

## HSC to Benefit from the PeopleSoft Project

The Administrative Systems Project will Change the Way Business is Done Throughout the University

**Jennie** peers at the clock, then back at her pile of new hire paperwork. As she begins to enter the data into her new program, PeopleSoft, Jennie smiles and thinks, "If this were a mere six months ago, I would be planning some major overtime tonight. Now, thanks to this new automated, integrated applicant tracking system, I should have all the appropriate signatures by tomorrow morning."

Six months ago, all the forms required to hire a new employee in Jennie's department had to be filled out manually. First, the prospective employee would fill out the employee application, which then was forwarded to the department wishing to hire. Once an applicant was selected, the form was sent to that department's authorized signer. A photocopy of the original application was made, then the original returned to personnel. The new hire then had to visit the department and fill out the same information again onto several more forms: the Personnel Action Form (PAF); the Personnel Data Form (PDF); the Direct Deposit Form; and ID authorization.

As many as eight other forms, such as the I-9 and W-4, would need some data found on the PAF. Then, the PAF was sent to the business/finance department for payroll processing. A copy was made for human resources, and finally, the new hire department received the turn-around PAF for his files, completing the process.

With the new software from PeopleSoft, once employee data is entered at hospital personnel, it automatically feeds that same information to various databases in the HSC and campus involved in the new hire for the appropriate staff members to satisfy their relevant data requirements.

Jennie finishes her last new hire form and looks at the clock. "Gee, that was fast," she thinks. "I still have time to run some reports before the end of the day."

The Administrative Systems Project (ASP) is a University of Missouri system-wide initiative comprised of two main goals: to review and redesign the University's financial, human resource and student administration activities; and to implement PeopleSoft, a software package consisting of new technology and redesigned processes.

The participating entities—the four campuses, Hospitals and Clinics, and Outreach and Extension—reviewed and defined current practices, then designed future processes under the guidance of ASP to prepare for implementing PeopleSoft.

PeopleSoft will combine personnel software, Base Human Resources (BHR), benefits and payroll applications, and a suite of financial software—General Ledger, Budget Development, Accounts Payable and Purchasing.

### The Benefits to Hospital and Clinics

The benefits of an integrated, enterprise-wide system are enormous. The Hospitals and Clinics personnel system is more than 20 years old and share its data with any other applications. "Our department interacts with the finance and student entities everyday," said Patricia Scott, Manager, Personnel. "PeopleSoft will provide uniformity, consistency, efficiency and accuracy of reporting and tracking between these entities and the rest of the UM System, as well."

The Hospital and Clinics time and attendance system, Kronos, will be fed directly to PeopleSoft. BHR will eliminate redundant employee information acquired throughout the new hire, transfers and promotions processes by the use of an applicant tracking system. This comprehensive system feeds the same employee information to the many areas that require information such as personnel, payroll, benefits and department/units. Before integration, data would have to be gathered and entered into the personnel system multiple times. When PeopleSoft is fully implemented, that data will be entered only once.

Automating benefits will result in more timely processing of benefits enrollments and changes. For example, when an employee leaves, BHR will automatically produce a letter for that individual regarding the COBRA programs (a benefit that allows an employee to continue insurance coverage for a period of time after leaving the University). In the past, if there were any delays in processing the termination paperwork, the deadline for COBRA notification could be missed. Because many benefits are time dependent, PeopleSoft will enhance quality control and outcomes for appropriate disbursement of benefits.

The expected go-live for Human Resources, Benefits and Payroll is January 1, 2001.

### A Bright Future

Two years into this five-year project, Dr. Eileen Heveron, executive director of ASP, reports that the project is right on time. "This July, the first modules to go-live will be General Ledger for everyone and Recruiting/Admissions for the Rolla campus," Heveron said.

More than 450 colleges and universities have purchased PeopleSoft as their new tool for running their organizations, including many with teaching hospitals. The project cost over five years is estimated at \$40 million.

For more information on PeopleSoft, please visit <http://asp.umssystem.edu>.

**Next time:** The financial software and training for PeopleSoft

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# Service Quality (SQ) Momentum

**The** Integrated Technology Services (ITS) Service Quality initiative that began last year has gained momentum in the light of Vice Chancellor Winship listing service quality as his priority for the Health Sciences Center.

