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## Core Technology Services

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### Supplier Management Charter

Project Short Name:	Suppliers
Business Unit/Program:	Financials
Project Sponsor:	Jody French
Project Manager:	Angela O'Leary
Version:	1.0
Date:	January 22,2020



## Supplier Management Charter

### 1 PROJECT DESCRIPTION

PeopleSoft (PS) Financials is the finance administration module for 11 Institutions of the North Dakota University System (NDUS) and includes Core Technology Services (CTS) and the System Office (SO). The Financials application includes but not limited to General Ledger, Accounts Payable, Accounts Receivable and Travel & Expense. This project will add the eSupplier Connection application preceded by a clean-up process for the existing supplier database.

#### 1.1 Project History

The NDUS has a somewhat unique history on how suppliers are managed within PS Financials. When PS was first selected as the North Dakota's Enterprise Resource Planning (ERP) software in the early 2000's, the North Dakota Higher Education (NDHE) and the State implemented to a shared instance of PS Financials which meant they shared supplier data. Each campus and agency had a separate operating business unit setup within the Financials application, allowing to differentiate campus to state agency. While the various business units shared supplier information, the State's Vendor Management Registry (VMR) team was responsible for managing and maintaining the supplier information for both the State and NDHE.

When NDHE split from the state in 2012, a decision was made to maintain a shared supplier database between the NDUS operational units; however, there was no centralized office or personnel dedicated to managing and maintaining suppliers. Each campus, SO and CTS were to identify individuals from their business unit to serve as Vendor Maintenance Representatives VMR(s) to be responsible for managing and maintaining the supplier list; some decided to have the larger campuses do this on their behalf.

This plan led to 20-30 people with access to manage and maintain supplier information using business practices that were inherited from the State. NDHE inherited the state's practice of creating a location for every physical address per supplier. This practice created issues when multiple locations existed for a supplier, VMR's were not updating every location, impacting banking and/or 1099/s as examples. Over time, the supplier database contains incomplete and duplicated data causing end user confusion, unnecessary and inaccurate information.

#### 1.2 Consistency/Fit with Organization's Mission

This project fits with several of the NDUS's stated goals of the NDUS Strategic Plan 2019-2021:

Offering reliable and secure system-wide software

**Goal 1:** To support North Dakota University System infrastructure needs.

Objective 1.2: Provide tools and technologies to help people more easily use networked resources and services while ensuring security and privacy of the information

Streamlining business processes

**Goal 2:** To improve North Dakota University System information technology-enabled business processes and services while providing and managing resources to align with NDUS strategic goals.

Objectives 2.1: Maintain critical core functions and implement upgrades and enhancements to the student management, financial/human resources management, data warehouse, library, administrative, and academic technology systems.

Objective 2.2: Identify and integrate appropriate NDUS CTS systems to create operational effectiveness and efficiencies.

#### 1.3 Business Need

1. Establish best practices/guidelines document when managing and maintaining the supplier database
2. Clean up data in the current database
3. Allow Suppliers to manage and maintain their own data in the supplier database
4. Implement eSupplier Connection



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### 1.4 Solution Statement

For a supplier solution to function effectively and long term, campuses need to be engaged in this project from start to finish. Those with supplier experience will form a workgroup to identify inconsistent/confusing practices, define how to handle different scenarios (e.g. when to add a new row versus updating an existing record) and develop a document with best practices that will be used as an official NDUS guideline on maintaining suppliers in PeopleSoft. Their work will be followed up by training for all campus staff that work with suppliers who will proceed to clean up the existing data in the supplier database using best practice guidelines agreed upon by the controller user group.

To maintain existing suppliers and to more efficiently manage supplier growth, we need to implement PeopleSoft eSupplier Connection. This self-service web application features employee-facing (internal) and supplier-facing (external) transactions that enable suppliers to view and modify their own business information at their convenience. CTS will need to hire a single FTE to support the campuses on supplier management and the vendors that use eSupplier. If necessary, we would add additional Financials functional duties to their workload such as monthly uploads for bank statements and p-cards.

