OVERVIEW

The objective of the inaugural CUNYfirst conference is to foster communications among the CUNYfirst users, capture lessons learned, identify best practices, and understand the high priority enhancements that can improve the user experience and business processes. The conference theme, “Leveraging Investment for Future Enhancements,” will encompass the following:

• Chart the evolution of CUNYfirst as the single largest ERP implementation in higher education and enabler of new university applications and services
• Break-out sessions where CUNYfirst stakeholders showcase best practices and solutions to demonstrate value beyond the core CUNYfirst features and functions
• Introduce the CUNYfirst technology road-map and business enhancements planned for 2019 and beyond
In consideration of your fellow participants, please silence your cell phones, or set them to vibrate. Thank you.

JUNE 14

8:00 AM
REGISTRATION/BREAKFAST
GERALD W. LYNCH THEATRE
MAIN LEVEL, E-CORNER

9:30 AM
INTRODUCTION
GERALD W. LYNCH THEATER

10:00 AM
WELCOME, CUNYfirst – THE EVOLUTION
GERALD W. LYNCH THEATER
Brian Cohen, Vice Chancellor for Technology and
University Chief Information Officer

10:30 AM
PANEL DISCUSSION – BUSINESS PROCESS OWNERS
GERALD W. LYNCH THEATER
Brian Cohen, Vice Chancellor for Technology and
University Chief Information Officer, Moderator
Matthew Sapienza, Senior Vice Chancellor and Chief Financial Officer
Margaret Egan, Interim Vice Chancellor for Human Resources and
Director of Strategic Initiatives
Laura A. Bruno, Assistant Vice Chancellor for Enrollment
Strategy and Management

11:00 AM
BREAK
1a. Baruch College: Eliminating Production of Full-Time Personnel Action Forms
LOCATION: L2-84
By leveraging the information from and reporting capacity of CUNYfirst, combined with the source documents, Baruch College has completely eliminated the need to produce, seek approval for, circulate and file PAFs for full-time staff. Other colleges have also moved in this direction, but most have not. Many have created their own shadow systems to produce and approve full-time PAFs; others have created fillable PDF versions; and some are still using paper — even carbon paper. None of this activity is actually necessary. Baruch will explain why all this work is no longer necessary and demonstrate how colleges can implement the business process changes that will completely eliminate the full-time PAF while continuing to share required information with our community.

Mary Rivers, Assistant Vice President, Planning & Budget
Priscilla Reynoso, Human Resources Generalist

LOCATION: L2-85
Through the use of CUNYfirst data, John Jay College of Criminal Justice has improved operations and customer service in a number of areas. This session will provide a review of systems and self-service tools that have improved productivity. Our discussion will include but is not limited to electronic forms supporting readmission, grade changes and scholarships; an electronic personnel activation system; an online student election system; a student disciplinary application; a faculty workload tracking and planning tool and a classified staff increment system.

Joseph Laub, Chief Information Officer
Ana Giron, Application Development Manager

1c. CUNY Computing and Information Services and City College of New York: Managing Data Risks – Access Management in CUNYfirst
LOCATION: L61
CUNYfirst consolidates enterprise-wide data and functions in a variety of areas into a single modularized system. Appropriately managing access to CUNYfirst is required to maintain confidentiality, integrity and privacy. This session will review
• CUNY’s overall approach to data governance and access management
• The respective responsibilities of Data and Business Process Owners, Subject Matter Experts and ASLs
• The risks of so-called “shadow” systems
A demonstration of “Roleaids,” a tool developed to provide CUNYfirst role selection guidance, will be presented. City College of New York’s lead Application Security Liaison (ASL), Vern Ballard, will further present and share a “CUNYfirst Campus Solutions Guide to Requesting Roles and Permissions” that he developed, providing step-by-step instructions and other information helpful to ASLs and others.

**Robert Berlinger**, Computing and Information Services, University Chief Information Security Officer  
**Vern Ballard**, City College of New York, Director of Front Line Services & Information Security Office  
**Anthony Bocchetti**, Computing and Information Services, Manager of CUNYfirst Application Security  
**Mark Manis**, Computing and Information Services, Deputy Chief Information Security Officer  
**Youngren Ponnuraj**, Computing and Information Services, Associate Director of Development and CUNYfirst Production Support

1d. Brooklyn & Kingsborough Colleges: Tuition and Fees Collections Roadmap  
LOCATION: GERALD W. LYNCH THEATER
Brooklyn College has made great progress in using data from reporting instance to improve our tuition and fees collection rates, and the processes used in our Student Financial Services area. The Kingsborough Community College Bursar Office has been able to use the Balance Reports to reach out to students with outstanding balances. The outreach has worked and the collection rate has increased.

