

ERP CORE IMPLEMENTATION TEAM

Date: September 26, 2007

Location: Sparks Hall 3rd Floor Conference Room

Submitted by: Sharion Meloan

Members Present:

Jackie Dudley	Linda Myhill
Phyllis Baurer	Anita Poynor
Joyce Gordon	Teri Ray
Josh Jacobs	Tracy Roberts
Linda Miller	

Members Absent:

Jim Baurer

Jackie opened the meeting and distributed the agenda.

MyGate Friday—Jackie gave an update on the status of the MyGate Friday proposal. She noted that she had submitted the proposal to Tom, and he would be forwarding it to the President. She added that she had sent Tom an electronic version as well as the training schedule to justify the need for the proposal.

Mainframe Update—Linda Miller noted that they are still working out some of the support processes for the extended hours, but are prepared to provide services up to 6:00 p.m. on Monday through Thursday on an unscheduled basis. In October, however, there are three days that the processing needs are too great to allow the extended hours. They are the 2nd, the 8th, and the 31st of October due to mid-terms and month end closings. Linda will keep everyone posted if something happens.

Discussion followed on the mechanism by which the appropriate people would be notified if the 6:00 p.m. schedule could not be accommodated. Tracy asked about notification regarding the implementation of the 6:00 p.m. schedule. Jackie noted that we should at least notify the administrative and student services department heads for both the implementation of the extra hours and any interruptions to the schedule. Jackie pointed out that a notification needed to be released this week. Phyllis agreed to send out the announcement. Jackie expressed appreciation to Linda for getting this resolved.

VISIO—Jackie asked if everyone had a copy that was supposed to have it. Jackie asked if anyone was having problems installing it. The group discussed the routing of the software.

BPA—Jackie noted that it is going really well and stated that we had all of our processes done by 3:00 p.m. Tracy noted that she had sent Jackie the first one on e-mail this morning. She added that they were developing a tip sheet to assist future facilitators on VISIO to save some time. Jackie asked that it be shared with everyone.

Project Definition Document—Jackie indicated that she would be e-mailing everyone a copy of the Project Definition Document that she and Phyllis had been developing. Jackie cautioned the group that the document is not completed and that there are several questions to be answered in the document. She asked that everyone read the document for content. The document is defining the project overall. She noted the document includes the project scope, sub-systems, quality assurance measures, the specifications, and the teams. The document points out several things that we still need to do such as the data standards document. There are some other things such as risks that need to be reviewed again. She indicated that the group would need to get back together and review the document. She asked if the group wanted to meet to discuss the document or just send content changes. She stressed the need to complete the document before the end of November because the Steering Committee will need to approve it due to the nature of the document.

Linda Miller asked what the deadline was for the document. Jackie asked if everyone could review the document so it could be finalized in the next couple of weeks. She mentioned that there would be sections of the document that would not be essential for everyone to review. Jackie cited the quality assurance testing as an example of the sections that needed input. The contingency plans section was another area needing input. In response to Linda's inquiry about samples from other universities, Jackie indicated that she had about nine and that they were really different varying from ten pages to three hundred. Phyllis Baurer noted that it depended upon how detailed we wanted the document to be. Linda asked if there was a contractual element. Jackie responded that there was not, but we do stipulate what we consider a completion of the project and what our plan would be if we have to terminate the project. She noted that there were no budget dollars listed in the document. It does list some of SunGard's obligations in what they help us deliver such as our training packets. It is a communication vehicle between the two entities, but it is also for us to use as an administrative tool if we need to reference past decisions. Jackie indicated that it would be clear where the gaps were in the document. She asked that everyone send comments via e-mail. Linda suggested that it might be more productive to sit down as a group and synchronize the revisions.

In response to Joyce's question regarding the upcoming schedule with BPA, Jackie reviewed the training schedule for the next couple of weeks. Jackie stated that the group would probably have to meet on Friday, October 19, to go over the document. Joyce noted that October 19 was the last day of the open enrollment for the health insurance programs, and Phyllis added that the CRM selection demos would conflict with that time. Friday, October 12, at 9:00 a.m. was selected as the meeting time to review the document.

