

**ConnectND Campus Advisory Committee**  
**Meeting Minutes**  
**August 23, 2007**

Members Present

Jeff Jacobs, BSC  
Mark Lowe, DSU  
Joann Kitchens, LRSC  
Mary Iverson, MaSU  
Jonell Watson, MiSU  
Viet Doan, NDSU  
Peggy Lucke, UND  
Marcia Pritchert, VCSU  
Brenda Wigness, WSC  
Julie Schepp, NDUS

HECN Present

Randall Thursby  
Mick Pytlik  
Jennifer Kunz  
Teri Thorsen  
Janie Adam  
Dorette Kerian  
Rich Lehn

Members Absent:

Jim Borkowski, MiSU-Bottineau  
Mike Renk-NDSCS

**I. Elect/Appoint Secretary**

For now, we'll rotate taking the minutes. Joann, LRSC will take the minutes today.

**II. ND HEUG Update** – Jeff Jacobs reported:

They sent out the conference brochure and information regarding registration and are hoping for strong registrations. They have lined up 6 LCD projectors. Randall talked to vendors and thinks he can get the meals and breaks covered. He needs estimated costs, but needs them soon. Jeff will get that to him.

**III. ConnectND Executive Director's Report** – Mick Pytlik reported:

- School has started, things have gone really well. A few slowdowns, but resolved quickly. Randall & Mick went to NDSU and wandered where NDSU students were registering, etc. and didn't hear any problems. Jennifer and Rich did same at UND and had same observations. He continues to ask campuses to cooperate and not run large processes.
- The infrastructure project (data center hardware upgrade) is wrapping up. Hardware is in place and performing well. They are closing out that project.
- Touchnet – Phase I is in place. It went live August 15. Students are using it. It is wrapping up and getting ready to move into to Phase II.
- Campus Solutions 9.0 – Planning underway. The project plan (draft) was distributed to CAC last week and Jennifer will walk through it. After some

discussion, it was decided that Mick should also forward information on which processes not to run to the User Groups.

IV. **Campus Connections Upgrade** – Jennifer Kunz highlighted areas of the Project Plan for Campus Solutions Upgrade to 9.0.

- Constraints – forthcoming 30 days are firm, but plans beyond 90 days are flexible.
- Scope Mgmt – Product Scope is what we are delivering.
  - Project Scope is how to deliver those pieces.
- Executing – actual tasks (a lot of them happen at the same time)
- UPK Implementation - how to involve the users.
  
- Prepare technical environments – technical group is already working on these. (The environments are: DEMO, TEST, STAGE, PRODUCTION, QUERY, & LOAD TEST.)
  
- STAGE is a copy of production.
  
- 1.3.2.9 – Environment Management and Tuning - All bundles are listed here. Timing here will be tricky and ask for patience.
  
- There will be a lot of parallel work. Similar to the bundles. Any work done in 8.0 environment will have to be done in the 9.0 environment as well. Users won't be doing doublework. Users will be entering in to 8.0. HECN will keep 9.0 updated. Some customizations won't be necessary.
  
- Oracle has our current 8.0 environment and has been practicing the migration.
  
- 1.3.3.3 – Have identified customizations that are obsolete, and won't be needed. In next step, they will make decisions as to which customizations will actually be retired.
  
- 1.3.4 Perform Test Moves – Oracle comes on sight and works with HECN to copy production and move into 9.0. Each Test move will cut the time needed. They test until there are no more surprises. Teri commented that HR had problems with the Test Moves on the HRMS 8.9 upgrade, so thinks the decision to use the Oracle upgrade Lab to help with test moves will really pay off.
  
- Comparison Analysis – Compare functionality of 8.0 and 9.0. Decide which customizations are necessary. Oracle will reapply all customizations, but we have to decide if they need to be updated so they work. HECN just received access to the DEMO version. They are starting the preliminary analysis for the user groups.
  
- Security Analysis & configuration are also big part of project. Need to start over with Roles and Permissions. There is currently a security task force. That task force might be expanded.

- 1.3.7 – Very big part of the project.
- Portal upgrade is separate project. Our technical staff installs portal 9.0 and rebuilds from there.
- Third party products (i.e. Housing, AppWorx, etc.) need to be changed to work with 9.0.
- Training would be before Go-live.
- Baseline Schedule is high-level view. Dates are estimates.
- Schedule Control – Changes in schedule will be run through the CAC and Steering Committee.
- Budget is 1.3 million.
- On weekly basis, will report on risks and issues.
- More detail will be added to the Training Plan as things progress.
- Signature page currently has CAC, but not Oversight Committee. Called for discussion. Some members didn't feel it was the CAC's decision to make. Mick will follow up on this issue.
- One of biggest issues will be customizations. Not renewing customizations will mean changes in business practice at some campuses. Mark wondered who is dealing with that. Mick said these things were raised in June. There is more complexity in the system than needs to be. The HECN staff is putting together Issues/Cases right now where there appears to be more complexity than needs to be. Then, the CAC will take a lead role in trying to get these issues addressed. Looking for work groups from areas that are affected by those issues. Will want CAC members to chair those groups. It is an expectation of the Chancellor that we will reduce complexity. Again, customizations have all been brought over, but they might not work. They are targeting the end of August for the list of issues with substantial information behind them.
- Peggy asked where the issue of (page 3) "Multiple GPAs" falls. Mick replied the intent is to say the possibility is there. In 8.0, that is a customization. In 9.0 it is designed to enable both. Part of the issue is how does using both affect the system in other ways. i.e. SAP. If a campus uses cumulative GPA and receives transcript from campus that doesn't, what is the flexibility on maintaining the GPAs and how it shows up for the SAP.
- All customizations issues may not be addressed by Go-live. Some will need to be worked out further or retire, or re-work so it works in 9.0.

