting will feature Sam Simon who will discuss Emergency Preparedness. She then introduced Patty Haberberger from Human Resources to discuss I-9's.

Revised I-9 Form – Patty Haberberger, Consultant within Human Resources, presented the issues on employment verification and I-9 completion. She began by handing out a copy of the Form I-9, the instructions for filling out the I-9, the Foreign National Checklist for Employees, and a student worker receipt form. Click [here](#) to view the Form I-9. Patty discussed with the Business Managers why there are issues when employing student workers and adjunct faculty members. She stated that the employee MUST fill out their tax and I-9 forms within 72 hours of their start date. It would be best if the employee fill out the tax and I-9 paperwork before their start date. If the person does not have an EPAF generated in the system for their position then they may not work, and it is up to departments, and Human Resources, to make sure that these students and employees comply with these federal regulations. Departments should direct international students and employees to the International Center first if they do not have the appropriate forms of identification for employment. They may do so by contacting Cathy Donahue at 977-2529 or at donahuec@slu.edu if there are any questions. **Marsha McBride pointed out that the B-Visa's are for visitors to the US and should not be allowed to work.** If compliance is not followed the General Councils Office will fine departments in violation. Patty stated that there are sometimes problems with students or employees not bringing the correct forms of identification with them to fill out paperwork. You may call Human Resources at 977-2360 to find out what forms are needed.

You may contact Patty Haberberger for further questions at 977-8597 or at haberbp@slu.edu.

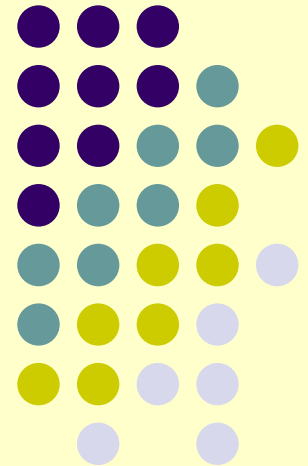
Linda Pizzo concluded the presentations by passing out a ten-point quiz to recap all the issues of 'What's New?' for the year. The winning team of the quiz received a gift certificate prize.

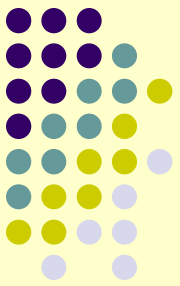
The meeting was adjourned at 10:00 a.m.

Minutes respectfully submitted by Keith Emge and Melissa Ezell.

Self Service Banner EPAFs

What to expect on
January 2, 2008

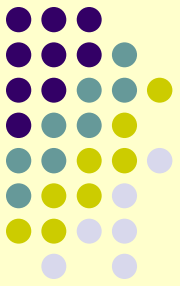




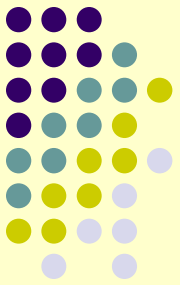
Update on the transition

- **New categories created and tested**
 - 100% complete
- **Current EPAF users re-trained**
 - 85% complete (18 sessions scheduled, 3 sessions remaining)
- **Overflow training will be available in January**
- **Feedback from those who have gone through training has been very positive**

Final details of the project



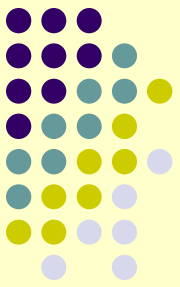
- Establish groups
- Post EPAF Reference Guide to the HR web site
- Send directions on how to establish a default routing queue
- E-mail the Approver Guide to all approvers who will not attend training
- Load administrative roles in Self Service Banner
- Shut off access to NOAEPAF and NOAAPSM in Internet Native Banner



What you can do

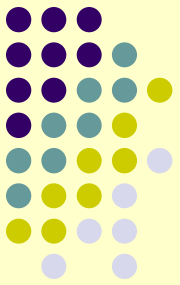
- Attend training
- Do not use the new EPAF categories that have been loaded in PROD before January 1st
- Encourage all users to utilize the mySLU portal
- Show approvers how to approve EPAFs in Self Service Banner
- Make the transition to Self Service Banner EPAFs on January 2, 2008
- Submit approved security forms to Nick Hebel for new EPAF users

What's coming next from HRIS?



These projects may impact you:

- Two new departmental reports will be launched this week
- Participating in the Logical Access project
- Continued maintenance and auditing of our system data
- System integrations
 - The Work Number (online employment verification)
 - SLU hiring system (People Admin) upload to Banner



HRIS contact information

- epafhelp@slu.edu
- Jennifer Haegele – haegelja@slu.edu
 - 977-7184
- Patty Taveras – taverasp@slu.edu
 - 977-2381
- Helen Abbott – abbotth@slu.edu
 - 977-2305
- Nick Hebel – hebel@slu.edu
 - 977-2336



Saint Louis University Quality Assurance Program

“Quality assurance and institutional effectiveness are derived from open-mindedness and always questioning the norm.”

Logical Access and Change Management Implementation

What is Logical Access?

- Logical access is the process by which individuals are permitted to use computer systems and networks.
- Authority to utilize systems and applications will be:
 - Predetermined relationship between the system owner and user
 - Granted through properly documented process
 - Based on an individual's role within the business unit
- Logical access is designed to ensure the confidentiality and integrity of our computer systems, applications, and data.

What is Change Management?

