

ERP CORE IMPLEMENTATION TEAM

Date: August 8, 2007

Location: Sparks Hall 3rd Floor Conference Room

Submitted by: Helen Turner

Members Present:

Jackie Dudley

Jim Baurer

Phyllis Baurer

Linda Miller

** Teri Ray sat in for Joyce Gordon

Linda Miller

Anita Poynor

Josh Jacobs

Members Absent:

Linda Myhill

Joyce Gordon

Jackie had distributed the agenda via email.

Item # 1 – MS Exchange – Any updates, recommendation is not completed. Linda informed the group that she had sent John Savarese a one page document outlining the Core Team's Exchange deliberations to date. She had asked for his input. She passed out a copy of his response. Some of the highlights and questions related to this response were:

1. How much would it cost to host Exchange on campus for the group of users we have now? Linda's response to this question was approximately \$12,000.00 per year for the 50 users noting that the size of the mailboxes would impact the price.
2. Another issue was identified failovers if hosted on campus. Linda estimated this cost at between \$20,000.00 and \$30,000.00 per year and was not covered in the other costing.
3. In conversation with Legal Counsel John Rall, he expressed his concern based on functionality and not just related to the email issues.
4. It was mentioned that it would require a designated person on campus to oversee Exchange and that the person who does this currently for the College of Ed might be a candidate.
5. There was concern that this might not be a good time to make this decision as we really do not have all the details and requirements at this point.
6. It was stressed that this should not be allowed to use any committed designated ERP staff or resources.
7. Linda had spoken again with Brian after last weeks meeting and he still feels it may not be possible at this point to implement.
8. Jackie recommended that they needed a report done to see who really needs this product. She felt that the small group of users would not change.
9. Due to the fact that the product is not supported and there is a potential for failure, we need to look at getting them off Exchange. There was some discussion at this point as to the use of Luminis and how it might meet the needs of current users.
10. Phyllis felt that they needed to formulate a recommendation that would include research to be done to define users and needs to be addressed as well as other options available.
11. There was a question raised as to what might happen from a legal standpoint if we do not get this done now. Linda felt that it would not be a major issue as the laws would be so new and information not readily available although in conversation with John Rall he had felt we should move ahead.
12. Linda felt that it definitely needed to be looked at comprehensively to determine exactly what the needs are and how to define them clearly as there are certainly other issues besides email to be addressed.

13. Jackie felt that they needed to put together a recommendation and take it to the Steering Committee for this and "put this subject to rest." She suspects they would want to find out who really needs this and how small groups could be accommodated.
14. Linda noted that they need to define what criteria or functionality was required to actually define current needs.
15. Jackie mentioned that part of the need is that the institution is moving toward not providing PDAs or cell phones but giving a stipend to defer the cost. This might drop the need as some people might not want to pay their part.

Item # 2 – Backfill Policy – Changes? Questions? –Anita reported that her group had a question about overtime costs. Some departments have procedures to request payment of overtime but not all. She gave an example: if someone is in training during the day and the secretary had to stay late to help with additional work, would this be part of the backfill. Jackie said this was not. She explained that any and all overtime should be justified by the departments but would come out of the overtime pool and not the ERP process. If an auxiliary or part time person has to be hired because of the workload for ERP, that would be a separate issue to be resolved through the Core Team and sent on to Steering Committee. She noted that the university expects to pay more but again it should be done by the departments.

Item # 4 – SunGard Schedule – Jackie asked if anyone had any questions and/or comments. She noted that she had several questions for David Ackerman as to who needs to attend what portions of the workshops, etc. At this point she doesn't have these answers but mentioned that specific questions could be asked in the focus calls next week.

Phyllis distributed a handout also. She and Linda discussed some of the Support Team's concerns and issues. They asked that the week of August 27th that is set for the seed install be moved back and a week of contingency be added also to handle any unexpected issues. She also noted that they have not had the pre-install requirements yet. Another issue was that Dave had asked to have Gary Fitzgerald replaced as their rep and the justification (although she did not have all the details) related to no verification of the setup call for the afternoon of the 9th and when they checked on this, he was on vacation and would not be available until the 20th. She noted that it was very frustrating to not be able to get the support they needed. She also noted that Mark Belva wants specific dates for equipment to be ready and more detailed schedules and he noted that the backup software won't be available by the 17th. Jackie noted that if they were really struggling with someone we could ask for a change but it wouldn't happen quickly and she wondered if starting with someone new at this point would be feasible. Phyllis will go back and see how serious this is and the timeliness of it.

Jackie mentioned that SunGard had not confirmed conference calls. She suggested that they ask about the time frame for the server to be on line when they were doing their focus calls next week.

