Core Technology Services

Nelnet Project Charter

Project Short Name:	Nelnet
Business Unit/Program:	CTS
Project Sponsor:	Thomas McNaughton
Project Manager:	Angela O'Leary
Version:	Original
Date:	April 8, 2021

Glossary of Acronyms:

Acronym/Abbreviation	Description
BSC	Bismarck State College
CIO	Chief Information Officer
CS	Campus Solutions Application
CTS	Core Technology Services
DCB	Dakota College of Bottineau
DSU	Dickinson State University
ESC	Executive Steering Committee
IT	Information Technology
LRSC	Lake Region State College
MaSU	Mayville State University
MiSU	Minot State University
NDSCS	North Dakota State College of Science
NDSU	North Dakota State University
NDUS	North Dakota University System
PP	Payment Plans
SME	Subject Matter Expert
TN	TouchNet
UND	University of North Dakota
VCSU	Valley City State University
WSC	Williston State College

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1 PROJECT DESCRIPTION

This project will implement a payment system, Nelnet, throughout the 11 campuses, and Core Technology Services (CTS). Included in this implementation are: Quikpay instance that will consist of 11 individual nodes, eBill, Payment Plans (PP), and Commerce Manager. Rolling out the implementation details to the campuses will be identified in the planning stages of the project.

1.1 Project History

Currently all 11 campuses are using the TouchNet (TN) payment system ePay and two of the campuses, North Dakota State University (NDSU) and University of North Dakota (UND) are using an additional solution called PayPath to charge a convenience/merchant fee back to the student. Other solutions in TN campuses may use are eBill, and Marketplace uPay sites and stores.

At this point, with a time constraint, it is determined to implement services that campuses are currently using in TN to mirror in Nelnet. If time allows and there is resource capacity, the project team will consider implementing additional Nelnet features to campuses if they are interested.

2 Consistency/Fit with Organization's Mission

The following NDUS goals and objectives align with this project:

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

Objective 8: Provide a centralized IT infrastructure where efficiency and effectiveness can be maximized to meet NDUS institutional needs.

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.

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

Objective 4: Provide enterprise architecture administration, enterprise IT planning, procurement, and project management expertise.

Objective 6: Maximize IT infrastructure to improve services to students, faculty, staff, and the citizens of the state.

Objective 8: Provide centralized IT procurement services that allow multiple institutions to easily acquire software that meets their business needs.

Goal 3: To improve and enhance North Dakota University System student learning and users' focus.

Objective 4: Collaborate with NDUS institutions to identify business needs and respond to their expectations in a timely manner.

Objective 5: Continue to gather feedback from the NDUS user community on services provided by NDUS CTS.

Goal 4: To improve and enhance North Dakota University System collaborative efforts.

Objective 4: Identify where converged services are appropriate and work with the NDUS institutions to deploy the services to enhance collaboration.

2.1 Business Need

The business need is to replace all functionality/services used by TN with Nelnet for all 11 campuses including CTS.

1. Need to implement Nelnet's Quikpay to all 11 campuses.
2. Need to implement eBill to all 11 campuses.
3. Need to implement PP to campuses that are currently using in TN.
4. Need to implement Nelnet's eCommerce Solutions to all 11 campuses and CTS.
5. Nelnet to conduct training to the project team and provide training documentation.
6. Need for operational cost efficiencies.

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2.2   Solution Statement

NDUS CTS will assist Nelnet with the implementation of the Student and eCommerce solutions to all 11 campuses including CTS. The solutions will provide a unified experience, enhance collaborative efforts, provide cost savings, and equip campus staff and students for success. All procedural and operational decisions related to the implementation of the Nelnet solutions must conform to NDUS policy.

3   PROJECT SCOPE

3.1   Scope Statement

The scope of this project is to implement both Quikpay and eCommerce solutions out to all the campuses and CTS and possibly migrate any applicable historical data from TN into Nelnet.

3.2   In Scope:

- Implement Quikpay (includes payments and billing)
- Implement PP to campuses currently using PP in TN.
- Implement eCommerce to campuses and CTS and recreate all necessary Marketplace stores and sites.

3.3   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:

- Implementing additional Nelnet features not listed as "In Scope".
- Purchasing additional Nelnet solutions

4   BUSINESS ANALYSIS

Business Need/Problem 1: Implement Quikpay to all 11 campuses.

> Objective 1.1: Configure each campus node with Student Account Order for student payments.
>
>> Measurement 1.1.1: Implement, configure, and test online payments for BSC, DCB, DSU, LRSC, MaSU, MiSU, NDSCS, NDSU, UND, VCSU, and WSC in the PS stage/production environments.
>
> Objective 1.2: Configure Payer types (Student, Authorized User, and additional users to NDUS)
>
>> Measurement 1.2.1: Implement and test each payer types for all the campuses in the PS stage/production environments.
>
> Objective 1.3: Configure payment methods (ACH, Credit Card(s), International payments)
>
>> Measurement 1.3.1: Implement and test each payer types for all the campuses in the PS stage/production environments.
>
>> Anticipated Benefit(s): Will allow customers to make online payments 24/7

Business Need/Problem 2: Implement eBill to campuses that are currently using this service in TN.

