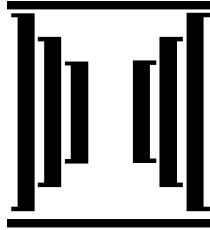


NORTH CAROLINA COMMUNITY COLLEGE SYSTEM



House Bill 1414, Section 8.1.(b) College Information System (CIS) Project Implementation Status (July – September 2004)

Report to Joint Legislative Education Oversight Committee

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October 28, 2004



North Carolina Community College System College Information System (CIS) Project

BACKGROUND AND HISTORY

- Section 9.9 of Session Law 1999-237 directed the State Board of Community Colleges to implement a comprehensive management information system for the 58 community colleges, and provided \$8 million in the first year and \$15 million per year thereafter in recurring, non-reverting funds. (1998)
- The Appropriation recognized full scope and time line for full implementation could not be determined at that time, as this type of ‘standardization’ project had never been undertaken in higher education anywhere in the country.
- The original contract Award in 2000 was for \$42 million over five years.
- The Contract was awarded to Affiliated Computer Services (ACS) for Datatel’s Colleague integrated software plus enhancements and implementation services at 58 colleges and the System Office.

WHAT THE CIS SYSTEM INCLUDES

Datatel Colleague Modules (Base System):

- Financial (Budgeting, Accounting, Purchasing & Accounts Payable, Finance Reporting) (approximately 20% of system)
- Human Resources (Personnel, Benefits, Payroll, Reporting) (approximately 20% of system)
- Student (Admissions, Financial Aid, Registration, Grading, Graduation, Reporting) (approximately 60% of system)

System Enhancements

- State and Federal Legislative and Regulatory Mandates
- Literacy/Adult Education
- Course & Program Standards, Program Design & Approval, Combined Course Library and Program Auditing
- Small Business Center
- New & Expanding Industry Training
- Human Resource Development
- Developmental Education reporting
- Fire Certification
- Regional Calendar (Continuing Education)
- E-Procurement
- College Equipment Inventory, Facilities, Parking, Safety & Career Planning & Placement



North Carolina Community College System College Information System (CIS) Project

CIS IMPLEMENTATION CHALLENGES AND SOLUTIONS

1. Implementation Challenge: Training

- Scope (several thousand staff at 58 colleges & System Office)
- Complexity (multiple modules, new functionality)
- New Processes (never used by Community Colleges before)

Solution: College Training Centers

- 2 Applications Training Centers (Wayne Community College and Central Piedmont Community College)
- 1 technical training center (Guilford Technical Community College)

2. Implementation Challenge: Accounts Receivable Cash Reporting (AR/CR)

- Specifications not clearly defined at time of RFP
- Identified in 2002 implementation of Student System at seven Phase 1 colleges
- Further implementation of student module intentionally delayed until solution completed

Solution: Delay implementation until all technical problems are fixed

- All Stakeholders Involved (Colleges, OSBM, OSC, OSA, vendors)
- Developed Comprehensive Solution and Implementation Plan

3. Implementation Challenge: Time to Implement (based on college business cycles)

- Financial system in July for Annual Financial Statement and Financial Audit
- Human Resources System in January for employee tax statements
- Student System in summer for fall term for Federal financial aid regulations and reporting

Solution: Contract Extension

- Complete Implementation of CIS at 58 Colleges and System Office by 2007
- Vendor (ACS and Datatel) Services:
 - Training and Implementation Support for Student System
 - Software Support
 - Knowledge Transfer to NCCCS Staff
 - Cost \$30.4 million over 3 years (with a \$3.9 million credit for AR/CR)



