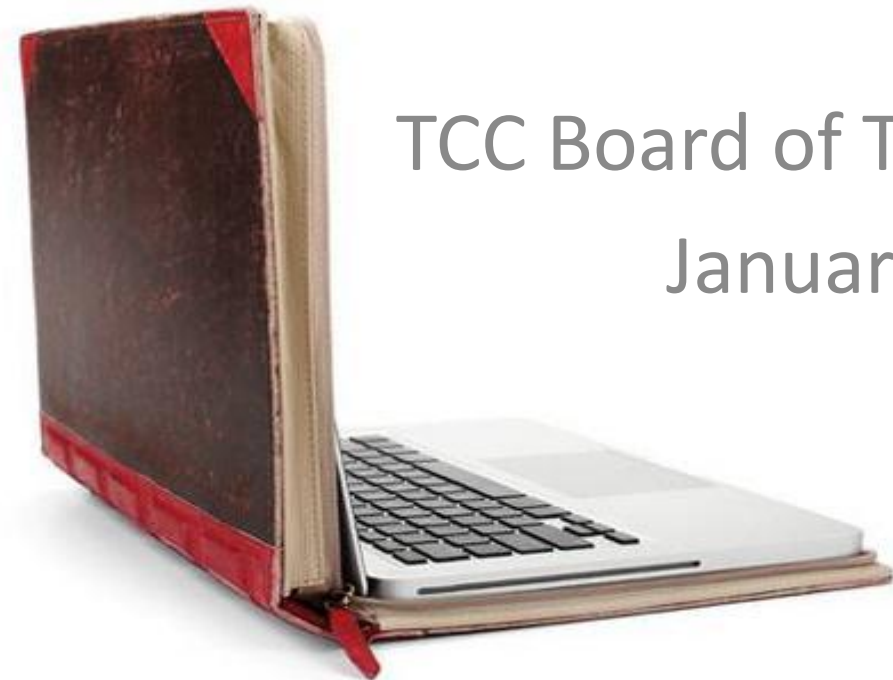# Enterprise Resource Planning (ERP) System Update

TCC Board of Trustees Workshop

January 17, 2012

Presentation Overview

- History and Status of Current Administrative Software System

- Use of Microsoft Products to Manage Network and Enhance Functionality of Information

- Proposal for New Administrative Software System

History and Status of Current Administrative Software System

1994 Florida Community College Software Consortium

- Response to Legislative study calling for Automated Community College Databases and Higher level of Funding for cooperating Colleges.

- Seven Colleges with common Programming Language and Database participate.

- Funding 1994-1996; $5 million ($4.2 million from State)
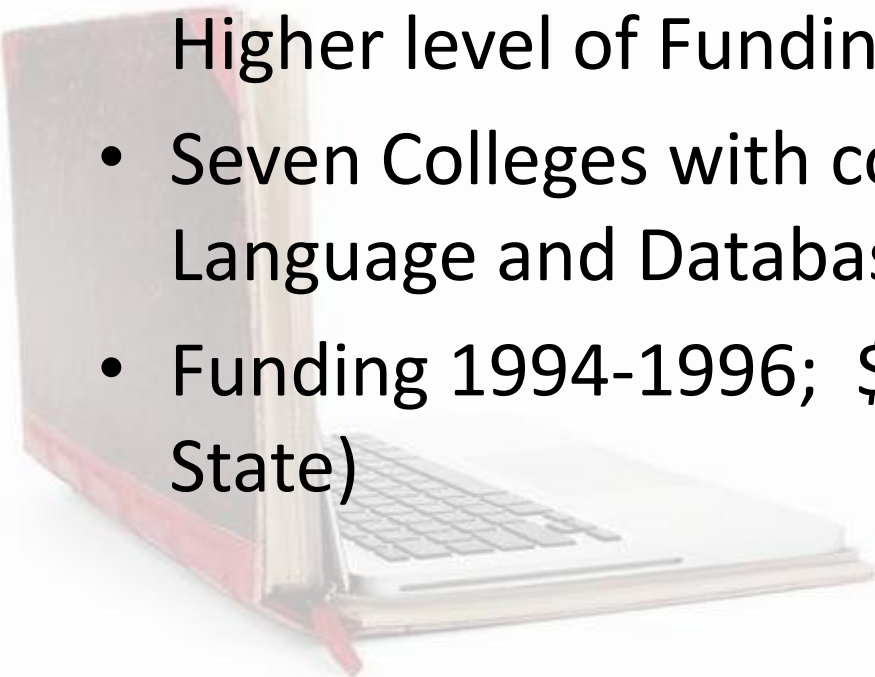
Purpose and Benefits

- The college community will ACCESS and SHARE information EASILY through INTEGRATED computing that permits RAPID adaptation to CHANGING needs.
- Less Cost for Development and Maintenance at Each College
- Control of Changing Needs and Priorities
- Sharing of User and Technical Expertise
- Allow for Local Site Differences

Organization

- Current HETGroup, (Higher Education Technology Group), staff of 14 and budget of 2.4 million

- Located in Ft. Lauderdale, Fl.