Training—Jackie noted that there have been some training issues that need to be added to the schedule. There are three more week-long finance sessions that need to be added (2 for grants and contracts and one for endowment). This would require going into the ODS/EDW time in order to do that. This would move the ODS/EDW (which includes COGNOS) out to January of 2009 for implementation and February for training. It primarily keeps Human Resources, Financial Aid and the student ODS where they are, but it moves the implementation, the kick-off and the Finance substantially out to the beginning of 2009. In response to Tracy's question on the effect on Luminus, Jackie noted that Luminus would not change. Jackie asked if anyone

could foresee any issues with the change in the schedule. Linda asked what would be the impact on the final delivery schedule. Jackie indicated that all of the “go live” dates are still in place except the data warehouse and COGNOS which are our ad hoc reporting tools. It does not impact anything else. Jackie will reschedule the training because we have to complete the financial training before we move into the data migration.

Jackie asked everyone to look at the schedule. Tracy noted the March 10 and March 14 of 2008 conflicts. Jackie confirmed Tracy’s point that it was in Banner and did not affect COGNOS. Jackie will try to add the participants in the training schedule if that is helpful. Modifications to the participants’ column were discussed. Jackie asked if there were other items that would be helpful to include. In response to Josh’s question about the Gatehouse, Jackie explained that it was the old Board Room. Jackie asked if there were any functions that needed to be moved up a week or back a week for the specific teams. She asked that the members let her know if there were scheduling changes, and she would try to accommodate the changes but would need more than a week’s notice. She stressed that we do not have a great deal of “wiggle room.” Anita pointed out that the tracking changes addition has been very helpful.

General and Technical—Jackie indicated that she did not have anything to add and asked if anyone had any questions about it. Phyllis noted that she thought we are ready to go. She added that the remote DBA is on site and has met with Garrett and everything is ready to go for next week.

Data Migration—Jackie indicated that she had mailed out the Data Migration document and wanted to make sure that these are our data migration people so that we are communicating to the right people. She asked that the group check with their areas; however, if they had the information today, she asked that they give it to her. Anita noted that she had submitted her information with only one addition. She noted that we might want to include Jennifer in case Anita was not there. Tracy asked if she was added to it. Anita noted that the BPAs were added also.

Jackie noted that she and Phyllis had talked with the consultant and he was very thorough on the data migration. He has already sent the agenda, and Jackie will post it. Phyllis will fill in some of the necessary information. Phyllis suggested that Jackie post only the agenda for the moment as some of the information that was forwarded includes data files in zip files. Jackie inquired whether the teams were discussing data migration on their teams, particularly what is going to need to be converted. Jackie asked if everyone was going to be ready. Anita indicated that the student area has been working on it. Jackie asked if there were any other training issues.

Jackie indicated that they will get someone hired as a notetaker.

Student Services—Anita indicated that she had submitted some revisions to the BPA workshop. She noted that the team had considerable discussion about that to make all bases were covered and they worked on Fugen’s questions. Anita stated that she would get those mailed out today to her.

Finance—Jackie noted that she had asked her group to submit delivery plans and those people who need to attend each session as there are people outside those functional team areas that need to attend.

Human Resources—Teri noted that her group had met and reviewed processes and the SMEs. She noted that they had sought additions and there were a couple of additions and she has mailed those so everyone knows about it.

Luminis—Tracy noted that the Registrar's office has three BPAs to be added to the list, and she will forward information to Jackie on the large processes that occur in the Registrar's office.

Anita noted that her group did talk about that and noted that there are some questions about processes that are not included on this list and her team discussed the possibility of including them as a group.

Jackie warned everyone not to get too far down in the detail or we will not be able to get finished. She asked that everyone keep it to the summarized level of processes.

Communications—Josh indicated that he keeps pushing on the website. He stated that there is more to building the structure than he thought. He is hoping to have a content live website this Friday. He noted that he had used the materials approved by the group and had patterned some of the answers in the frequently asked questions section after those of Ivy Tech with their approval. He added that Jim McCoy mentioned that the faculty are concerned about information dissemination. Josh will work with Jim to ensure the information is getting to individual faculty members through the website as well as printed information that the Provost's Office will generate from the website.

