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ERP Implementation Planning In Full Swing

Following on the heels of contract signing, the Enterprise Resource Planning/Student Information System (ERP/SIS) project immediately started into the planning and discovery phase of the project. Sungard Higher Education (SGHE) quickly assembled its core team and had project managers, enterprise architect, and consultants on board in November 2010. LCTCS established its project steering committee, interim project director and project manager, and quickly constituted the core financial, Human Resource, and Payroll functional teams.

Weekly project manager status meetings, project steering committee updates, and system wide IT steering committee meeting updates have been regularly occurring since November. LCTCS has also put into place SharePoint as its collaboration system to support the implementation activities of the project.

To date, the Finance team has identified and conducted their initial Business Process Modeling sessions. In addition, they have completed their first high-level draft of data sharing structures—known as Multiple Entity Processing.

Visits with all sixteen college chancellors/regional directors and their management teams on high level

project goals, opportunities, challenges, and expectations have been completed.

An Introductory technical teleconference session with college Information technology leadership giving a general outline of general technical aspects of the project occurred in December. Student admissions and records, student accounts receivables, financial aid, and academic representatives initially identified major business processes for later modeling. Potential members to serve on the core student, financial aid, HR/Payroll, and cross functional teams are being defined, and initial planning for the formal project kick-off—known as Base Camp—was completed in mid-December.

In January the pace continues as the remaining project teams are formed and preparation work for the Base Camp event continues.

After Base Camp completes SGHE plans to have its first cut of an ERP/SIS environment available for LCTCS to use in configuration. Expect the tempo and intensity of activities to increase in the coming months. To help keep you in the loop on the project look for this newsletter in your email inboxes every month while the project is underway.

For questions, comments, suggestions, or proposed articles for future ERP Express editions contact:

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From The President



Dr. Joe D. May
LCTCS President

“Knowing the past accomplishments . . . attained for LCTCS, I am confident that, working together, we will achieve success.”

For years, we have discussed the importance of implementing a new computer system that focused on meeting the needs of students, empowering employees, and improving the decision making capability of colleges.

The time has arrived for Louisiana’s Community and Technical Colleges to move from merely talking about our needs to actually addressing them.

To mark the next phase of our Enterprise Resource Planning (ERP) system implementation, we will be convening a meeting of selected stakeholders throughout the colleges for what is being called the Community and Technical College ERP Base Camp. We have identified approximately 100 individuals from our colleges to participate in the Base Camp event. This gathering will formally and publically mark the transition from talk to action and will cover the following areas:

Vision – Ensuring that the ERP aligns with and supports the vision of Louisiana’s Community and Technical Colleges.

Deliverables – Determination of the deliverables that will support the Vision.

Services - Define and shape the services needed by students, faculty, staff, and administration to improve and enhance services needed to achieve the vision.

College Engagement – Ensuring that repre-

sentatives of all stakeholder groups are actively engaged in the implementation of the ERP platform to ensure that vision, mission, goals, and objectives of all community and technical colleges are addressed.

While project demands, and the operational needs of the colleges necessitate a small contingent of formal participants in the project, everyone’s involvement, attention, and support is critical to the successful implementation of our new ERP system.

Look for project team members to seek out your views and opinions on project issues and decision points. As you read future issues of this newsletter and other communications concerning the project, speak-up and talk to project team members if you have an idea or see an opportunity that can help make the implementation and ongoing use of the ERP better for our colleges.

Be prepared to serve on ad hoc teams to address specific issues. Stand ready, if called, to serve on validation and testing teams. Be ready to immerse yourself in training programs for the new system so you will be ready to use the ERP when components go into production.

In the end, success will depend on all of us. Knowing the past accomplishments we have collectively attained for LCTCS, I am confident that, working together, we will achieve success in this endeavor for both our students and for the citizens of Louisiana.

Name That System, Win \$200 Amazon Gift Card

It's official, the colleges have a new ERP/SIS coming. SGHE is on the scene. College teams are being formed. Work started even before the ink dried on the contracts. New and exciting functionality is on its way. In several respects, implementation of the system will be a first in Louisiana Higher Education. But, the term ERP/SIS is pretty generic. We need a special name to make this system our own; something that people will immediately identify as belonging to Louisiana's community and technical colleges. What the system needs is a name, and we need you to supply it.



