Nelnet
Status Report

Project Name:	Nelnet
Sponsor:	Tom McNaughton
Report Type:	Planning/Execution
For Period:	July 28, 2021
Project Manager:	Angela O'Leary

EXECUTIVE SUMMARY

Overall Summary		Prior Status	Green	Current Status	Green
Green		The project is within 20% variance of the currently approved baseline for budget and schedule, and is expected to substantially meet all of the business objectives established in the startup report.			
Yellow		The project has exceeded 20% variance of the currently approved baseline for budget and/or schedule and is expected to substantially meet all of the business objectives established in the startup report.			
Red		The project is at risk of termination, or at risk of not substantially meeting the business objectives established in the startup report.			

Overall, the project from a baseline perspective is behind schedule, however, both the NDUS and Nelnet Project Managers are not concerned at this point. We have the larger institutions going live this fall, allowing to address complexities, functionality requirements and unique use cases. Both NDSU and UND plan to go live after the fall term begins, allowing for some "buffer" in the schedule to resolve issues that have surfaced. The report will go into detail in the issues section.

Quikpay (ePay): RTAA (Real Time Account Activity) issue not displaying correctly is tied to eBill, which will be resolved after deployment. CTS BA's have been able to test out student payments without issue, the functionality seems to work as expected. NDSU and UND will begin to test student payments to ensure transactions are posting correctly. For authorized payers, testing is yet to be determined.

- **Authentication to Nelnet:** CTS will use both SAML (Security Assertion Markup Language) and Pass-Through Authentication (PTA). For campus staff that have the Administrator or Reporter role in Nelnet will authenticate through SAML, using one set of credentials once logged into PS will automatically login to the Nelnet system. For students and authorized payers, they will go through PTA, using same username and password, however, will need to login to the Nelnet system to make a payment. When a student sets up an authorized payer, that payer will receive an email with a unique URL to login to the Nelnet system and create their own credentials.

- **Deposits/Prepayments:** Nelnet demo' d how the Deposits/Prepayments will work in the system. NDSU, UND and MaSU are the only three institutions that currently use this functionality. The functionality is a "Must" have requirements before going live and CTS has appreciated Nelnet for responding so quickly to this need. Originally, Nelnet did not have this as 'in scope' for the project and after several meetings and understanding NDUS needs, Nelnet responded favorably and quickly to the need and the functionality will be ready for testing within the next week.

Commerce Manager: A change request to pay $2,200.00 for T2 (Parking system) to make some custom coding changes to accommodate the Nelnet payment system has been approved. Both CTS and Nelnet teams continue to meet weekly to review all third-party systems to determine prioritization and the work effort needed to complete the integration. It was determined after meeting with T2, NDSU and UND will not be able to go live right away with this integration. All five campuses (MiSU, NDSCS, NDSU, VCSU, and UND) are on a

single instance of T2, therefore when T2 makes the custom coding changes, it will impact the schools that have not moved over to Nelnet.

Nelnet is currently drafting a schedule for all CM orders to be developed. CTS is working to identify a list of departments/orders that are not part of third-parties or Storefront. These orders will need to be considered and built into the schedule.

A change was made to the original schedule to bring in the Payment Plan institutions to phase two, which is planned to start the last week in July, first part of August. Payment Plan schools include: DSU, MaSU, and WSC. CTS and Nelnet are collaborating to find a meeting time to kick off phase two of the project.

Storefront: Initial training sessions are complete for MiSU and NDSU and weekly meetings have been scheduled to continue the work effort.

- MiSU: Creation of a storefront in TEST is complete; Administrator training complete; Delivered a Project Plan; MiSU is currently creating categories, products and product attributes

- NDSU: Administrator training complete; GRHC Libraries requirements gathering complete; Nelnet needs to supply a Project Plan for the NDSU implementation

*UND has expressed interest to be part of phase two for the Storefront project.

COST MANAGEMENT

Summary		Prior Status	Green	Current Status	Green

Green	Variance to cost is within 10%
Yellow	Variance to cost equals or exceeds 10%, but is within 20%
Red	Variance to cost equals or exceeds 20%

This project will also track indirect cost (CTS hours spent on the project) and will be tracked monthly.

Note* CTS staff may not have their time reports up to date when running timesheets.

Month	Phase	Total Hours
February-May	Initiation/Planning	265.75 hrs.
May-June	Planning/Execution	166.65 hrs.
June-July	Planning/Execution	109.95 hrs.
		Total: 542.35 hrs.

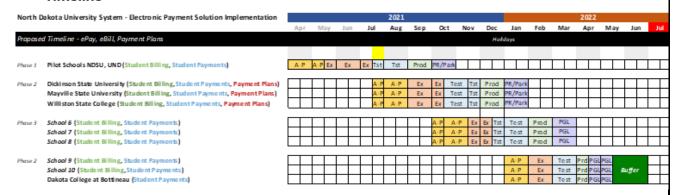| Budget Type	Original Budget	Current Revised Baseline 2021 Q4	Actual Cost	% Cost Variance	Over Under	Estimate at Completion
Software/Licenses	$37,500.00	$37,500.00	$37,500.00			
Risk	$5,000.00	$5,000.00				
Project Budget	**$42,500.00**	**$42,500.00**	**$37,500.00**	**1%**	**Under**	**$37,500.00**
Management Reserve	$5,000.00	$5,000.00				$2,200.00
Total Budget	**$47,500.00**	**$47,500.00**	**$37,500.00**			**$39,700.00**

SCHEDULE MANAGEMENT

Summary		Prior Status	Green	Current Status	Green

Green	Variance to schedule is within 10%
Yellow	Variance to schedule equals or exceeds 10%, but is within 20%
Red	Variance to schedule equals or exceeds 20%

NDSU and UND have started to test the Nelnet roles and student payments. During the month of August, the schools will begin User Acceptance Testing (UAT). For the Payment Plan schools, analysis and planning won't start until August. This schedule only reflects the Quikpay and Commerce Manager components of the project. The Storefront component is on its own schedule.

