Nebraska Information Technology Commission

Project Proposal Form

**New or Additional State Funding Requests
for Information Technology Projects**

FY 2008 Deficit Budget Requests

Project Title	Student Information Administrative System
Agency/Entity	NE State College System

Notes about this form:

1. **USE.** The Nebraska Information Technology Commission ("NITC") is required by statute to "make recommendations on technology investments to the Governor and the Legislature, including a prioritized list of projects, reviewed by the technical panel, for which new or additional funding is requested." Neb. Rev. Stat. §86-516(8) In order to perform this review, the NITC and DAS Budget Division require agencies/entities to complete this form when requesting new or additional funding for technology projects.
2. **WHAT TECHNOLOGY BUDGET REQUESTS REQUIRE A PROJECT PROPOSAL FORM?** See the document entitled "Guidance on Information Technology Related Budget Requests" available at http://www.nitc.state.ne.us/forms/.
3. **DOWNLOADABLE FORM.** A Word version of this form is available at http://www.nitc.state.ne.us/forms/.
4. **SUBMITTING THE FORM.** Completed project proposal forms should be submitted as an e-mail attachment to rick.becker@nitc.ne.gov.
5. **DEADLINE.** Completed forms must be submitted by October 26, 2007 (the same date deficit budget requests are required to be submitted to the DAS Budget Division).
6. **QUESTIONS.** Contact the Office of the CIO/NITC at (402) 471-7984 or rick.becker@nitc.ne.gov

Section 1: General Information

Project Title	Student Information Administrative System
Agency (or entity)	NE State College System

Contact Information for this Project:

Name	Ed Hoffman
Address	1445 K St., Box 94605
City, State, Zip	Lincoln, NE 68509
Telephone	402.471.2505
E-mail Address	ehoffman@nscs.edu

Section 2: Executive Summary

Provide a one or two paragraph summary of the proposed project. This summary will be used in other externally distributed documents and should therefore clearly and succinctly describe the project and the information technology required.

The Nebraska State College System (NSCS) is requesting $8.9 million in one time funds and $605,000 in ongoing support for the purpose of purchasing and supporting a student information administrative software system and necessary supporting hardware. The existing student information system was purchased and implemented in 1987 and is now dated, lacking the necessary function to provide appropriate administrative support to students and faculty, and to provide necessary accountability reporting. Support for this aging product will cease on December 31, 2011. Requested dollars will provide for planning, software and hardware purchase, training, migration, and implementation to a modern system.

The request will allow the State College System to maintain its essential academic administration system. New software and hardware will provide online functions necessary to meet the needs of students, faculty, and administration. Among the components considered are: recruiting, admissions, registration, student accounts, financial aid, housing, grade reports, transcripts, student access to records, faculty advising, class scheduling, room assignment, departmental budgeting and accounting, key control, parking, and alumni functions.

Section 3: Goals, Objectives, and Projected Outcomes (15 Points)

1. Describe the project, including:
   - Specific goals and objectives;
   - Expected beneficiaries of the project; and
   - Expected outcomes.

The goal of this project is to replace an existing, outdated and functionally limited student information system with a modern, scaleable system that can provide for student need, information reporting, and integrated operational support. It will be essential that this system will support all existing student information services while adding integrated system-wide compliance reporting and Nebraska Information System integrated business function. To that end, this project's objectives include systems directed at:
* Student Information
* Financial Aid

* Financial Management
* Human Resources
* Institutional Advancement
* Analytic Reporting
* Data Warehousing

The primary benefactor of this investment will be the students served by the NSCS. Enhanced information and operating systems will assure on-going access to student information, reliable financial aid, and business operations. Additional benefit will be evident to faculty, staff and the System in the form of enhanced reporting methodology, making compliance and accountability reporting less onerous and more reliable. Finally, the state of Nebraska will realize benefits from enhanced reporting and data management in academic and business performance areas as well as from the creation of a direct interface with the Nebraska Information System. Such an interface will eliminate multiple data entry requirements and enhance information reliability.