Linda asked where the bottleneck was, and Josh responded that it was in CTLT. Josh added that he had talked with Cassidy, and she is aware of the situation and is pushing. Linda responded that she had talked with Cassidy and she thought it was on track. Josh emphasized that he is happy with the product, but it just took longer than he anticipated.

Campus Kickoff—Jackie reminded everyone that the group needed to address the campus kickoff. She noted that the group needed to look at the schedule so that Josh could start working on it. Jackie asked if the group had any thoughts on it. Several people asked for examples of what is included in a kickoff. Josh added that he had given it some thought and wasn't sure a punch and cookie type reception was what was needed as it would be taking time away from the duties that we are needing more time to do. Josh added that it needed to be significant, but he was not sure how to accomplish it adding that a letter or e-mail would not accomplish it satisfactorily. Tracy stated that it should be symbolic such as a ground-breaking. Jackie noted that it ranges from receptions to large events. She added that although we could not, some schools spend thousands of dollars on these events. SunGard has not given us any definitive ideas. It has ranged from a punch and cookies reception type event to lobster/steak dinner. She added that we would need to do something in between the two. She further stated that although we do not have time to go to this, we do need something that symbolizes the beginning of the project. Josh added that it really does not connect with any other event such as half-time at a

football or basketball game. Jackie suggested the possibility of a virtual event. Josh inquired about a signage event. SunGard is pushing for some type of marker in time to kick off the event.

Anita suggested a reception where people could answer questions. The suggestion was made that the website be the kickoff. Linda Miller suggested a mystery type event or gradually build to something. Joyce suggested that the event be festive—a combination of the signage to build up to something and give away mugs or t-shirts. Linda Miller suggested giving away the t-shirts with an incentive to wear them on campus. Other alternatives such as note pads, highlighters, ink pens were suggested. The suggestion was made to add the address for the website where people could get additional information. Jackie asked if the group wanted to include a group of students to plan the event as it is going to take some time. Anita asked if SGA could be utilized. Joyce noted that the items will generate curiosity around the campus. Anita asked if the web site would contain a link so that every time they hit on the web site it would register them to win something such as a laptop. The suggestion was made by Phyllis to have it for everyone, not just students. Tracy suggested that the link be embedded so that people would have to look for it and in doing so see what is being done on ERP. Linda Miller suggested a “flash quiz” that could be taken and if they passed the quiz, they would be registered in the drawing. Linda suggested offering money for professional development. Phyllis noted that some staff members might not be interested in an award of that nature. Joyce suggested that as the web site matures a question could be hidden in the web site every Monday or every Friday so that people would be searching for the question. Phyllis added that this would draw people to the web site and they would learn something new each time they visit. Joyce reiterated a comment made by Jackie earlier that these are very labor intensive items. Jackie suggested that some one who is not heavily involved in ERP could assist with the project. Anita mentioned SGA, Staff Congress, and Faculty Senate might be willing to help get the information out.

Joyce suggested that a committee be formed with Josh overseeing it. She recommended that an overall calendar be developed and then break out the details. Josh agreed to work on something of that nature. Jackie suggested getting someone from the residential colleges instead of SGA. She asked if the group wanted to have a physical event or wait and see what the committee recommends. Josh noted that he did not see what purpose it would serve. Phyllis added that you would have the same people involved. Tracy recommended that we could possibly have representation at other events to build up to the kickoff.

CRM—Phyllis reminded everyone of the two upcoming demonstrations. The selection committee will be meeting during the next couple of weeks after that to make a decision.

Support—Phyllis shared the first printed report from the Murray State Banner system. The only issue with it is that it printed in a portrait presentation instead of landscape. Phyllis noted that there had been an issue with the length of training session. She noted that work is being done on the SAN. She further stated that the remote DBA is doing a really good job.

Phyllis handed out information on the I-1440 replacement for SEVIS reporting. The information contained Mark Galloway’s opinions on hardware requirements, operating systems, and pricing. The pricing on hardware is an estimate; however, it is a close estimate. Mark is suggesting FSA Atlas or I-Office, but his preference when considering all factors is I-Office. The price

decreased on the software so it is less than FSA Atlas. As far as server requirements, they are basically the same for both. The only difference is that cold fusion is needed for I-Office which is \$4,000 more. Phyllis questioned what the next step was.