## 2 PROJECT SCOPE

### 2.1 Scope Statement

CTS will facilitate a clean-up of the existing supplier database based on guidelines from a working group and deploy eSupplier Connection for the 11 institutions, CTS, and SO. This will include engagement in meetings with State of ND staff that successfully deployed eSupplier Connection during the implementation phase of ConnectND, the Controller user groups and others in the NDUS who are involved in supplier management.

The project will include all hardware, software, and resources needed to set up and configure eSupplier Connection along with the communication, testing, and training needed to integrate into the ConnectND environment.

### 2.2 In Scope:

- Development of best practices for supplier management by a workgroup
- Training for NDUS campuses followed immediately
- Clean-up the current supplier database
- Configure, test and implement eSupplier Connection

### 2.3 Out of Scope

The “In Scope” elements are high level and should be elaborated during the planning phase. However, specifically, the scope of the project does not include:

- Integrations with third party software.
- Archiving of historical supplier data.

## 3 BUSINESS ANALYSIS

**Business Need/Problem 1:** Identify and establish best business practices/guidelines and expectations in managing suppliers within the PeopleSoft application.

**Objective 1.1:** Engage stakeholders in analyzing the current supplier database to identify improvements that will result in a document to be used as an official NDUS guideline on maintaining suppliers in PeopleSoft.

**Measurement 1.1.1:** Conduct workshops with stakeholders to identify use cases to implement improvements of the eSupplier Connection module.

**Anticipated Benefit(s):** Including Stakeholder participation/involvement in putting together a NDUS guideline will provide a sense of ownership, buy-in and self-awareness.



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**Objective 1.2:** Share and communicate best practices/guidelines document to all end users.

**Measurement 1.2.1:** Posted and distributed via email to all stakeholders.

**Anticipated Benefit(s):** A functional supplier database is supported by a best practices document. Developing best practices/guidelines will eliminate confusion for end users and increase efficiencies.

**Objective 1.3:** Maintain and update the best practices/guidelines document as the eSupplier Connection module evolves/changes with upgrades/patches available from Oracle.

**Measurement 1.3.1:** A best practices document is created and reviewed/updated annually.

**Anticipated Benefit(s):** The best business practice document is current and updated for end users to reference when needed.

**Business Need/Problem 2:** Clean up the existing data in the supplier database using newly established best practices

**Objective 2.1:** Coordinate with stakeholder in the clean-up process based on the approved best practices/guidelines established.

**Measurement 2.1.1:** The supplier database is 95% clean by implementation of eSupplier Connection.

**Anticipated Benefit(s):** A reliable and functional supplier database will be available to campus end users and CTS.

**Business Need/Problem 3:** Enabling the ability for suppliers to manage and maintain their own business information at their convenience.

**Objective 3.1:** Communicate and share information with suppliers that the eSupplier Connection is available, Admins need to be identified per supplier, accounts need to be created using delivered roles and permissions.

**Measurement 3.1.1:** Run a report after the first quarter to identify the number of new entries or corrections by Suppliers.

**Anticipated Benefit(s):** Will reduce the campus user's workload by allowing suppliers to manage and maintain their own data.

**Business Need/Problem 4:** Implement eSupplier Connection both internal and external

**Objective 4.1:** Configure the eSupplier Connection module

**Measurement 4.1.1:** Review/conduct UAT (user acceptance testing) in the TST environment and seek approval before migrating to PRD environment

**Anticipated Benefit(s):** Testing group has the opportunity to review and test initial configuration values and processes prior to bringing in additional testers.

**Objective 4.2:** Build out test scripts and utilize a test group to test processes/use cases and run through test script and seek sign off (green light)

**Measurement 4.2.1:** Coordinate with the testers and come up with processes/use cases that need to be tested.

**Measurement 4.2.2:** Coordinate test timeframes and seek sign off from testers (green light)

**Anticipated Benefit(s):** CTS will receive acknowledgement from testers they have tested and verified processes/data/values etc. are good and ready for go-live.

