Nelnet
Status Report

Project Name:	Nelnet
Sponsor:	Tom McNaughton
Report Type:	Planning/Execution
For Period:	August 31, 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.

In previous status reports the health of the project reported as "behind" schedule based on two of the three components (Quikpay and Commerce Manager). Now that we have added the storefront component to the overall schedule, we are reporting that the health of the project is on schedule and forecasted to stay on track.

Quikpay: Overall, NDSU and UND continue testing payments and reviewing the eBill look and feel. CTS migrated a development up to the STAGE environment for user acceptance testing. The development added custom buttons allowing students that have multiple bills at different institutions to make a payment at that specific school.

- **Deposits/Prepayments:** Nelnet completed the development work needed for students to make deposits to their account that are applied to specific charges. During testing, NDSU and UND are finding that those deposits are netting against the total charges and that is not the desired outcome. Nelnet continues to work through the issue and confident they will find a solution to the issue.

- **eBill:** Campuses continue to review the look and feel of the eBill. They have submitted suggested changes to their format and Nelnet is working to making those changes. The CTS development team is currently working on extracting data from PeopleSoft and placing it into the Nelnet bill file spec.

Commerce Manager: Both the Nelnet and NDUS teams continue to work through the list of third-party vendors and prioritize work that is needed. As the teams work with individual vendors, they are finding the work is unique, challenging, and some are not willing to integrate with Nelnet, example Handshake. Discussions continue with the campuses to find alternative solutions for those not willing to integrate with Nelnet, while others like T2 are making code changes to accommodate the new payment system.

- **T2 (Parking):** Intake form complete by Nelnet and sent to T2. T2 will begin making code changes to accommodate the Nelnet payment application. Nelnet will gather requirements from the campuses to begin the work needed for the install. There are five campuses that currently use T2.

- **TargetX:** Both NDSU and UND have requested a project to TargetX to begin discussion around moving from the current payment application to Nelnet. A meeting is scheduled with all parties to identify the work needed, timeline, and who needs to do what. NDSU and UND are the only two campuses that use this application.

*Other third-party applications are in the queue to begin work.

Payment Plan Schools (DSU, MaSU, and WSC): An initial kick off meeting was held to review the payment plan component of the project. All three campuses are currently working on a requirements document around how they conduct payment plans in the current system. This information will assist the Nelnet team with configuration to the new system. In addition, all three campuses need to provide a completed bank letter.

Storefront:

- MiSU is in the stage of finalizing products and completing user acceptance testing (UAT). They have mapped GL codes to all products. MiSU is on target to go live with their store sometime in September, all depends on UAT.

- NDSU finalized GRHC (Germans from Russia Heritage Collection) library content and loaded product GL codes. NDSU is working to fix some links in their store and address some additional issues. They are also reviewing examples of packing slips and need to supply any suggestions to Nelnet. Other items on their list of "to do's" is gathering tax rates from five states with NDSU tax nexus.

- NDUS/CTS established NDIT MoveIT connection and provided the SSH Public Key and successfully tested a connection (this is to securely move data). Nelnet is confirming that the existing connector instance that is being used for Quikpay can be pointed to a second database (Financials) without needing to install a second connector.

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.
July-August	Planning/Execution	287.95 hrs.
		Total: 830.30 hrs.

Budget Type	Original Budget	Current Revised Baseline 2022 Q1	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%				

The graph below is for the Quikpay/Commerce Manager components of the project. Phase two has begun with initial analysis and planning (A/P) for the payment plan schools (DSU, MaSU, and WSC).
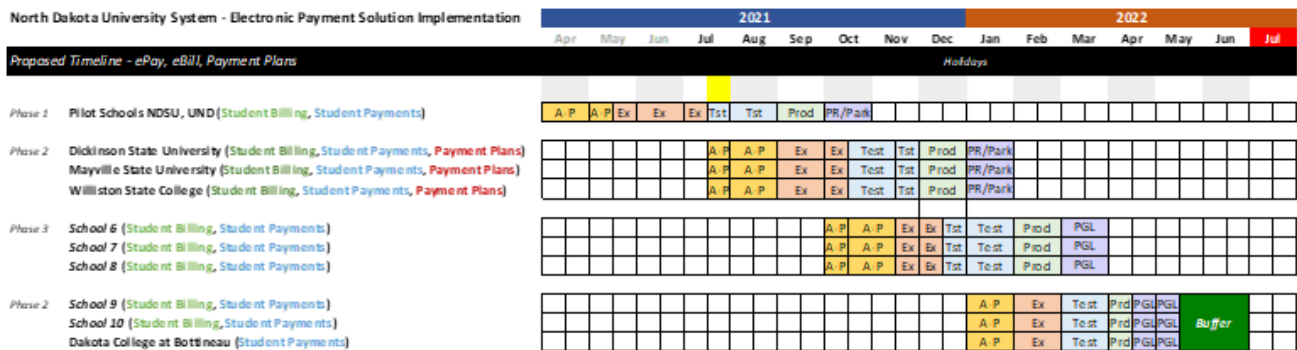
Accomplishments:
- CTS completed the development for eBill format and migrated to STG for user acceptance testing
- Nelnet resolved an issue with the reporter role. Campuses had an issue where reports were not available, issue has been resolved
- Nelnet added additional Commerce Manager nodes for the remaining campuses
- Nelnet completed the intake form for T2 (parking system)
- NDSU and UND requested a "project" with TargetX and CTS scheduled a meeting for initial dsicussions on work effort and timeline
- CTS BA's confirmed all orders that will be non-integrated with third party vendors and not setup in Storefront (9 in total)
- Kick off call completed with phase 2 campuses (DSU, MaSU, and WSC)

