

HRMS 8 SP1 to 8.9 Upgrade



Company Overview

- Lydall produces specialty engineered products for demanding Thermal/Acoustical and Filtration/Separation markets.
- 6 manufacturing facilities in NH, VT, NC & NY
- Trucking/Transport facilities in VA & MA
- Sales offices in MI
- Approximately 350 Salary and 675 Hourly (Union and Non-union) employees

Background

- Implemented on HRMS 7 in 1998
- Upgraded to HRMS 8 in 2001
- Implemented Self Service in 2003

Project Scope

- Upgrade existing HRMS 8 SP1 functionality to 8.9
 - HR
 - North American Payroll
 - Base Benefits
 - Self Service

Staffing

- Project team
 - Two Lydall developers
 - Josh handled SQRs and Unix scripts and custom objects
 - Sirkka focused on the issues log and problem resolution
 - Three core Lydall functional experts for Testing
 - One outside consultant to be the Upgrade Specialist
 - Participation by Lydall DBA and network specialists as required

Project Plan

Kept project plan simple.

Only added detail where needed

| Project Plan PeopleSoft Upgrade | | | | | |
|--|------------|-----------|----------|------------------|---|
| Task | Start Date | End Date | Complete | Resources | Comments |
| New Database/WebServer | | | | | |
| CAR Approved | 04/14/11 | 04/19/11 | Y | J. Basone | |
| Server purchased and installed w/OS + basics | 04/24/11 | 05/16/11 | all OK | D. Lamoureux | JB, DL and EJ meeting 5/11 to discuss |
| New FileServer | | | | | |
| Install Windows Server 2003 | | by 6/1/07 | all OK | D. Lamoureux | JB, DL and EJ meeting 5/11 to discuss |
| Tax Update 07-A & B to PSPRODB | | | | | |
| Apply to Demo, Dev & Test | 05/01/11 | 05/03/11 | Y | JK | |
| User Testing | 05/03/11 | 05/17/11 | Y | LL | |
| Move to Production | 05/17/11 | 05/17/11 | Y | JK, GS | |
| Database Upgrade (for Existing Environment) | | | | | |
| Upgrade 8i DB to 9i on 580 server-PSETEST | 04/24/11 | 04/27/11 | Y | GS | Clone of PRD as of April 16th |
| Acceptance testing of 9i DB - PSETEST | 05/01/11 | 05/12/11 | Y | JK | Use Tax Update Test Plan? |
| Moving Production Oracle "home" to new location | 05/07/11 | 05/07/11 | Y | GS | Wants to do this sometime week of 4/30. |
| User Acceptance Testing of 9i DB - PSETEST | 05/08/11 | 05/12/11 | N/A | KS, LL | Fixing an existing issue with Prod environment |
| Upgrade PSPROD2 to 9i | 05/11/11 | 05/11/11 | Y | GS | |
| Psoft Reporting/Customizations | | | | | |
| Identify unnecessary customizations | 05/02/11 | 05/19/11 | Y | KS,LL,KG | |
| Delete identified unnecessary customizations from PSPROD2 | 05/22/11 | 05/24/11 | Y | JK | |
| Identify un-used Queries & delete your own | 05/22/11 | 06/02/11 | Y | KS,LL,KG, JK, SJ | |
| Make list of top-ten queries that you need for going live - give to KS | 06/05/11 | 06/16/11 | Y | KS,LL,KG | |
| Consolidate list of top-ten queries - give to JK | 06/19/11 | 06/23/11 | Y | KS | |
| Prioritize Psoft Interface/Reports for Upgrade | 05/15/11 | 06/09/11 | Y | KG, LL, KS | Use Interface/Rpt Priority list from ADP Project starting point? |
| Upgrade SQRs for Psoft Ver 8.9 table changes-Ongoing | 05/16/11 | 09/18/11 | | JK, SJ | Using Prioritized List |
| Update high priority queries to new table structures | 07/10/11 | 09/18/11 | | JK, SJ | |
| User Acceptance Test Plans | | | | | |
| Prepare User Acceptance Test Plan for Psoft Application ver 8.9 | 06/12/11 | 07/28/11 | | KG, LL, KS | Use Previous Test Plan as starting point? |
| Prepare User Acceptance Test Plan for Psoft Application-GoLive Weekend | 06/12/11 | 07/28/11 | | KG, LL, KS | Should be critical processes only - no more than a few hours of testing |

