

University of Florida

The Customer

Industry: Higher Education

Geographics: Gainesville, Florida

Annual Budget: \$1.8 Billion

Users: 150,000

PeopleSoft Enterprise Products

- Customer Relationship Management
- Performance Management
- Financial Management
- Human Capital Management
- Student Administration
- Enterprise Portal
- AppConnect
- PeopleTools

Implementation Team

In-House Team PeopleSoft Consulting

Customer Service Level

Standard

“With more than 30,000 employees and over 46,000 students, it is imperative that the university operates at peak performance at all times. In addition to providing superior manageability for our PeopleSoft enterprise applications, PeopleTools 8.44 provides us with a new level of insight into their operation.”

Mike Conlon

Director of Data Infrastructure, University of Florida

Business Challenge

The University of Florida needed the combination of web-based applications and a powerful integrated development environment to connect a heterogeneous collection of platforms, improve system performance, build portal applications, and deliver a new level of operational insight into their business processes.

PeopleSoft Solution

The University of Florida uses the power and flexibility of PeopleTools from Oracle, the technology that powers PeopleSoft applications, to develop, deploy, maintain, and upgrade its applications. PeopleTools helps the university centrally manage, monitor, and adapt business process solutions to accelerate return on investment and lower total cost of ownership.

Business Benefits

With PeopleTools, the University of Florida benefits from:

- Single signon portal access, using lightweight directory access protocol (LDAP).
- Automated migration of 150,000 user IDs and passwords to avoid re-credentialing the user base.
- Customized security configuration based on the role a user plays in a business process.
- Development of an integrated application to sell athletic tickets online and replace an order-by-phone process.
- Browser-based applications for self-service, anytime, anywhere access.

Quantifiable Benefits

- Portal technology that scales to support more than 150,000 portal users.
- Connecting dozens of campus systems with their disparate hardware, operating systems, and databases.
- Elimination of up to 30,000 calls per second in the football season ticket sales process.

myUFL Is the Hottest Ticket on Campus with PeopleTools 8.44

The University of Florida is the state's oldest and largest university. Spread across a 2,000-acre campus with more than 900 buildings, it is among the nation's most academically diverse public universities, with 16 colleges and more than 100 centers, bureaus, and institutes.

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times,” says Mike Conlon, director of Data Infrastructure at the University of Florida. “In addition to providing superior manageability

for our PeopleSoft Enterprise applications, PeopleTools 8.44 provides us with a new level of insight into their operation.”

PeopleTools Powers Portal with Single Signon Authentication

PeopleTools delivers single signon access to the University of Florida myUFL portal by using lightweight directory access protocol (LDAP) technology.

“A university environment has so many systems,” says Conlon. “Single signon is about user convenience, but it’s also about identity management. If there’s single signon tied to an identity record and a person, then we know not only what credential was used to access the system but also who accessed the system. PeopleSoft is at the heart of our identity management and security strategy. We used signon PeopleCode to have each person dynamically authorized into the portal based on existing credentials. That was very simple. Trying to recredential 150,000 people with user names and passwords would have been a nightmare. LDAP integration was a huge win.”

Automated Security Administration Connects Role to Policy

By using PeopleTools, the University of Florida is extending security features with a customized security configuration based on business process roles.

“We identified five password security levels to classify the user population tied to their PeopleSoft role and vary the components based on the level,” says Conlon. “Every role will be assigned a policy based on the amount of resources and information that the role controls. By using PeopleTools, we are building a portal application to automatically manage password policies, assignment to role, and the execution of password policies during signon and reset.”

AppConnect Integrates a Heterogeneous Environment

Universities take heterogeneous environments to an extreme with a myriad of platforms.

“PeopleSoft’s excellent platform flexibility with support for multiple operating systems, databases, and web browsers is key,” says

Conlon. “PeopleTools 8.44 helped tremendously. It got us into the game with a variety of browsers that have large student user bases. We even received thank-you notes. That’s pretty rare in my business.”

“We used PeopleSoft AppConnect to pull content into the portal from other campus systems. We like PeopleTools’ support for Java and are using it with Oracle’s PeopleSoft Integration Broker to tie the production portal to existing applications with our single signon, single credential strategy for course management, legacy administrative applications, and student information system.”

PeopleTools Delivers a Hot Ticket

University of Florida built a new athletic ticket purchasing application by using PeopleTools that dramatically reduced call center costs and had the unexpected side effect of improving public safety.

“We developed an application, completely written using PeopleCode and PeopleTools, for selling all athletic tickets on myUFL,” says Conlon. “On the portal, there’s a lottery. Winners are notified online and purchase their tickets at a ticket window. It’s an application that leverages our directory information and dynamic role creation, run by a person in the athletic department who we trained to use PeopleTools.

“We used to sell football season tickets by phone and had 30,000 calls a second, swamping the entire phone network in north central Florida, preventing 911 calls,” he adds. “Now students enter a lottery on the portal. Bell South, the public safety agencies, and our athletic association are much happier now.”