North Carolina Community College System College Information System (CIS) Project

FOUR PHASES OF IMPLEMENTATION

Phase 1 Colleges

Pitt CC
Wayne CC

Phase 2A Colleges

Cape Fear CC
Carteret CC
College of Albemarle
Wilson TCC

Phase 2B Colleges

Beaufort CC
Edgecombe CC
Lenoir CC
Nash CC

Phase 2C Colleges

Coastal Carolina CC
Craven CC
Halifax CC
Martin CC
Roanoke-Chowan CC

Guilford TCC
South Piedmont CC

Fayetteville TCC
Randolph CC
Robeson CC
Rockingham CC

Brunswick CC
James Sprunt CC
Johnston CC
Sampson CC
Wake TCC

Bladen CC
Pamlico CC
Southeastern CC
Vance-Granville CC

Catawba Valley CC
Central Piedmont CC

Davidson Co. CC
Durham TCC
Rowan-Cabarrus CC

Piedmont CC
Richmond CC
Sandhills CC
Stanly CC

Alamance CC
Central Carolina CC
Montgomery CC
Surry CC

Caldwell CC & TI
Mayland CC

Asheville-Buncombe
Blue Ridge CC
Mitchell CC
Western Piedmont CC

Forsyth TCC
Gaston College
Haywood CC
Isothermal CC
Wilkes CC

Cleveland CC
McDowell CC
Southwestern CC
Tri-County CC



North Carolina Community College System College Information System (CIS) Project

Project Status Executive Summary

1. Accounts Receivable/Cash Reporting (AR/CR) Project

- The beta testing at the Phase 1 colleges was completed in June 2004.
- The Phase 1 colleges went “Live” with the AR/CR module on July 1st 2004.
- Minor programming and workflow issues were identified in July and August and were resolved by ARCR Project team.
- Issues identified in September are being resolved by ongoing Minor Release/Help Desk teams (ACS, Datatel and the System Office)
- Reconciliation by the Business and Finance Division staff was completed September 30, 2004.

2. E-Procurement

- The testing for the e-procurement pilot colleges (Wayne Community College, Wake Technical Community College, Guilford Community College and Fayetteville Technical Community College) was completed in September 2004.
- Continuing resolution of software and workflow issues being resolved by ongoing Minor Release/Help Desk teams (ACS, Datatel and System Office) and Accenture.
- The documentation for software installation will be distributed in early October 2004.
- The remaining implementation and training will be scheduled and provided through the e-Procurement project (Department of Administration and Accenture).

3. Phase 2A

- The Phase 2A colleges have completed the implementation of the finance and human resource modules of the system.
- Training and mock simulations for the student system will continue through December 2004.
- Approval for Phase 2A ‘go live’ of the student system has been approved by the project Steering Committee.
- Data conversions will begin in November 2004.
- ‘Go live’ for Admissions and Financial Aid will occur January – February 2005
- ‘Go live’ for student registration will occur in July for the fall 2005 term.

4. Phase 2B

- The Phase 2B colleges have completed the implementation of the finance and human resource modules.
- Training for the student module will begin in March 2005.
- ‘Go live’ for Admissions and Financial Aid will occur January – February 2006.
- ‘Go live’ for student registration in July 2006 for the fall term.

5. Phase 2C

- The Phase 2C colleges have completed the implementation of the finance module (July 2004).
- The Phase 2C colleges are scheduled to ‘go live’ the human resource module in January 2005.
- Training for the student module will begin in March 2006.
- ‘Go live’ for Admissions and Financial Aid will occur January – February 2007.
- ‘Go live’ for student registration in July 2007 for the fall term.

