ERP CORE IMPLEMENTATION TEAM

Date: October 31, 2007
Location: Sparks Hall 3rd Floor Conference Room
Submitted by: Kathy Lee

Members Present

Jackie Dudley
Teri Ray
Larry Opperman
Phyllis Bauer

Joyce Gordon
Jim Carter
Anita Poynor
Josh Jacobs

Tracy Roberts

Jackie opened the meeting by introducing Jim & Larry, explaining that they are here to talk about CRM.

Jim continued by stating that the committee was exemplary, with 99.9% attendance participation. On to the timeline Azorus, Talisma, and Hobsons were selected to come to MSU. The evaluation and matrix being before the core team with the following highlights why Hobsons were the best:

1. Exclusively higher Education vendor.
2. Functionality and support options ability.
3. Potential for real time exchange (maybe down the road).
4. Report generation made easy and flexible.
5. Everything is customizable (pictures, color, and Design)/
6. Integration with strong points for our environment.
7. Oracle 10 G relationship with touch net.
8. Potentially minimal amount of work for programming.
9. Data transfer now available on the web.
10. Eventual possibility with building bridges with banner.
11. The implementation period is shorter 12-15 weeks, and they offer management implementation with a fee.
12. Service that is one on one with dedicated support personnel.

The committee did not see the price until the end and the math does work out for Hobson not to be the most expensive as expected earlier; even without comparisons to the others it favorable.   There is the option to pay in four year installments or once up front.

Larry lays out the cost as $180,000 for license with $15,000 for management implementation; and $15,000 for maintenance first year. Then there will be recurring costs of $15,000 per year. At this point we need to know how to make the payments so that we can issue a standing order for the payment process; once the decision is made regarding payment, the negotiations will begin.

The subject of census was brought up by Joyce, and whether there were any concerns or was the decision universal. It appears according to Larry that there were not concerns regarding Hobson, but there were concerns with Azorus and Talisma. The topic of checking references was a concern voiced by Jackie and answered by Jim that no references had been checked, but discussed among the group. The discussion then followed this avenue with Jackie asking what schools were contacted and Jim states that Paul did contact Arkansas State and that there were a number of schools that are using Banner-Hobson.

Jackie wonders at the fact that Azorus was the favorite at the beginning, and Jim says there is a night and day difference in the two companies. He continues that the Azorus presentation was not adequate even being presented by the CEO. However, Hobson brought an entire team and showed the complete offerings. Talisma he state was in a hurry and would answer no technical questions which was a concern Phyllis. In all, the Hobson was more impressive and that is all they do.

Jackie as if Azorus meets the criteria and Jim continues that various things were not met and the functionality features were not what we wanted without real time integration. Phyllis then adds that Hobson supports a single database and has one on one personal service.

Joyce voices that diligence would require us to do reference calls; and Jim then asks if they gave references with Larry adding that all three gave references. Jim continues that their decision was made by the presentations; and Azorus gave a drive-by price that is very different to this. Larry says that he heard various concerns that Hobson's was too expensive early on and thought that we couldn't afford them, but with the four year pay gives new interest.

Discussion continued with various members stating their opinion of the demonstrations; with detail to the various ways of presenting the data. Tracey adds that if you could get past the way it was presented that Talisma was a very impressive product. It was then noted by Josh that we need to make reference calls especially on the technical side with Tracy noting that she went to all the schools listed by Azorus and could find no reference to CRM, even though they stated they were totally online. Joyce continues that as a core team, and to

support a quarter of a million dollar project we should check references. Anita adds that we need to check schools that have Banner-Hobson, stating that she heard somewhere that Hobson had trouble interfacing with Banner.

It is unanimous states Jackie that we contact references, and what to question, but who will call references. Larry stated that in addition to phone calls there is a nine page document of terms and conditions that need to be reviewed by Mr. Rawls, and administratively the documents must remain confidential because no one knows the content. The earliest time is the first of December depending on Mr. Rawls review; and it could take three to six weeks; the sooner the decision is made the better so we can enter in to negotiations. Phyllis volunteers that she and Mark will make the technical calls, but doesn't know functionality points; she continues that they will check on interfaces with Banner. It was determined that we need hands on employees to check these, Phyllis recommended Mary Smith, international student office, Jim Vaughn, and Mark Galloway.

Jackie concludes that we can't do this without checking references; and asks for other questions for Larry or Phyllis. There were none stated, Phyllis noted that maybe by next week everyone will be contacted and we will know something.

SEVIS

Jackie states we have received the recommendation and asks if Anita found out anything. Anita continues that she talk to Mark and Lori in Admissions who were involved in the demonstrations; as far as the comparison with Sunguard and IOffice; they both indicated that is a lot easier to navigate IOffice than Sunguard. IOffice had more functionality than Sunguard; the reporting was a very easy interface between the two. Phyllis notes the subject of real time features and Jackie asks how this will interface with Banner. Phyllis continues that we use XML files and can be used with all three possibilities; and we can do that now it is pretty standard. She stated the demos she attended used SML and that was the way to go, the preference being IOffice with a concern about technical support. Jackie states that Sunguard is not a Banner products and their longevity is in question. Phyllis continues that she is not a user but could see difficulty using Sunguard. Anita adds that IOffice has point and click where sunguard does not. As far as price Jackie states it is less than what IOffice quoted, with $20,000 product and $5000 annual.