- Supplies updates and enhancements annually

- Maintains compliance with regulators

- Provides training and research

Current Operating and Maintenance Cost (Annualized)

Hardware		$7,200
E-Tech	$7,200	
Software		$348,283
HETGroup	$294,340	
WolfPack	$40,000	
Applinx	$8,140	
CoSort	$2,524	
PrintTech	$882	
Linux OS Support	$2,397	
Total		$355,483

Scope of Integrow System

Personnel
- Applicant Tracking
- Demographics
- Job Assignments
- Benefits
- Position Accounting
- Payroll
- Time Accounting
- FTE Accounting

Finance
- General Ledger
- Budget
- Accounts Payable
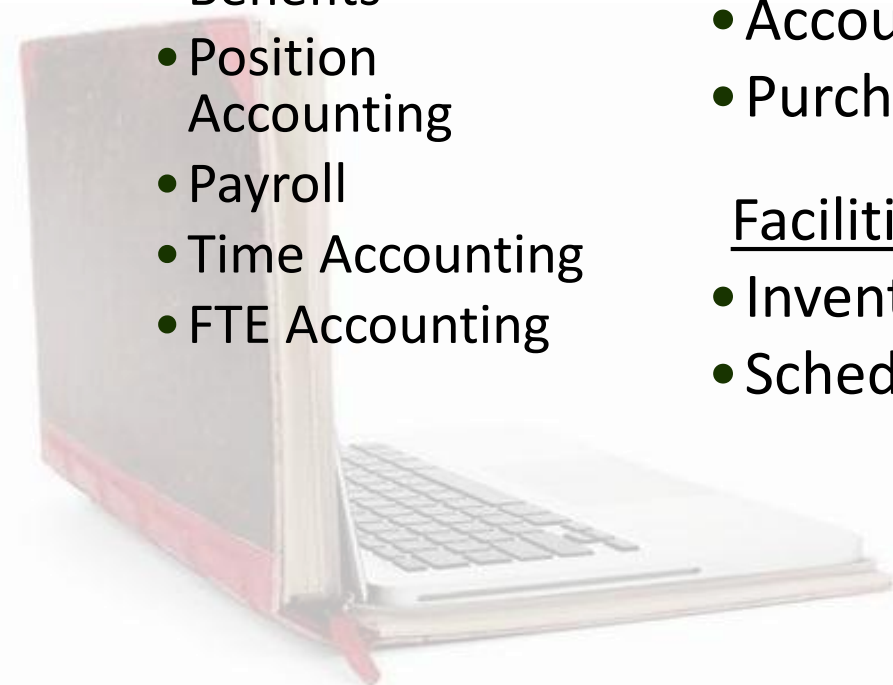- Accounts Receivable
- Purchasing

Facilities
- Inventory
- Scheduling

Student Affairs
- Admissions
- Registration
- Records
- Curriculum
- Fees and Tuition
- Degree Audit

Financial Aid
- State
- Private
- Federal

Current Information Environment
Separate Systems

Integrow

Price
Software
Hardware
Maintenance
Staff Time
Validation Risk
Measurability

Contracts and Grants

Foundation and Alumni
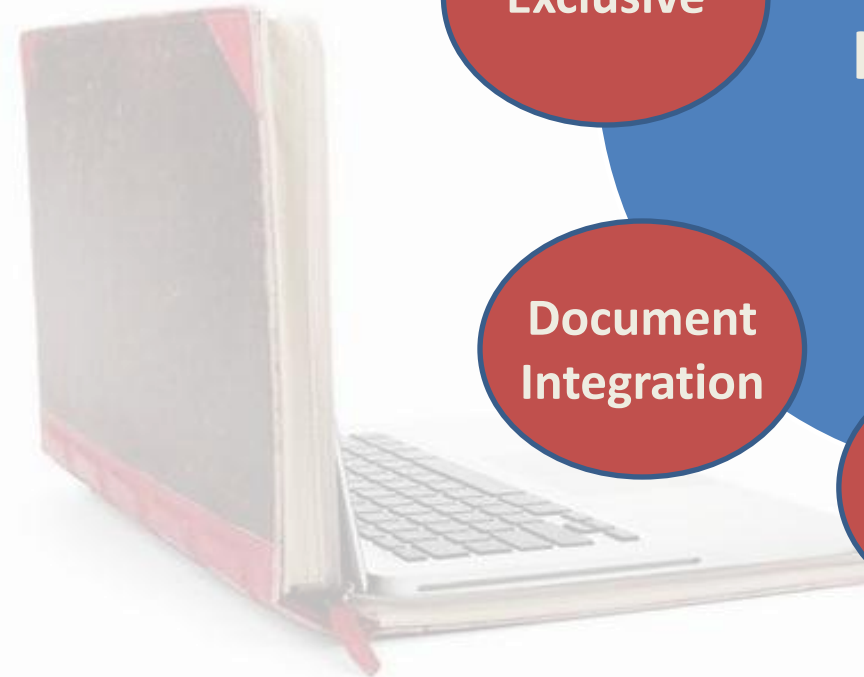
Event Planning

Prospective Students

Student Activities

Current Information Environment
Missing Features

- Access
- Limited Self Service
- Exclusive
- Integrow
- Information Retention
- Document Integration
- User Documents
- Device Independence