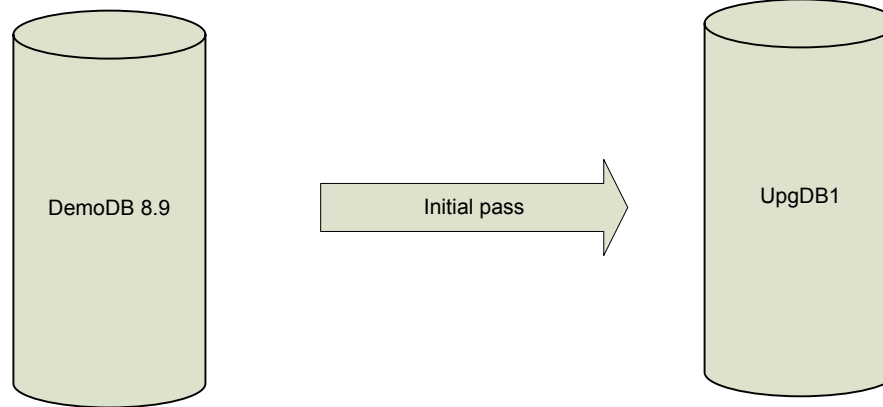
Environment

- HP Unix server
 - Web, Application, and Batch servers on one partition of new development machine
 - Database server on the other partition
 - Existing production Unix servers were reused for the new release
- New Windows Server 2003 was purchased for the file server and Crystal Reports machine
- Dedicated Windows XP workstation as the primary upgrade machine
- Cisco VPN used for remote connection to the dedicated workstation for off site access

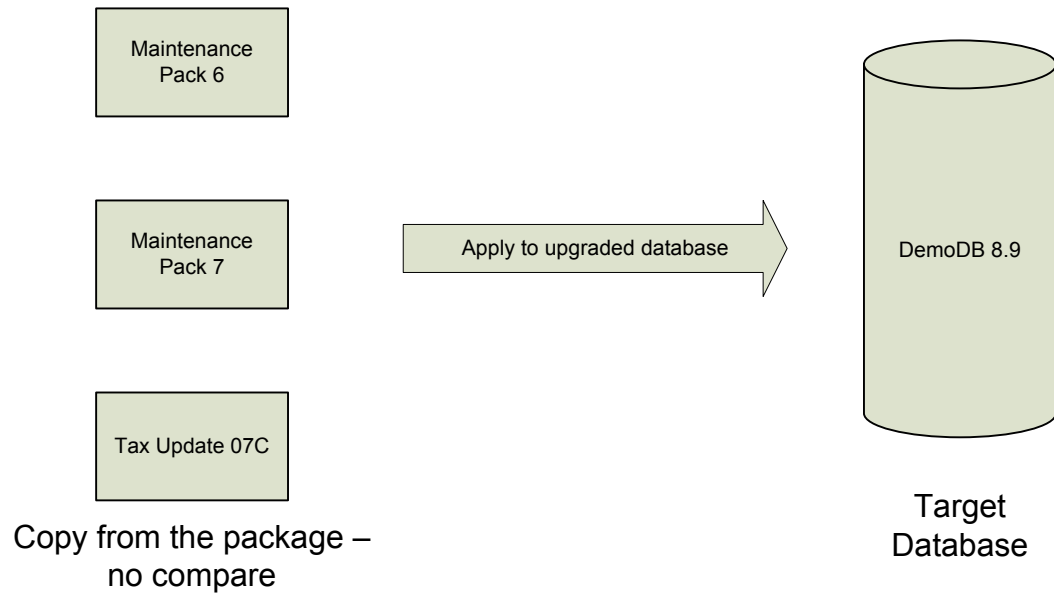
Project Highlights

- Upgrade existing HRMS 8 SP1 to 8.9
- Apply Maintenance Packs 6 and 7 and Tax Update 07C to version 8.9
- Prepare custom SQRs for new release and modify new version of delivered SQRs
- Update user Queries
- Reapply customizations
- User Testing
- 3 Test Moves to Production with continuing user testing.
- Final Move to Production and go live

Upgrade copy of production database to 8.9



Apply MPs and tax update to demo database using Change Assistant



Apply Maintenance Packs and Tax Update to copy of the upgraded database using Change Assistant



Reapply customizations

- No customizations reapplied to database after initial pass
- Reapply customizations after Maintenance Packs and Tax Update applied
- A copy of this database can be turned over to users for testing

SQRs & Queries

- Version 8 Sp1 – over 180 custom SQRs
- Version 8.9 – pared down to 145 and prioritized them for upgrading
- 50 SQRs were identified as critical for the go live
- 46 delivered SQRs were modified with custom security view.
- There were only 18 queries identified as critical for the go live