Be original. Be creative. One word or an acronym. Submit as many entries as you like via email to nameerp@lctcs.edu. Include in the subject heading the phrase, *ERP/SIS Naming Contest*.

Deadline for submission is close of business, **February 11, 2011**.

Entries will be reviewed by the project steering committee. A name will be selected and submitted for ratification by the college chancellors/regional directors and LCTCS system management. For your creative efforts the winner will receive a \$200 Amazon.com gift card. Amazon gift cards opens the door to a host of products right from your computer. Best of all, they do not expire. So, let the creative juices flow and send in your entries today.

ERP Defined

ERP - Enterprise Resource Planning System.

A system that integrates finance, human resources/payroll, academic, and student service processes, data and information across the entire organization.

ERPs have a common database that supports all applications and major business processes, and a consistent look and feel across each module.



While the specifics may vary from organization to organization the typical components of an ERP include a transactional database, a portal accessed using the web, dashboards, business intelligence components, customizable reporting, searching capabilities, and workflow management.

ERPs also have the ability to interface with external systems (e.g. learning management system) and to send and receive data from other sources.

Project Vision

All activities, from inception, the building the Request for Proposal (RFP), evaluation of bid responses, selection of a business partner, negotiation of agreements, and approvals from appropriate State agencies, have been guided by a constant vision. That vision, captured in the *Vision for Student Information System* paper, outlines the high-level requirements for the system based on core operating principles. The full document can be found on the LCTCS website under the President's Corner. While a lengthy document to digest in one sitting, its essence can be summed-up in three broad values that will continue to drive the project to completion:

Service

- Improve and streamline processes
- Combine sophisticated technology with LCTCS expertise to better serve customers
- Information readily available to support student, academic, and administrative needs.
- Leverage self-service capabilities

Access

- Ability for students and industry partners to connect anyplace and anytime with faculty, staff and educational resources.
- Give students, faculty and staff comprehensive views of data to support their needs

Quality

- Help colleges capture relevant data, measure, enhance, and report program success.
- Support obligations for accountability, governance, compliance, accreditation, and statutory reporting
- Decision support systems that provide reporting tools and analytics to support informed decision-making

The vision document and its core values should serve as a touchstone for each team and constituent group when making decisions for each aspect of the project, and during ongoing support after successful implementation of the system.

Portal Defined

Portal (a.k.a. Luminis)

A **portal**, also known as *corporate portal*, is a framework for integrating information, people and processes across organizational boundaries. It provides a secure unified access point, often in the form of a web-based user interface, and is designed to aggregate and personalize information.

Luminis is the Sungard Higher Education brand name for its portal product. Portals facilitate single sign-on, integration and navigation between multi-



ple systems, allows for a certain amount of user customization and personalization, and facilitates access control.

The portal can be accessed through the Internet and will serve as the primary means for faculty, staff, and students to enter into the ERP system.

The Luminis portal will be designed in such a way as to allow each college to maintain its familiar brand for students, faculty, staff, and visitors.

High Level Project Timeline

If there is one common question asked by every person at some point in a first conversation about the ERP/SIS project it is; How long will it take? In general, the project is planned to take approximately thirty to thirty-six months to complete. First activities for the project started in November 2010. So, expect the project to complete around or before October 2013.

At this moment, the project is in the planning/discovery phase. Part of this phase includes developing a detailed project schedule. To give you some perspective on some of the major events, the following graphic shows when to expect the *first production* use of the major modules.

Note the term, *First Production Use*. That is different from the term, *Go-Live*. *The term Go-Live* means that every possible part of a module goes into production. *First Production Use* means that there is enough useful development in a module where it can be placed into production for use by the colleges. It implies that more work will be done to further enhance the modules and to implement more functionality. So, while the general timeline shows First Production Use for modules to conclude around June/July of 2012, further work will be planned in the project through the summer of 2013 to complete module development and to formally close the project. We will keep you updated on the project plans as they gather more detail.

First Production Use Time Line

ID	Task Name	2010	2011											2012							
		Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
1	Planning & Discovery																				
2	Finance Module																				
3	Base Camp																				
4	Human Resources/Payroll																				
5	Financial Aid																				
6	Student – Records & Registration																				
7	Admissions & Recruiting																				
8	Student Accounts Receivables																				