**Alan Gilbert**, Brooklyn College, Senior Vice President for Finance and Administration  
**Eduardo Rios**, Kingsborough Community College, Vice President for Finance and Administration  
**Yasmin Ali**, Brooklyn College, Executive Director of Student Financial Services  
**Emir Ganic**, Brooklyn College, Executive Director of Budget and Planning  
**Andres Escobar**, Kingsborough Community College, Executive Director of Finance and Business Services  
**Enrika Kohavi**, Kingsborough Community College, Enrollment Bursar Director
1e. York College: Leveraging Service Indicators to Enforce Mandatory Advisement and Take 15 Strategy

LOCATION: 1.77

Academic Advisement implemented a mandatory Advisement Required (ADV) Service indicator for all students. The mandatory ADV ensures that all students have the opportunity to receive advisement-recommendations on how to achieve 15 credits, and to stay on track to graduate in four years. This allowed York College to increase the number of students taking 15 credits and work towards a higher graduation rate.

Panayiotis Meleties, Provost and Chief Academic Officer
Greg Vega, Director of Service Delivery
Brunilda Almodovar, Associate Director of Academic Advisement Center
Britu Haile, IT Senior Associate
Maria Jean, Student Representative

1f. CUNY Office of Budget & Finance: Powering Procurement through Punch-outs

LOCATION: 1.76

Despite the title of our session, participants won't learn any boxing skills from this presentation. Rather, the focus of our session will be how the University Office of Budget and Finance (OBF) is aggressively trying to knock down barriers for CUNY faculty and staff in procuring goods and services. Participants of this session will hear how OBF is implementing the power of "Punch-Outs" to make the procurement process more streamlined and user-friendly to the CUNYfirst community. Punch-Outs will allow procurement users to directly connect to vendor product catalogs and e-procurement systems. By doing so, users will have direct access to those vendor's specific CUNY-approved price listings, and will reduce the reliance on manual processes for purchases. Punch-Outs will allow the procurement process to be more of an electronic shopping experience and minimize the need for technical expertise of existing systems.

Caron Christian, Acting University Executive Director of Strategic Sourcing & Chief Procurement Officer
Matthew Sapienza, Senior Vice Chancellor and Chief Financial Officer
Michelle Cooper, Deputy Director of Procurement

1g. School of Public Health and Health Policy:

SMAART Student Outcomes Dashboard

LOCATION: MOOT COURT

Discuss the design, and development of SMAART outcomes dashboard as an interactive platform to facilitate data driven decision-making and
to foster coordination, and collaboration among students, faculty and staff. In addition, SMAART will provide an opportunity to enhance student advisement, identify students at risk of academic probation, tailored student support services, and monitor academic progress of the students. For student service staff, it will facilitate tracking of utilization of student services. For faculty, the platform will facilitate student advisement. For administration, it will help in better course scheduling, and predicting course enrollments and ability to better identify student service needs.

Ashish Joshi, Senior Associate Dean Academic and Student Affairs
Mohit Arora, Director of Technology
Robyn Gertner, Director, Academic Affairs
Matthew Paczkowski, Academic Student Support Program Specialist
Pranoya Ghosh, Registrar

12:15 PM
LUNCH
STUDENT DINING HALL AND JAYWALK, 2ND FLOOR

1:30 PM
BREAK OUT SESSIONS II

2a. Brooklyn & Kingsborough Colleges: Tuition and Fees Collections Roadmap
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Mark Manis, Computing and Information Services, Deputy Chief Information Security Officer
Youngren Ponnuraj, Computing and Information Services, Associate Director of Development and CUNYfirst Production Support