2. Describe the measurement and assessment methods that will verify that the project outcomes have been achieved.

Outcomes will be evident as the current system's live data history is migrated to the new system. Specific performance measures have been defined within the project's request for proposal (RFP). This document was developed with input from key persons from each college and the NSCS office. Areas to be measured include:
*   Student Information
*   Financial Management
*   Institutional Advancement
*   Human Resources
*   Technical Performance

Proposals are measured on:
*   Vendor Reliability
*   Commitment to Higher Education
*   Vendor Financial Stability
*   Application Software
*   Hardware
*   System Software and Utilities
*   Vendor Support
*   Cost
*   References

These measures have been broadly summarized into six weighted scoring categories including product service, viability, pricing, responsiveness and track record, customer history, and ability to organize.

3. Describe the project's relationship to your agency comprehensive information technology plan.

Reference to this project has been noted in each institution's comprehensive information technology plan.

Section 4: Project Justification / Business Case (25 Points)

4. Provide the project justification in terms of tangible benefits (i.e. economic return on investment) and/or intangible benefits (e.g. additional services for customers).

Colleges today cannot function without operational information systems. Systems like student information, financial aid, financial management, human resources, institutional advancement, analytic reporting, and

data warehousing are critical to the mission of the institutions. Ensuring reliability of these systems is also critical to the colleges' daily operations. Basic to the tangible benefit is consideration of the future reliability of the existing system. NSCS campuses currently utilize a SunGard SIS Plus student information system which was installed in 1987. SunGard has notified the NSCS that maintenance and support for the Plus system will end on December 31, 2011. This is a significant event for the NSCS and will require the colleges to have fully migrated legacy data to new, fully functional systems well in advance of the December 31, 2011 sunset in order to assure uninterrupted financial aid support for students and a reliable array of business function applications. At the current time SunGard has approximately 25 remaining "Plus" customers, compared to a Banner base of approximately 1,000 customers. The current "Plus" system operates on an HP AlphaServer system. HP plans to phase out the HP Alpha Server and to migrate customers to their new Itanium platform. Concerns are the expense of a new support platform and the fact that the existing system runs on a VMS/OpenVMS operating system. VMS, originally developed by Digital Equipment (DEC) in the late 1970's, peaked in market share in the late 1980's and has since been declining. Additionally, the labor pool for OpenVMS and COBOL programmers is difficult to hire from due to its diminishing size. The question of reliability becomes directly related to availability of support for both software and hardware applications to the current system. Functions currently provided by the existing system and this proposed replacement system are critical to the mission of the institutions and with the announcement of the end of support this project has taken on the role of the number one capital priority for the NSCS.

5. Describe other solutions that were evaluated, including their strengths and weaknesses, and why they were rejected. Explain the implications of doing nothing and why this option is not acceptable.

Five vendors have provided solutions for consideration by the NSCS. At the present time, the NSCS has not rejected any vendors, but has expanded discussion with three vendors by requesting and receiving presentations from Oracle, SunGard, and Datatel. Each vendor had two day presentations which included a cross section of representatives from each college and the system office. These presentations were also attended in part by representatives from the University and one Nebraska community college.

It is reassuring to note the three vendors under active consideration by the NSCS have been recognized by the Gartner Group in a September 2007 research note (G00151346) as industry leaders. Gartner Group is an information and technology research and advisory firm which regularly provide research relating specifically to higher education administrative suites. Their 2007 findings note, "Datatel, Oracle and SunGard Higher Education (Banner) continue to be placed in the Leaders quadrant, and all three have moved higher to the quadrant." It should be noted that this group of three vendors are the only vendors represented in Gartner's "Magic Quadrant" which exhibits the industries highest comparative levels of "ability to execute" and "completeness of vision".