John O'Shaughnessy, Executive Director, Clinical Affairs, and Chief Operations Officer, has been named to chair the Health Sciences Center Service Quality Task Force that includes an ITS SQ representative. The appointment of the ITS SQ director to the HSC Task Force enables ITS to share its SQ research and experience.

Joyce Mitchell, PhD, CIO, supports the Service Quality Initiative wholeheartedly. "I feel very strongly that the key to our success as an IT organization is to recognize the need to deliver the highest quality service, and that begins by training our managers and staff."

The ITS team's plan includes:

- Developing a training program tailored to ITS,
- Training the ITS managers
- Evaluating our Service Quality efforts regularly
- Incorporating Service Quality expectations in annual staff performance evaluations

Education and Consulting has partnered with ITS to ensure delivery of the highest quality training.

## Cybertips

### All-in-One Search Engines on the Internet

All-in-one search engines offer a great way to find more focused information much faster. Sites such as the ones listed below combine major search engines to provide more accurate results. You can choose which search engines you want to use and select your topics. Check out the sites below for easier searching.

Alpha Search:  
[www.alphasearch.org](http://www.alphasearch.org)

Best Search:  
[www.datacomm.ch/peterwyss/search](http://www.datacomm.ch/peterwyss/search)

Find:  
[www.find.com](http://www.find.com)

### Selecting Multiple Files

There are several ways to select multiple files in a folder. If you want to select just a few, hold down the CTRL button while you left-click your selections.

Also, if you have multiple selections that you DO want, and just a few that you DON'T want, then hold down the CTRL button, click those files you DO NOT want, then go to the EDIT menu and select INVERT SELECTION. Everything you did not select is now selected.

You can also left-click a single file, press CTRL, the A and everything within the folder will now be selected.



**We** choose our joys and sorrows long before we experience them.

*Kahlil Gibran*

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The *InfoSphere* is published monthly to inform faculty and staff about information technology in the Health Sciences Center. It is supported, in part, by a grant from the National Library of Medicine (Grant #LM05415-07). Published by Integrated Technology Services, Rock Quarry Center, University of Missouri-Columbia, Missouri, 65212, **882-5772**. For ADA purposed accommodations, contact the ITS office. *InfoSphere* is available on the World Wide Web at [www.hsc.missouri.edu/infosphere](http://www.hsc.missouri.edu/infosphere).

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## The Compleat WebGeek

**I've** created a cool 1,024 x 768 pixel graphic for my webpage. I compressed it to 14 KB, but it still takes forever to load and slows down the page. What's up?

*Confused by Size*

Dear Confused,

The file size of a Web graphic doesn't necessarily indicate how much video memory it's going to need to display. A graphic requires at least 1 bit of memory for each pixel displayed multiplied by the bit depth of the graphic. If your 1,024 x 768 pixel graphic is in 32 bit color, or millions of colors, it will require 1,024 x 768 x 32 bits, or something over 3 megabytes, of memory. The same graphic in 8 bit color, or 256 colors, would require about 800 kilobytes of memory to display.

So, if you want your pages to load faster, remember to keep your graphics small, and reduce the color bit depth as much as you can.

# From the J. Otto Lottes Health Sciences Library

Updates

## Computing Lab Move

The ITS computer lab in room HSL 126 will move to the larger Media Services area in room HSL 117. With the shift to digital information, more and more visual resources are either accessed through CD-ROMs or the Web, making the Media Services center unnecessary as a separate space. The remaining collection of audiovisual material was shifted last year to the circulation department on the main floor.

The need for computers and adequate space for computer instruction has grown. The move to the computer lab there will allow for additional computers, bringing the total to 17 computers, up from the current 10 computers in HSL 126. We anticipate being able to accommodate up to 20 students for workshops.

In addition, Phil Neff, the lab manager, will be closer to the equipment on the first floor and be more readily available to assist students and faculty.

## National Library of Medicine Announces Initiative to Help Public Use Online Health Information

Noting that "the Internet offers us one of the best opportunities for improving access to reliable, up-to-date, health information," Donald A.B. Lindberg, M.D., Director of the National Library of Medicine (NLM), announced that NLM was funding 49 electronic health information projects in 34 states, affecting rural, inner-city, and suburban areas.