- Change management is defining and implementing procedures and/or technologies that allow an organization to effectively implement changes in the business environment.
- Changes should be:
 - Requested
 - Initiated
 - Tracked
 - Reviewed
- Change management is designed to ensure a highly available and stable computing environment.

LACMI Project Schedule

- Planning & Communication – completed November 16, 2007
- Technical Requirements – completed December 7, 2007
- Design Phase – in progress; due to complete December 21, 2007
- Communication & Training – begins January 7, 2008
- Implementation Phase – begins January 21, 2008
- Post Implementation Review – begins March 17, 2008
- Target Project Completion Date – March 28, 2008

How may the LACMI project affect your business unit?

- This specific project is designed to provide logical access and change management controls for the following systems and applications:
 - Banner
 - Webfocus
 - Workflow
 - Luminis Portal
 - ODS
 - Document Imaging
 - Axiom

- Additional applications will be addressed in one or more follow up projects.

- The LACMI project task force will be conducting interviews, gathering information, design workflow procedures, testing procedures, performing walkthroughs, and user training with many of the business units.

- Hiring managers will have a documented set of procedures for requesting access to computer systems and applications.

- Managers will have a documented set of procedures for terminating access for workforce members leaving the University.

- Managers will have a documented set of procedures for handling internal transfers.

- Business units will have a documented set of procedures for requesting changes to computer systems and applications.



Saint Louis University Quality Assurance Program

“Quality assurance and institutional effectiveness are derived from open-mindedness and always questioning the norm.”

What is Quality Assurance?

Quality Assurance is the systematic, multidisciplinary process of ensuring that an organization’s products or services meet specific business requirements. It is also any process or procedure designed to improve process and workflow efficiency. The overall deliverable of a Quality Assurance program is institutional effectiveness.

What is the role of QA at Saint Louis University?

Using the vision and mission of Saint Louis University as a guide, the QA team will focus on three main objectives:

- Protect and preserve revenue generating processes
- Protect and preserve the reputation of the institution
- Enable overall institutional effectiveness and efficiency

To meet these three objectives, the QA team will address the following business requirements:

- Business Continuity
- Compliance (such as Logical Access and Change Management)
- Information Protection
- Disaster Recovery and Preparedness
- Business Service Management (aka Service Level Management)
- Best Practice Service Delivery
- Workforce Collaboration and Productivity

How will the QA team collaborate with individual business units?

The QA team will interact with business units across the University for purposes of information gathering and planning. Some subject matter areas include:

- Business Impact Analysis - a systematic process designed to identify the effect of any disruption to the current business processes. It is typically a specialized project designed to uncover the inner workings of the organization utilizing qualitative and quantitative techniques.
- Disaster Recovery Planning – identification of critical application and data sets required within each business unit
- Business Resumption Planning – how can critical business processes be resumed post disaster (failover mechanisms, workarounds, manual processes, etc?)
- Emergency Preparedness – the QA team, in conjunction with the Emergency Planning Team, will collaborate with business units on emergency planning, evacuation plans, notification trees, etc.

- Institutional Communication and Collaboration – work with business units to develop efficient communication and workflow mechanisms utilizing University standard collaboration suite
- Training and Awareness – socialization of quality assurance and preparedness initiatives
- Information gathering for specific projects such as Logical Access and Change Mgmt controls

The QA team will be initiating a business unit liaison program to ensure the highest level of communication and collaboration University wide. We will ask each business unit to select a liaison to work with the QA department on a continued basis. These liaisons, titled Business Service Management (BSM) Liaisons, will be asked to collaborate with the QA team in the following areas:

- Collaborate with QA to develop and formalize Service Level Agreements
- Collaborate with QA to perform Business Impact Analysis (BIA) for specific business unit
- Collaborate with QA and Security Office to perform Risk Analysis
- Collaborate with QA and ITS to maintain internal control procedures specific to business unit
- Provide two-way communication between business unit and QA
- Provide QA and Emergency Preparedness training and awareness services to specific business unit
- Schedule and initiate business unit level preparedness exercises
- Represent business unit in all QA related events, training, and collaborative efforts
- Notify QA department of significant operational, tactical, or strategic changes within business unit

To be most effective in this role, each BSM liaison should minimally possess the following knowledge, expertise, and authority:

- High-level knowledge of business unit operation, processes, and procedures
- Knowledge of IT services utilized by business unit
- Knowledge of business personnel and organizational structure
- Knowledge of current change management, logical access, and security controls (training will be available)
- Authority to initiate and schedule internal training and socialization exercises
- Authority to provide business unit wide communication

What are the expected deliverables of the QA Program?

In short, the outcome of any quality assurance program should be institutional effectiveness. A QA program should be designed to make each of us better at what we do for the organization. Specifically, the Saint Louis University QA Program is being designed to provide the following deliverables:

- Prioritized list of business functions (revenue generating, supporting, or ancillary)
- Prioritized list of IT services (for recovery purposes)
- Comprehensive, tested business continuity plan
- Comprehensive, tested disaster recovery plan
- Improved University wide communication and collaboration
- Improved IT services formalized in Service Level Agreements (SLAs)
 - Higher availability
 - Higher Performance
 - Aligned with business requirements
- Automated and monitored controls, policies, and procedures for compliance and information protection
- A workforce that is trained and prepared to handle adverse events and change
- Institutional culture based on quality, efficiency, and continuous improvement