

ERP CORE IMPLEMENTATION TEAM

Date: April 4, 2008

Location: Sparks Hall 4th Floor Conference Room

Submitted by: Tina Flener

Members Present:

Jackie Dudley
Tracy Roberts
Stacy Bell
Joyce Gordon

Josh Jacobs
Linda Miller
Linda Myhill

Members Absent:

Phyllis Baurer
Anita Poynor

Visitor

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Jackie opened the meeting by stating we have an open agenda. The agenda for this meeting was dismissed due to emergency phone call.

Jackie explained there have been some problems with the installation of Luminis. The extent of the problems is not clear at this time. We believe it is a combination of miscommunication between trainers and don't think at this stage our systems are in jeopardy. At this time the go live date for finance remains the same.

Linda Miller explained a group of IS people met yesterday to discuss some of the ground rules and the structures that are going to impact our user id. It has become apparent that we have received on this Luminis server we have gotten a couple of different prospective from SunGard we were told approximately a month ago because of the fact that we have 2 domains that we will probably have to reinstall. David Spencer came back and said no you do not need to reinstall. The new trainer for GFC came in and said you are going to have to reinstall due to the 2 domains. We talked to David Spencer last night and he could not confirm or deny that this reinstall was necessary. David wanted to converse with some of the other consultants from SunGard. During the conversation it became apparent that not only do we have an issue due to the two domain servers. There is also an issue with the load balancers. We have had an ongoing problem with SunGard getting us the information to configure the load balancer. We have had continuous issues with SunGard getting us the correct information so we can configure the load balancer properly. It may be that the load balancer is creating the problems that has happened with the GFC training; which highlighted the possibility that we may need to reinstall that software.

Linda explained that Jackie was very forceful on the phone with David Ackerman trying to get this issue resolved. We are just trying to get something now so they can get together and get back with us and have a resolution.

Linda stated there are some other issues that immerged yesterday.

1. User Id's – we do not want to ever re-use our user ID's
2. Email – users will have there email account forever.

In the process of that conversation and with the discussions with our trainer yesterday it had became clear that the process we identified in our planning documents this is how we're going to authenticate users without getting into the technical language of it we specifically identified the process for doing that. With our trainer Steven Howell we said here is the process we're going to use, the base files that we're going to

use. Linda quoted Steven “this is good I think you have a good system there” and he had no reason to believe that there was a problem with the process. Until yesterday when we were told you’re going to corrupt data if you do it that way. We absolutely do not recommend pursuing this. So we have a two tiered issue.

1. How do we go back and authenticate?
2. The way that we’re doing it isn’t going to work so we are probably going to incur some cost with whatever system you choose to use.
3. Identified recommendation on what that user id will be, ultimately we hope that user id is it for us we hope that is the one thing that we will all have in common.

There is still conversation about email; should it look like this, should it use the same password as this, should it allow a single sign on with this. Do we need to change everybody’s email address? That is where we are at this point and time. We are waiting for SunGard to get back with us and provide us some information and guidance about this situation.

Tracy asked would it solve a tiny portion of the grief if we said we’re not going to use for example: firstname.lastname. Linda indicated that we actually can’t do firstname.lastname. Banner does not allow you to use that period. Josh questioned is there value in discussing the pro’s and con’s of keeping accounts active. Linda replied we really do need to discuss that and email. Josh questioned is there an option or resources to hire additional help from SunGard or external consultants to do some of that work? Linda replied when we were talking about this last night the piece that Murray State staff would have to do if it is a reinstall that is called for it is possible it would be working around the clock but it is possible and we can do it in a couple days. Jackie stated time will not allow for bringing in an outside source. Linda explained the point we’re at right now is making sure SunGard understands that they are responsible for putting us in the position we’re in right now. Josh asked is there a possibility for damages to be claimed. Jackie replied depending on the outcome, right now we are not certain that we have to reinstall. Jackie also stated that the contract does not allow specifically for damages. I think we could go back and get our hours and maintenance or at least some sort of compensation. However, at this time it is not necessary we don’t have all the facts yet. Tracy stated that the training that is finishing up now is the one that stated we were guaranteed to have 1 single sign on connection done.

Joyce stated whatever the final outcome is then that is what we will deal with. Josh questioned are there hypothetical’s that we need to deal with. Jackie stated there are contingencies. Joyce expressed that we made the decision early on to bring Luminis with each module and we made that with SunGard’s guidance. Linda stated I would feel more productive to bring a proposal to this group.

- **ID’s**

Linda questioned does the team want to talk about the ID and what we are proposing. It would be first initial last name up to 13 digits including the first initial. Then up to a 7 digit number that is sequential with those particular ID’s for example: lmiller. Then when Laura Miller comes on board Laura would be lmiller1 and then when Larry Miller comes on board Larry would be lmiller2 etc. What that would do would keep us in sequence with our smallest various system capabilities. That’s another issue is that you don’t want to have a standard that’s bigger than one of your other systems for example: if blackboard would only allow you to have 10 digits. These ID’s will stay with us forever. Josh questioned lets just say 100 years later lmiller will still be you. Linda replied yes it will still be me. Tracy questioned what if someone gets married; is it possible to change their user ID? Linda replied yes. Josh asked what about a grandfather system.

