



The Customer

- **Industry:** Higher Education
- **Headquarters:** Gettysburg, Pennsylvania
- **Student population:** 2,500
- **Employees:** 650

PeopleSoft Enterprise Products

- Student Administration
- Financial Management Solutions
- Human Capital Management
- OnDemand Passports

Customer Support Level

Standard Customer Support

"PeopleSoft Education connects its software developers to our software end users, ensuring we'll be completely proficient by the time we go live, and have a smooth upgrade as a result of the knowledge transfer."

Steve Lewis

Director of Management Information Systems

Gettysburg College

Business Challenge

A PeopleSoft Enterprise customer since 1997, Gettysburg College needed to train its long-time users on the new internet architecture and functionality of Oracle's PeopleSoft Enterprise 8 to ensure the success of its upgrade project. As its users wear many hats within the organization, training needed to be fast and convenient, yet thorough enough to enable the proficient MIS staff to maintain the system itself.

PeopleSoft Enterprise Solution

Gettysburg College is using PeopleSoft Enterprise OnDemand Passports—year-long passes that give users access to 240 web-based courses. Through up-front training and application simulations, PeopleSoft Education web-based training provided Gettysburg with the knowledge and skills it needed to successfully complete a timely, cost-effective upgrade, and pass that knowledge to its entire end-user community.

Business Benefits

With PeopleSoft Education, Gettysburg College:

- Acquires the skills and knowledge to effectively maintain its PeopleSoft Enterprise system.
- Reduces project cost through convenient web-based training.
- Realizes the full capabilities of its software by giving core users unlimited access to all functional and technical courses.
- Reduces implementation risk by ensuring the project team acquires all necessary skills.
- Promotes peer-to-peer training and knowledge transfer by turning power users into end-user trainers.

Gettysburg College Trains OnDemand with PeopleSoft Education

With a small MIS staff and a slim budget, Gettysburg College is implementing and maintaining its PeopleSoft Enterprise system with the help of PeopleSoft Education.

A long time PeopleSoft Enterprise customer, Gettysburg is upgrading to the PeopleSoft Enterprise internet architecture and needed appropriate training to ensure the project's success. While its staff is well versed in PeopleSoft Enterprise, the college wanted to make sure its diverse group of users took courses specific to their needs, and that all users understood the new architecture so they continue to be productive. And to fit its budget, Gettysburg needed cost-effective training methods.

Gettysburg chose the self-paced, web-based PeopleSoft Education OnDemand courses, low-cost yet highly effective training options. With the OnDemand Passports, Gettysburg provides its users with up to 240 courses they can take over the course of a year, enabling them to train when they want, right at their desk, in order to be immediately productive.

Gettysburg core users started taking the OnDemand courses that suited their needs. Because they'd worked with PeopleSoft Enterprise before, most bypassed introductory courses in favor of higher-level security, PeopleCode, or application engine courses. Online courses gave users the option to take courses on their own time, at their own desk, so they could still do the day-to-day work they are responsible for.

"PeopleSoft Education has helped us learn what the new architecture can do for us," says Steve Lewis, director of management information systems. "Now we have high expectations. We understand what we can do and how to run the system ourselves. I should be able to maintain this system using the training documents and the enthusiasm of my team, and I see that in PeopleSoft Education's offerings."

Starting Early

Before the formal training began, and once its development database was live, Lewis encouraged users to play with the PeopleSoft Enterprise 8 products. As the first step in the college's training plan, PeopleSoft Education web-based training enabled the core users to access application simulations and demos to better understand the new technical and functional behaviors.

"If you're going to train something in reality, you may as well have reality to train. We wanted our users to tinker around on a live database," he says. "It's a kid approach—the first element of training—and it brings familiarity."

"It was important for us to demystify the new internet architecture. People were nervous. I knew that positive and effective training depended on having an environment they could play around in. And I knew that once I threw them in there, they would see that it's easy to use and how it can be better than what they're already using."

PeopleSoft Education provided the up-front training environment Gettysburg needed to be successful quickly and cost-effectively.

Quality Courses

With OnDemand training, Lewis says he feels Gettysburg users are talking directly to the PeopleSoft Enterprise developer. All PeopleSoft courses are built around knowledge that is passed from developer to the person creating the documentation to the trainer to the user.

"PeopleSoft Enterprise has compressed the entire cycle. By connecting its developers to the users, you bring the users that much closer to the software," Lewis says. "We'll be completely proficient by the time we go live, and have a smooth upgrade as a result."