The RFP process and subsequent presentations have allowed the colleges to:
- Build a base of support for the migration process
- Expand the knowledge base and product understanding of potential users relative to individual vendor products, applications, and possible configurations
- See demonstrated differences and similarities of available products

A "no action" position at this time will place the entire Nebraska State College System and our students at risk. The ability to provide financial aid support, essential student records, reporting structure, and required accountability measures will be in peril once support for the legacy student information, financial, and development applications ends on December 31, 2011.

6. If the project is the result of a state or federal mandate, please specify the mandate being addressed.

No particular state or federal mandate has required this update of existing software, but it should be noted that on-going reporting at both the state and federal level is supported by data generated from this resource. As noted above, support for the existing SunGard product is scheduled to end on December 31, 2011.

Section 5: Technical Impact (20 Points)

7. Describe how the project enhances, changes or replaces present technology systems, or implements a new technology system. Describe the technical elements of the project, including hardware, software, and communications requirements. Describe the strengths and weaknesses of the proposed solution.

This project replaces the present student information system by:
*   Providing a relational database management system replacing the flat file, COBOL based system.
*   Providing integrated applications replacing silo based data storage areas and applications.
*   Providing a modern web based interface for maintenance of data, viewing of information, and report generation replacing the green screen terminal based functionality.
*   Providing integrated data marts and data warehouse functionality replacing in-house developed reporting environments.

The technical elements of the project include:
Hardware:
*   Servers to provide data, application, web server, and data warehouse/reporting functions.
*   Data storage devices to house large volumes of data

Software:
*   Relational Database Management System software
*   Application Software
*   Reporting Tools

Communication Requirements:
*   Network connectivity is the responsibility of the individual campuses. Although network resources are not an element of this project, robust, well managed campus networks and Internet connectivity are required in order to provide reliable Internet access to the applications.

Strengths and weaknesses of the proposed solution will be evident upon completion of the vendor evaluations by the colleges.

8. Address the following issues with respect to the proposed technology:
*   Describe the reliability, security and scalability (future needs for growth or adaptation) of the technology.
*   Address conformity with applicable NITC technical standards and guidelines (available at http://www.nitc.state.ne.us/standards/) and generally accepted industry standards.
*   Address the compatibility with existing institutional and/or statewide infrastructure.

Reliability, security, migration, and scalability, as well as workflow solutions are critical considerations and are being addressed as the vendor evaluations are conducted.

Open standard architecture and conformity with NITC technical standards and guidelines are being followed. Vendor evaluations have included ADA compliance, interest in higher education best practices, and security architecture.

Compatibility with existing institutional and statewide infrastructure is being considered throughout the vendor evaluation process, including an understanding of the potential for compatibility with existing

systems currently in use at various colleges dedicated to on-line learning, electronic payment, and admissions processes. Very little of the existing administrative software will remain. An additional goal of this project will be to create a seamless interface between each college and the state's existing Nebraska Information System. The goal of this interface will be to eliminate multiple data entry requirements and enhance information reliability and access.

Section 6: Preliminary Plan for Implementation (10 Points)

9. Describe the preliminary plans for implementing the project. Identify project sponsor(s) and examine stakeholder acceptance. Describe the project team, including their roles, responsibilities, and experience.

ERPOrganizationCha rtTitle for NITC.ppt

<<< The five slides from this embedded file are included at the end of this PDF version of the document.

10. List the major milestones and/or deliverables and provide a timeline for completing each.

The NSCS has asked each vendor to provide a detailed description of its implementation services including information on approach and timeline. Vendor's timeline's vary from 22 to 26 months (excluding college preparation and dual run time). Typical approach to the project begins with general project management activities and structuring of implementation activities into four phases with associated milestones. Those considerations include:

Decision Phase
*   Installation of software
*   Fit/Gap analysis
*   Create project plan
      Document objective for project
      Define core resources needed
      Develop training plan
      Finalize initial project plan
Design Phase
*   Logical Design
      ID data integrity issues
      Create functional requirements for any mods, workflow, reports, & interfaces
      ID data validation criteria
*   Physical Design
       Create technical requirements for modification and reports
*   Finalize test strategy, go-live schedule
*   Develop end user training plans