Jackie noted that it was not the core's responsibility to tell the department what to get, but to ensure that we have the resources necessary to support what they propose. Jackie reviewed the background of I-Office. She added that we need to make sure that we are getting a product that we need and one that will stay with us for a while. Our concern is that we do not want to spend the money again in five years if Indiana University loses the programmer that maintains the product. Phyllis noted that Cincinnati has a very large international population base. Phyllis added that she thought Indiana University would continue the software because they needed the functionality, but do we go with it and take the chance. In response to Tracy's question about the last page of the document, Phyllis explained that it contained the hardware and operating requirements. She noted that both systems require Sequel Server 2005. We would need the server, the license for it and training. She added that these are cost estimates, but they are pretty close estimates. Mark Ballard and Casey obtained the estimates. They both use the same thing with the exception of cold fusion. The difference in the two products would be \$4,000 for the cost of the cold fusion. Phyllis noted that she had summarized the information and provided the details below. The information contained hardware and operating costs as well as application costs. Jackie asked if the network support services group should review the information to see what the impact is. Phyllis responded that Mark Ballard had reviewed the information. Linda asked if it had been reviewed from a support standpoint, and Phyllis noted that it had not been reviewed from the support standpoint. Jackie asked if one system was better than the other. Phyllis relayed that Mark Ballard was really impressed with I-Office, but his concerns are the same ones that she had voiced—the support and whether we will have continued support with the staffing that they have in place. She noted that Mark and Brantly were both impressed with I-Office. Jackie noted that FSA Atlas is a SunGard product but not a Banner product and the fact that its lifetime could be limited also. Phyllis noted that both systems would interface with Banner. I-Office would directly connect with SEVIS so it would eliminate some of their input of information. Mark Galloway stressed the time-saving benefit this would provide.

Tracy noted that I-Office had some extras that FSA Atlas did not. Jackie asked who on the team was supporting Mark's recommendation. Phyllis indicated that she did not know who Mark had evaluating the products. Jackie suggested that Mark forward a recommendation along with the individuals who are assisting him. We would then run it through our support team. We need something documented. Phyllis indicated that Mark did have input from people on campus that would be affected by the product. Jackie asked that Mark submit a recommendation with a listing of the people who concur with the recommendation of the particular product. Anita noted there was no specific recommendation in the information that was distributed. Jackie responded that we did not ask him to make a recommendation at this time, just to investigate what would be acceptable. Now that he has completed that, we need to get him to make a recommendation. Anita asked if Jackie was going to check to see if an RFP had to be completed, and Jackie affirmed that she would. She indicated that if they recommended FSA Atlas which is a SunGard product we could get by with that, but she had not approached David yet.

Phyllis indicated that if she received something in writing she would forward to Jackie.

Jackie noted that Elaine brought up several things as far as policy and procedures that need to be addressed. One of those things is a maintenance schedule. Jackie asked if this could be a recommendation from the network services group as they will be impacted the most. Although the core team could make a recommendation, Jackie indicated that she would like to see the recommendation originate from that group, and the core team could discuss the recommendation if something does not work. She further noted that it was too early to recommend a job type schedule, but if it is realistic to develop the maintenance schedule we could go ahead and get that out of the way.

Linda asked if anyone was aware of certus or cresh as an application used on-campus. She indicated that she had received a call from Hermie and he had been informed that Murray State was a customer of PeopleSoft using this application. Phyllis asked if it was something with KYVU. No one on the core team knew anything about it. Jackie suggested that Linda e-mail David Blackburn to see if he knew anything about it.

Summit—Jackie noted that Summit is coming up in April and indicated that she thought the University should send some people to Summit on an on-going basis. She asked if there would be a benefit if some of the core team went. She indicated that there might be funding available through implementation if there was some interest. There was a consensus that it would be beneficial. Jackie felt that there should be an institutional practice to send a certain number of people each year. The consensus was to ask for funding for the core team. Jackie indicated that the group needed to move forward with a recommendation and plan on how to get this in the budget and how to rotate participation.

Tracy asked when the conference was scheduled and Jackie responded sometime during the week of April 14. She asked everyone to look at that website, and she noted that training had not been scheduled intentionally during that week. Josh added that it was April 13 through the 16th. Jackie will get a cost estimate and try to get some funding from the Steering Committee for it.