



CSN – Managed Provider Fact Sheet September 11, 2020, BOR Meeting Agenda #30



Background

- The CSN Managed Provider request (BOR item #30) is for continuation of third-party vendor service agreement that has been in place and budgeted for the past 14 years. This is not a “new” expense, it is actually a cost savings opportunity.
- Previous NSHE Protocol did not require Board Approval of CSN Managed Provider Contract.
- For the past 14 years CSN has been utilizing Ellucian as it’s Managed IT Services provider. The last year of the contract was at \$7.5 million annually, with an annual 2.5% CPI increase and a 5-year automatic renewal. As part of the due diligence process, CSN engaged Huron to perform an institutional assessment of its third-party IT business model and to better align the IT Operations to CSN’s Student First focus.
- Amongst the Huron recommendations was to hire an internal CIO to manage and to optimize IT services across the CSN and NSHE enterprise; and to conduct an RFP to select best value IT provider and strategic partner.
- CSN conducted and completed an extensive RFP process in January 2020 to optimize IT Managed Services from a third-party provider.
- The results of the RFP competitive process were the selection of Synoptek as the third-party vendor. Synoptek rated the highest ranked and best value at a fixed amount of \$7.2 million per year for 5 years. **The contract will generate \$3.48 million in direct cost savings** over the life of the five-year contract. Approval of contract would extend the services currently provided for in the interim 90-day contract to run the CSN IT department thru September 2025. The \$3.48 million savings are generated by:
 - \$300,000 annual less than Ellucian Contract (\$1.5 M, 5-year savings).
 - \$1.98M savings in line item (new initiative) savings.
- IT Operations Cost Compared to Other NSHE Institutions
- UNLV FY 20 Annual budget of \$15.9 Million and UNR \$16 Million for Central IT Staffing, does not include decentralized staffing. Compared to the CSN proposed IT Provider annual contract of \$7.2 million.
- **Contract includes exit provision that allows CSN to consider termination after 24 months and a change in scope in the event of future cost savings or consolidation opportunities.**

Scope and Services

- All IT services needed across **3 campuses and 8 learning centers** serving 2,579 Faculty/Staff and 37,000 Students (Unduplicated Headcount) + 15,000 DWED Students.
- Services included: Over 7,000 computers, 365 Smart Classrooms, 250 Servers, Data Center, WAN/LAN/Wireless Networking; CSN (Ticket Calls) IT support documents approximately 80,000 tech support calls per year with 60 sec time to answer SLAs, with up to 1,600 calls a day during registration, start of semester timeframes and additional spikes attributed to COVID-19 related issues. Customer satisfaction rating average of 4.7 / 5.0 and includes the following services:
 - Cyber Security for all CSN IT software, hardware, and digital devices (CISO)
 - End User Support for CSN students and staff
 - 24x7 Help/Service Desk
 - Web Services
 - Social Media Support
 - Software Application/Development/Management
 - Big Data Compliance Reporting/IPTED and Institutional Research
 - Instructional support of all CSN labs and Online Learning & Learning Management Systems (LMS)
 - Management of IT Systems Policy and Protocol
 - Program/Project Management support for CSN student success projects (MyCSN)
 - CSN staff IT training
 - IT support of Operations, & Systems Management