Development Phase
*   Construction
       Configure and set up
       Build security hierarchy
       Unit testing
        Create a fully tested, production-ready system
*   Confirm design and build
*   Documentation and training

Finalize end-user documentation & training plan
Perform end-user training
Finalize migration/installation documentation
Finalize system architecture documentation
Finalize user acceptance plans
Finalize go-live cutover plans
Complete validation process
- User acceptance testing
- Work with technical resource for test processes and peak processing
- Evaluate functionality and performance

Deployment Phase
- Go live
   System wide deployment
- Final end user training
   Transition support from project team to trained production team
- Post implementation support
   Trouble shoot as necessary
   Review production support
   Consider additional training

11. Describe the training and staff development requirements.

Specific training requirements will be determined upon selection of the vendor. The technical staff will require relational database and other technical training in advance of the implementation process. Functional staff and end users will be trained on software functionality and reporting. Project team members will be trained as part of the implementation process.

12. Describe the ongoing support requirements.

Elements of ongoing support are defined in the needs statement and are included as a requirement of the RFP. Elements of those requirements include maintenance agreement and costs, training, and support. The existing system has been in service at each of the colleges since 1987. Ongoing maintenance agreements currently exist for each component of the system at each college. Funds currently earmarked and used for maintenance on the legacy system will be applied to ongoing costs for the new system.

Section 7: Risk Assessment (10 Points)

13. Describe possible barriers and risks related to the project and the relative importance of each.

Software implementations of this magnitude contain an array of both barriers and risks. Many have been anticipated in the early stages of planning by the colleges and others have presented themselves from conversations with peer institutions that have already been through a similar process. I will note many of the anticipated barriers and risks and provide our anticipated strategies to deal with same in item #14.

14. Identify strategies which have been developed to minimize risks.

- Staffing – It is important to provide a means to operate existing software with temporary personnel allowing permanent staff members the opportunity for early involvement in

implementation of the new product. In addition, consideration has been given to assessing needed staffing levels for both application and end user support.

- Business Process Documentation – It is important to begin to document existing business processes as soon as possible.
- Fit/Gap – Once business process has been documented and a vendor contracted, it will be important to compare software function against existing process to determine those functions that have a fit and areas that will require change.
- Change agent – A project of this magnitude will effect change on all state colleges and the system office. This change will provide opportunity to standardize process across the system and to create common data element definitions with other Nebraska institutions of higher education.
- Vanilla implementation with scalable and tailorable features – A software provider should be capable of providing functions designed specifically for higher education and be capable of sizing applications to suit the needs of the individual colleges. While sizing and function of applications is critical, it is also important for the product to have the capability to be tailored to the needs of individual users.
- Institutional buy-in – It is important that each institution in the system recognize the importance of individuals throughout the college to the outcome of the project. Early involvement of a broad base of campus constituents has been evident in the planning and organizational process to this point and will continue.
- Training – Inadequate training will create unacceptable risk for the project. Application effectiveness can be achieved only if staff is given the opportunity to receive adequate and meaningful training. Geographic differences among the colleges require that trainers be provided to each institution individually whenever feasible. Training has been strongly emphasized in this project's implementation plan.
- Implementation charter - Careful planning to define institutional and consulting roles prior to the beginning of implementation is essential to maximizing potential for a successful project. The colleges are committed to the development of a comprehensive plan of action once a vendor has been determined.
- Implementation partner – The colleges will work with either a vendor provided or third party implementation partner with a proven capacity to provide technical support and project management. Implementation and application configuration will focus on best practices with consideration to tailorable functionality for end users.
- Data conversion – Data migration will be provided by the selected vendor in conjunction with the colleges' technology staffs. Recent vendor presentations have emphasized discussion of data migration capabilities of different corporations. The process will include normalization of current data, migration of live, and a defined level of legacy data, mapping, and implementation.