Current/Upcoming Tasks:
- Continue testing Administrator and Reporter Nelnet roles
- Continue testing Authorized User
- Resolve outstanding issues on issue's log
- Collect Bank Letters from the remaining nine campuses
  - DSU, MaSU and WSC in progress
- Payment Plan schools to complete requirement document
- Call scheduled with TargetX to identify work and timeline
- CTS development team is currently working on extracting data from PeopleSoft and placing it into the Nelnet bill file spec.

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

The graph below is for the Storefront component of the project. Phase two analysis and planning (A/P) will begin in September.

North Dakota University System - Storefront Implementation Calendar

	2021							2022						
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul

Phase 1
- North Dakota State University (GRHC Library): A/P (Jul), T&B (Aug), T&B/Tst (Sep), Prd (Oct)
- NDUS Core Technology Service (State Office): A/P (Jul), T&B (Aug), T&B/Tst (Sep), Prd
- North Dakota State University (General Store)*: A/P (Sep), T&B (Oct), Tst/Prd (Nov)
- North Dakota State University (TBD Store 3)*: A/P (Sep), T&B (Oct), Tst/Prd (Nov)
- North Dakota State University (TBD Store 4?)*: A/P (Sep), T&B (Oct), Tst/Prd (Nov)

Phase 2
- University of North Dakota: A/P (Sep), T&B (Oct), Tst/Prd (Nov)
- Valley City State University: A/P (Oct), T&B, Tst, Prd (Nov)
- Dakota College at Bottineau (General Store): A/P, T&B, Tst, Prd (Oct)
- Dakota College at Bottineau (Foundation): A/P, T&B, Tst, Prd (Oct)

Phase 3
- Bismarck State College: A/P (Nov), T&B (Dec), Tst/Prd (Jan)
- Lake Region State College: A/P (Nov), T&B (Dec), Tst/Prd (Jan)
- Mayville State University (General Store): A/P, T&B, Tst, Prd (Nov)
- Mayville State University (Foundation): A/P, T&B, Tst, Prd (Nov)

Phase 4
- North Dakota State College of Science (General Store): A/P, T&B (Jan), Tst/Prd (Feb)
- North Dakota State College of Science (Foundation): A/P, T&B (Jan), Tst/Prd (Feb)
- Dickinson State University: A/P, T&B (Feb), Tst/Prd (Mar)
- Williston State College: A/P, T&B (Feb), Tst/Prd (Mar)
- NDUS Core Technology Service (General Store): A/P, T&B (Apr), Tst/Prd (May)

Legend: Analysis/Planning, Training & Building, Testing & Migration, Production & Monitoring

* = Store will not follow a "standard" implementation project.
NBS will work with sch. staff to build & customize store "shell" (ie. design, branding, settings etc)
Trained school staff will work independently to add product library on their own schedule/timeline.

Accomplishments:
- CTS BA's (SF and FIN) determine GL string mapping and sent to Nelnet
- MiSU conducted test payments
- MiSU provided Nelnet a store email address
- MiSU added GL codes to all products
- NDSU loaded product GL codes
- NDSU finalized GRHC content
- NDSU Administrator training #2 (Discounts and Shipping)
- NDSU reviewed shipping/tax configuration, options, and requirements
- CTS tested the MoveIT connector job

Current/Upcoming Tasks:
- Nelnet to confirm to use existing connector for Financials
- MiSU to complete UAT
- NDSU to fix links and address additional issues
- NDSU receive tax rates from five states
- NDSU review message templates
- NDSU to complete UAT

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	24.6%	Ahead	05/23/2022

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 and the developers are looking into the issue.	Nelnet supplied a "project" code for the SF programmers to apply to the PeopleSoft environment. The project contains App Package PeopleCode for NEL_QUIKPAY.RT.RTAA.	Resolved	08/06/2021
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.	Developers in Nelnet needed to remove the rest of the accounts under the Reporter Role so that the first authentication after that will populate names for the school roles.	Resolved	08/11/2021
4	RTAA not displaying correctly. The issue is tied to eBill.	The CTS development team is currently working on extracting data from PeopleSoft and placing it into the Nelnet bill file spec.	In Progress	08/06/2021