



**Executive Oversight Committee  
Campus Advisory Committee  
Minutes – June 28, 2007  
Approved September 12, 2007**

**Roll Call:**

**CND Oversight Voting Members:**

Dr. Joe Bessie	VCSU – Academic Affairs Council
Dr. David Fuller (Chair)	MiSU President
Laura Glatt	NDUS Vice Chancellor Admin Affairs
Kate Haugen	NDSU Assoc VP for Student Affairs
Michael Lenhardt	BSC
Joe McCann	WSC President
Rachelle Hadland	NDSU - Rep for ND Student Assoc

**CND & State Rep:**

Sharon Fangsrud	NDUS CND/CIS Admin Asst
Lisa Feldner	ITD CIO
Jennifer Kunz	CND Asst. Director, Project Management
Rich Lehn	Assist to the NDUS CIO/Project Oversight
Scott Mahar	CND Student Systems Dir
Mick Pytlik	CND Executive Dir
Randall Thursby	NDUS CIO
John Wohl	ITD, State Program Manager

**Campus Advisory Committee Members:**

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

The CND Oversight Committee met with Campus Advisory Committee (CAC) members in the Student Union Prairie Room on BSC campus in Bismarck on Thursday, June 28. Dr. David Fuller welcomed all attendees, introductions were made and a special welcome was given to Mick Pytlik, the newly appointed Executive Director of CND.

**Overview of Projects:** Randall Thursby presented an overview of the projects, beginning with the current status of the 10 recommendations that were approved by the Legislators.

1. The 11.5 FTE employees are currently either open or have been filled. There have been some qualified candidates for the business analyst positions in Finance and HRMS, but not a very big pool. For the developer positions, there have not been qualified applicants and so are looking for young active minds that can be trained.
2. The Finance Upgrade from 8.4 to 9.0 is underway.
3. SA Data Center Technical Upgrade is on track. The hardware has been installed and is currently in testing.
4. SA Upgrade from 8.0 to 9.0
5. There is a task force in place for the SA Security Risk Assessment. Bonnie Neas's contract was extended in order to get the team in place and get the process underway.
6. SA Data Center Disaster Recovery Planning will begin this fall and the work will be done with the State
7. Consistent Tool Set for Manageability – Software has been acquired.
8. The NDUS Data Warehouse will be coordinated with the State effort.
9. Customer Relationship Management (CRM) is being worked on and the plan is to install once installation of 9.0 has been completed.
10. User Productivity Kit (UPK) has been purchased for finance and student. UPK will go a long way to solve some of the training issues that we have had in the past and make training available right at the desk top.

**Other projects underway or in planning stages:**

1. TouchNet Implementation – Peggy Lucke has been instrumental in getting TouchNet in place. The costs are being fulfilled by participating institutions.
2. Parking Upgrade
3. Housing Web Interface
4. Facilities Upgrade
5. Kronos Upgrade – The cost of this project is also being fulfilled by the institutions. Information regarding Kronos costs needs to be provided to the various campuses involved.
6. HRMS Self-Service Implementation
7. AppWorx Implementation will be in place for Fall registration.
8. Customer Service Software (Help Desk) – Implementing the customer service software will give the end users ability to track the progress on their remedy tickets.

**Projects & Timelines:** Jennifer Kunz, the Assistant Director for Project Management, commended the leaders of ConnectND for recognizing the need for a project manager. She gave a presentation on the method of project management to be used, based on a combination of the Project Management Institute's Project Management Body of Knowledge (PMBOK), an international organization, and the North Dakota Project Management Guidebook, which was developed as a result of State Agencies wanting to use a standard process. There are five phases to the methodology: initiating, planning, executing, controlling and closing processes to ensure that the project completes its objective on time and on budget, while meeting the quality expectations of the stakeholders. These are standard best practices across any project.

The focus is going to be on the effort and scheduling on the amount of effort that it is going to take, as well as the actual number of staff and available hours. Oracle will be giving input as to the amount of effort the various tasks will take. There will be target dates to meet.

