## **Project Scope Statement**

The Board has decided to implement an Enterprise Resource Planning solution to leverage the capabilities of technology available today. An ERP system will allow the university to integrate all back-office functions in the following areas:

●        Financial management

●       Supply chain and operations

●       Customer relationship management

●       Project management

●       Human resources management

●       Business intelligence

## **Goals, and Objectives**

The main objectives of this project are a new organizational structure that supports large projects and a fully functioning and integrated ERP system.

***Deliverables***

* Reorganizing the University and IT organizational structure.
* Selecting the vendor for ERP software that will meet all university needs.
* Ensure project stays on $350,000 budget with quality management.
* Provide a ticketing system for college departments to submit help desk tickets
* Provide training to end users for new system.
* Migrate university department data into ERP

***Sub-deliverables***

* Admissions and Enrollment request that the ERP provide an online self-service portal for current students to register and make payments.  They would also like for it to be able to take transcripts requests, allow for prospective, current and former students to digitally sign documents. In addition, they request the ERP to be able to automatically upload and index documents by type, that are sent by digital transmission into the system. Enrollments requests they have the ability to know what degree program are most searched on the school website; also collect information for marketing to website visitors.
* Financial Aid Department requests the ERP to allow students to check Financial Aid status, as well as the ability to accept or reject financial aid rewards.
* Academics Department is requesting that the ERP have the ability to house online courses. They would like the ERP to be able to allow for students in the Mathematics, Engineering, Computer Sciences, Biology, Chemistry departments be able to use industry specific software (CAD, MATLAB etc.) that is very memory intensive and expensive for students to purchase on their own; but allow the software to be accessed from a virtual server.  The ERP should be able to support mobile users.
* Human Resources is requesting that the ERP provide tools to keep an inventory of personnel to allow them to gain a greater ability to do strategic human resource hiring.
* Information Technology is requesting that the ERP be equipped with a web based interface that allows for each department to submit help desk tickets, with pull down menus that based on the selection the ticket will be queued to the appropriate I.T department. In addition, the IT department is requesting that the ERP has the ability to track I.T assets throughout their lifecycle. Webpage to inform of campus outages for I.T services (campus Wi-Fi or internet in dorms).
* Campus Police Department is requesting to send a real time alert in emergency situations campus wide such as an active shooter.
* Athletics Department would like to allow for college sports fans to purchase tickets for games and events.  In addition, allow for team schedules to be posted.

## **Project Time Frame**

This project is expected to take 24 to 48 months to fully implement.

## **Constraints**

* 48-month maximum for project duration. The team is encouraged to get the job done sooner.
* ERP Requirements must have the capability to be supported by ITD.

## **Assumptions**

* ITD staff once trained will be able to monitor, troubleshoot and control ERP system exclusively.
* This ERP Implementation will support the university to go paperless (digital document format).
* Should permanent positions be developed they will be filled internally.
* Project team members will be paid their same salary.