The Integrow System

Options to Improve Current System

- 2006 Exeter Study
  - Enhance current system; $28 million, lowest risk
  - Rewrite current system; $84 million, highest risk
  - Buy an ERP; $104 million, medium risk
  - Adopt hybrid; $125 million, medium high risk

- 2008 Microsoft partnership; $50 million, high risk

- 2011 Software AG modernization; $43 million, high risk

- 2012 no plans for improvement
  - Focus on data warehouse
  - Methods of data migrations

# Efforts to Work Around Current System

- December 2006 – Migration off Mainframe
  - Saving $1.2 Million in software fees

- March 2007 – Data warehouse begun
  - Used savings from migration off mainframe
  - Recognized as one of the best in education
  - Extract 24 million rows of data daily

- June 2007 – Portal in production
  - NACUBO Innovation award (2010)
 - Recognized by Microsoft for Student Portal
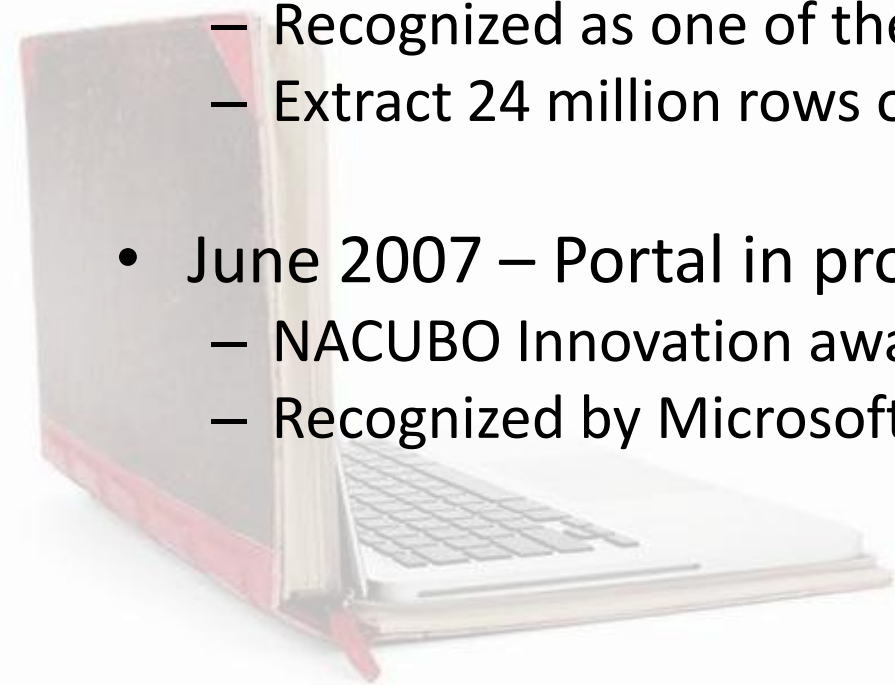
Other IT Efforts

- Converted Network from Novell to Microsoft
- Standardized on a single programming language
- Updated the Data Center
- Implemented SIMPLE Project
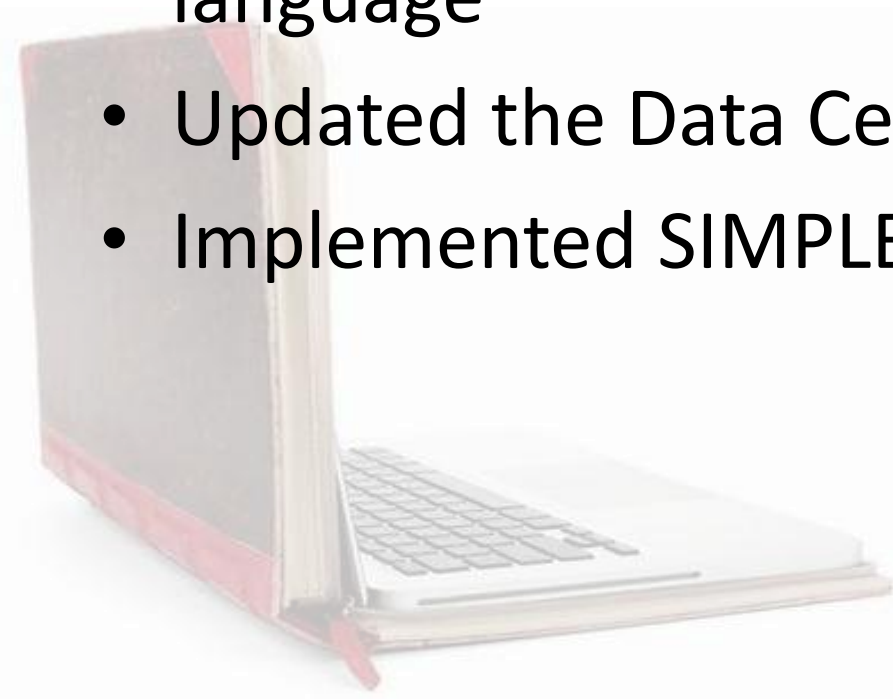
Current Status

