

CND Campus Advisory Committee
Conference Call
April 26, 2007 9:00 – 11:00 AM
Mark Lowe, Peggy Lucke Co-Chairs

Participants:

Jeff Jacobs, BSC
Mark Lowe, DSU
Toofawn Simhai - LRSC
Mary Iverson – MaSU
Jonelle Watson – MiSU
Jim Borkowski – MiSU-B
Karen Reilly - NDSCS
Viet Doan – NDSU
Peggy Lucke –UND
Marcia Pritchert – VCSU
Brenda Wigness – WSC

HECN:

Bonne Neas
Mick Pytlik
Rich Lehn
Scott Mahar
Dorette Kerian
Nancy Haskins
Teri Thorsen

1. ND HEUG – Jeff Jacobs reported that the ND HEUG conference will be held October 1st and 2nd 2007 at the Bismarck Ramkota Hotel. The agenda is in progress and a conference call next week is scheduled to begin organizing topics to be included.
2. ConnectND Executive Directors Report, Bonnie Neas:
 - Bonnie provided an update on the transition plan for Mick to take over responsibilities on May 1, 2007. Bonnie's official last day is May 15th; however she may stay a day or two for a few extra weeks to facilitate a smooth transition. She announced this will be her last CAC meeting and expressed her gratitude to the CAC and wished the group well going forward.
 - Security Assessment – Bonnie met last week with a few individuals to identify who should be involved in the SA security assessment. The security assessment is one of the ten recommendations that has received funding approval from the legislature and will move forward. The scope of the assessment is yet to be determined; will it include only the Data Center or will it also include the security roles as to whether they are too broad? To adequately determine the scope of this effort, she indicated this working group needs to have representation from institutions as recommended by the CAC. Other members will include the SA Data Center staff, Scott Mahar, and Barb Rask.
 - Insight Report and Applications Architecture and Fusion Health Check Report – Bonnie discussed the difference between the two reports; The Insight report was an assessment of the Data Center technology and the basis for most of the 10 recommendations on stabilizing the current system. The Health Check Report examines the policies and procedures

as they relate to the SA applications shortcomings. Bonnie believes this document should be embraced by the CAC. She gave an example of how policies impact the performance of the system; the common calendar was pushed by the system as being very important, however this has impacted system performance as all campuses are running similar processes all at the same time. She did not suggest this be changed; only pointed out what the impact is on the system. Many other policies/procedures should be reviewed by the CAC or assigned to the functional user groups and access whether the need to stay or can be changed to enhance the performance of the system. Bonnie reinforced the need to maintain the uniqueness's of the 11 institutions, but at the same time look for commonalities where we can make changes that will also enhance the performance of the system. She reinforced the need to have ConnectND staff involved in policy setting, rather than having to react after the fact, when those decisions affect system performance.

3. Institutional Reports

- BSC – Jeff Jacobs reported BSC is using the self-service functionality of FA award notices and ½ of the students returning their award letters are doing so electronically vs. the paper format. Jeff thanked the HECN staff for making that available.
- LRSC – No report
- MaSU – No report
- MiSU – No report
- MiSU-B – No report
- NDSCS – No report
- NDSU – Viet reported that NDSU is looking forward to using the self-service and that students were going to be required to use the electronic format for accepting their FA award.
- VCSU – No report
- WSC – Williston State lost both employees in their IT department, therefore Brenda asked the group to inform their computer science departments of the openings.
- NDUS – No report
- UND – No report
- DSU – Mark thanked the ConnectND staff for offering AP/Vendor training and suggested more of this would be welcomed.

4. Directors Reports, Finance, Mick Pytlik: – It was noted that status reports received in advance of the CAC meeting is valuable. The reports prepared the week before the CAC meeting should be sent to Mark or Peggy to be distributed with the CAC agenda.

- The upgrade of PeopleTools is largely complete. Some outstanding issues related to downloading information to spreadsheets remain and a case may

be filed with PeopleSoft. Some users at a few of the campuses can't get in the system using IE, although it may not be related to the tools upgrade.

- Application upgrade – The discovery phase of the project is in progress and data clean-up is continuing to identify issues existing in the current version that need to be fixed before the installation of 8.9. Mick was asked if there was going to be a request for campus personnel time during the application upgrade, his response was that at some point campus personnel would be asked to do some testing, but the demands would not be significant or anytime soon (6-8 weeks).
- nVision – Mick is hoping to have nVision rolled out to campuses as soon as possible. The nVision Developers are currently using Citrix to access the data center for developing reports; however the Data Center wants to discontinue this license and is looking at Windows RDP for access to the Data Center. There would not be any license costs of using the windows product as it currently exists in the windows functionality.