**Objective 4.3:** Train campus end users on the eSupplier Connection

**Measurement 4.3.1:** Provide training opportunities (times/dates) for end users to attend

**Measurement 4.3.2:** At least one individual from each campus attends training and delivers at least one follow up session with a peer(s) at their campus. (train the trainer concept)

**Anticipated Benefit(s):** Campus users will acquire a set of skills to manage and maintain a shared supplier database.



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### 4 COST ANALYSIS

The costs shown in the table below are for estimating and guidance purposes. The project budget will be finalized during the project planning phase and approved by the project sponsor.

**Table 1: Budget**

Project Costs	
Travel/Training	\$3,000.00
Risk Contingency (use ConnectND funds if needed)	
Management Reserve	\$600.00
<b>Total Cost of Project</b>	<b>\$3,600.00</b>

### 5 BUSINESS RISK ANALYSIS

#### 5.1 Risks of Performing the Project:

Risk: Lack of participation by campuses.

Impact: May not collect all requirements needed for a successful project.

Response: Engage System Office resources to provide encouragement and expectations.

Risk: Project team may want to add to the scope of the project (additional needs/functions may be discovered during the project)

Impact: Adding to the scope of the project may impact the schedule, resources and/or costs.

Response: Additional functionality/features can be addressed by the working group & CTS once implementation is complete. May also consider all considered changes go through a change control process.

#### 5.2 Risks of Not Performing the Project:

Risk: The supplier list continues to provide incorrect, duplicate data

Impact: Campuses, CTS, and SO could potentially use incorrect data, impacting poor business practices, customer service and potentially be unproductive.

### 6 RESOURCE ANALYSIS

The planning of this project is estimated to take 5 weeks. The following identifies the resources required for planning only. It also includes the anticipated hours that will be required from each resource for the planning period.

**Table 2: Resource Analysis**

<b>Planning Start Date:</b> 02/01/2020	<b>Planning End Date:</b> 03/06/2020
<b><u>Resource, Role</u></b>	<b><u>Hours Required</u></b>
French, Jody - Project Sponsor, ESC	2
Goplin, Joe - Project Lead	5
Sundstrom, Becky - Functional Team	5
Tamaro, Jim - Lead FIN Programmer	5
O'Leary, Angela - Project Manager	10



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### 7 PROJECT AUTHORITY

#### 7.1 Assumptions and Constraints

##### 7.1.1 Assumptions:

Assumptions are factors that, for planning purposes, are true, real, or certain without proof or demonstration.

The project has the following assumptions:

- Because the project has been fully funded, it's assumed that additional funds will not be needed to complete the implementation.
- Resources are available to work on this project

##### 7.1.2 Constraints:

Constraints are defined as the state, quality, or sense of being restricted to a given course of action or inaction. An applicable restriction or limitation, either internal or external, to the project that will affect the performance of the project or a process.

The project has the following constraints:

- Production support demands
- Required activities such as critical patches and regulatory requirements are needed.

Cost, schedule, scope, and quality are often in conflict during projects. The sponsor elected to prioritize as follows:

1. Quality
2. Schedule
3. Cost
4. Scope

#### 7.2 Authority/Escalation

Authority to proceed with this charter is granted to the Project Manager. The Project Sponsor must approve any diversion from the scope which would materially impact the overall scope or incur cost. The project manager has the authority to manage all costs allocated to the planning process.

The Project Manager is authorized to utilize the resources necessary to plan the project based on the information above and will be required to receive sign-off on the project plan prior to execution.

### 8 APPROVAL

#### Project Charter Approval

Project Sponsor Name: Jody French

Action: Approve:

Reject:

Comments:			
Project Sponsor Signature:	 <small>DocuSigned by: Jody French</small>	Date:	1/22/2020