

## iNtegrate Student Information System Project Status

(Prepared in response to the request for information for the joint Senate Committee on Finance and the Assembly Committee pre-session hearing January 27, 2009)

Budget hearing request memorandum dated January 8, 2009:

**As recommended by the Governor, the 2007 Legislature approved Senate Bill 192 that made a \$10 million appropriation to the NSHE for the first phase of the Integrated Information System project. The NSHE dedicated \$15 million in institutional resources to the project. As part of its budget reduction plan, the NSHE reverted the \$10 million appropriation. Please describe the current status of the project and explain whether the NSHE plans to proceed with the additional project phases discussed during the 2007 Legislative session.**

**Project Overview and Objective.** The objective of the iNtegrate project is to implement a new set of computer software modules (collectively referred to as Enterprise Resource Planning or simply as “ERP”) which will serve the business functions (i.e. Student Services, Financial Services, Human Resource Services) of the respective departments at each NSHE institution.

Since the last legislative briefing on the project in May of 2007, the scope and approach, the budget for implementation and ongoing support, and the project’s goals and performance measures have been refined and improved.

Phase I of the project consists of implementing the student services module. The benefits of this phase of the project are focused on redefining the relationship of institutions to students in a positive way that will enable students to conduct business with NSHE in the most effective and efficient manner possible.

**Phase I – Student Services.** NSHE has consistently indicated implementation of a full ERP system is its ultimate goal but recognizes that such a multi-year project comes with a budget much larger than the funding available to the NSHE in this biennium.

Given the flexibility of implementation and the reality of potential funding, the System elected to initially implement the Student Services module of the ERP. While in many ways this is the most difficult of the three modules it was determined that service to the students was paramount and that only the implementation of the Student Services module would meaningfully assist enrollment planning and management at the institutions. During these challenging economic times, effect business processes resulting in more efficient operations and use of personnel will enable NSHE to maintain and improve services to students as NSHE resources are stretched even beyond current levels.

- A. **Project Scope and Approach.** The scope of the iNtegrate student information system (SIS) project includes the implementation of selected modules of PeopleSoft Campus Solutions software including Recruiting and Admissions, Student Records, Academic Advising, Financial Aid and Student Financials. iNtegrate SIS will implement version 9.0 which includes significant self-service capabilities, flexible configuration settings and reporting capabilities, eliminating the need to implement customizations and shadow systems.

Additionally, a Universal student I.D. application and an Enterprise Data Warehouse solution will be implemented. The project will serve the needs of faculty and staff in conducting the necessary business of meeting students' needs for accurate information, timely decisions, and informed choices that lead to student success. Interfaces to third-party and NSHE software that will have to share data such as the Financial and Human Resources systems will be accommodated.

The NSHE Board of Regents selected CedarCrestone, Inc. as the implementation service provider for the iNtegrate SIS on April 3, 2008.

The iNtegrate SIS implementation project began on schedule July 7, 2008. Since the initial project launch many of the building blocks for a successful implementation have been completed and put into action. The project implementation team is well established and effectively carrying out its responsibilities to manage all aspects of project activities for each institution and system administration, providing oversight to functional and technical project teams and facilitating collaborative activities among all NSHE institutions.

The hardware for the new SIS has been selected, installed and configured. Three instances (meaning, institutional groupings), of the student information system applications and databases have been established: one instance for UNLV, one for UNR and one shared instance for CSN, GBC, NSC, TMCC and WNC.

UNLV and TMCC agreed to be pilot institutions and will go live with the new functions of the system during the implementation's 1<sup>st</sup> Wave. The remaining institutions serve as co-pilots, participating and assisting in business process design while preparing for their own go live functions which occur during the 2<sup>nd</sup> Wave of implementation activities. The current go live schedule for the major student services module functions is as follows.

Pilot Institutions – 1<sup>st</sup> Wave:

Recruitment and Admissions	10/01/2009
Student Records and Registration	03/01/2010
Financial Aid	04/01/2010
Student Financials	05/01/2010
Academic Advising	08/01/2010

Co-Pilot Institutions – 2<sup>nd</sup> Wave:

Recruitment and Admissions	10/01/2011
Student Records and Registration	03/01/2011
Financial Aid	04/01/2011
Student Financials	05/01/2011
Academic Advising	08/01/2011

B. Project Budget. Institutional resources, presently at a level of over \$20 million have been dedicated to the project. The requested \$10 million in state appropriations is still required to meet the \$30 million dollar project budget and complete the project as defined. Implementation costs are budgeted and are being expended as follows:

- \$6.7 million – Hardware: System servers, storage, “backup equipment” and disaster recovery:
  - NSHE acquired IBM hardware to support a production environment, a test environment, and a development environment for the initial implementation of the student services modules for all seven institutions with three instances (meaning, institutional groupings).
  - This portion of the budget includes state-of-the-art servers and sufficient storage capacity to allow remote copy for disaster recovery at the alternate data center and tape backup technology as necessary.
  - Also included in these figures is premium support/maintenance service for the hardware infrastructure for three years (FY09 – FY11).
  - Currently \$5,771,417 has been expensed or encumbered for hardware for FY09.
  
