



## IT Convergence Helps Ithaca College Upgrade Technical Infrastructure, and Expand the Range and Quality of its Discoverer Reporting

### CUSTOMER PROFILE

**ITHACA** 

**Ithaca College**  
Ithaca, New York  
[www.ithaca.edu](http://www.ithaca.edu)



### INDUSTRY

Higher Education

### EMPLOYEES

1,642

### IT CONVERGENCE SERVICES

- Consulting
- Support
- Education

### APPLICATIONS & TECHNOLOGIES

- Oracle 10g
- Oracle Application Server 10g
- Oracle Discoverer 10g
- Oracle Report Builder 9
- Windows Server 2003
- SCT Banner

### KEY BENEFITS

- Senior level functional and technical resources
- Ability to reinforce consulting work with functional instruction
- Comprehensive 13 chapter end-user instruction manual

### A LOOK AT ITHACA COLLEGE

Founded in 1892, Ithaca College is a private college offering undergraduate and graduate programs in business, communications, health sciences, humanities, sciences, music, and interdisciplinary studies. Approximately 6,400 students attend Ithaca. Of the 116 programs of study offered, the most popular are Business Administration, Television-Radio, and Physical Therapy. Ithaca employs 656 faculty members and has 986 staff employees.

### THE CHALLENGE

In order to attract top caliber faculty and students, Ithaca has embarked on an ongoing effort to expand and improve the role that information technology plays on campus. Specifically,



Ithaca aims to blend the benefits of technology with traditional education techniques while using technology to improve the college's administrative and support functions. Related to this effort, Ithaca was migrating from Oracle 9i to Oracle 10g, and the college's business intelligence team needed assistance with the 10g environment's portal and application server upgrades. Ithaca also

needed to improve the quality of admissions and financial aid data by improving the accuracy and quantity of the Oracle Discoverer reports college staff were able to run. Ithaca began searching for a partner that had the necessary technical and functional expertise to assist with these upgrades.

### HIGH-LEVEL PROJECT GOALS

- Stabilize and secure technical infrastructure supporting the college's web-based applications
- Improve the quality, accuracy, and detail of office of admission data by using Oracle Discoverer
- Mentor office of admission, financial aid office, and bursar office super-users on effective use of advanced Oracle Discoverer functions

### WHY IT CONVERGENCE?

As a provider of comprehensive enterprise application services, IT Convergence (ITC) was well positioned to meet Ithaca's needs. Ithaca was not only impressed by ITC's ability to deploy senior-level technical and functional consultants, but the college also appreciated the fact that ITC was able to maximize the cost-effectiveness of its services with a combination of on-site and remote service delivery.

### WORKING REMOTELY, ITC HELPS ITHACA UPGRADE, STABILIZE, AND SECURE ITS TECHNICAL INFRASTRUCTURE

Working part-time for a period of less than 6 months, IT Convergence Support Services (ISS) upgraded Ithaca's Oracle Application Server and Portal environment to version 10g. Running a current release of Oracle would also allow Ithaca to install security patches as needed and, moreover, the upgrade would improve overall environmental performance and supportability. As part of the upgrade effort, ISS also migrated the new environment, which had been



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operating on a Windows NT platform, to new Dell PowerEdge Servers running Windows Server 2003. ISS also interfaced Oracle Single Sign-on with Ithaca's Oracle HRMS application and central user repository. This interface enabled an integrated user management system that allowed users to log-in to Oracle Application Server with a single password. Finally, ISS configured Oracle HTTP Server to utilize Secure Socket Layer (SSL) in order to secure log-in credentials.

### ITC INCREASES QUANTITY, IMPROVES QUALITY OF ITHACA'S DISCOVERER REPORTS

Shortly after these upgrades to the 10g infrastructure began, an ITC consultant went on-site to Ithaca's campus to help develop Oracle Discoverer reports. During a six-month period, ITC's consultant worked in concert with super-users from Ithaca's office of admission to develop Oracle Discoverer reports. Developing reports on an as-needed basis, ITC's consultant created 26 Oracle Discoverer Reports and one Oracle Report Builder report. While on-site, ITC's consultant detected a data retrieval issue stemming from data conversion policies between the SCT Banner designed on-line admission application and Ithaca's Oracle Data Warehouse (ODW) system. This Banner-ODW configuration was allowing Discoverer to retrieve duplicate records, which caused reports to contain inaccurate or incomplete information. ITC's consultant performed data analysis to debug this data conversion policy and ensure the integrity of the data that the office of admission needed. ITC's consultant also analyzed Ithaca's end-user layer (EUL), and helped improve Discoverer report's accuracy by recommending new joins to the EUL administrator.

Ithaca was also able to take advantage of the ITC consultant's experience as a functional instructor. ITC's consultant instructed staff at Ithaca's office of admission, financial aid, and bursar's offices on basic Oracle Discoverer functionality. To support this effort, ITC's instructor developed a 13 chapter "Quick Reference" user's guide that contained step-by-step instructions for performing everyday Oracle Discoverer tasks. To further ensure that Ithaca's employees would be able to effectively use Discoverer, ITC's consultant provided one-on-one mentoring to Discoverer super-users in the admission, bursar, and financial aid offices.

### ITHACA IMPROVES VISIBILITY INTO ITS ADMISSIONS DATA

With ITC's support, Ithaca was able to successfully complete its 10g upgrade, and ensure that the technical infrastructure supporting the college's web-based applications remains stable and secure. Ithaca's office of admission has greatly expanded its range of Discoverer reports, and developed the ability to create Discoverer reports in-house. This enhanced reporting capability has given the college greater visibility into its admissions and financial aid data. Ithaca can now track applicants by region, state, or even by high school. Likewise, the college can track applicant data such as test scores and class rank. With this data, Ithaca will be able to improve its admissions and financial aid decision-making processes, thereby enhancing the college's ability to recruit top students. In addition to these benefits, Ithaca College also discovered during the engagement that ITC is a reliable technical and functional service provider.