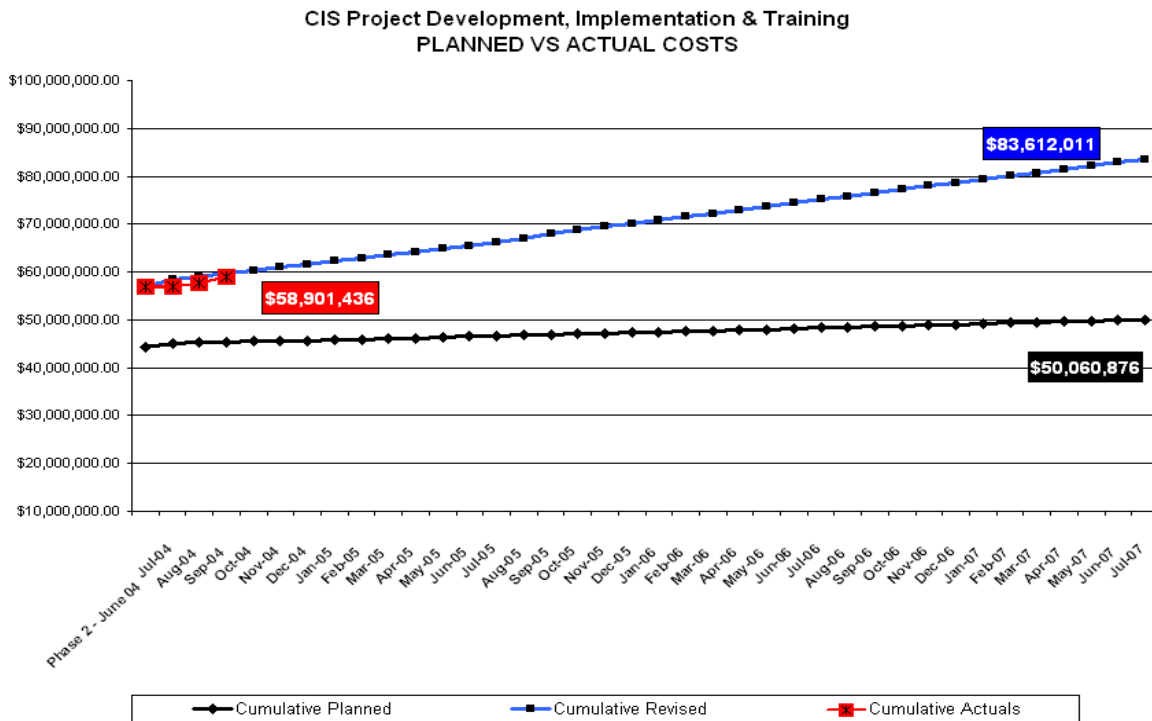


North Carolina Community College System College Information System (CIS) Project

PROJECT COST INFORMATION: ENDING SEPTEMBER 30, 2004

Project Costs	Original Budget	Approved Changes (+/-)	Revised Budget	Quarterly September Actuals	Project Actual to Date	Project Planned to Date
CIS Project Costs						
Development, Implementation and Training	\$50,060,876	\$33,551,135	\$83,612,011	\$1,997,784	\$58,901,436	\$59,752,535

PLANNED AND ACTUAL PROJECT IMPLEMENTATION AND TRAINING COSTS: (The graph reflects the development, implementation, and training costs given in the above table)





North Carolina Community College System College Information System (CIS) Project

PROJECT CONTRACT COSTS

The primary costs associated with the CIS Project are for the Contract Agreement between NCCCS and Affiliated Computer Services (ACS). To fully implement the CIS System at all 58 Community Colleges, this contract was extended 3 years to June 30, 2007. Below is a table of the ACS original contract costs and approved changes.

	Original Contract Costs	Contract Change Costs	
ACS Contract			
Customization & Enhancements	\$ 4,644,730.00	\$ 4,717,749.00	
Pilot Implementation	\$ 11,763,733.00	\$ 3,372,100.00	
General Implementation Initial Contract	\$ 12,934,428.00	\$ 5,744,657.00	
Contract Extension Implementation	\$ -	\$ 19,716,629.11	
Contract Extension Maintenance	\$ -	\$ 6,783,372.89	
Implementation Services Subtotal	\$ 29,342,891.00	\$ 40,334,508.00	\$ 69,677,399.00
Software Licenses Colleague	\$ 9,143,519.00	\$ -	
Software Licenses Third-Party	\$ 1,864,020.00	\$ -	
Software Maintenance Support	\$ 2,103,588.00	\$ 210,118.67	
Software / Software Maint. Subtotal	\$ 13,111,127.00	\$ 210,118.67	\$ 13,321,245.67
Total Contract Costs	\$42,454,018.00	\$40,544,626.67	\$82,998,644.67