- \$5 million – Software licensing for maintenance support:
  - NSHE acquired software licenses, support and maintenance from Oracle USA, Inc. for the PeopleSoft Student ERP software including Campus Solutions, Customer Relationship Management, Enterprise Performance Management, Portal, User Productivity Kit, PeopleTools and the required third party software.

- Currently \$3,058,540 has been expended or encumbered for software licensing and maintenance support for FY09.
- \$14 million – Implementation consulting and vendor personnel:
  - NSHE purchased existing student module software that is currently in use by other higher education systems and has contracted with CedarCrestone, Inc. to implement the software. Consulting costs include payments to consultants who bring considerable experience in successfully completing similar implementations for other institutions and systems.
  - These consultants work in partnership with NSHE's functional experts and provide full time effort in leading the implementation of each major module business function. The statement of work includes installation support, refinement programming and institutional training in order to maximize the uses of the student modules.
  - Currently \$4,073,889 has been expended or encumbered for CedarCrestone consultants for FY09.
- \$4.25 million – Project management and institution implementation support:
  - NSHE has hired a full time project director, project manager and administrative assistant to oversee the system wide project and to manage the consultant's engagement, hardware installation and software implementation efforts for the three year life cycle of the project.
  - Funds have been set aside to support the temporary backfill of functional staff needed at the institutions.
  - Funds have been set aside to support travel so that functional and technical experts can work together to implement common business processes, common data elements and related student services functions.
  - Existing System Computing Services staff and information technology personnel located at NSHE's institutions will be organized and/or reorganized to align current resources with the demands of implementing the new system.
  - Currently \$1,110,840 has been expended or encumbered for project management and institution implementation support for FY09.

C. Project Goals and Performance Measures. The iNtegrate SIS project mission is to implement the PeopleSoft student system, within the time and budget prescribed, in such a way that it will (1) improve service to students and employees, (2) enrich the learning and working environment, and (3) provide the greatest long-term value to each institution. This will be accomplished through a collaborative effort among all NSHE institutions. To achieve this mission, the iNtegrate Project Implementation Team has committed to the following goals.

- Complete the project on time and within budget.
- Position NSHE's administrative applications to support significant growth and expansion.
- Optimize the delivered capabilities of the software to adapt business processes, improve productivity, personalize service, enable self-service, and provide access to services.
- Implement the most upgrade-compatible system feasible and minimize total cost of ownership.
- Implement a reliable, secure, and scalable technical infrastructure.
- Utilize student services performance measures to evaluate the impact of student services improvements resulting from the new iNtegrate SIS.

As the Nevada System of Higher Education implements the iNtegrate project, it is important to monitor progress toward and establish levels of achievement of the project's original goals. The Student Services Module Task Force selected the following four performance measures as key indicators of success at each institution. These measures are written with the goal of 100% achievement at the end of the project, with continuous improvement during implementation. The adoption of these measures does not limit individual institutions from naming their own appropriate, additional performance measures.

- Students will have access to all internet self-service features and communications in the iNtegrate student services module at any time convenient for them.
- Students will be able to conduct all standard student services transactions online if they so desire.
- Students will be able to conduct all internet self-service transactions using one common ID, regardless of NSHE institution.
- Students using internet self-service for online course selection transactions will receive confirmation of enrollment or waitlisted-status online. Follow-up notification will occur via internet for students who are waitlisted to confirm that they are either now enrolled in class or still waitlisted up to the last day of registration.

#### D. Project Completion and Next Steps.

Timely completion of the iNtegrate SIS project is essential. Since the last legislative briefing on the project, the legacy administrative systems at NSHE are two years older and will become more costly to maintain as time passes. As previously reported, NSHE institutions use three legacy systems to support the major business functions (Student Services, Financial Services and Human Resources) for each institution. An updated status of the legacy systems software and hardware is summarized below:

- **Software:**
  - Student Services – The current SIS is still under maintenance from its vendor Informs, but Informs has announced a sunset date of June 2010 for the current SIS application. Assuming we hold true to the planned timing of iNtegrate SIS, there would be no gap with financial aid support. Financial Aid is the most regulated business function in a student services system and compliance with these regulations are mandatory.
  - Financial Services – The Advantage Financial 2 application is still under maintenance and is supported by the vendor CGI-AMS, providing bug fixes and regulatory releases.
  - Human Resources - The Human Resource Management system is under maintenance with its vendor Integral, is at the current release and has been upgraded to the supported DB2 Version 8 database.
- **Hardware:**
  - The upgrades to both enterprise servers were completed between late summer and fall of 2007.
  - The capacity on the server where production runs for the current SIS, is adequate, assuming we stay on track with the current iNtegrate plan to migrate to the PeopleSoft solution.
  - The capacity on the server where the other production systems run is felt to be adequate through the next biennium. However, end of life issues with the platform may arise again, depending on how long these legacy applications will remain in production.

NSHE plans to secure the remaining funds needed to complete the iNtegrate SIS project on time and within budget and continues to explore additional funding strategies to complete the ERP implementation to include Finance Services and Human Resources.