At this point the time frame was questioned by Jackie; when will IS be ready to be up and running? Phyllis stated there is server and training set in Nashville for a week and she can't venture an idea until after this. Jackie states will we not have to do an IRP, and there is no competition to IRP it.

Jackie then concludes that we want to move on with IOffice; and we need to budge it and thinks there will be some negotiations for the profitability of ESL over the next two years; she states that she will get that worked out fairly quickly.

Jackie states that MYGATE is going to be approved, do we want to make arrangements for who wants to do that? Anita states she has two GA's that work on Fridays and can help. Jackie continues that even if we get approval next week we aren't ready, "what do we need to do"? Jackie broaches the subject of meeting next week and making a list of what we need to do. Joyce asks of timeline upon approval, Jackie states she wanted to wait till the VP's met; and his indication is that it will be approved, but we don't have a written document yet.

Jackie asks is there anything on the floor?

Tracey questions instructions on how first floor wants information; contact number, drop places and instructions, stating there is not a lot of space for mail bins. Joyce offers that the position is funded by admissions, and is that fair? Jackie continues with all need to communicate with their departments, that is all that can be done until approval.

Banner Maintenance:
Jackie states it is standard maintenance; the times proposed are Tuesday and Thursday evenings form 5-7; the system could be down at these times. Anita states that all maintenance schedules from other places use weekends and late hours. Jackie states why not Sunday; has to be down time. Joyce notes concerns for 24-7 access. Jackie asks what is acceptable and what is the proposal? Jackie brings us concern Public Safety; need a contingency plan for them to have access. Any recommendations?

Anita recognizes that Friday night or Saturday night from midnight till 4:00 a.m.. Jackie addressed Phyllis, Tuesday 2-4 am, and if we can't, defer to Friday or Saturday at midnight to 4:00 a.m. Phyllis states we are already committed to this time classes are going on in different time zones, really busy time on campus. No determination made.

Gate House Update:
Jackie advises that computers are up, with Anita saying she logged in and the drop down menu must be changed once, and then all is fine. Jackie continues that Sypodium is up and running; with availability in the back room for meetings. Jackie notes that the notebook is connected to the screen for implementing room access to banner training. Joyce brings up My Gate sign from Josh in communications, Jackie state the copier is there and the printers, but the drivers need to set up. Joyce continues asking can the core meet there next time to become familiar with the room. Jackie states yes. Tracey asks about drinks in room? Jackie concludes something will be posted and a coffee pot is coming, there is a refrigerator for our use.

Date Standards:
Jackie states that we are fighting the clock for various reasons, and Anita says the student team will finish it up Tuesday. Jackie states that there needs to be a meeting; a meeting is scheduled for next Monday morning on general person or account numbers; then on Thursday afternoon for the other one.
Jackie asks for emails with questions that need to be asked (numeric, alpha-numeric, what banner will allow)? We must determine when we will put in general person data or employee data.

Team Reports:

Anita: back fill that didn't get emailed, can we do something similar to what Jackie did with email?
It will be done. There is also the discussion of several positions that have to do with the conversion of the electronic transcript file, and Anita will email that around to members.

Phyllis states that Brian gave her a major upgrade being done on SAN and Mark wanted to make sure this was mentioned.

Jackie adds that there is an issue with the Foundation and where we will put them in an instance where they have a separate chart of accounts; we will put them in a separate instance and they will use a different vendor file; and we can't share data.

Phyllis states the problem with validation tables not being loaded; the files cleared out more than they were supposed to and concludes we shouldn't have to pay for that time, it was their issue.

Joyce voiced concerns with the report being out there and it sounding like we were "asleep at the wheel"; are they valid or overstated?

Jackie answered that they are pointing out what we need to work on with a lot of technical things to get ready.

Josh states that we have pictures on as of this afternoon and added a document on the case study banner had; the setup is move difficult but text wise can be changed any point in time through an email from Jackie. Jackie concludes that we continue maintaining it and keep it updated; with Josh adding that we can go live at any time. Tracey recommends putting this in the next Round About Murray. Josh says he will wait for the word from Jackie.

Training:

Jackie says one week of training or maybe two, there is a very large agenda. Sunguard has proposed monthly conference calls at some point. Once all projects are up and running, we would have a conference call with the primary consultants on each module. This will be billable time for each consultant and if it is productive we should do it, but we need to determine how often. This is not in the budget; and we can all take advantage of consultant calls that is built in time.

Jackie closes with asking to move Core meeting to Monday, November 12, 2007 at 1:00 p.m in Wells Hall.