## **Project Scope Management Plan**

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 is 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.

## **Scope Statement**

Install an ERP system throughout university and its various departments. Create or purchase a system which will improve accounting, communication between departments, be cloud-based, and train all university users on the system. The time-frame this will take will be within 48 months.

## **Scope Baseline**

The University will select an ERP software package that will have applications that will be fully integrated with the university legacy systems. The ERP will include capabilities for analytical reporting, and measuring and tracking key performance indicators across departments. Additionally, the ERP solution will include tools for performance dashboards, ad-hoc analysis, data-mining, as well as bi-directional integration with Microsoft Office tools such as MS Excel. The ERP will provide for a ticketing system that the university departments can use to notify I.T that systems are down, or if they require assistance that can be accessed by any end user over the university intranet “Home” page. The other features that will help modernize university operations includes:

* ***Integration framework:*** A robust integration framework is required at the core of the ERP Solution and can encompass capabilities and tools for data integration (e.g., ETL, web services, data quality, data profiling, replication, and change data capture), process integration (e.g., SOA, Hub & Spoke), and information integration (e.g., content management, and enterprise search) to enable a seamless information exchange between the ERP backbone and other applications.
* ***Information security:*** Security and controls across the data, application and infrastructure tiers are critical features of the envisioned ERP Solution. Since the ERP Solution will contain highly sensitive and confidential data, robust information security, data protection and governance are required, including encryption, firewalls, identity and access management, role-based access control, privileged user access control (i.e., to prevent system and application administrators from unauthorized access to confidential information), digital rights management, at all tiers of the ERP Solution (i.e., from user interface to disk). Additionally, security provisions need to protect the ERP Solution from malicious code, unauthorized access, hackers, and intrusion. Security provisions of the ERP Solution need to follow State security regulations.
* ***Hosted solution:*** ERP system should either be hosted on campus in the university owned data center facilities with system management functions provided by State staff or hosted by a third party using a Virtual Private Cloud (VPC) model with system management functions provided by the third-party hosting provider.

At the end of each phase will be a milestone, that will be checked against the quality plan to ensure the end users can requirements determined in the Analysis Phase is fulfilled as well as adherence to the budget and schedule.