



Office of Strategic Consulting  
UNIVERSITY OF WISCONSIN-MADISON

# A Collaboration Story: Cross-departmental school-wide development project

IT Professional Conference

5/31/2018



Department of Family Medicine  
and Community Health  
UNIVERSITY OF WISCONSIN  
SCHOOL OF MEDICINE AND PUBLIC HEALTH



DEPARTMENT OF  
Surgery  
UNIVERSITY OF WISCONSIN  
SCHOOL OF MEDICINE AND PUBLIC HEALTH

# Background

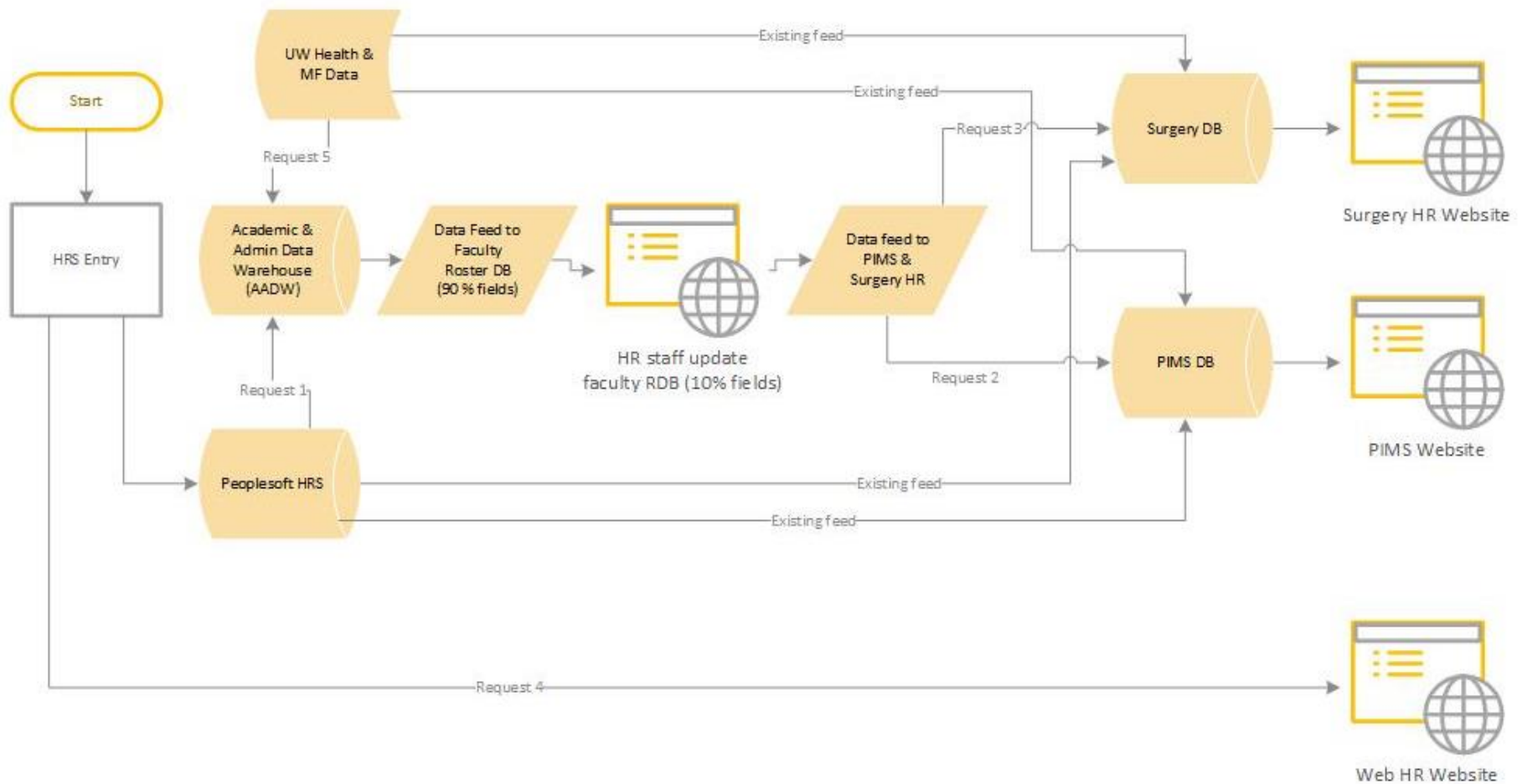
- ▶ Before PeopleSoft HRS was installed, 3270 mainframe and EPM (Enterprise Performance Management)
- ▶ Large departments in SMPH had needs that were not met by the standard HRS
- ▶ Features like faculty tracking, volunteer and UWMF staff tracking, tagging, key word searches and reporting
- ▶ Faculty Roster Database built in Filemaker then upgraded to PHP with MySQL – Over 15 years old
- ▶ Each department with SMPH controlled own IT staff, budget and project approvals