- Information is directly unapproachable
- Local changes come at a high cost
- Maintenance and training consume over 75% of MIS IT staff
- Skilled ADABAS/Natural programmers are not replaceable
- Staff must maintain competencies across three programming languages
- Information is segmented and compartmentalized
- Staff and students are frustrated when completing tasks
- Over half of the consortium members are actively looking for an alternative system
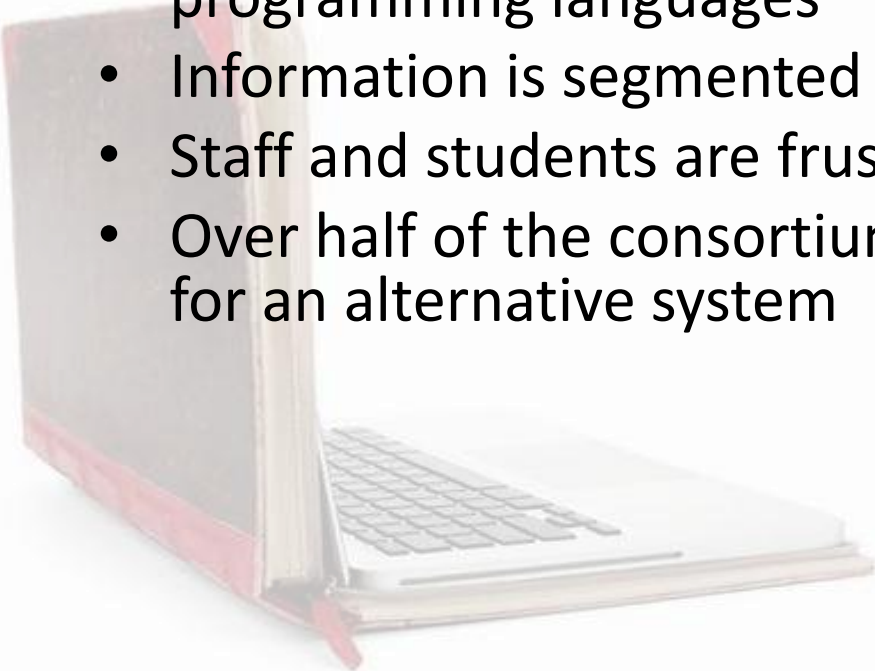
Use of Microsoft Products to Manage Network and Enhance Functionality of Information

Paving the way forward
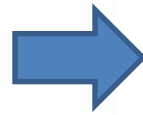
SIMPLE Project - April 2011

SharePoint

Identity **M**anagement

Policy

Live@**e**du Project

Move Students to Live@Edu

Upgrade to SharePoint 2010

SharePoint 2010 Training

Public Website to SharePoint

New Backup Solution

Implement Identity Management System

Microsoft®
Forefront
Identity Manager 2010

Microsoft®
SharePoint® Server 2010

Microsoft®
Live@edu

Live@edu More than *just* e-mail

Exchange Inbox

Calendar

Contacts

Collaborate

Office Web Apps
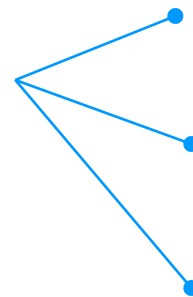
Live Groups

Windows Live™ SkyDrive

steph05g@mymail.tcc.fl.edu
Password: *******

Communicate

Mobile Alerts

Messenger

Mobile

Tallahassee Community College
by Microsoft Outlook Web App

Mail ▾   Office ▾   Photos ▾   More ▾

Outlook Live

- ✓ Retain existing email address
- ✓ 10GB mailbox, 20MB attachments
- ✓ Rich calendaring features
- ✓ 99.9% uptime Service Level Agreement
- ✓ E-Mail on mobile device

Mail > Inbox 2 Items

▲ Favorites
  📁 **Inbox** (1)
  📬 **Unread Mail** (2)
  📁 **Sent Items** (1)

▲ BRETT DORR
  📁 **Inbox** (1)
  📝 Drafts
  📁 **Sent Items** (1)
  🗑 Deleted Items

  🚫 Junk E-Mail
  📒 Notes
  ▷ 🔍 Search Folders

▲ Contact List
▲ Other Contacts
  No contacts in this group

  Add contact...