> Objective 2.1: Identify and implement a single billing template the campuses can agree to.
>
>> Measurement 2.1.1: BSC, DSU, LRSC, MaSU, MiSU, NDSU, NDSCS, UND, VCSU and WSC will have the billing feature configured, implemented, and tested in the PS stage/production environments.
>
> Objective 2.2: Brand the bill template for the ten campuses using this service.
>
>> Measurement 2.2.1: Each of the ten campuses will have their own unique branding on the agreed billing template, configured, installed, and tested and ready in the PS stage/production environment.

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Anticipated Benefit(s): Cut down on cost of printing and mailing billing statements to students. Students can view their statements online 24/7.

Business Need/Problem 3: Need to implement PP to DSU, MaSU, and WSC

Objective 3.1: Identify setup, configure, implement, and test PP to the three campuses that are currently using this solution in TN.

Measurement 3.1.1: DSU, MaSU, and WSC will have their PP's configured, implemented, tested in the PS stage/production environments.

Anticipated Benefit(s): Campuses will be able to offer a payment plan service to students when paying their accounts.

Business Need/Problem 4: Need to implement eCommerce (Storefront) to all 11 campuses and CTS.

Objective 4.1: Campuses and CTS will identify what sites need to be configured, implemented, and tested in Nelnet.

Measurement 4.1.1: Will configure, implement, and test all sites that are needed before go-live for all 11 campuses, third party systems, and CTS.

Anticipated Benefit(s): All storefronts that are needed before go-live will be available to accept payments.

Business Need/Problem 5: Nelnet will provide training to all 11 campuses and CTS.

Objective 5.1: Nelnet will provide all the necessary training; details will be identified during the planning phase of the project.

Measurement 5.1.1: Majority if not all training will be completed prior to go-live for all 11 campuses including CTS team.

Anticipated Benefit(s): All 11 campuses including CTS staff will have the training needed to manage and maintain the Nelnet solutions post go-live.

Objective 5.2: Nelnet will provide training videos, guides and any additional training materials to the 11 campuses and CTS team.

Measurement 5.2.1: All 11 campuses including CTS will have training materials post go-live prior to Nelnet rolling off the project.

Anticipated Benefit(s): Having training materials available, campuses and CTS will be capable to train additional staff, provide refresher courses, and assist in troubleshooting when needed.

5 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	
Software/Licenses	
- Payments and Billing (QuikPay Student Billing, Payments, PP, International PP, and Past Due PP)	$20,000.00
- eCommerce Solution (138 storefronts, 55 eCommerce direct pay sites)	$17,500.00
Consulting (included in pricing)	0.00
Training (included in pricing)	0.00
Risk Contingency	$5,000.00
Management Reserve	$5,000.00
Sub-Total	**$47,500.00**

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Total	**$47,500.00**

6   BUSINESS RISK ANALYSIS

6.1   Risks of Performing the Project:

Risk: Resource Constraints

Impact: CTS resources working on the Nelnet project are some of the same ones working on other active projects.

Response: Ensure resource availability and recognize conflict/overflow of work and assign new resources if needed/available to prevent getting behind schedule on task activities.

Risk: PeopleTools (PT) upgrade

Impact: The PT upgrade has some of the same CTS resources as the Nelnet project

Response: Continue to monitor and communicate resource availability and work performance to ensure the Nelnet project stays on schedule and does not get behind.

6.2   Risks of Not Performing the Project:

Risk: TouchNet contract expires

Impact: Campuses will not have a payment solution to use

Impact: Renew TN's contract and pay more

7   RESOURCE ANALYSIS

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

Table 2: Resource Analysis

Planning Start Date: 03/15/2021	Planning End Date: 03/15/2021
Resource, Role	**Estimated Hours Required**
Angela O'Leary- Project Manager	15 hours
Thomas McNaughton – Sponsor	2 hours
Dee Muir – BA	3 hours
Ashley Hanson – BA	3 hours
Gail Sullivan – DBA	1 hour
Keith Mercer – Sys. Admin	1 hour
Kevin Danielson – Network	1 hour
Levi Mack – IDM	1 hour
Kathy Mattson – Security	1 hour

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8   PROJECT AUTHORITY

8.1   Assumptions and Constraints

8.1.1   Assumptions:

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

The project has the following assumptions:

- Nelnet is compatible with PeopleTools 8.58.
- CTS has resources available.
- Campuses have resources available.
- Nelnet has dedicated resources available.

8.1.2   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:

- Timeline- need to have implemented by June 2022, TouchNet contract expires.
- Cost, schedule, scope, and quality are often in conflict during projects. The sponsor elected to prioritize as follows:
  1. Schedule
  2. Scope
  3. Quality
  4. Cost

8.2   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 Executive Steering Committee will serve as the governance for the duration of the project and assist with issues or decisions that need to be escalated.

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.

9   APPROVAL

Project Charter Approval

Project Sponsor Name: Action: Approved☐

Project Sponsor Signature: _____*Thomas McNaughton*_____ Date: ____4/8/2021_____

*Note: Approval of the Project Charter is contingent on a signed Nelnet contract version as of April 8, 2021 with no major changes that may impact information stated in this charter.

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