

**ERP: The Future Model for Indian Public
University Administration**

(Lesson Learned from International Universities)

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1. Earlier Initiatives in University Automation

Stand alone (legacy Systems)

Client Server Model

WWW enabled system

ERP

2. ERP: An Overview

- Software application that help an organization integrate various functions, Make optimum utilization of resources and improve efficiency
- ERP use the process view of the organization rather than functional view. A software system that processes institution-wide transactions on a single software system and a single Data Base.
- There are more than 200 ERP vendor available in IT market include
Oracle, Banner, People Soft, Info Global Solutions
Epicor Software Corporation, Microsoft Dynamics

3. ERP providers in Higher Education

1. **SunGard Higher Education.** provides a range of ERP software products under the umbrella of the “Unified Digital Campus.” www.sungardhe.com.
2. **Oracle.** Oracle is a global technology company with a variety of products. For higher education Oracle offers a range of products under the brand **PeopleSoft Enterprise Campus Solutions.** www.oracle.com/industries/education/highered.html
3. **SAP** is a global technology company with ERP solutions in a variety of industries worldwide. For higher education, SAP offers Finance, HR, Student and others. www.sap/usa/industries/highered/index.epx
4. **Datatel** offers ERP solutions for higher education under the label of the “ActiveCampus Experience.” Datatel provides software and services exclusively for the higher education market. www.datatel.com
5. **Jenzabar** offers software, strategies, and services for higher education under the umbrella of “Total Campus Management.” www.jenzabar.com
6. **Campus Management** This firm has provided ERP solutions for post-secondary institutions since 1988 www.campusmanagement.com

SAP is one of the famous ERP brand name for big organization where as **Oracle PeopleSoft Campus solution** is one of the famous solution for university

4. Oracle PeopleSoft Campus Solutions

- Provider of Higher Education solutions since 1994
 - 800 + Campus Solutions customers
 - 60+ Global
 - 48% of US Public/Private Universities have implemented PeopleSoft solutions
 - The world's top universities run Oracle PeopleSoft Campus Solutions:
 - Stanford University
 - University of California, Berkeley
 - Princeton University
 - Cambridge University
 - Cornell University
 - Duke University
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5. Success Story of People Soft Campus solution ERP Implementation in Indian Context

- 1. IGNOU, New Delhi May, 2008 *18 Modules are implemented***
(Centrally Funded National Open University of Govt. of India)
with strategic partnership of Tata Consultancy Services, India
 - 2. Sharda University January 6, 2010**
(Noida based Indian Private University)
with strategic partnership of Citagus India Private Ltd
 - 3. IIM Shilong August 06, 2009**
(Centrally Funded National Importance institute of Govt. of India)
with strategic partnership of Citagus India Private Ltd
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7. PeopleSoft Enterprise Campus Solutions Modules

- Academic Advisement
- Campus Community
- Recruiting and Admissions
- Contributor Relations
- Financial Aid
- Grade book
- Student Financials
- Student Records
- Campus Self Service

8. ERP Life Cycle:

1. Need Assessment →

Priorities the areas to be undertaken

2. ERP vendor Selection →

Formulate evaluation parameters, schedule, Benchmark

3. Process Re-engineering →

Re design process, structure, work culture, workforce, authority and responsibility

4. Training →

IT Staff, Operational Staff, Functional level other stakeholders

5. Implementation →

Big Bang Approach

Phased Approach

6. Testing, Review, Maintenance and Up gradation

9 Challenges during implementation of ERP project:

1. Implementation time is too high
2. Poor project leadership
3. Lack of communication of the benefits of the proposed project
4. Shortage of IT skilled professionals
5. Computer illiteracy of ministerial staff at operation level
6. Low funding from donor agencies
7. The decision making process very slow in the university system due to bureaucratic wrangle, ministerial prejudices and lack of concentration of decision making power in specific hands.
8. System requirements slightly vary from university to university due to different modes of functioning of centrally funded universities and state universities
9. Integration testing and performance tuning of a large system are complex and time consuming while developing and deploying training programs are also costly.
10. In difference between quality workers and poor people

10. Suggestion for Effective Implementations

1. Create a true partnership with vendor
2. Constantly communicate to your stakeholders
3. Communicate and manage expectations
4. Ensure the project has sufficient funding
5. Encourage functional ownership of the project.
6. Develop dependency-driven project schedules
7. Carry out a “eagerness” assessment
8. Implement professional project management Processes
9. Ensure that decision making and issues resolution happens quickly