Timeline

North Dakota University System - Electronic Payment Solution Implementation

Proposed Timeline - ePay, eBill, Payment Plans

Phase 1 Pilot Schools NDSU, UND (Student Billing, Student Payments)

Phase 2
Dickinson State University (Student Billing, Student Payments, Payment Plans)
Mayville State University (Student Billing, Student Payments, Payment Plans)
Williston State College (Student Billing, Student Payments, Payment Plans)

Phase 3
School 6 (Student Billing, Student Payments)
School 7 (Student Billing, Student Payments)
School 8 (Student Billing, Student Payments)

Phase 2
School 9 (Student Billing, Student Payments)
School 10 (Student Billing, Student Payments)
Dakota College at Bottineau (Student Payments)

Accomplishments:
- CTS tested at a high level student payments for NDSU and UND
- eBill headers being reviewed by NDSU and UND
- Configuration of Deposits/PrePayments; Nelnet demo'd functionality
- Authentication process defined and partially tested
- T2 purchase complete for custom coding
- Identified phase two campuses (DSU, MaSU, and WSC)
- Collected MID's from NDSU not needed for UND at this time
- CS Programmers developed and migrated links/buttons for "Make a Payment" button to STG and currently being tested by BA's
- Collected W9 forms from all campuses for any future Nelnet invoicing on new features campuses would like to purchase on their own.

Upcoming Tasks:
- Continue testing Administrator and Reporter Nelnet Roles
- Test Authorized User
- Modify PS code for eBill functionality and to accommodate Nelnet specs.
- Create Test Scripts- Unique test case scenarios
- Resolve outstanding issues on issue's log
- Begin UAT for Quikpay
- Collect Bank Letters from the remaining nine campuses
  - DSU, MaSU and WSC in progress
- Schedule call with phase two schools and send out payment plan questionnaire
- TargetX- both NDSU and UND need to initiate a project with the vendor

*There are other tasks that may not be reflected on this month's status report.

The data below shows we are behind schedule, yet this is because it is measured from original baseline. This project is very agile, and dates can change, yet the variance report does not reflect that well in this situation.

Project Start Date	Original Baseline End Date	Current Revised End Date **2022 Q1**	% Schedule Variance	Ahead Behind	Estimated Completion Date
04/01/2021	08/30/2022	08/30/2022	46.3%	Behind	10/04/2022

SCOPE MANAGEMENT

Change Control Log Summary			
Change #	**Description**	**Action: Accept/Reject**	**Action Date**
1	CTS paid T2 (parking system) a one-time cost of $2,200.00 to make code changes on their end to accommodate the Nelnet payment application. Five campuses are on T2 (MiSU, NDSCS, NDSU, VCSU, and UND).	Accept	07/08/2021

Deliverable Acceptance Log Summary			
Deliverable #	**Description**	**Action: Accept/Reject**	**Action Date**
1	eBill template	Accept	05/25/2021
2	Project Plan	Accept	05/25/2021
3	Project Schedule	Accept	05/21/2021
4	Business Requirements Document (NDSU & UND)	Accept	05/20/2021
5	Bank Letters (NDSU and UND only)	Accept	06/15/2021

RISK/ISSUE MANAGEMENT

Risk Management Log Summary				
Risk #	**Description**	**Action**	**RI Score**	**Action Date**
1	Third Party integration custom work required for T2 and Entrinsik. The project has not begun working with the other third parties and there is a big assumption there would be no custom work needed for the remaining ones listed.	Nadine from Nelnet is working with each third party to understand requirements, cost, etc. and then updates a spreadsheet and provides an update during our weekly calls. Currently, T2 and Entrinsik work is underway, and the impact will be to cost, schedule, and quality.	Probability of 3 + Impact of 8 = Risk Index score of 11	07/09/2021

Issue Management Log Summary				
Issue #	**Description**	**Action**	**Status**	**Action Date**
1	Nelnet Pay Online Now page- CTS development team needed to develop links to Nelnet for campuses to connect to. Development has been migrated to STG for testing. The BA are experiencing false displays	CTS developers are looking into the issue with the SF BA's are experiencing false displays on their page, showing the wrong campus name.	In Progress	07/28/2021

	and the developers are looking into the issue.			
2	RTAA connectivity issue in STG environment.	Code change was needed on the Nelnet side and tested successfully in all three environments (DEV, TST, and STG)	Resolved	07/09/2021
3	Testing the Nelnet Admin and Reporting roles and campuses are receiving an error that Nelnet is looking into.	Nelnet is looking into an error the campuses are experiencing when testing the reporting role.	In Progress	07/28/2021
4	RTAA not displaying correctly. The issue is tied to eBill.	Meeting is scheduled for Nelnet and CTS to work through the formatting.	In Progress	07/28/2021