

Nelnet Status Report

Project Name:	Nelnet
Sponsor:	Tom McNaughton
Report Type:	Planning/Execution
For Period:	June 30, 2021
Project Manager:	Angela O'Leary

EXECUTIVE SUMMARY

Overall Summary	Prior Status	Green	Current Status	Green
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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.

The Nelnet contract has been signed since the last status report, on June 14, 2021. There has been significant progress made on the project and its many components.

Quikpay (ePay): The install is complete in the DEV, TST, and STG environments. Smoke testing has been completed on the Nelnet side of the house. This means they have been able to connect successfully with our environment. Nelnet was able to successfully make a payment in STG yet there were some issues they had to work through on their end. Nelnet had an original issue with the RTAA (Real Time Account Activity) was not displaying correctly. This was a coding issue which they were able to resolve, however, it created a new issue for the RTPN (Real Time Payment Notification). As of late Wednesday, June 30 the issue has been resolved with hopes to move forward with NDSU and UND conducting some initial testing of Quikpay.

- CTS is working with the campuses to identify who would be interested in participating in phase two of the Quikpay component of the project. CTS will be also asking the additional nine campuses for bank letters.

Commerce Manager: Working closely with Nelnet, NDSU, and UND to identify and prioritize what third parties to start with. The project team decided to begin with T2, since both NDSU and UND both use this software. We began by reaching out to T2, communicating that NDUS is shifting to the Nelnet payment solution. Come to find out, T2 will need to do some "custom coding" to accommodate Nelnet. This will cost CTS on estimate \$2,200.00. However, there are some outstanding questions that need to be addressed on the T2 side. Once these set of questions are answered, a change request will be executed, as it does impact costs, schedule, and quality of the project. The core team has also been working with Entrinsik, a software company both UND and LRSC uses for their continuing education program. Currently, Nelnet does not integrate with Entrinsik and there needs some work on both sides to accommodate the project needs. There are no red flags at this point to continue the work that is needed.

Storefront: MiSU and NDSU are the pilot campuses for this project component. Architecture discussions are complete for both campuses and a plan is in place to begin executing the work. Nelnet has put together a Microsoft form that will be sent out to the other nine campuses to begin collecting information on their storefront implementation.

SAML/Authentication: The project team(s) continue to navigate through the SAML/Authentication piece of the project. The team has a plan on how they believe it will work and testing the process will confirm it will work.

Currently, Nelnet provided Role Types and campus staff will be assigned those roles and authenticate via SAML. Students/Payers however, will authentication through a Pass Through Authentication process.

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%																
<p>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.</p> <table border="1" style="width: 100%; border-collapse: collapse; margin: 10px 0;"> <thead> <tr> <th style="width: 20%;">Month</th> <th style="width: 40%;">Phase</th> <th style="width: 40%;">Total Hours</th> </tr> </thead> <tbody> <tr> <td>February-May</td> <td>Initiation/Planning</td> <td>265.75 hrs.</td> </tr> <tr> <td>May-June</td> <td>Planning/Execution</td> <td>166.65 hrs.</td> </tr> <tr> <td>June-July</td> <td></td> <td></td> </tr> </tbody> </table>						Month	Phase	Total Hours	February-May	Initiation/Planning	265.75 hrs.	May-June	Planning/Execution	166.65 hrs.	June-July		
Month	Phase	Total Hours															
February-May	Initiation/Planning	265.75 hrs.															
May-June	Planning/Execution	166.65 hrs.															
June-July																	
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	%0	Over/Under	\$37,500.00											
Management Reserve	\$5,000.00	\$5,000.00				\$0											
Total Budget	\$43,000.00	\$43,000.00	\$37,500.00			\$37,500.00											

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%				
<p>The schedule is currently in the RED because of the RTAA and RTPN errors. Nelnet made it a high priority and committed many resources to resolve the issue(s). As of June 30, 2021, we believe the issues have been resolved and confirmed payments have hit students accounts correctly. We can now focus on preparing NDSU and UND for the testing phase and ultimately make some time in the schedule.</p>					