Testing

- User testing began as soon as the customizations were reapplied
- Initial testing to see if basic functionality worked
- Testing progressed to full blown parallel testing between test moves
- Testing continued until the final Move to Production
- Final user acceptance testing was performed at the end of the final Move to Production

Issues Log

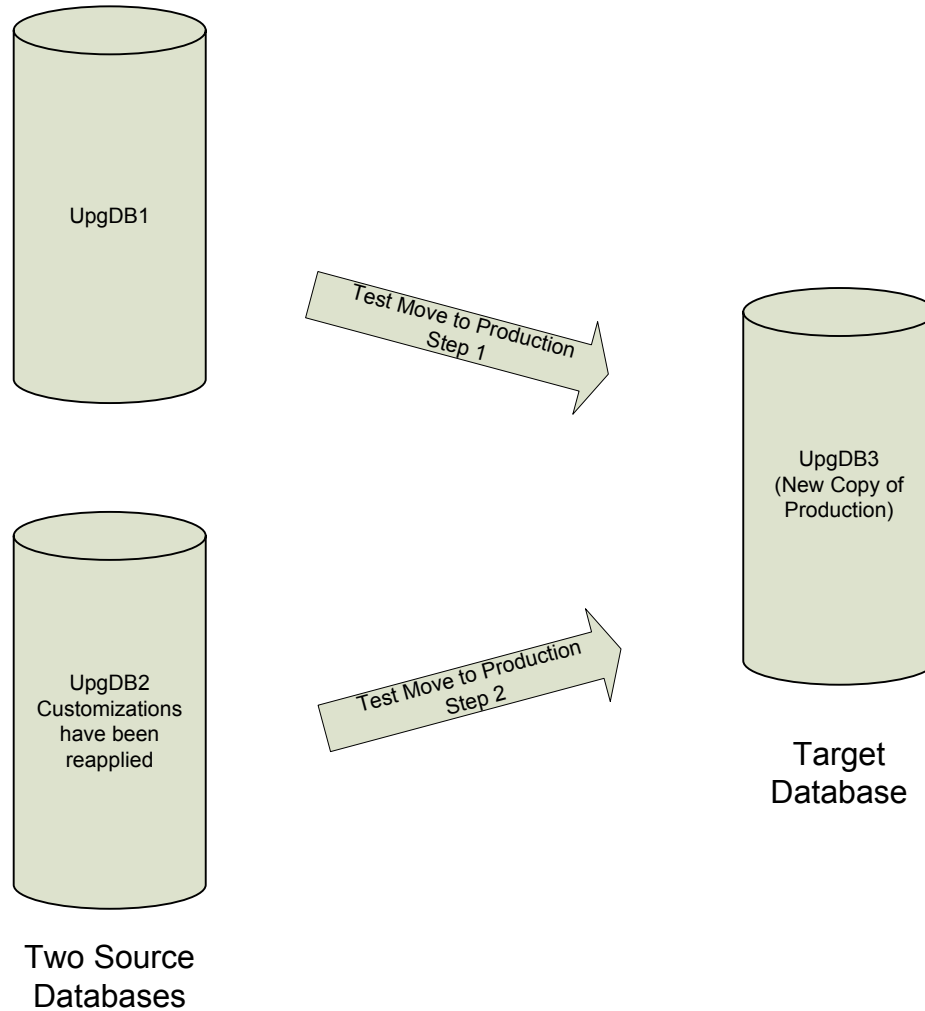
As defects were discovered they were logged and tracked through resolution.