Peggy Lucke inquired as to the process when running into a conflict and/or making decisions. As the Project Manager, this will be Jennifer's job. Jennifer said issues will be escalated to her and the steering committee. Mick said previously the people responsible for various projects did things their own way and not with a defined or standard methodology. Jennifer noted that if projects start falling behind, those in charge of the specific projects need to be in contact with her and need to understand that she has the senior management, which consists of the ConnectND Executive Director and the ConnectND Directors, supporting her.

Currently the ConnectND Directors Draft and/or receive weekly reports. It was suggested these reports be sent to the CND Oversight and CAC committees, with a summary attached. Mick said that a monthly status report is provided to the CIO Council and CAC. Mick will prepare an executive summary of the report and provide that information to those two groups, as well as the Oversight committees.

Jennifer shared the following timelines for the projects, beginning with March 12, 2007 and ending with late Summer 2008:

- AppWorx: 3/22/07 - 7/13/07
- 8.0 Infrastructure: 5/2/07 – 7/24/07 (Currently the #1 goal and it is on track to be complete by start of school. It is being tested and as soon as the hardware is solid, it can start going into production. There will be communication regarding the downtime to do the switchover which is estimated for early August, end of July.)
- Campus Solutions 9.0: 4/2/07 – approx. August '08 (Planning began in April. There is not a completion date pinpointed at this time, focus is on the planning of the upgrade. Upgrade is necessary due to support for current version ending.)
- TouchNet: 7/3/07 – 12/3/07 (July 3 is the kickoff event)
- Parking: 3/12/07 – 5/1/08
- Housing Web: 12/4/06 – 3/3/08 (Adding web access so students can check on their housing assignments)
- Kronos: 10/07 – 12/07 (Upgrading to ensure stability)
- HRMS Self Service: 11/07 – 5/08 (Faculty and staff will be able to access their benefits, sick leave, etc.)
- Finance Upgrade: 1/07 to Spring 08
- Security Assessment: 6/4/2007 thru Summer '08
- SA Data Center Disaster Recovery: Planning Fall '07 – Fall '08
- Data Warehouse: Planning Begins 1/08 (large and complex)
- Customer Relationship Management: 1/07 – Fall '09 (This will enhance the communication with potential students and implementation will depend on the 9.0 upgrade.)

**Campus Involvement:** Jennifer noted that project success is dependent on leadership and involvement of the CAC and the user groups. Student involvement will be discussed with the NDSA leaders. The intent is to let campuses know 90 days ahead of the approximate dates of their involvement, with actual dates being provided no later than 30 days out. Each month a new 90 day estimate will go out. The communication plan is still being worked on and input is being requested from the committee members as to the best way to streamline this, whether it is a website maintained on a daily basis or some other process.

**AppWorx** is going to require working with user groups to find problematic jobs that can be centrally run.

**TouchNet** has three phases: Phase 1 is the deployment of eStatement and ePayment functions of the Bill+Payment Suite, along with the PayPath service for UND and NDSU; Phase 2 is the deployment of the eBill portion of the Bill+Payment Suite, and Phase 3 is the deployment of the Payment Plan Manager portion of the Bill+Payment Suite. Peggy is chair of the functional group. An eventual Phase 4 will include the deployment of the MarketPlace Suite, to be used with ancillary systems that require non-student account credit card payments (for example, housing application fees). The campuses will be asked to communicate with the students regarding features and functionality.

**Housing Web Implementation:** Campus involvement will include testing the On-line application and Desk Staff module (July/August), testing the TouchNet MarketPlace interface, and communicating with students about features and functionality.

**Parking Upgrade:** Campus involvement includes configuration and data review (7/07 – 8/07), training and testing at Flex go-live (late Sept./Early Oct.), and eCommerce configuration and testing

**8.0 Infrastructure Upgrade:** Once the data is moved to production on the new hardware and prior to school starting, campuses will need to help measure the performance of the 8.0 Infrastructure Upgrade.

**9.0 Campus Solutions** is the largest of the upgrades. The support for Version 8.0 ends August 2008, making this upgrade critical. This is a version upgrade, and new functionality will only be considered for implementation if it replaces an existing customization. If the hours and the number of staff available don't allow us to meet the proposed timeline in the project plan, we will hire contracted resources. In order to meet the project schedule, we will need to freeze development of reports and functionality, except for legal or regulatory changes. When the infrastructure upgrade is complete, this project will have priority status over all other projects and staffing will be adjusted accordingly.