2c. CUNY Office of Human Resources Management: Personnel Actions Dashboard
LOCATION: L61
In partnership with CIS CUNYsmart team, the Human Resources Program Management Office has created a personnel actions dashboard that allows for real time audit and reporting of human resources transactions. Human resources transactions approved by the Board of Trustees, the Chancellor or Chancellor’s designee appear on this dashboard that is used by campus HR and OHRM staff. The development on the dashboard is still ongoing with the objective of utilizing the dashboard as an operational management tool.
Dona Roy, Assistant Vice Chancellor
Siva Sivasingam, Executive Director of Program Management Office
Kecia King Anderson, IT Associate
Weng Wong, IT Computer Systems Manager
2d. Lehman College: Using CUNYfirst to Enhance the Experience of Our Incoming Transfer Students
LOCATION: 1.77
Lehman College’s departments of Information Technology, Admissions & Recruitment, and Student Success Initiatives have worked together to implement three unique processes to serve our incoming transfer population. The electronic Transfer Credit Evaluation (eTCE) has replaced the College’s former process to physically send students to the corresponding academic departments and meet with faculty to obtain an equivalent for their previous coursework. We have changed the way we use the “CIP” grade and updated CUNYfirst to allow it to mimic our “IP” grade in DegreeWorks. Finally, we have begun tagging students who we know are “Pending Associate Degree Holders.”
Christie Lucchese, Transfer Evaluation Coordinator
Elkin Urrea, Web Application Analyst
Christopher Buonocore, Director of Student Success Initiatives

2e. Hostos Community College: CUNYfirst Position Management Drove Improvements of HR Processes
LOCATION: GERALD W. LYNCH THEATER
Hostos Community College has been using the Position Management module since 2010 to streamline HR processes and eliminate redundancy. Department Managers and their delegates — rather than the college’s Human Resources and/or Budget staff — are required to initiate all position requests through Management Self Service for hires/rehires, title changes, reporting changes and department changes. We continue to expand usage of other modules such as TAM, Manager Self-Service and Employee Self-service to enhance processes, improve transparency and accountability, and eliminate redundancy.
Shirley Shevach, Director of Human Resources
Herminia Reyes, Human Resources Recruiting Specialist
Thomas Lackaye, Human Resources Timekeeping and HRIS Manager

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**Joseph Laub**, Chief Information Officer  
**Ana Giron**, Application Development Manager

### 2g. CUNY Office of Enrollment Management: CUNYfirst Admissions: Last but not Least!

**LOCATION:** 1.76  
CUNYfirst Full Admissions represents the culmination and final piece of the University’s 10 year ERP implementation. Join central and campus leaders as they share a high level overview of the full admissions project including a demonstration of the new application features, a description of key business process transformations, implementation successes and challenges, as well as next steps. You will hear from two campus leaders who have successfully leveraged the CUNYfirst technology in order to better engage students and faculty, communicate more strategically and meet enrollment goals faster.

**Mark Ciolli**, University Executive Director of Admissions and Recruitment  
**Laura A. Bruno**, Assistant Vice Chancellor for Enrollment Strategy and Management, Moderator  
**Celia P. Lloyd**, City College of New York, Assistant Vice President for Academic Momentum and Student Success  
**Linda K. Evangelou**, Queensborough Community College, Assistant Dean for New Student Enrollment Services  
**Vincent M. Papandrea**, John Jay College of Criminal Justice, Director, Office of Admissions

**2:15 PM**  
**BREAK**

**2:30 PM**  
**BREAK OUT SESSIONS III**

### 3a. Computer Information Systems: Training Support and Knowledge Management Transformation

**LOCATION:** L2-85  
ServiceNow will provide CUNYfirst users a single entry point for CUNYfirst instructional guides, training system status and help desk support. This session will start with a review of the existing CUNYfirst content and communication channels to remind attendees about the information available today and how it is accessed. Next, the session will focus
on the current Enterprise Service Desk project and plans to release a
searchable knowledge base and enhanced online support for students,
faculty and staff across the university. By session end, attendees should
become familiar with the new communication and support model CUNY is
implementing via ServiceNow and value to CUNYfirst users.

Wayne Levy, Director of Application Lifecycle Management
Jonathan Frost, IT Communications Manager
Chandra Cherry, Training Manager

3b. Hostos Community College: CUNYfirst Position Management
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Pranoya Ghosh, Registrar

3:15 PM
BREAK

3:30 PM
A PEEK INTO THE FUTURE
GERALD W. LYNCH THEATER
Suman Taneja, Computing and Information Services, Executive Director of Technology Strategy

4:00 PM
CLOSING COMMENTS/WRAP-UP
CONFERENCE EXECUTIVE SPONSORS
GERALD W. LYNCH THEATER

Conference times, agenda, and speakers are subject to change.