



## Ryerson University Gives Quest's Stat® an "A" for Automating Change Management in its PeopleSoft Environment

Ryerson University is Canada's leader for career-focused education, serving more than 25,000 undergraduate and graduate students. The university was founded in 1948 as Ryerson Institute of Technology. Today, Ryerson University has five colleges, 12 undergraduate degree programs and more than 130,000 alumni.

The university's human resource application, PeopleSoft (which manages HR, payroll and benefits administration processes), runs on Unix. The application has about 500 users and is maintained by about eight IT staffers, including five developers, a DBA, a manager and a security administrator. For help instituting efficient change management, Ryerson University turned to Quest Software.

### The Challenge

During its PeopleSoft implementation, Ryerson University decided it needed an efficient change management solution—and knew that automation was key. By automating manual efforts, the university could reduce the risk of errors, enhance staff productivity, and effectively support a large number of end users with their limited staff.

"When we began our PeopleSoft implementation, we had no automation in place, and so the risk of things going wrong was high," said Leo Plotkin, manager of HRMS Support for Ryerson University. "Plus, we were tasked with supporting hundreds of users. A manual approach was simply not an option."

### The Quest Solution

After careful research, Ryerson University chose Quest's Stat® for complete change lifecycle management and control. Along with software revision control and versioning capabilities, Stat provides process management, change request tracking and distributed development support—ensuring operational excellence and easier compliance to regulatory standards. It is the only change management solution that is certified on PeopleSoft PeopleTools 8.49 and below to handle both PeopleSoft proprietary objects and flat files in their native format.

"I had used Stat with my previous employer, and I am a very big fan," said Plotkin. "Along with its automation capabilities, Stat is tightly integrated with PeopleSoft."

Another reason Plotkin favors Stat is for its ability to track and inventory customizations and other development work for later reuse. "If you set up Stat correctly in the beginning, you can save a lot of money in the long run by cross-referencing changes to particular business requirements, and easily access the code you need," explained Plotkin. "Without this capability, it can be difficult and time-consuming to find the reasons behind changes, since documentation may or may not exist and IT staff come and go. It can be especially challenging when it's time to upgrade. Stat solves this problem by identifying what code is part of which customizations—and why."

### Overview

*"We had a production incident where some of the code got corrupted. Using Stat, it took about five seconds to restore the original code, since the original version was stored in an archive set. Without Stat, it would have taken us an entire day to fix the issue—if we could have resolved it at all."*

— Leo Plotkin,  
Manager, HRMS Support  
Ryerson University

### Headquarters

Toronto, Ontario, Canada

### Services

Higher education

### Critical Needs

- Achieve efficient PeopleSoft change management
- Automate manual work

### Solution

Stat® for PeopleSoft

### Results

- Automated change management processes, improving efficiency and accuracy
- Enhanced staff productivity
- Enabled quick restoration of system functionality after accidental corruption of code
- Improved project management by providing visibility into project status

## The Bottom Line

Stat significantly improved the efficiency of Ryerson's PeopleSoft change management processes by automating manual tasks. In fact, according to the university, staff productivity doubled as a result of Stat's installation.

Stat also provided Ryerson management with much-needed visibility into its development projects. "Whenever I need to see the status of a development item, I just go into Stat and I can tell within five seconds," said Plotkin. "Stat makes project management much more efficient because you can immediately tell where you are in the process."

In addition, Stat's ability to track changes has proved invaluable. Plotkin described one occasion when Stat saved the day: "We had a production incident where some of the code got corrupted. Using Stat, it took about five seconds to restore the original code, since the original version was stored in an archive set. Without Stat, it would have taken us an entire day to fix the issue—if we could have resolved it at all."

Plotkin also praised Quest's Professional Services Organization for its help installing Stat. "Our Stat implementation went very smoothly," he said. "It took only five days. Quest's service manager was very knowledgeable and easy to work with. Everything was very well organized."

Over the last two and a half years, Plotkin has been very pleased with Stat's performance. "Stat has done a great job here at Ryerson," he said. "I can't say enough about Stat—it's a very good product. Without Stat, we couldn't have achieved the same level of success."

## About Ryerson University

Ryerson University was founded in 1948 as Ryerson Institute of Technology. Established primarily as a training ground for the growing workforce of a booming post-war economy, the institute was a novel alternative to the traditional apprenticeship system of technical learning. Today, Ryerson University is Canada's leader for career-focused university education, with more than 25,000 undergraduate and graduate students, five faculties, 12 undergraduate degree programs and more than 130,000 alumni. For more information, visit [www.ryerson.ca](http://www.ryerson.ca).

## About Quest Software, Inc.

Quest Software, Inc., a leading enterprise systems management vendor, delivers innovative products that help organizations get more performance and productivity from their applications, databases, Windows infrastructure and virtual environments. Quest also provides customers with client management through its ScriptLogic subsidiary and server virtualization management through its Vizioncore subsidiary. Through a deep expertise in IT operations and a continued focus on what works best, Quest helps more than 100,000 customers worldwide meet higher expectations for enterprise IT. Quest Software can be found in offices around the globe and at [www.quest.com](http://www.quest.com).