Section 8: Financial Analysis and Budget (20 Points)

15. Financial Information

Financial and budget information can be provided in either of the following ways:

(1) If the information is available in some other format, either cut and paste the information into this document or transmit the information with this form; or

(2) Provide the information by completing the spreadsheet provided below.

Instructions: Double click on the Microsoft Excel icon below. An imbedded Excel spreadsheet will be launched. Input the appropriate financial information. Close the spreadsheet. The information you entered will automatically be saved with this document. If you want to review or revise the financial information, repeat the process just described.

form520e08 01a ERP Cap Outlay.XLS   form520e08 01b ERP Ongoing Support.XLS

<<< These embedded spreadsheets appear at the end of this PDF version of the document.

NEBRASKA STATE COLLEGE SYSTEM
ERP -- ONGOING
SUPPORT

DESCRIPTION	DB Admin 3 FTE	Applications Support Spec. 3 FTE	Maintenance Agreement	TOTAL
Permanent Salaries	171,000.00	120,000.00		291,000.00
FICA	13,200.00	9,300.00		22,500.00
Retirement	13,800.00	9,600.00		23,400.00
Life/LTD	3,000.00	2,700.00		5,700.00
Health	23,100.00	23,100.00		46,200.00
Total Personnel	224,100.00	164,700.00	0.00	388,800.00
Operating Expenses	1,500.00	1,500.00	200,000.00	203,000.00
Travel	2,100.00	2,100.00		4,200.00
Capital Outlay	4,500.00	4,500.00		9,000.00
	8,100.00	8,100.00	200,000.00	216,200.00
TOTAL	232,200.00	172,800.00	200,000.00	605,000.00

16. Provide a detailed description of the budget items listed above. Include:
    - An itemized list of hardware and software.
    - If new FTE positions are included in the request, please provide a breakdown by position, including separate totals for salary and fringe benefits.
    - Provide any on-going operation and replacement costs not included above, including funding source if known.
    - Provide a breakdown of all non-state funding sources and funds provided per source.

Supporting hardware detail has been requested from vendors and will be available to the review panel when received. I would also like to offer an electronic version of any or all of the proposals currently under consideration for panel review if you feel the documents might assist your process. Contact information is at the beginning of this document.

17. Please indicate where the funding requested for this project can be found in the agency budget request, including program numbers.

The deficit funding request for one time dollars for this project can be found in agency 50, program 921. On going funds are requested again by agency 50 under program 48.

ERP/RFP Organizational Structure

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                    Campus Project
                        Leader
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| Student Info. Team (including Housing, Admissions & Financial Aid) | Budget and Finance | Human Resources | Institutional Advancement | Technical Requirements |

ERP/RFP Organizational Structure

Project Sponsor:
BOT, Chancellor, Presidents

Executive Steering Committee
VPAA, VPBA, VC

Project Coordinator
To be determined

CSC / Campus Project Leader

PSC / Campus Project Leader

WSC / Campus Project Leader

ERP/RFP Organizational Structure

**CSC
Project
Leaders:**

Dale Grant

SIS:

Dale Williamson
Tena Cook
Joby Collins
Sherri Simons
Ann Burk
Sherry Douglas

**Budget and
Finance:**

Dale Grant
Gayle Stetson
Dave Noble

Human Resources:

Kara Vogt
Aaron Rutt

**Institutional
Advancement:**

Connie Rasmussen
Cricket Haag

**Technical
Requirements:**

Ann Burk
Mark Howard

ERP/RFP Organizational Structure

**PSC
Project
Leaders:**

Linda Jacobsen

SIS:

Dianna Loy
Heath Christiansen
Micki Willis
Kathy Tynon
Dianna Lind

**Budget and
Finance:**

Linda Jacobsen
Trent Corken
Susan Unruh
Kathy Tynon

Human Resources:

