



## Navigator Partners with University to Upgrade Human Resources Management System

**Company:** The Ohio State University  
Office of Information Technology

**Industry:** Higher Education

**Capabilities Area:** Project Management, Organizational Change Management, Enterprise Human Capital Management

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### Business Challenge

As a predecessor to the 2008-2009 implementation of PeopleSoft Student Information System (SIS), Ohio State needed to upgrade their PeopleSoft Human Resources system. The upgrade was necessary to establish the Person Model to support the Campus Community module of SIS.

### Why Navigator

Navigator resources have a long-standing relationship with university stakeholders and have a deep understanding of most OSU business processes. The extensive higher education expertise of the Navigator team provides them with a perspective of how to apply industry best practices to the unique needs of OSU. Historically, Navigator resources have been involved in many similar major projects at OSU.

### Navigator's Role

Navigator deployed a team including a Project Director, Project Managers, Change Management Specialist and developers to provide the leadership and tools required to successfully achieve the university's goals for the project.

### Results

While the upgrade did not include any major new modifications, it was a complex 14-month effort to bring forward and enhance the existing processes and customizations that had been established since the first PeopleSoft HR implementation in 1997. Navigator utilized rigorous project planning and controls, implemented new project management processes and methodologies (including a project management scorecard), led the early adoption of a monthly QA process and the first use of Microsoft Project Server for a major project.

Navigator was instrumental in establishing a new level of partnership with business sponsors that led to "Staff [being] much more prepared for 'go live' because of their extensive involvement at the decision making level of the upgrade."

- Karen Carroll  
Payroll Director, OSU Office of  
Human Resources

Under Navigator's leadership, the project team was able to achieve the project goals on time and under budget.