



## An Important Eastern Seaboard University Receives Accelerated Instruction and Benefits from IT Convergence's Security Expertise

### STORY SKETCH



#### INDUSTRY:

Higher Education

#### EMPLOYEES:

1,190

#### IT CONVERGENCE SERVICES:

▪ Education

#### APPLICATIONS & TECHNOLOGIES:

▪ Oracle Discoverer 10g  
▪ Oracle Database 10g

#### KEY BENEFITS:

▪ Expedited instruction schedule  
▪ Senior-level instructor  
▪ Tailored curriculum

*"The presentation was efficient and clear. The instructor answered questions completely and provided good examples to illustrate concepts. He was able to create ad hoc scenarios in response to questions."*

**IT staff member, at an eastern seaboard university**

### A LOOK AN EASTERN SEABOARD UNIVERSITY

Founded 150 years ago, this university on the eastern seaboard has a strong liberal arts core curriculum that fosters rigorous and open-minded inquiry. The university offers 40 undergraduate majors, 52 graduate study areas, and one doctoral program. The school has 3,950 undergraduate students, 2,500 graduate students, and 1,190 employees.

### THE CHALLENGE

With a functioning Oracle Applications environment, the university required Discoverer instruction for 31 of the organization's administrative staff members to understand report generation using Oracle Discoverer. To minimize costs, the university needed to compact an extensive amount of material into a limited number of class sessions. Looking to generate a wide range of specific reports, including reports covering student enrollment and financial aid, the university needed a partner that could fine-tune instructional materials to focus on the functional aspects of report generation with Oracle Discoverer, while withholding the technicalities of Relational Database Systems. In addition, the university needed to supplement this instruction with Discoverer End User Layer administration mentoring for five of its IT department staff members.

### HIGH-LEVEL PROJECT GOALS

- Enable staff to support up-to-date reporting requirements
- Minimize costs and staff downtime through quick, accelerated instruction

### WHY IT CONVERGENCE?

The university found in IT Convergence (ITC) an experienced partner with a proven track record of delivering high-impact, cost-effective instruction through an established [Education Services department](#). ITC offered the university the flexibility to choose from a number of tailored instruction solutions, allowing each staff member to achieve a strong understanding of Discoverer and its capabilities.

### SECURITY CONCERN, DISCOVERER, ITC EXPERTISE DISCOVERED

While conducting pre-instruction preparations, ITC's instructor identified a potential security issue. The issue stemmed from a fairly common security configuration between Oracle Discoverer, a search tool, and the Oracle database accessed by Discoverer. Although the data was secure, the security configuration allowed the Discoverer administrator to access the entire database after a successful log-on to Discoverer. To protect information by permitting access



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according to credentials, the ITC instructor suggested making a new security configuration at the database table level. This new configuration would only allow administrators to view information relevant to their functional data needs, ensuring information security.

Each of the client's 31 employees received a day of classroom instruction during a two-day period. These classroom sessions featured hands-on labs, including demonstrations which covered the creation of reports and workbooks. All of the participants finished the end-user training feeling comfortable with the End-User Layer of Discoverer. After each end-user class, ITC's instructor provided the new Discoverer administrators with two hours of mentoring focused on managing and administering the entire Discoverer environment. After only a short period of instruction, the university's employees were able to generate updated enrollment and financial data reports and workbooks without difficulty.

### UNIVERSITY DEEPENS DISCOVERER KNOWLEDGE DURING SECOND ROUND OF INSTRUCTION

Although the brief mentoring sessions for Discoverer administrators did give these employees a working knowledge of the Discoverer administration tool, the university realized that additional formal instruction would be necessary. Approximately three months after the first round of courses had been delivered, ITC's instructor returned to provide formal instruction on the Discoverer administration tool. Six functional administrators and six data analysts participated in three days of formal classes. These classes were aimed at providing these users with hands-on experience in managing the Discoverer End User Layer, including creating business areas, folders, joint relationships, and other objects that would improve the reporting productivity of the end-users. These sessions not only educated the client's end-users on Discoverer administration, but new Discoverer administration process improvements were defined as a direct result of in-class discussions.

Prior to the second round of instruction, the client had planned to define a separate End User Layer for each functional area. During the Discoverer Administrator class, participants realized that they would be able to apply what they had learned to create one End-User Layer composed of multiple business areas, with a specific administrator responsible for each business area. This new administration policy would more than satisfy data security needs, while improving each administrator's ability to manage their functional areas within the Discoverer End User Layer.

The new policy, which resulted from in-class discussions, was to pair each business area's functional administrator with an IT department data analyst. Pairing data structure experts with data function experts has improved the university's ability to define the operational areas for a more productive and secure Discoverer End User Layer.

Following two successful on-site visits from an ITC instructor, the university's IT staff is now able to effectively manage and use Oracle Discoverer. This university on the eastern seaboard also now knows that ITC is a reliable provider of functional educational services.