

## California State University, Bakersfield and CedarCrestone Leverage Knowledge Transfer and Manage Campus Solutions Implementation to a Successful, Timely Completion

### BACKGROUND

California State University, Bakersfield (“CSUB”) is a comprehensive public university with an enrollment of 7,700 undergraduate and graduate students who attend either the main campus in Bakersfield or the center in Antelope Valley. The University opened in September 1970 as the 19th member of the 23-campus California State University system. As a comprehensive regional university, CSUB is committed to excellence in its four schools: Humanities and Social Sciences, Business and Public Administration, Natural Sciences and Mathematics, and Education.

CSUB is part of the California State University’s (CSU) Student Administration Collaborative, along with four other CSU campuses. The goals of the Collaborative were to replace the Banner Student Administration system with a CSU-specific Oracle/PeopleSoft Campus Solutions system, reduce risk associated with a single campus software implementation, and reduce costs by leveraging campus resources through collaboration.

### CHALLENGES

CSUB had a staffing challenge in the early phases of the Collaborative Project, because the staff who participated in the early Collaborative activities also had to assume a leadership role when they came back to their campus. Under the initial Collaborative model, Project Team members faced the challenge of transferring knowledge consistently and sufficiently to their respective users. Furthermore, there was inconsistency among the various business process areas in the results of the initial Fit/Gap Analyses.

### SOLUTION

CedarCrestone brought a full team of on-site functional and technical consultants to assist CSUB in completing the implementation project. We focused on understanding and improving business processes and adhering to a schedule to make the go-live dates. CSUB had a strong, effective Project Manager that facilitated communication and on-time achievement of milestones. CedarCrestone and the Project Team revisited the decisions that had been made in the earlier phases of the Collaborative Project, before CedarCrestone became involved, to ensure the optimal configuration of the software. CedarCrestone conducted Interactive Design & Prototyping (IDP) fit/gap sessions in select areas to en-



<b>Industry</b>	Higher Education
<b>Services</b>	<b>Implementation Services:</b> <ul style="list-style-type: none"><li>• Project Management</li><li>• Functional Consulting</li><li>• Technical Consulting</li></ul>
<b>Application &amp; Modules Implemented &amp; Upgraded</b>	<b>ORACLE/PEOPLESOFT Campus Solutions 8.9</b> <ul style="list-style-type: none"><li>• Academic Advisement</li><li>• Admissions and Recruiting</li><li>• Campus Community</li><li>• Campus Self Service</li><li>• Financial Aid</li><li>• Student Financials</li><li>• Student Records</li></ul>
<b>Client since</b>	2007

sure that business processes and requirements were analyzed thoroughly. The format, information sharing, and knowledge transfer of the IDPs had been lacking from the previous fit/gaps sessions.

*The CedarCrestone consultants were extremely knowledgeable, experienced, and sincerely dedicated to helping us. In just six months, we successfully reached our first go-live target date. We presented the CedarCrestone consultants with many unique challenges; but what we saw as problems and challenges, they saw as opportunities. The talent and wealth of experience of our consultants enabled us to overcome a situation in which we had an unreasonably short implementation period and very limited resources. The ability of each of the CedarCrestone consultants to work effectively and efficiently with all of the modules was most impressive, and much appreciated. There is no doubt in any of our minds that we would not have had on-time and successful go-lives with all modules without the assistance of CedarCrestone.*

**Dr. John Dirkse**

Interim Associate Vice President for Academic Programs  
and Dean of Undergraduate and Graduate Studies,  
Professor of Statistics/Mathematics

**RESULTS/BENEFITS**

CedarCrestone and the CSUB Project Team successfully implemented the California State University version of Campus Solutions 8.9 on time. CedarCrestone consultants transferred knowledge of the system to CSUB staff members so that they could effectively optimize deployment of the software. Many previously cumbersome business processes were simplified, streamlined, and automated.

*It was truly a joy to work with CedarCrestone's consultant staff as they shepherded our Campus Solutions project team through the implementation process. Their functional and technical consultants were extremely knowledgeable about PeopleSoft functionality and worked very well with our module Team Leads and Project Team members in helping us to achieve our go-live milestones. CedarCrestone's Interactive Design & Prototype (IDP) implementation and knowledge transfer format proved to be very beneficial to our Project Team participants. Their weekly status report updates were also most useful in helping us to monitor our implementation progress throughout our administrative software migration from Banner to PeopleSoft.*

**Dr. Steve Herndon**

Campus CMS Director and  
Campus Solutions Project Manager

**CedarCrestone: Turning Software into Solutions**

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**About CedarCrestone**

CedarCrestone delivers real client success by providing consulting, technology, and managed services for the deployment, management, and optimization of Oracle applications and technology.