Project Timeline

North Dakota University System - Electronic Payment Solution Implementation		2021												2022								
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul					
Phase 1	NDSU/UND (Student Billing, Student Payments)	A-P	A-P	Ex	Ex	Tst	Test	Prod	PGL													
Phase 2	School (Student Billing, Student Payments)					A-P	Ex	Ex	Tst	Test	Prod	PGL										
	School (Student Billing, Student Payments)					A-P	Ex	Ex	Tst	Test	Prod	PGL										
	Dakota College at Bottineau (Student Payments)					A-P	Ex	Ex	Tst	Test	Prod	PGL										
Phase 3	School (Student Billing, Student Payments)									A-P	A-P	Ex	Ex	Tst	Test	Prod	PGL					
	School (Student Billing, Student Payments)									A-P	A-P	Ex	Ex	Tst	Test	Prod	PGL					
	School (Student Billing, Student Payments)									A-P	A-P	Ex	Ex	Tst	Test	Prod	PGL					
	School (Student Billing, Student Payments)									A-P	A-P	Ex	Ex	Tst	Test	Prod	PGL					
Phase 4	Dickinson State University (Student Billing, Student Payments, Payment Plans)															A-P	Ex	Ex	Tst	Test	Prod	PGL
	Mayville State University (Student Billing, Student Payments, Payment Plans)															A-P	Ex	Ex	Tst	Test	Prod	PGL
	Williston State College (Student Billing, Student Payments, Payment Plans)															A-P	Ex	Ex	Tst	Test	Prod	PGL

Key

Analysis and Planning
Executing
Testing
Pre-Prod, Prod
Post Go-Live

Accomplishments:

- ePay is available; test payments made by Nelnet in DEV environment
- NDSU/UND sites configured (look and feel)
- Connector Installed and Validated in DEV, TST, and STG
 - DEV and TST environments will be used as "Smoke Testing" only.
 - Project migrated to STG, full cycle of payment transactions will occur (CS through integration broker to Finance and uploaded to the GL).
- Item types identified for NDSU and UND
- Nelnet has received bank letters for NDSU and UND
- Storefront Architecture calls completed with MiSU and NDSU
- Prioritized Vendors that are included in the Commerce Manager component of the project
- SAML and Pass Through Authentication work completed/in process
- Service fee merchant applications are in, waiting for VISA
- File transfer- Location for the student eBill files and End of Day transaction files- job has been setup and tested by Nelnet and NDUS confirmed receipt

Upcoming Tasks:

- Meeting scheduled with T2
- Schedule meeting with Entrinsik to understand work effort and cost it will take to integrate with Nelnet
- Create a change request form to use Management Reserve funds for third party integration work.
- Create Test Scripts- Unique test case scenarios
- Identify campuses that would like to be included in second phase of the Quikpay/Commerce Mgr, components of the project.
- Collect Bank Letters from the remaining nine campuses
- Collect W9 forms from all campuses for any future Nelnet invoicing on new features campuses would like to purchase on their own.
- CS Programmers working on language/location buttons for "Make a Payment" button (currently in development) goal it for it to be in place in STG for testing in July/August
- Chase MID's are needed from NDSU and UND
- TargetX- both NDSU and UND need to initiate a project with the vendor

Project Start Date	Original Baseline End Date	Current Revised End Date 2021 Q4	% Schedule Variance	Ahead Behind	Estimated Completion Date
04/01/2021	08/30/2022	08/30/2022	38.4%	Behind	10/04/2022

SCOPE MANAGEMENT

Summary			
<p>A Change form will be generated to accommodate the T2 work needed to fully integrate with Nelnet. This work will impact cost, quality and possibly schedule but that is not confirmed at this time. An additional change request will be generated to accommodate work for Entrinsik. Those changes will be formally documented in the July's status report.</p>			
Change Control Log Summary			
Change #	Description	Action: Accept/Reject	Action Date
<p>Comments:</p>			
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
<p>Comments:</p>			

RISK/ISSUE MANAGEMENT

Summary			
<p>No additional risk have been identified this month.</p>			
Risk Management Log Summary			
Risk #	Description	Action	Action Date
<p>Comments:</p>			

Issue Management Log Summary			
Issue #	Description	Action	Action Date
1	Connector Error in DEV; issue with RTPN	Fixed, Closed	05/19/2021
2	RTAA/RTPN issue	Fixed	06/30/2021
<p>Comments: Nelnet’s description of issue #2: “The issues that we have seen recently are a result of the changes we made last week to update the order types that PeopleSoft accept for the two campuses. By updating the order types so RTAA is successful, a conflict was created within QP so that RTAA was succeeding but that RTPN was failing. If I updated the RTPN order type to match RTAA, it would result in a payment not allowed error because there was conflict with our billing setup. So we needed to get all of the order type values to match in QP and in PS which the deployment that should happen this morning will do”.</p>			