

#### Industry

Higher Education

#### Customer Spotlight

University of Queensland

#### Industry Challenges

- System scalability and reliability
- Meeting user expectations for availability and performance
- Secure self-service environment

#### Oracle Solution

- Oracle's PeopleSoft Enterprise Applications Suite
- Oracle 10g Database

#### Sun Solution

- Solaris™ 10 Operating System
- Sun Fire™ T2000 servers
- Sun Fire E25K servers

#### Solution Results

- Students gain self sufficiency to manage their enrollment, course changes, fees and reports online
- University accounting and purchasing activities managed through self-service tools
- Scalable architecture provides cost effective solution in dynamic environment
- IT development and support operations improve efficiency

“We strive to provide our students with access to important information when they need it, helping them to better manage their lives and supporting their need for self sufficiency. We also look for solutions that help us operate more efficiently and give us the most bang for the buck. Oracle's PeopleSoft solutions running on the Sun architecture satisfies both requirements.”

#### Ian Holmes

Senior Manager, SI-net Projects  
University of Queensland

#### Overview

The University of Queensland (UQ) is one of Australia's premier learning and research institutions. It is the oldest university in Queensland and is considered one of the top research universities in the country, having celebrated more than 5,000 Ph.D. graduations. The University has teaching and research sites throughout Queensland, with major campuses at St Lucia (Brisbane), Ipswich, and Gatton. UQ also is building a cluster of international-quality research centers and institutes that will keep it at the frontiers of emerging research fields, particularly the biosciences.

To better serve the needs of its more than 35,000 students, UQ recently upgraded its PeopleSoft Enterprise Campus Solutions as well as the underlying architecture, based on Sun Fire™ T2000 technology.

#### Using PeopleSoft Enterprise Applications Suite

Based on its satisfaction with PeopleSoft Enterprise Campus Solutions version 7.6, originally implemented in 2001, UQ was eager to upgrade to version 8.9 to enhance the offerings of SI-net, its student services system.

Campus Solutions version 8.9 provides a self-service environment, however, UQ chose to redevelop its own self-service module (mySI-net) to provide a more ‘tailored’ solution for its students. Using mySI-net, students can enroll, change their program or major focus, and pay their fees online. All reports, including government statements, unofficial transcripts, and electronic invoices, can also be issued to students online.

The SI-net team also appreciates PeopleSoft Enterprise Tools & Technology (PeopleTools) release 8.47, which provided the flexibility to customize the SI-net interface. “PeopleTools lets us add and delete links to reflect availability of enrollment options for our students,” noted Ian Holmes, Senior Manager of SI-net Projects. “This is especially valuable during peak enrollment sessions and grade reporting periods.”

UQ is in the process of implementing PeopleSoft Enterprise Financial Management, currently working on customizations that will provide a self-service interface for the accounting/billing and purchasing units. UQ will be the first Australian university to implement the Research Grants module and

the first to go live with Financials v9.0, in January 2009.

“In addition to supporting the needs of our students, we also wanted to give our administrators and staff self-service capabilities to help them manage their jobs,” said Holmes. “Working through a decentralized, online environment, employees have the tools they need to make important decisions when and where necessary.”

The team will also be able to combine development and support for both Campus Solutions and Financials applications through one technical support organization, further streamlining their operations.

### Sun Technology Provides Much Needed Flexibility

A long-time user of Sun technology, UQ currently runs a physical three-tier architecture, with Web server, application server, and database server layers. The Web layer runs on two Sun Fire T2000 six-core servers; the application layer runs on four Sun Fire T2000 eight-core servers; and the database layer runs on a two-board Sun Fire E25K server.

There are three main activities that challenge the SI-net system with peak loads: Class sign-on happens three times a year, during which time the system has received 800-900 sign-ons per minute, especially at the initial opening time. At the start of each semester the system has seen as many as 50,000 logins or up to 80,000 transactions in a given day. And during grade release, there is typically a spike in the number of logins.

“Our app server layer relies on the Sun Fire T2000 servers with the multi-threaded Niagara chip, which lets us run a number of app server processes on each server,” said Greg Sutton, Manager of Corporate Applications for the university. “This gives us the flexibility to spread out large loads generated during peak periods of student activity.”

The biggest change so far for the UQ team was upgrading the SI-net system from a panel-based environment in PeopleSoft version 7.6 to a fully Web-based environment in PeopleSoft version 8.9. This upgrade also required a full database upgrade from Oracle 9i to Oracle 10g, moving from the Solaris™ 8 to Solaris 10 Operating System, and adding more Sun hardware dedicated to the application server layer.

“As a result of this major effort, we now have an extremely scalable system with outstanding reliability that is also easy to maintain,” added Sutton. “The flexibility and range of the Sun product family has allowed our staff to continue to work with familiar Sun hardware and the Solaris operating system and to stay within our budget as our needs have grown.”

### Looking Ahead

The UQ team believes the current SI-net system, based on Sun Fire T2000 technology, handles the ongoing demands quite well. The next big step, scheduled for 2009, will be to roll out the Academic Advisement module for use by staff and students.

PeopleSoft Enterprise Financial Management applications are scheduled to be phased in beginning in early 2009. The general ledger and accounts payable modules will go live first,

with a phased roll out of other modules over the following one to two years. “Based on the success we’ve seen during these peak loads with the SI-net, we expect to see similar positive results when we begin to run the PeopleSoft Financials applications,” said Sutton.

When these new solutions go live, the SI-net system will be sharing Web server and application server layers with the Financial Management modules, and UQ plans to grow the existing environment with additional Web servers and application servers.

UQ will continue to implement many of the improvements available from PeopleSoft version 8.9 and the PeopleTools 8.49 toolset. “We look forward to working with XML Publisher, when it’s available later this year, to help us do a better job of making our electronic invoices, transcripts, government mandated statements, and other reports even more user friendly,” Sutton added. “And we appreciate other new tools, such as Integration Broker, that will help us integrate more easily with other systems.”

### Learn More

To learn more about Sun Microsystems and Oracle, please visit [sun.com/oracle](http://sun.com/oracle) and [oracle.com](http://oracle.com).

For more information on the University of Queensland, visit [uq.edu.au](http://uq.edu.au).