

Reimagine technology to accelerate your business



## A creative approach to hire the best

### A world-renowned art and design institute in the United States

A world-renowned art and design institute in the United States offered top-ranked MFA their PeopleSoft systems and applications to meet government compliance demands. It was nearing a year's end, and the school needed to upgrade their PeopleSoft systems and applications to government compliance demands. To compound the issue, this occurred just as they found themselves with a vacant PeopleSoft Administrator position.

#### Two distinct but interconnected needs

Despite being under the intense pressure of a regulatory deadline and needing to fill the very the very position responsible for making the required system upgrades, MICA was fully committed to a proper hiring process. To have sufficient time to suitable vet candidates and find someone who met all their criteria, the school reached out to Ciber for help in meeting their immediate system needs.

The school had an established environment that was running PeopleSoft Applications to support multiple campus programs. Technical services for all departments was centralized, which to this point had been an effective and efficient approach. However, with the PeopleSoft Admin position vacant, it left the institute unable to institute recent upgrades and system patches that Oracle had recently released.

#### Platform built for future success

Ciber began with a review of the existing system, identifying areas where upgrades and improvements could be made and pinpointing the most critical areas that absolutely needed to be addressed. A small Ciber support team was assigned and worked remotely to administer the necessary PeopleSoft system updates and tune MICA's PeopleSoft applications. A roadmap was created that prioritized all of the school's system needs, which provided the framework for the support the Ciber team would provide.

The most pressing of the issues was a need to establish a Campus Solutions Demo environment, which was lacking in the college's existing system. The Demo environment is integral to the Oracle upgrade process. It allows IT to test the effectiveness of any upgrades and patches under pure, unadulterated PeopleSoft conditions before they are applied to the actual system. Identifying issues independent of any non-PeopleSoft programming can save hundreds of hours of troubleshooting down the line. The Ciber team worked to create and implement the proper Demo environment for the institute. Once finished, the Ciber team set forth to apply the system updates and patches that would bring MICA into full regulatory compliance.

Over a span of five months, the Ciber team executed the agreed upon system updates and patches. Updates were first applied and fully tested inside MICA's new Demo environment and then pushed live to the actual system once they were ready. The updates the Ciber team applied included PeopleSoft tax updates and system patching, Campus Solutions Bundles and Student and Exchange Visitor Information System (SEVIS) patching. Now, the school can provide accurate financial reporting, fully support their student body, faculty and staff, and meet the regulatory reporting requirements set forth by Homeland Security for international students and faculty. The team also provided IT and systems support during this time on an as-needed basis.

### More time to make the right hire

Having a solution in place to manage the immediate upgrade and maintenance needs for their IT system took the pressure off the institute to rush their search for a new PeopleSoft Admin, and the hiring committee was able to complete its established process. The school was able to take the time to assemble a pool of qualified candidates, complete initial interviews, narrow down their selection, extensively interview the top prospects and make an educated hire. Having the time to fully vet candidates helped the school find someone who brought the necessary IT knowledge and education system experience who also fit the unique atmosphere of a top art school.

What for Ciber was a seemingly straightforward assignment, ended up delivering on many levels as echoed by Susan Miltenberger, Associate Vice President for Technology at the leading art and design institute, "Ciber freed us up to make a confident hire. They also established the perfect working environment that will help us keep our PeopleSoft systems up to date and delivering optimal performance moving forward."

### About Ciber

Ciber is a consulting, outsourcing and business solutions integration provider with offices across North America and India. For more than 45 years, Ciber has served clients by delivering expertise, IT services, and solutions that transform organizations and provide tangible business value. Ciber's strength is now enhanced by its parent company, HTC Global, a growing technology innovation and execution leader. HTC Global helps clients reimagine technology to accelerate their business.