One of the funded projects is a joint venture between the Health Information Center in the Columbia Mall and the J. Otto Lottes Health Sciences Library. The purpose of the project is to create web links to internal and external quality information for patients so that they ask fewer and better questions from the Q&A portion of the Oncall/Online site. It is also to enhance the consumer health information portion of the Health Sciences Library web site. The funding amount is \$10,000.

## Upcoming changes to Ovid

Over the coming weeks, the MERLIN Library System will be moving the Ovid system from a local computer to one located at Ovid headquarters. At this writing, the projected date is April 3.

If you are connecting to Ovid Web from the Health Sciences Library webpage (below), this conversion should have minimal impact for you. Ovid client users will need to reinstall the client software after the conversion is complete.

Additional bulletins and details about the conversion will be posted on the Health Sciences Library webpage and in the Ovid system logon messages as they become available, or you may contact the Health Sciences Library at 882-6141 if you have questions.

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Ask an Information Question • Request an Interlibrary Loan • Request an Expert Search  
Search MERLIN and Ovid Databases • Register for an Ovid workshop • Register for HSLNET  
All of these services are available from our website: <http://www.muhealth.org/~library>.

## HIPAA

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) has led the Department of Health and Human Services to prepare regulations for comprehensive national medical record privacy standards. All patient-related information that is transmitted or kept electronically must be handled according to certain standards for privacy.

For the Health Sciences Center to comply with these standards, a 22-member task force has formed and is working on Phase I of the HIPAA project plan and checklist.

For more information, visit the HSC HIPAA task force website at <http://www.hsc.missouri.edu/~hipaa>.

## MEDLINE/ CINAHL/ PsycINFO/ Internet Workshop Schedule

### April

MEDLINE	
Wed 4/5	3:30-5
CINAHL	
Tues 4/11	3:30-5
Internet Searching	
Wed 4/19	10-11:30
PsycINFO	
Tues 4/25	10-11:30

### May

MEDLINE	
Wed 5/3	10-11:30
CINAHL	
Wed 5/17	10-11:30
Internet Searching	
Wed 5/24	10-11:30
PsycINFO	
Wed 5/31	10-11:30

### June

MEDLINE	
Tues 6/6	3:30-5
CINAHL	
Wed 6/7	3:30-5
Internet Searching	
Tues 6/13	10-11:30
PsycINFO	
Wed 6/14	10-11:30

You can search journal literature other OVID system using Windows or Web. These workshops focus on Windows; you may request Web instructions. Enrollment is limited to eight each. Special dates available. Call **882-6141** or go to <http://www.muhealth.org/~library/docs/wsreg.html> to register or for more information.

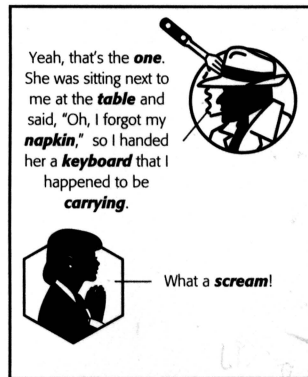
# Help Desk Q and A

**Q:** I don't want to wait on the phone when I need to ask to have a PC installed. Is there a way around calling the Help Desk?

**A:** The ITS Help Desk has a post office box that can be used to request service or ask questions. Just type in Help Desk, Hospital on the TO line. A note can be sent to the mailbox when a department or individual needs to have a specific service performed by ITS such as installing a PC or printer, an upgrade to an application, or a function that might require an ITS employee at the site.

This also applies to a question that doesn't need to be answered immediately or one that might require research. The request will be placed into a Remedy ticket and sent to the appropriate team, if it is not answered when the note is received. A response with the ticket number will be sent in a reply to the requestor. Service requests normally take a longer time to complete than a problem call. All problem calls should go to the Help Desk number, **884-HELP (884-4357)**.

**Jack Hammer, Network Detective** by Alan Arnold



## Correction

In our last issue, we stated that you should contact Margie Ross via e-mail if you needed form 282 to change your address for the InfoSphere. You should be able to obtain those from your own department.

Don't forget, too, that you can get the form online at <http://web.missouri.edu/~dirinfo/form282.html>.

## Cybertips

### Creating Shortcuts

**You** can create shortcuts to your favorite Windows program by right-clicking the program name in Windows Explorer, dragging it to the screen and letting go of the mouse button. Select "Create Shortcut(s) Here" from the context menu to place the shortcut on your desktop.

Trenton Boyd  
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