# Where we stand today

- ▶ Several major departments have their own customized HR supplemental system (Medicine, Family Medicine and Department of Surgery)
- ▶ For those units that do not have one of the three listed above, Surgery or Family Medicine system will be rolling out a temporary solution (64 departments and centers)
- ▶ A statement of work was approved in November 2017
- ▶ A new project was launched in January 2018
- ▶ Sponsored by Ken Mount and Brian Gittens
- ▶ The goal is that all of SMPH will be on one shared system

# Data Flow



# Multiple Phase Approach

## ▶ Phase I

- PIMS Expands
  - Administrative Units
  - Basic and Applied Sciences
  - Institutes and Centers
  - Outreach and Support Offices
- Surgery HR
  - Clinical Departments
- Exceptions – some already in progress
  - Neurology & Neurological Surgery – PIMS
  - Orthopedics – Similar to Surgery
  - Radiology - PIMS

## ▶ Phase II

- One system to support all departments
- Establish team to gather requirements
- Establish process and workflow
- Understand and prioritize what is needed for new system



# Meeting Structured

- ▶ Executive Sponsor Meeting every 6-8 weeks
- ▶ Technical Team meetings once every other week
- ▶ Agenda, Notes and Status Reports used for communication of progress
- ▶ Ad hoc meetings for special data request from UW Health
- ▶ Training resources for rollout
- ▶ Training session last from 1 to 2 hours



# Training and Rollout

- ▶ Training has been conducted in each department
- ▶ PeopleSoft HRS changes feeds to each system by the next day (no changes in supplemental system flows back to HRS)
- ▶ Access is controlled to limit information available to different type of roles in the system
- ▶ Currently working to provide information from UW Health and Medical Foundation employees to new departments

# Status of Rollout as of May, 2018





# Current Development Approach

- ▶ Shared development staff from multiple units
- ▶ Frequent user input from key stakeholders
- ▶ Technical communication using Microsoft Teams
- ▶ Weekly development status meetings
- ▶ Source code control using Github
- ▶ Task tracking use PivotalTracker
- ▶ Project Storage using Box
- ▶ User communication using WiscList for email

# Challenges along the journey

- ▶ Data feed from UW System for HRS
  - Limited window to load data
  - Duration and time to load data
  - Changes to access
- ▶ Data feed from UW Health include Medical Foundation
  - Existing feeds for some departments
  - Making sure we have proper security and technical attributes to restricted data access
- ▶ Data feed from Faculty Roster Database
  - On-time load and reconciliation of key dates with PIMS
  - Pulling additional information into PIMS regularly
- ▶ Departments with nothing are either hesitant or can't wait to start using this
- ▶ Support model for both systems



# Lessons Learned going forward

- ▶ Develop project charter to define scope
- ▶ Spending more time gathering and prioritizing requirements will help control scope creep
- ▶ Be able to say no to scope creep
- ▶ Involve stakeholder earlier and often
- ▶ Establish budgets and how share cost for resources
- ▶ Bring a flexible and collaborative attitude



# Panel Discussion Outline

- ▶ The three of us will be in front of room to answer questions from audience
- ▶ Write questions on index card and pass cards to end of row
- ▶ Cards will be collected and brought to front of room