- Looking for our endorsement of the plan, at least by the end of August. *Peggy moved that CAC offer its support and endorsement of the Draft Baseline Project Plan as presented today. Viet seconded the motion. Motion carried.*
- Jennifer will inform the User Groups. If there are changes in the Scope, Budget, etc. she will seek the CAC's approval first.

## V. Institutional Reports

- BSC – no report.
- LRSC- no report.
- MaSU – Everything is working well. Good job!
- MiSU – no report.
- MiSU-Absent
- NDSCS – Absent
- NDSU – System performance is good. Good job!
- VCSU –
- WSU –
- NDUS System Office –
- UND – Reiterate that system performance is good. Thanks! Also, questioned AppWorx and the scheduling. They submitted list of items to be scheduled, with not much response. Also, Registrar's office submitted proposal to Scott regarding degree audit and moving forward with that this fall. She would like to find out the status of that. Thanked Angela for her efforts with Touchnet and for Randall's support. UND has had \$1,000,000 in payments. She has dealt with parents and their unhappiness with the convenience fee. Dorette addressed the AppWorx question. There was incomplete information about what capabilities this version of AppWorx has with current version of PS. It will take some of the same resources that are needed for 9.0 upgrade. There will be further discussions as to how much time and effort will be put into it. It won't be as useful as originally thought for the current version.
- DSU – expressed appreciation to HECN and ConnectND for improving performance. DSU hasn't sent information to students like UND did. They have had about \$10,000 collected during the first week from online payments.

## VI. Director's Report-Finance – no report

## VII. Director's Report-Student Admin – Jennifer Kunz reported:

- Touchnet – So far, there has been \$2.3 million (across all campuses) received so far. Credit cards and ACH.
- SAP – So far they seem to be working through the changes.
- Self-Service – was a critical fix to Financial Aid regarding ACG Smart Grants.
- Third-Week Reports – daily load is working well. She will follow up with Scott re: degree audit.

- They are looking at AppWorx functionality.
- Mark asked for clarification on the Campus community's decision re: students updating addresses. They decided to do an item in the To-Do list. Is it an institutional decision or is it global? Please follow up with Scott.

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**VIII. Director's Report-HRMS – Teri Thorsen reported:**

- They are continuing to work on the possibility of a Kronos upgrade. A hosting arrangement for Kronos servers is necessary. They are pursuing having ITD host the Kronos servers. They still have steps to go through before this all happens. They need programming support for Kronos. They are hiring a new technical position to replace Matthew Kreps; that person would work with this in addition to other PeopleSoft support.
- Self-Service. There is a functional work group that worked on a plan design. They completed the design work in June. It is on hold pending the hiring of an additional technical position for HRMS. However, John Lindstrom has agreed to work on it initially, so the proposed look of pages can be shown at ND HEUG. This project will be impacted by resources, requiring some of the same team that is working on the Campus Solutions upgrade (the CS upgrade will take priority).
- Teri and Sharon Fangsrud are working on a Connect ND & CIS (Common Information Services) website.

**IX. Director's Report-Application Systems Development - Janie Adam reported:**

- The masking process to secure SS# etc. was implemented August 17. Campus Access Security officers had an increase in calls, but there were few help desk tickets.
- The new security consultant starts today. The Development staff is also looking for consultant.

**X. Director's Report-SA Data Center – Dorette Kerian reported:**

- The Remedy Help desk replacement project is still targeted for the end of September. They need to provide training to helpdesk staff, etc. At roll-out functionality will be the same as the current version including ability to enter tickets via web. Security is improved so people can only view tickets assigned. Added functionality (e.g. self service) will come with the implementation of the NDUS user authentication system. RightAnswers help database will be available but will not initially provide much help for Connect ND users. They hope to add more later.

**XI. Other**

- Peggy asked about the e-mail from the Chancellor. Mick expects that within the month, we will be actively working on those customization issues. Mick, Randall, Peggy and Mark will have a call before our next meeting to plan their approach to this.

- nVision – Mick has forwarded information to people at UND so they can try to get into the system. Peggy will follow-up.
- MaSU’s advisor transcript is now accurate, showing both GPA’s; queries are recalculating and are not accurate. Mary, Charles & Roy worked on and this will come off the follow-up list.

**XII. New items to follow up**

- Complexity issues. Customizations
- SAP – Jeff feels we may need consultant work. They are still struggling with SAP. Would be better to pay consultant than face fines for not doing SAPs correctly. It is working, but is extremely complicated and complex. Every time there’s a change, you go through another process. It’s a short timeline to run it so everything has to run correctly the first time. Jennifer will follow-up and check on deliverability in 9.0. If deliverable, do all institutions have to use same GPA. May mentioned that resurfaces multiple GPA issue. New catalogs are coming and we need to address the GPA issue in that catalog. That is definitely one of the complexity issues. A work group will work on it, but because of policies, may not be able to do anything different before 9.0.
- Query training – Rich submitted list of names to Mick. Waiting until after September to look at scheduling.
- Next meeting – September 27.

Respectfully submitted,  
Joann Kitchens  
Lake Region State College