UCD WAS THE FIRST IRISH INSTITUTION TO UPGRADE TO BANNER 9

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INSTITUTIONAL PROFILE

The University College Dublin (UCD) is the largest University in Ireland with six colleges and thirty-seven schools offering a range of programs. The student population has more than 33,000 students including 8,000 international students based in Dublin and almost 5,000 students in overseas facilities. Approximately 31% of the student body is engaged in postgraduate study and research.

PROJECT BACKGROUND

UCD's ambition is to be an international leader before 2024 by making the campus a model for working in the digital age. A critical step toward enhancing the UCD community experience was the task of upgrading the Banner Student system to the latest version 9. The campus-wide initiative was no ordinary upgrade which provided the University with:

- A fresh user experience for students, faculty, and staff
- Access to new options in registration, communication, and grade management
- Alignment with enterprise security policies for seamless and secure system access

PROJECT DESCRIPTION

SIG worked in concert with the Administrative Services Group and the Enterprise Applications Group to assure continuity of University operations as well as improvements in system management practices. The core objectives of this major upgrade project were to:

- Improve application security and access control
- Reduce bespoke modifications from prior Banner versions
- Provide a modern interface to enhance student engagement
- Automate system management
- The upgrade project positioned the university to migrate Banner to a virtualised hyper-scale cloud hosting service in the future

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BENEFIT/VALUE

During the six-month collaboration, all project tasks were delivered on-time leading to a tightly orchestrated transition with minimal downtime over a single weekend. The project resulted in:

Secure single sign on for student, faculty, and staff leveraging services available from Ireland's National Education Network, HEAnet

- User authentication and access control for Banner was integrated into the University's overall security management policy
- Banner Student access was protected by multi-factor authentication protocols
- Net result being a huge improvement to the security of student data and the overall information system as a core asset of the University
- Improved user experience

Ability to run on any modern browser which provided familiar standard controls

- Provided ease of training
- Enhanced usability and navigation for power users

Significant reduction in time and cost to maintain Banner with Ellucian Solution Manager (ESM)

- Centralized maintenance tasks in one location
- Simplified the view of software dependencies
- Automated the retrieval of software updates and downloads
- Saved valuable time with fewer maintenance interruptions

Lessened the dependence on tailored modifications by utilising Banner 9 extensibility tools
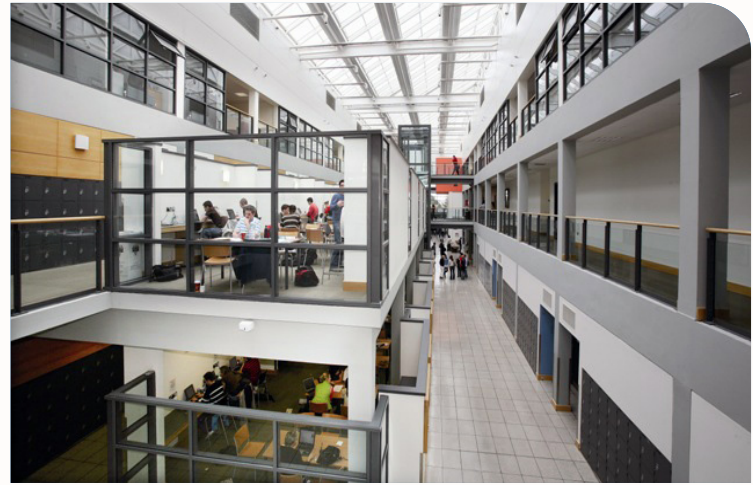
HOW SIG CAN HELP

SIG has assisted hundreds of clients with start-to-finish implementation consulting and management including:

- Configuration and implementation
- Banner 9 and general Banner security
- Identity management
- SSO configuration
- Training
- Go-live support

SIG also offers customised solutions including:

- Engagement in a business modeling session to review current processes, and then develop a new business process to best utilise Banner 9 functionality
- Configure Banner 9 modules and menus
- Develop detailed training materials, an implementation plan, and timeline
- Training, testing, and go-live support

"A SEAMLESS ROLL-OUT OCCURRED ON THE SAME WEEKEND THE ENTIRE UNIVERISTY WAS DIRECTED TO ALL REMOTE OPERATIONS. THAT WE SUCCEEDED IN SUCH A COMPREHENSIVE UPGRADE OF OUR BANNER SYSTEM OVER A SINGLE WEEKEND WITH NO DISRUPTION IS AN EXCEPTIONAL RESULT."
-MARK LANDE, CHIEF APPLICATIONS OFFICER