- **Confidentiality Agreement**

Refer to your handout.

Linda distributed a draft agreement. This is what I presented to Teresa Groves. This is something that we have to get done because we need to have team members sign soon. Linda had looked at numerous other schools in addition to the one's we already had.

1st part – Getting Access; these are things you don't need to be accessing unless your job pertains to that particular information.

Tracy questioned in section 3 shouldn't it also include this pertains to spouse, parents, grandparents and children. Linda replied yes that is a good point. Linda the 1st part of this is access and explaining what proper access is and the bottom part of the agreement is to make employees think before they expose information and give out their passwords etc. Josh questioned how this accidental access occurs if you have Banner security set up. Linda indicated that we are testing right now and are setting up these security que's. Tracy's concern was that some of these sections cross HIPA and some of the sections cross FERPA. Officially if it's a FERPA breach you must notify the FERPA official on campus which is Kathy Kerr. Tracy also expressed concern that not every supervisor knows to report to FERPA or HIPA. Tracy indicated she would personally push for and it is the supervisor's responsibility to report to FERPA or HIPA. Joyce stated she believes that is the department director's responsibility. Linda Miller questioned are those individuals going to be receiving their own passwords and sign on. Linda Miller asked the supervisors and department directors will be signing this also correct? Joyce asked Linda your point is they will see and sign the confidentiality agreement and they will understand the process.

- **SunGard consultant phone call update**

Jackie reported she just finished speaking with Mike Bates. Spencer and Carlos report to Mike; according to Mike Bates there is no indication that we will ever have to reinstall. Linda asked do they report to him in a technical fashion. Jackie replied yes, however, they do have a conference scheduled for first thing Monday morning. Mike did relay to David that it is highly remote that we will have to reinstall. Linda questioned if spoke to the load balancer issue. Jackie stated he did not speak with the load balancer but that she did convey to David that we need them to converse about that Monday morning also. We are scheduled for a 1:30 conference call Monday afternoon. David said Mike Bates was certain that we would not have to reinstall. .

Vacation update – Joyce

Joyce discussed the draft of the vacation leave recommendation. The HR functional team has been working on this for many months. The question has come up both in Core and in the HR functional group for employees that are actively involved (not the whole University). If those individuals are going to use vacation time it was voted to come to the Core; for one year we will set aside the rule/policy that you can only carry 1 ½ times what your accrual is. Jackie and Amy have done a lot of work and came up with a spreadsheet. Bottom line you see in here the projected cost based on the limited number of people. There will still be some control over it and it would be a 1 year temporary set aside. We are not asking for more than that obviously the project may demand that. But there is know way we can get approval for something 2 years from now. Tracy questioned there is a chance that it would be 2 years. Joyce replied yes there is a chance. Tracy explained the student module doesn't go live until April 2009 and it could be later. Joyce replied that we can't ask for another year at this time. Jackie stated we budget a year at a time. Joyce explained it is our 1st draft. Josh asked can you explain where the cost figure came from. Joyce replied the short answer is that Jackie has to book it. Jackie stated we book what's called accrued expense; such as sick and vacation time and that is like an allowance it goes up and down based on how many days are outstanding at the end of a year.

Student – Anita – Absent due to training

Tracy discussed the approved backfill positions for the Registrar's office to clean up academic history data. They currently have a full-time position and 2 part-time positions. The part-time positions are 20 – 30 hours a week. All of the employees, excluding Tracy and Kathy Kerr are working on cleaning the data. With the

population that we had 18,000 plus to go through and this is line by line. They meeting our target of when those records are going to need to be rolled into test Banner.

Jackie stated from the student stand point we do have to move forward on the Touchnet contract. It needs to get that signed and on its way and signed by the end of June. She will be working with the Student Team to try to get that in place.

Financial Aid – Anita – Absent due to training

Finance – Jackie

Jackie handed out some FOAPAL guides. She met with the MART group this morning and went over the finance approval que's with them. This is the draft that our training team has put together to use as a guide. We need to do some training for our Student and HR teams. Jackie discussed departmental training for the Finance module. One session will be considered an introductory navigational class for everyone that will be using finance. The first session is scheduled for the first week of June. The second training session will be an initiator course to learn how to create documents. This will be a training session for the administrative staff. The third session will be an approver class. These sessions are scheduled for the first three weeks of June. These classes are scheduled for one to two hours in length there will be 4-5 sessions going on at the same time. We will allow for 20 employees to attend each class.

HR -Joyce

Update on HR functional team. The full team and sub teams have done a massive amount of work over the last two weeks. Earning codes are in process, payroll is working on those. We have all the salary tables and e-class. Everything in the University has to be in an employee class. Below that every position in the University has to be in a position class. We finished the last thing this morning. Josh questioned will that be used to base security class on or as a starting point. Joyce replied it will probably pull from the e-class.

Luminis – Tracy

Last week we had our contact planning session. We have a ruff draft of employee tabs. We are starting to see some actual physical progress on paper. We still have the 2 issues of the 2 different go live dates. We have organizational planning next week. Jackie came back and confirmed the 1:30 meeting for Monday

Communications – Josh

We have put the graphics that Jackie used on the front of the webpage. Charlie is currently working on a suggestion box to be added to the myGate info page.

Network, Service & DB Support – Phyllis

9. Other