New ▾   Delete ▾   Move ▾   Filter ▾   View ▾

Search Entire Mailbox   🔍 ▾   ≫

Conversations by Date ▾   Newest on Top

Today
☑ **Wecome TCC Student!**   ▯ ⚑
    Administrator   11:11 AM

Older
▷ 📧 test email
    Debbie Anderson   9/22/2010

📁 See e-mail from all your accounts in one place

◀ Tell people you're on vacation

📱 Learn how to get Direct Push e-mail on your mobile phone

🌐 Connect Outlook to this account

✉ Forward your e-mail

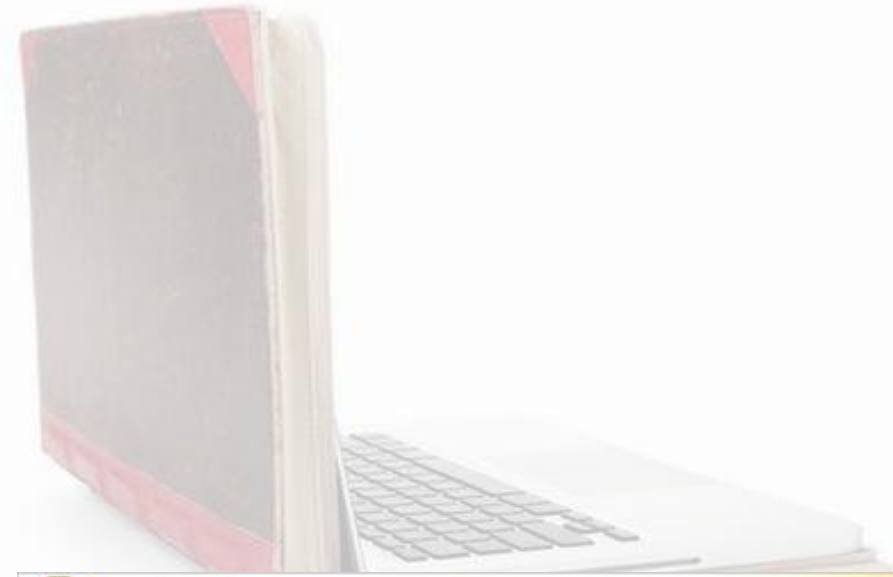👤 Import your contacts from an existing e-mail account

- Open and edit Word, Excel, PowerPoint documents from within browser
- Organize files and folders – 25GB online storage
- Multiple browser support
- Trade in your thumb drive
- Setup learning communities (LiveGroups)

Upgrade to SharePoint 2010

- Business Connectivity Services
  - No connector for ADABAS (Integrow)
- Business Intelligence Integration
- Training offered to all users
- Governance Policy
- Better designed for High Availability
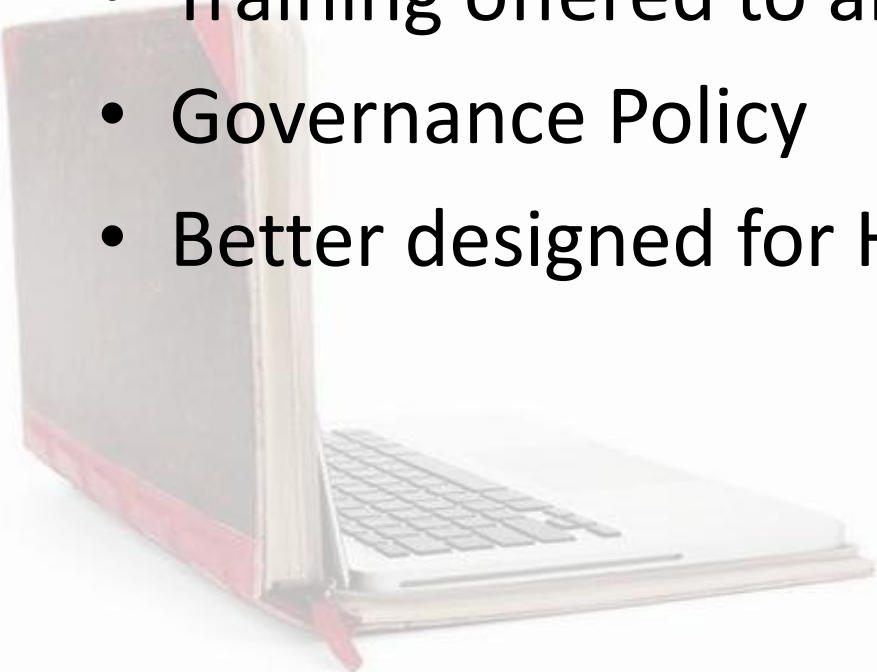
New Backup Solution

- Implemented July 2011

- Current backup system slow/unreliable

- Elimination of tapes

- Granular restores in Email and SharePoint

- Nightly database integrity checks

- Critical Systems backed up more frequently

- Backups replicated offsite
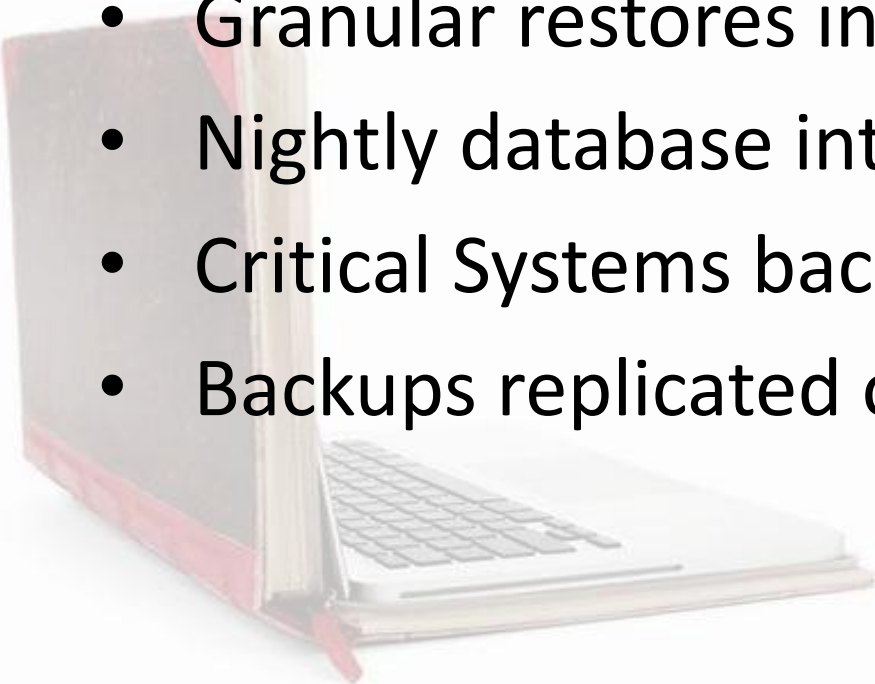
Identity Management

