SAP HER — CM Implementation — the ISB Experience and Challenges

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Agenda

- About ISB
- Academic Programmes
- IT Landscape at ISB
- Need for ERP and Objectives
- Implementation of available functions in HER Module
- Customised Transactions
- Reports
- Other Modules
- Benefits
- Open Challenges

About Indian School of Business (ISB)

Our vision is to be an internationally top-ranked, research-driven, independent management institution that grooms future leaders for India and the world.

ISB is associated with Kellogg, Wharton and London Business School

Academic Programmes

- Offers one-year Post Graduate Programme in Management for the working executives

- Centre for Executive Education (CEE) offers Executive Education Training Programmes

- Centres of Excellence:
  - Wadhwani Centre for Entrepreneurship Development (WCED)
  - Centre for Analytical Finance (CAF)
  - Centre for Global Logistics and Manufacturing Strategies (GLAMS)
  - Centre for Information Technology and the Networked Economy (CITNE)

IT Landscape at ISB

- No access to real time data
- Vendor management i.e., dealing with vendors supporting various IT systems
- Educate people on how to use all the different IT systems
- Exchanging data within the organization
- Incompatible data structure from one system to another created serious issues
- Updation of data into various systems which is repetitive in nature.

Need for ERP and Objectives

- Structured and Comprehensive system to automate academic and business operations
- Provide a single point of access to all organizational data
- Process access to real-time data any time and anywhere
- Manage operations systematically and collaboratively at the strategic level
- Improve service delivery
- Integrating data seamlessly across business units
- Automate business processes

Implementation of available functions in HER Campus Management Module

- **Creation of Academic Calendar**

- **Creation of Student PG IDs (including incoming exchange students) and maintaining their data**

- **Creation of admission, registration to PGP**

- **Assigning Student Study Groups**

- **Fee calculation by Finance Dept through the Student Master Data**

- **Creation of Faculty and Staff ids**

Contd. ..

- **Creation of Course, Business Event Type and relating the same to the respective Term**

- **Creation of Business Events for the no. of sessions in each course**

- **Defining appraisal types and appraisal templates, building appraisal templates**

- **Maintaining student grades in PIQSMFU for all the modules**

Customised Transactions

- Booking students to the respective modules

- Booking students to the business event

  - For Core courses : through the already pre-defined study groups
  - For Elective courses : through the "Z" programme by a file upload with PGIDs

- Students Attendance

- Grade Upload – through a file upload

- GPA / CGPA calculation

- Special Honours upload – Awards for meritorious students

Reports

- Module related :

  - List of PGP Modules

  - Students booked to a module and business event

- Attendance related :

  - Absent list for verification of the attendance data uploaded

  - Summary absent list for each module

- Faculty related:

  - Contact details of faculty members, especially VF

Contd.

- Grade related :

  - Studentwise course details for each term

  - Termwise course grades

  - Summary calculation of GPA / CGPA

  - Term Grade Sheet with component wise marks

  - Interim, Final and Duplicate Transcript

  - Students with failure ("F" grades)

  - CGPA distribution across the batch

  - Students with special honours

Other Modules

- In addition to the implementation of H E R module, the other modules used are:

- H R – Human Resources
- M M – Materials Management
- P M - Plant Management
- FICO – Financial and Controlling

- F M - Funds Management   -- to go live shortly

Benefits

- Cost Savings : elimination of legacy systems

- Real-time access to data

- A single window with complete access to and control of entire organization's data, knowledge and resources

- Focus on the role-based systems rather than user-based system

- Leads to accuracy and consistency in the data which is achieved by following the processes religiously

- Greater customer satisfaction

- Competitive edge over the competitors in H E R phase.

Open Challenges – Campus Mgmt

- Mass cancellation of booking
- Attendance module
- Course evaluation

- Status of Name field in Student Master Data
- Customisation of infoset query report

- Class Schedule for ALL
- Integration of class schedule with outlook calendar
- Email alert for class schedule change

Contd...

- Grade upload with components – sequence

- Email alert for grade release

- Impact on shortage of attendance on grades

- Automatic calculation of GPA/CGPA

- Graduation and Concentration audit

- Automatic reconciliation of SAP R3 and Portal names

- Standard reports

- Menu driven – transaction / reports

Thank you!

Contact

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