After some discussion, it was decided to move the date for the seed install to the week of September 10th and the Self Service Banner Application Server to the week of September 17th, all contingent on whether or not this can be done from SunGard's standpoint.

Phyllis reported that it seems everything is going well in getting the needed hardware and equipment in for the install. She noted that they have some already in at Central Receiving and others on the way.

Jackie will try to get some course descriptions out to the Functional Teams for the workshops next week. She noted that it will not be very detailed but should help.

Josh asked if there were any expectations for Core to be at specific training sessions. Jackie noted not at they early sessions but anyone could go to the meeting if they chose to.

Item # 4 – Blackboard training – L Miller -- Linda, along with some assistance from Jackie, gave a brief overview and demonstration of some of the key elements for using Blackboard as this will be where the ERP committees post information and documents, etc. Anita asked if people who were not on the teams could be included. Jackie said yes and that they should send the person's name to her and she will add them to the appropriate team.

Item # 5 – Communications Team Update – Josh distributed a draft of the myGate Communications Plan. He asked that everyone take some time to review this and to let him know if they have any changes, questions or comments. Jackie noted that this draft needs to be finalized as soon as possible and will then be posted on Blackboard.

Item # 6 – Portal Team – Jackie distributed a list of people that Tracey Roberts had recommended for this team. Some of the things included in this discussion were:

1. Josh asked if it would be appropriate to have 1 or 2 student representatives on this committee and it was agreed that it would.
2. It was suggested that we get recommendations from SGA. Jim will take care of this.
3. No information has been distributed on this yet and would not be until the final decisions have been made. At that point, Jackie will send out a note to each person selected.

The suggested Team Members are: Tracy Roberts (Lead), Ricky Cox, Casey Workman, Sherry Lamb, Jennie Rottinghaus, Tony Powell, Marla Poyner, Beth Sloan, Teri Ray, Linda Miller, Debbie Nesbitt, Renita Avery, Scott Gordon, Josh Jacobs and 2 Students to be named later.

Item # 7 – Reports from each functional team – BRIEF : Anita presented a Memorandum regarding the current Student Loan Office's Loan Management System (LMS) and the recommendation to replace this system. Her needs, pricing and recommendations were outlined in this document. Many aspects of this were discussed in length. According to the document she submitted, this is her recommendation:

Based on research for the last eighteen months along with benefits to the students and university, the Bursar's Office is requesting that the Banner Student Service Implementation team make a recommendation to the Core Team to contract with ECSI to provide a range of full-service collection options for federal and university loan programs as well as delinquent university accounts. Murray State University would be added to the current Eastern Kentucky University's contract (see Attachment – A4) with ECSI. The ECU contract period is July 1, 2007 through June 30, 2008 with the option to renew annually for two additional years. ECU's representative has stated that they are very pleased with ECSI and see no reason why the contract would not be extended. By using the ECU contract, MSU would be able to complete the ERP implementation prior to being required to complete an RFP process for a third party student loan management provider.

Jackie mentioned that all of the other state schools have outsourced this. There were some specific issues addressed pertaining to ease of installation, web site location, costs, security issues, etc. Linda stated that she would like to research a little more with the company and Anita will give her the contact information to do this. She will report back to the committee.

If this recommendation is completed, Anita said that it would save approximately 50% of the Student Loan Office Staff's time. Also, there would be some reorganizing in that office so that students would deal with only one person instead of three. She would reclassify two people as Student Loan Specialists to handle all financial aid and would split the students by alphabet between them. The other two positions would be collectors on the loan side. No objections were voiced by the committee.

Another issue addressed by Anita was her group's response to the schedules for training. Their preference was to start at 8:30 and finish at 5:00 and to provide box lunches and the capability to check emails and office messages during lunch period. If this was not possible, then they felt that there would be a need for a

1 ½ hour lunch to give everyone time to check emails, etc. Jackie stated that the goal is to keep everyone there for the training thru all of the meeting times. She also said she would talk with David Ackerman and see exactly how much time is required for the workshops.

Anita also mentioned that they had completed their computer inventory in all but 2 departments.

Anita reported that she had gotten an email from Dr. Robertson from Student Affairs stating that the decision had been made to combine the Financial Aid, Scholarship and VA office into one unit. No details were given. Jackie instructed Anita to take this information to her Student Team.

Anita requested that she be taken off the Residential Appeals Committee Chair position that she now holds. This issue will be routed to the Steering Committee.

No report from the Finance Team.

Teri did not get a report from Joyce for the HP Team, but she did mention that they have three or four projects going on now.

Item # 8 – Other –Linda briefly gave information on Digital Measures progress. There were several unanswered questions and Linda will continue researching this and report back to the Committee as information is available.

Jackie asked that if anyone had any feedback on the Identity Management Workshop, please get this to her.