- Deployed Microsoft Identity Management Software (August 2011)
- Creates student accounts at Live@edu
- Single entry point for TCC account creation
- Automates manual processes for creating/maintaining accounts
- Connectivity to multiple data sources (including future systems)
  - *No connector for ADABAS (Integrow)*
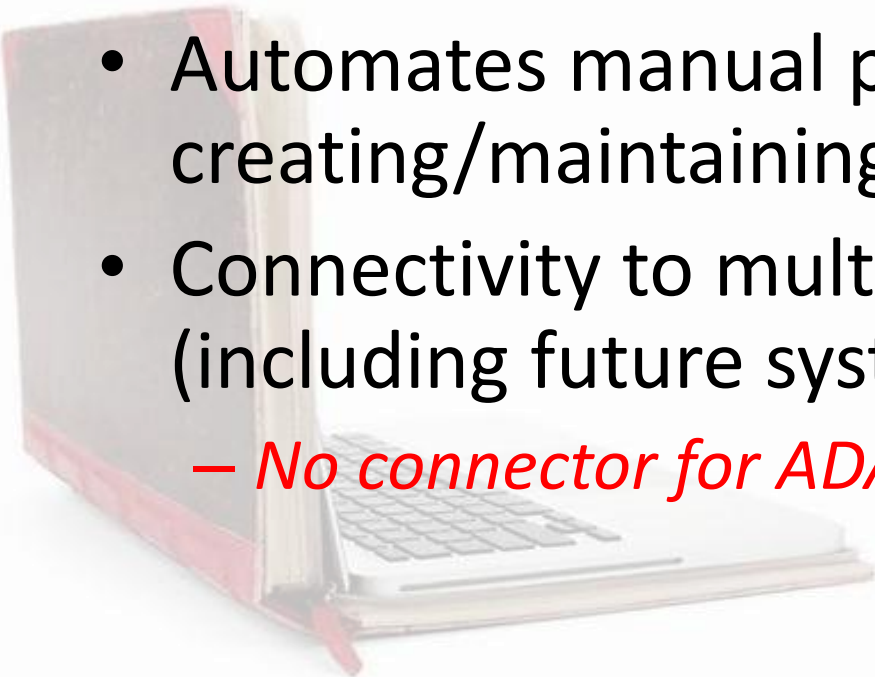
How SIMPLE better positions TCC

- Live@edu
  - Less Exchange Administration
- New Backup Solution
  - Less Administration
  - Integrity Checks
  - Protection of future systems
- Identity Management System
  - Less time on manual processes
  - Integration with future data sources

# Proposal for New Administrative Software System

Where do we go from here and how do we plan to accomplish the implementation of a new Administrative Software System?

Efforts to Date

- Thoroughly reviewed the risk to do nothing
- Determined market status of products and College's ability to fund
- Basic objectives of a new system have been identified
- Interviewed consultants to outline a plan and timeframe for procuring and implementing
- Preliminary budget has been developed to accomplish objective
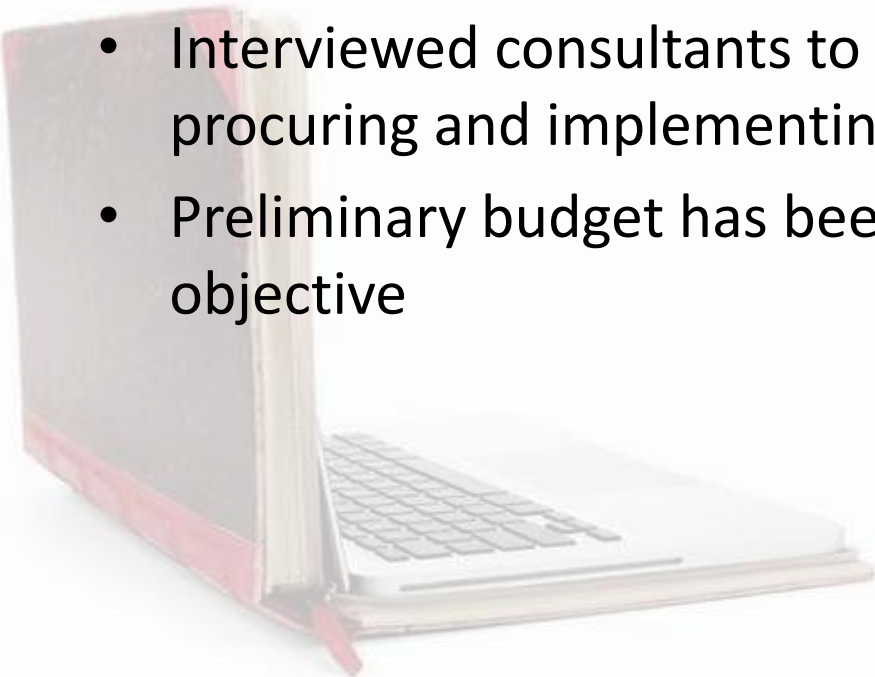
Objectives of New Administrative System