5. Directors Reports, Student Admin, Scott Mahar:

- Touchnet – Scott is working on a Bill+Payment Suite contract with Touchnet and a date they will begin implementation. We need to get in their Q if implementation is to begin on time. Peggy Lucke reported that August 15th is the target date for go-live for online payment functionality, including the student being able to go online and view their account, and set-up other authorized users. The second phase of the project will include E-Bill presentment where we will be able to send electronic billings to students that look like a “real” invoice. Also scheduled for August go live is Pay Path, which at this time will be implemented by UND and NDSU. UND indicated they will be working on the public relations aspect of informing students. With the implementation of Pay Path, the students will be assessed a convenience fee of 2.75% each time they make a credit card payment. The institutions will no longer be paying the credit card fee with the implementation of Pay Path. The third piece of the Bill+Payment Suite to be implemented will be payment plans, and that will not be ready for fall term, but tentatively for spring term. Peggy also reported the ancillary folks are very interested in the Marketplace Suite so non-students can make online payments for such things as parking, housing deposits, etc. “Pay Now” button would be added to the housing system, facilities system, and the parking system to accomplish this. Each “Pay Now” button would be tied to an item type so the funds would be directed to the proper GL funding string.
- Upgrade timeline – As a result of the legislature funding the additional 6.0 million dollars for the 2007-2009 biennium, a contract for a switch to the Oracle database is being negotiated, the new staff positions approved are being readied for advertising and a search for a contract manager for up to 600 hours of consulting time will also begin soon. The go-live date for 9.0 is summer 2008.

- SAP – Updates to the SAP functionality are in the staging environment and ready for testing. Once tested, the updates will be moved into production.
- Portal Enhancement – BSC, LRSC, MiSU, NDSCS, NDSU, UND, and VCSU have participated in the portal branding and are being tested in Q. Portal address update functionality has a go-live date of May 7th or 8th. Students will be reminded to check their address in the “things to do” section of the portal
- Dates for Completion of Projects – System directors were asked to include specific dates as to when projects were anticipated to be completed, rather than saying they were on schedule or not. Both Scott and Mick indicated that may be possible for some projects, but may not be for others. They will attempt to include that on future status reports.
- Ad Astra – All schools not live will be asked if they want to go live.

6. Directors Reports, HRMS, Teri Thorsen:

- Actuals Distribution re-writes – HRMS staff is still trying to identify what the problem is. The issues don’t seem to be consistent from institution to institution. Karin Stinar has been spending a lot of time on this issue.
- Kronos Upgrade – Staff are in the process of creating a document of the responsibilities of the campuses, Data Center, and ConnectND.
- Teri reported the fruits of their labors are starting to come to fruition with the deployment of employee self service. Employees will finally be able to see and/or change some of their data. The staff and campuses are very excited this will be available. Teri also reported that workflow is starting to be tested.
- Teri reported that additional staff will be hired the result of the funding received for the 2007-2009 biennium, and thanked Bonnie and campuses for their support of the request.

7. Directors Reports, Applications Systems Development, Nancy Haskins:

- The sharing of queries moved into the R environment and is working.
- Additional staff will be hired as the result of legislative action.

8. Directors Reports, Data Center, Dorette Kerian:

- Data Center report was submitted and sent separately. In response to questions, Dorette reported that the Remedy upgrade project is scheduled for completion by August. The selection of Remedy followed review and evaluation of PeopleSoft Help Desk CRM, Front Range ITSM, and Remedy. Remedy was determined the best fit for NDUS.

9. Critical Issues

- A letter requesting each function user group to identify critical issues was sent to each user group chair. Responses returned were in many different formats, some specific and some general. Peggy attempted to put the

issues in some form of order by utilizing a table and identified which systems were affected by the issue.

- It was reported by Mary Iverson that the records group has more than 40 DR's pending and would like some insight as to when they may get addressed. Nancy Haskins reported that 110 DR's have been completed, 28 are in the pipeline and being worked on and for the remaining 41 there are no available resources to address at this time.
- It was also reported that over 1000 modifications have been made to the current system and they will have to be reviewed before upgrading to 9.0 to see if they work with the new system or if they have been addressed by the new system.
- After much discussion, it was decided a workgroup comprised of Mark Lowe, Mary Iverson, Viet Doan and Mick will have a conference call to strategize on a method of moving the issues forward.
- Scott Mahar also pointed out the need to recognize that existing development and functional staff are working on daily remedy tickets which also impact the time available for working on DR's. Peggy responded that it was the responsibility of the CAC to bring the campus issues forward to the ConnectND Executive Director and it was his responsibility to balance those requests with that of the day to day allocation of time to working on Remedy tickets.

10. Next meeting, Thursday May 24, 2007 9:00 – 11:00 AM, via phone.

Respectfully submitted,

Mark Lowe, acting secretary