

**CND Campus Advisory Committee
Conference Call
March 22, 2007 9:00 – 11:00 AM
Mark Lowe and Peggy Lucke, Co-Chairs**

Participants:

Jeff Jacobs, BSC
Mark Lowe, DSU
Joann Kitchens, LRSC
Mary Iverson, MaSU
JoNelle Watson, MiSU
Jim Borkowski, MiSU-B
Peg Torrance, NDSCS
Merideth Sherlin for Viet Doan, NDSU
Peggy Lucke, UND
Marsha Pritchert, VCSU
WSC
Julie Schepp, NDUS

HECN:

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

I. ConnectND Executive Director's Report – Bonnie Neas

Waiting for legislature to finish its work. Bonnie doesn't think she'll be going back out again, unless it's during conference. Bills should be out of the houses this week. Bonnie had a CND budget day Tuesday which included Tamara Barber. They reviewed budget guidelines with CND senior staff and tried to identify those things they weren't real sure about. Feeling fairly comfortable with where they're at; identified processes for moving forward. Should we get funding to cover the 10 recommendations, already starting to make a list for the next things to request funding for. The 10 are to primarily stabilize the system and to bring some user tools to the campuses, but there are still lots of needs. Bonnie's starting to look at those and will have recommendations for her successor.

The two graduate students completed their work with HRMS/upgrade. Since then one of the students has been assigned to NDSU EEO office helping with their manuals and materials and that's now completed. That student has been assigned to the Student Records group to assist with some of their documentation needs. Other student is analyzing help desk tickets and has 3-4 weeks left on that task.

Bonnie is working on responsibility reviews and annual performance reviews. Her time is drawing to a close so she's starting to identify issues for her successor to provide for a smooth transition and no loss of momentum.

Executive Director Search:

The two finalists for the Executive Director position, Mick Pytlik and Jennifer Witham (IT leader from ND Dept. of Human Services) will be in Fargo next Friday for interviews. Randall is in charge of making arrangements. Sharon is in the process of setting up IVN sessions, 1-4 in the afternoon, for CAC and user group participants to interview each of the candidates for an hour each. Following the interview sessions, Randall will spend time with the interviewers. CAC members are welcome to come to Fargo (STC) or any IVN location for the interview. Bonnie hopes each institution is well represented in the process. Finalists are also meeting with NDSA representatives.

II. Campus Advisory Committee Role/Operations – Peggy Lucke

CAC Charter, ConnectND in Transition

Peggy reviewed three documents – draft committee charter, ConnectND in Transition, and the draft organizational chart. The ConnectND in Transition document was adopted in principle by the Oversight Committee one year ago. The Campus Advisory Committee is to be advisory to the CND Executive Director on campus priorities and issues and its members are responsible for facilitating communication between CND and their campus. The Executive Director is to regularly report to CAC on “project status and progress against agreed upon plan”. There was discussion about “the plan” and interaction between the committee and the Executive Director and consensus that we are a ‘work in progress’. The Application Directors participate in the meeting at the direction of the Executive Director. The charter was considered accepted and complete; the date needs to be changed to March 2007. Nancy Haskins pointed out that the draft organizational chart needs to be updated to reflect the Application Systems Development Director reporting to the Executive Director with the technical staff reporting to the ASD Director.

Role and Scope of Institutional Reports

Bonnie affirmed the value of the institutional reports and the importance of every campus having a voice in the meeting. Joann suggested changing the format from “what’s working, etc.” to more direct questions. The agenda for each meeting will include ‘critical issues’ and each campus will be asked to speak for their campus on the issue. In addition, there will be a standing agenda item, Institutional Reports and Announcements.

Minutes

Peg Torrance volunteered to take minutes.

Meeting Frequency and Mode

The committee will meet the 4th Thursday of each month, 9-11 AM, via conference call, with additional meetings in the interim if needed.