- **Must make accountability easy**
- **Must be a functional fit**
- **Must work smoothly with Microsoft**
- **Must meet reporting requirements**
- **Must improve efficiencies**
- **Must fit our budget**

Plan for Successful Implementation

- Engage consulting firm to assist with design, selection, and deployment of new administrative software system

- Ensure portal content and programming has been completed in order to focus efforts on implementation of new administrative system

- Ensure College-wide participation in the design and deployment of new system
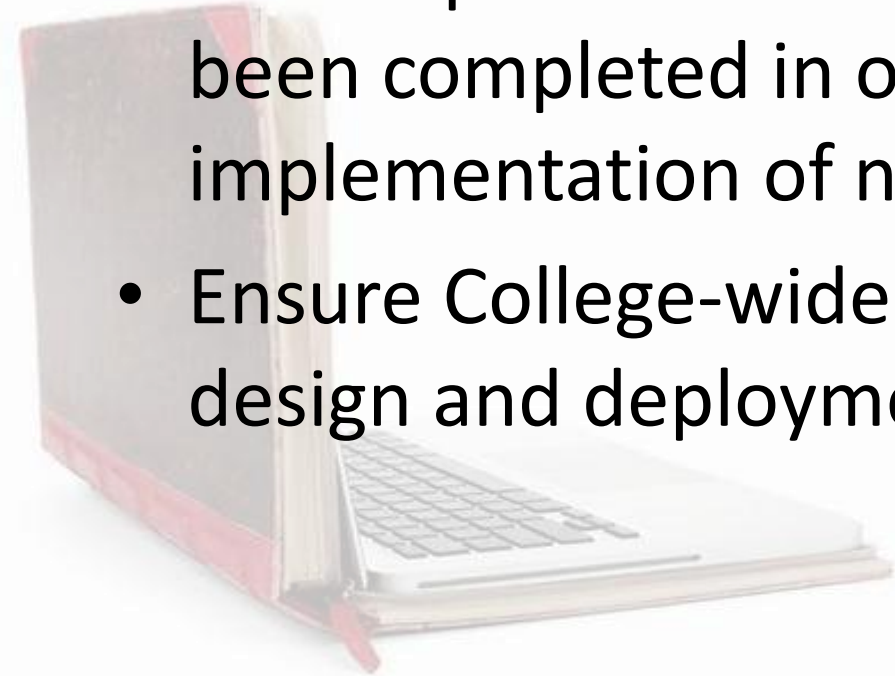
Anticipated Cost

- Total project cost is estimated at $12 million* and is projected to take six years to fully implement
  - Software: $5 - $6 million for initial purchase with est. 18% annual product and maintenance support ($900,000 - $1,080,000)
  - Consulting and implementation services: $5 - $6 million; one time cost; expended over six years

   *this is at the high end of the estimated pricing scale
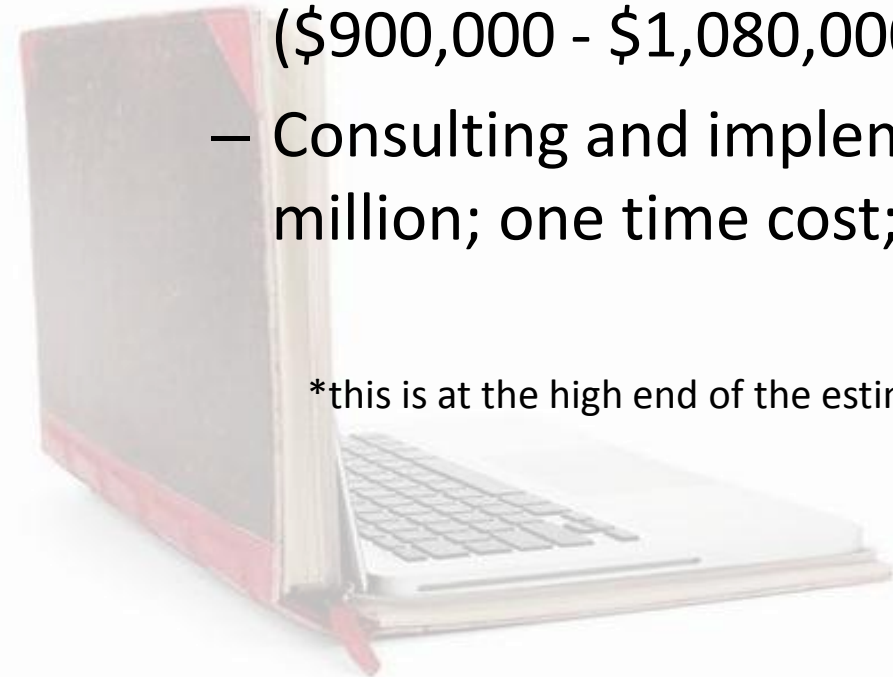
Potential Funding Sources