Eulanda Cade
Trent Corken

**Institutional
Advancement:**

**Technical
Requirements:**

Jay Jacobsen
Delyn Clifton

ERP/RFP Organizational Structure

WSC Project Leaders:

Beth Kroger
Bob McCue

SIS:

Bob McCue
Lynette Lentz
Jeff Carstens
Dir. of Admin.
Cheri Polenske
Kyle Rose

Budget and Finance:

Beth Kroger
Bev Buhrman
Barb Meyer
Cheri Polenske

Human Resources:

Cheryl Waddington
Lora Skow
Cheri Polenske

Institutional Advancement:

Brian Lentz
Deb Lundahl
Phyllis Conner
Cheri Polenske

Technical Requirements:

Cheri Polenske
Denny Linster
John Dunning

Form Number 520

Program Adjustment Request

State of Nebraska - Administrative Services - Budget Division

PAGE NUMBER	
CODE & DESCRIPTION	
AGENCY	50 Nebraska State College System Office
PROGRAM	921 System Admin Software
REQUEST	01a ERP - Capital Outlay (One-Time)

EXPENDITURE ACCOUNT	APPROPRIATIONS		ADJUSTMENTS	
	2007-2008	2008-2009	2007-2008	2008-2009
Permanent F.T.E. Positions				
511100 Permanent Salaries - Wages				
511200 Temporary Salaries - Wages				
511600 Per Diem Payments				
511900 Supplemental (One-time payments)				
All Other Salaries				
Sub-Total Salaries	0	0	0	0
515100 Retirement Plans Expense				
515200 OASDI Expense				
515400 Life and Accident Insurance Expense				
515500 Health Insurance Expense				
All Other Personal Services				
Sub-Total Benefits	0	0	0	0
510000 Personal Services	0	0	0	0
520000 Operating Expenses				
Software Maintenance				
570000 Travel Expenses				
580000 Capital Outlay				8,900,000
590000 Government Aid				
Total Expense	0	0	0	8,900,000
Means of Financing				
General Fund				8,900,000
Cash Fund				
Federal Fund				
Revolving Fund				
Total Funding	0	0	0	8,900,000

Note: In the blank lines under Operating Expenses, itemize individual line items that comprise a significant portion of the Total Operating Expenses.

Program Adjustment Request

State of Nebraska - Administrative Services - Budget Division

	PAGE NUMBER	
	CODE & DESCRIPTION	
AGENCY	50 Nebraska State College System Office	
PROGRAM	48 System Office	
REQUEST	01b ERP - Ongoing Support & Maintenance	

EXPENDITURE ACCOUNT	APPROPRIATIONS		ADJUSTMENTS	
	2007-2008	2008-2009	2007-2008	2008-2009
Permanent F.T.E. Positions				6.0
511100 Permanent Salaries - Wages				291,000
511200 Temporary Salaries - Wages				
511600 Per Diem Payments				
511900 Supplemental (One-time payments)				
All Other Salaries				
Sub-Total Salaries	0	0	0	291,000
515100 Retirement Plans Expense				23,400
515200 OASDI Expense				22,500
515400 Life and Accident Insurance Expense				5,700
515500 Health Insurance Expense				46,200
All Other Personal Services				
Sub-Total Benefits	0	0	0	97,800
510000 Personal Services	0	0	0	388,800
520000 Operating Expenses				3,000
Software Maintenance	300,000	300,000	0	200,000
570000 Travel Expenses				4,200
580000 Capital Outlay				9,000
590000 Government Aid				
Total Expense	300,000	300,000	0	605,000
Means of Financing				
General Fund	300,000	300,000	0	605,000
Cash Fund				
Federal Fund				
Revolving Fund				
Total Funding	300,000	300,000	0	605,000

Note: In the blank lines under Operating Expenses, itemize individual line items that comprise a significant portion of the Total Operating Expenses.