

NDUS TargetX Implementation Project Rebaseline Justification

The scope of the NDUS TargetX Implementation Project included the deployment of several modules within the TargetX Recruitment Suite. The project end date was 10/4/23 with the majority of the modules going live on 6/15/23.

Based on campus requests and a vote taken at the 5/23/23 weekly project meeting, it was decided to move the implementation schedule out for the final two modules – Student Portal and the Insights Dashboard, neither of which were needed for deployment. The new schedule was between November 2023 and January 2024.

As noted in the Q2 LPO report, CTS planned to issue a Change Request to descope these final two modules - Student Portal and Insights - and manage them as a separate project. It was expected that project closeout activities would occur in Q3.

Unfortunately, when this decision was made, we didn't expect the outstanding issue noted on the Q2 LPO report – the functionality for bulk printing the application pdfs into Perceptive Content – would not be able to be resolved using TargetX. Considerable time was needed to identify, scope, procure, install, and test an alternative solution from Conga. Additionally, there were numerous items on the Issues Log needing closure and we were negotiating a \$105,800 custom Premier Support contract to assist campuses after Go Live. Weekly meetings continued throughout Q3 to share ideas, answer questions, and provide status updates to items on the Issues Log and updates on Conga and the Premier Support contracts. We didn't feel like we could close out the project until the expected deliverables and the major items on the Issues Log were resolved. It wasn't until 9/29/23 that Conga was live at all 9 institutions.

Since closeout didn't occur, the ongoing yearly costs (\$369,280.38 for subscription and licenses commencing on 9/30/23) had to be incorporated into the project costs. These were expected budgeted operational costs; just not costs identified as part of the project.

To accommodate the schedule extension and the inclusion of the yearly operational costs due to this extension, the project is requesting a rebaseline of the schedule and cost to include the changed task dates for the final two modules and the yearly support costs for TargetX/Salesforce.

The project shifted a portion of the originally identified contingency fund to purchase Conga. TargetX denied any breach of contract but agreed to credit CTS \$30,000 for their 2023 and 2024 subscription renewal fees to cover the Conga fees for two years. Conga's initial cost was \$29,744.91.