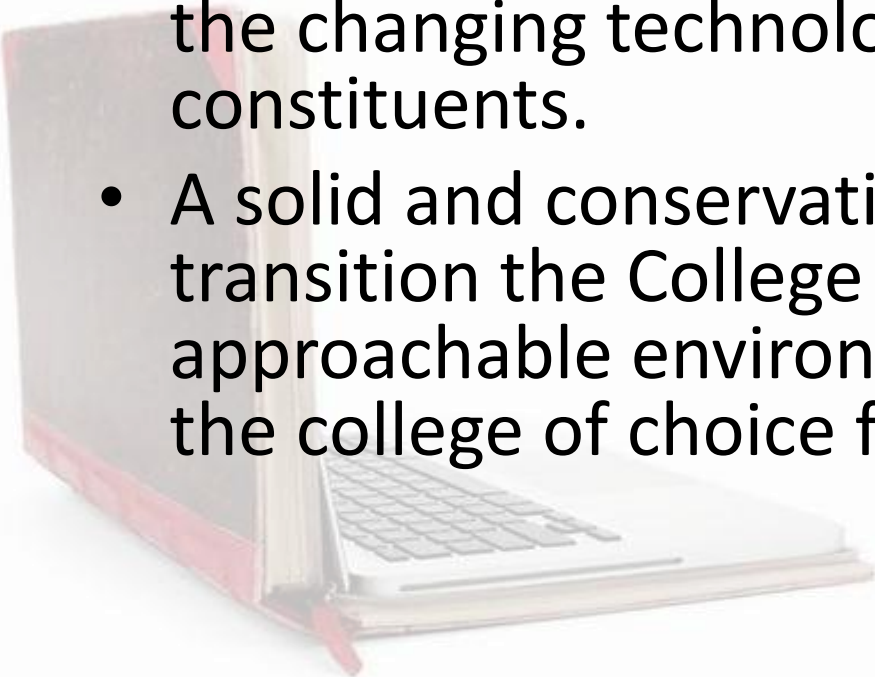|	2012-2013	2013-2014	2014-2015	2015-2016	2016-2017	2017-2018	TOTAL
Fund Balance	$680,000	$680,000	$680,000	$680,000	$680,000	$680,000	$4,080,000
Transfers from Auxiliary Fund	$300,000	$300,000	$300,000	$300,000	$300,000	$300,000	$1,800,000
Technology Fee	$150,000	$150,000	$150,000	$150,000	$150,000	$150,000	$900,000
Capital Improvement	$400,000	$400,000	$400,000	$400,000	$400,000	$400,000	$2,400,000
Current Operating Expense (4%)	$470,000	$470,000	$470,000	$470,000	$470,000	$470,000	$2,820,000
TOTAL	$2,000,000	$2,000,000	$2,000,000	$2,000,000	$2,000,000	$2,000,000	$12,000,000

Why invest $2 million a year for a new Administrative Software System?

- Question is not *why* but *when*? Lower risk to exit on College's terms as opposed to a forced exit
- Improve effectiveness and efficiency of operations. Less time trying to get information in or out of our system; more time analyzing and interpreting
- Provide applications and services not currently available
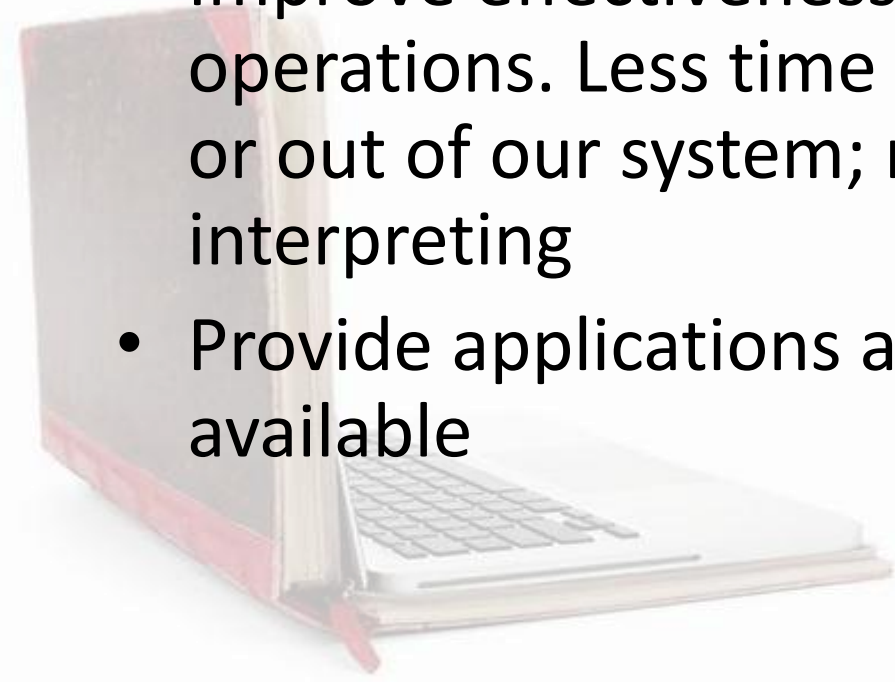
To close........

- There are many needs of an institution our size and there will always be more demand than funding.

- Integrow has existed for over 15 years with minimum improvements and no effort to address the changing technology and demands of our constituents.

- A solid and conservative plan of action will transition the College to a far more robust and approachable environment and promote TCC as the college of choice for all.

Questions?

Thank you…..