III. Critical Issues (formerly “Steam Valve”) – Mark Lowe

Mark discussed the letter that was sent to the Functional User Groups outlining history of the steam valve issues and describing each issue. The Functional User Groups are being asked to review the steam valve issues and forward their list of priorities, including specific information describing the priority issues and identifying specific actions requested to address those priorities. There was discussion about what we do with the information from the FUGs and how to prioritize. One suggestion was to take the top 5 from each group. Another suggestion was to see what we get and then decide how to get our hands around it and what to do with it. CAC members are urged to stress to the user groups on our campus the importance of specifics and priorities and sharing what will really help. The steam valve issues in the past were too broad. Bonnie commented that we’ll need to deal with what’s a priority, a crisis or a wish list and noted there are now 10 user groups and that criteria on the steam valve issues is a really good idea. Peggy noted the groups were asked to prioritize and to submit as much or little as they see as important.

SAP – Jeff Jacobs

Because of conversion issues at the 9 non-pilot campuses related to ‘W’s’ and ‘F’s’, Student Records cannot identify students through utilization of an automated process, so students will need to be monitored manually. We should contact our Financial Aid offices to discuss this. When information is run in the spring for satisfactory progress offices need to be aware some info did not convert appropriately. Jeff said we won’t know how exactly this will play out until the end of May. This issue will be added for follow-up at the next meeting.

IV. Director’s Report – Finance – Mick Pytlik Update on Upgrade

Doing two upgrades, PeopleTools and finance. Cosmetic changes will occur in the 8.4 environment with the PeopleTools upgrade. Finishing up testing and getting ready for “Q” environment. The 8.9 Application upgrade is in discovery phase. Doing the steps that PeopleSoft requires for the upgrade, and evaluating our customizations to determine the level of effort required to carry them forward. It will probably be another two weeks for discovery to be completed.

nVision – Status of Rollout to Campuses:

The reports that the "nVision writers" developed are being tested in the Q environment. I suspect they want to make some changes since they want to be able to get into the layouts in Q, but I don't know that for sure.

The SQRs for building scopes and report requests based on trees are complete. They have been tested and are functioning, but some of the UND nVision writers are doing further testing and validation.

Output folders are being created to organize output. This is necessary because, in the case of one test run that UND did, around 2900 individual reports were created, so it isn't practical to weed through all of those to find the one(s) that individuals are interested in. Even though folders are being created, there are two tabs in Report Manager where Mick doesn't think they're displaying correctly. The tech folks are looking into that.

Once the reports and automation processes are verified, all will go to Production. We'll need further discussion to decide how to proceed to get other campuses using the reports. The assumption is that they would pretty much use the reports unchanged from what the nVision writers have done, that the only thing that would be different would be the trees they use. Still to be determined is how to get trees built for the other campuses.

Once the trees are established for each campus, they should be able to run the reports.

Other

In addition to upgrades, production support issues continue to be the top priority. There are currently 104 open tickets, which is up from around 90 a month ago.

V. Director's Report – Student Admin – Rich Lehn for Scott Mahar

TouchNet

When accepting on line credit card payments, we are required to be PCI compliant. TouchNet's Payment Gateway is not PCI compliant as the credit card information will be in the PeopleSoft payment application and the SA Data Center. The legal liability of storing credit card information on campuses should not be taken lightly.

Peggy Lucke reported the following:

Payment Gateway would allow campuses to accept on-line payments and there has been implementation effort since last fall. There were challenges with the one database for all institutions. Scott put the implementation on hold until we can better understand PCI compliance requirements.

TouchNet recommends that we go with PayPath and BillPayment Suite. If we were to do that, all students would have the ability to make payments on line and use a credit card, except for Visa.

We would be in compliance with PCI. We would have the ability for e-bills and students could authorize other users to view their information and this would be FERPA compliant. Students enrolled on more than one campus would be able to see bills from each campus and make payments. If we want this in place by fall, must move quickly so we can get on TouchNet's list for implementation. Peggy has been working on trying to get campus buy-in and support. Peggy is thinking about asking each campus for a contact to gather information. The next step is to take the request to Admin Affairs.