| Incident # | Date Opened | Reported By | Assigned To | Incident Description | Comments | Navigation to page | Priority | Resolution | Retested | Date Closed |
|------------|-------------|-------------|-------------|---|--|---|----------|--|---|-------------|
| 2 | 7/11/07 | Kim | Ed | Employment Info Page-Business Title is missing, plus customization with historical titles | Ed - pls check to see if this customization came over. Ed - the delivered business title should be hidden on the page. Also - in the newly added effort Business Title area - pls change "Scroll Area" to Business Title. 8/1-K/JC-Need this to correct screen shot in (3 Overview) | | High | Customization has been reapplied to UPGTST1. Ed will change by 7/27. Ed = pls check if this is done.Ed. Changes have been made. | KG | 8/8/07 |
| 7 | 7/12/07 | JK | JK/Ed | Getting PeopleCode Error messages when trying to go into Run Control Lydall Positive Pay Interface. | I took a quick look and it looks like PS_FLS_CALENDER_VW record and RUNCTL_FLS panel objects are not in 8.9 that the PeopleCode is looking for. | Payroll for North America, 2Payroll Processing USA, Lydall Payroll Processing, Lydall Positive Pay Interface2 | high | Josh will find an existing view and page with the same fields or create custom. Select statement was altered to only select Active E's and Terms for the last 30 days. SQR now runs in acceptable time | ok - JK | 7/24/07 |
| 11 | 7/12/07 | JK | JK/Ed | Lydall 401K Interface SQR program runs forever. | We need to look into what maybe causing this to happen since there are no obvious errors when running the program. | Benefits, Lydall Benefits processing, Lydall 401K interface | Medium | In progress-case open with PeopleSoft. Applied Pools release 8.48.11 and didn't get error. In progress/research - su writing program to delete MAIL addresses in PS_ADDRESSES if the Mailing Address is blank in PS_PERSONAL_DATA. Will test in UPGTST1 and can be run in HRTM1 after it's tested. This has been run in UPGTST1 and HRTM1 | OK | 7/17/07 |
| 20 | 7/17/07 | KS | Ed/SJ | Cannot successfully process a New Hire | | | High | | OK | 7/23/07 |
| 21 | 7/17/07 | JK | Ed/SJ | Home/Mailing Address data conversion issue. | ie. My Home Address is correct but, the Mailing Address is incorrect. The mailing address should have been blank like what was in PeopleSoft 8 (SP1). I should have had my old Address in History for Home Address instead of populating the Mailing address. | WorkforceAdmin, Personal Information, Biographical, Modify Person | High | | JK | 8/8/07 |
| 29 | 7/18/07 | KS | Ed | Can't save a modification to G/L Account Code (on Job Table) while their BEN_PROG_PARTIC entry shows Benefit Administration. KS changed to Base Benefits and then could save the record | Need to write a script to either change everyone to Base Benefits in PSPROD2 before next conversion - OR change everyone to Base Benefits in upgraded DB after next conversion. | | High | Complete on UPGTST1. There is a script (BenProgFix.sql) that will run at the beginning of the test moves and the move to prod to correct before conversion. | KS - 07/23/07 Looks like everyone was changed to Ben Admin? - I e-mailed Ed KS - 07/23/07 - OK retest looks good | 7/23/07 |
| 32 | 7/24/07 | KS | Ed | Emergency Contact - Contact Phone number missing - ID# 2515 - Callan Boardman | 8.0 had 1 button called Same Addrss/Phone as Employee - 8.9 has 2 buttons 1 for same address and 1 for same phone. Ed - in 8.9 page: EMERGENCY_CONTACT, Component: EMERGENCY CONTACT Page the checkbox "Same Phone as Employee" should be checked on IF "Same Address as Employee" is checked on and maybe that would bring in the phone # along with the address. note: I checked it manually for an EE on the page, and it brought in the phone #. | Workforce Administration, Personal Relationships, Emergency Contact | Med | Ed in progress. Ed thinks he fixed this - pls check a few people to confirm. | KS - this looks fine | 8/1/07 |
| 33 | 7/25/07 | JK | Ed/Guy | Cannot see Tables in Badge System when doing an ODBC Link to UPGTST1 | This is the custom Badge View in Pssoft that the Badge System uses to get information to print EE Badges. We won't be able to print badges without this ODBC connection. | | High | Workaround gotten from Oracle. Registry entry change needed to allow MS Access to link to a DB with over 32000 objects researching Ed. This is certainly possible. It will be a large effort. OH HOLD. This is possible, but not for Go-Live date. | 7/26/2007 JK | 7/26/07 |
| 34 | 7/26/07 | KG | SJ | Would like to replace PeopleBooks with the Lydall HRMS Manual; need info on this. | | | Low | | ON HOLD | |
| 36 | 7/26/07 | KS | SJ | Adding a new mailing address to my new hire after I hit the save button. - 4200 | Went to Modify a person - added a new effective dated row went to the address panel and hit add and selected mailing address - hit add address then add address again and will not open the next page. | Workforce Administration, Information, Biographical | High | This is OK - panels work different than before, but we can add/or modify as needed. | 7/26/07 sj | 7/26/07 |



Test Move to Production

Two source databases



Conclusions

Reasons for Success

- Support from upper management
- Realistic goals.
- Opting for ver 8.9 over ver 9
- No additional functionality or customizations
- Early planning for hardware requirements
- Prioritize reporting and create test plans before project underway.
- Small team – good communication
- Developers and Functional experts experienced in PeopleSoft & Lydall data
- Intelligent use of consultant services – where internal resources were not expert
- Flexibility – perfection is not always the answer (except for data integrity)