There are three objectives to this project:

1. to review all available documentation, define what is in scope and out of scope, determine a timeline, and meet with all groups (including user groups)
2. upgrade from 8.0 to 9.0 and migrate to Oracle database while maintaining current levels of service
3. complete the project tasks within the time frame detailed in the project plan to ensure continuing Oracle support

Product Scope, (what will be delivered as a result of the upgrade), will be new hardware, Oracle Database, all new environments, 9.0 Oracle PeopleSoft Campus solutions, 9.0 Oracle PeopleSoft Enterprise Portal, PeopleTools 8.49, UPK (User Productivity Kit) and Third-party product modifications.

Jennifer shared a Draft of the Project Organization Chart. It shows the project leads, reporting to the project manager, who in turn reports to the project steering committee and then to the NDUS CIO. Issues would be escalated to Jennifer, and then to the Project Steering Committee, where it would then go to the CND Oversight and the CAC committees.

The ways that campuses may/will be involved are by participating in testing when necessary (participation is needed from all 11 institutions), meeting with CND leaders as Mick and Randall visit individual campuses in the early fall, attending the NDHEUG in October and participating in training.

**Issues and Risks:** Mick Pytlik led a discussion regarding the issues and risks of the projects. Mick referenced the infrastructure of the system to that of the foundation of a house, noting that the infrastructure upgrade needs to be done correctly in order to have a good foundation for the system. The infrastructure upgrade is currently in process.

Another risk is the workload of the institutional and project staff. This is a risk that we have faced already and is not new to everyone involved.

Communication is an issue that everyone needs to play a part in order for it to be successful. We can't communicate enough and as said earlier in Jennifer's presentation, a communication plan will be developed and any input from the CND Oversight and CAC members will be appreciated.

Third party product updates and interfaces that campuses utilize and that may be affected by the upgrades are being taken into consideration. Campuses need to let the CND staff know what third party product(s) they are using and what they think the upgrade may affect.

Mick noted that in order to meet the project schedule, a proposed cutoff date for new development will be as of August 1, 2007. There are some key items that will need to be done that are critical to meet regulatory or legal requirements.

Customization is an issue when you look at the diversity of the 11 campuses. There is legitimacy in some of the differences, but there are places where the campuses need to explore a consistent way of doing business. Staff will work with the user groups on reviewing best practices and concentrating on reducing the complexity as a result.

The committee was asked to keep in mind that this is a version upgrade and the primary goal is to improve the overall user experience by getting the new hardware, database, and operating system to work with the current setup and data.

Another issue that was noted is training documentation. There are not enough people resources to develop 11 documents to fit each campus. What will be done is generic documentation and each campus will need to make the changes necessary to make it fit their needs.

A few examples of issues specifically for CAC/User Groups would be Academic terms, Collaborative Process, 1098T's, GPA, Academic Standing, SAP, Third Week Reports.

There was discussion about how to move these items ahead and that the CAC would take a lead role in this process.

**Communication:** In addition to discussing communication throughout the meeting, the question was raised as to how to communicate with the students. BSC has a small pamphlet that is available all over campus for students to use, giving step by step instructions to access and move around in the system.

Dr. Fuller expressed his appreciation for all the hard work that had gone in to the presentation as well as all the work that has been done thus far within CND. He felt that the more specific the communication is to the campuses, their fear and anxiety will be eased. Campuses need assurance that problems that took place during the main implementation of the system will not be occurring with the upgrade. Mick said the planning that is taking place with the upgrade should assist in easing the fears and anxieties the campuses may have.

**Upcoming Meetings:** Dr. Fuller will work with Mick, Randall and Sharon to schedule the next Oversight meeting in September. One of the agenda items will be to review the Oversight Charter, created in 2005, and update the job descriptions of the various groups. Mick and Scott Mahar will be in conversation with the CAC group at their July meeting.

Meeting Adjourned.