Peggy is understanding more stringent credit card compliance requirements are going into effect soon. Rich shared the new requirements are taking effect July 1, 2007 or soon after.

There was a question about PayPath not accepting Visa. With PayPath, the customer who elects to pay by credit card is assessed a 2.75% convenience fee. Visa will not agree to that approach or contract with TouchNet or similar processors. UND has approximately \$500,000 - \$700,000 in merchant fees annually. With PayPath there is no merchant fee for the institution.

Bonnie shared the legislature is concerned about not being able to utilize Visa and the implementation of TouchNet.

There was discussion about the benefits of this system.

Tabled discussion on TouchNet for now. Further information will be coming and discussion will be continued.

Upgrade

In discovery phase.

Cashiering and GL Interface (not running)

There have been problems with Application Messaging and Process Scheduler; no one process has been identified as the culprit. They have found cache corruptions. A ticket has been filed with PeopleSoft and the operators will be watching processes more closely. There is a follow up meeting scheduled for 3/28.

Other

AdAstra training being scheduled, April 24 & 25. Web Client is on the portal and being tested. Collaborative student meeting being held right now in Bismarck. User groups are looking at the steam valve issues. Mary Bergstrom met with the IR folks. Campuses are interested in CRM, so an RFP can be developed.

Trying to determine how to force students to update address information. Also working with info for students and there will be an Email campaign in April about this process.

VI. Director's Report – HRMS – Teri Thorsen

Actuals Distribution

This is one of the user-group's top ten items. Need to hire outside help to assist in completing this project. Teri has put out feelers to two potential consulting firms, and talked to Bonnie about budget implications. This work will require a concentrated effort of about two months. An outside consultant will either be used to do the work, or backfill for John Lindstrom so he can do the work, depending on the skills available. This is an extremely complex programming area.

Teri outlined the issues with actuals distribution. When there is a split between funding/department the Actuals Distribution process distributes according to percentages

in the Department Budget Table, but roughly. We don't understand why the distributions don't always follow exactly. In addition, there are Actuals Distribution issues with both retroactive funding changes, and check reversals.

Post Upgrade

There are four things left on the high priority list following the 8.9 upgrade. People able to function because of work-arounds, but the work-arounds are not efficient as a long-term solution. There are ten items left on the lower priority 8.9 list.

Other

Open Help Desk ticket count for HRMS is 115 and stays pretty constant.

A “self-service” work group has been named by the chairs of the HRMS Users Group. The group will work about six months. The heavy work of self service involves the technical and security issues.

There has been a lot of effort working on Kronos, which was leftover from the original implementation. We need some better coordination of University System contracts for the Kronos product.

VII. Director's Report – Applications System Development – Nancy Haskins

Current Development Priorities:

- 1) Tools development on Finance.
- 2) HRMS upgrade settling down.
- 3) EMBARK will be implemented 4/02

Priorities are determined by the user groups, relayed to the business analysts and application directors.

Call terminated at this point.

VIII. Director's Report – SA Data Center – Dorette Kerian (submitted in writing after the meeting)

New Equipment upgrade:

Reviewing RFP's and expect a final recommendation by 3/29.

Process scheduler:

Appworx will be at the Data Center on 4/2 to start implementation.

Other:

Working with HECN SA to develop a plan for the equipment upgrade, database change and SA upgrades for tools and 9.0 application.

Next Meeting: April 26, 2007 – 9 to 11.

Items Requiring Follow-Up:

1. nVision: Mick and Peggy to identify action steps to complete the project
2. Status of changes to the portal for updating address – what and when?
3. SAP – attempted credits for W and F graded courses, what's the plan?
4. Status of sharing public and private queries?
5. ConnectND web site overhaul/update
6. CAC information on a web site

Respectfully Submitted,
Peggy Lucke
Peggy Torrance