

1 Meeting Logistics

	Description
Date	Monday, August 24, 2009
Time	2:00 – 4:00 p.m.
Location	Foothill Campus, D260

2 Attendees

	Name
Facilitator	Deb Treacy
Time Keeper	Deb Treacy
Core Team Participants	Kari Elliott, Drake Lewis, Chien Shih, Tom Roza, Kurt Hueg, Kathleen Moberg, Joe Lampo, Hector Quinonez, Kim Chief Elk, Lydia Madden
Not in Attendance	Cindy Castillo, Eloise Orrell, Sharon Luciw, Carmen Redmond, Fred Sherman, Andrew LaManque, Roseann Myers, Frank Nunez, Bernata Slater

3 Agenda & Minutes

Topic	Minutes
Review Agenda	
Review of August 10th meeting notes	Primary focus of 8/10 discussion was reviewing the outcome of the Banner project review August 5 th and 6 th . It is required to discuss Foothill participation during this meeting due to the continued impact occurring on current project and production milestones.
Review of scheduled activities the remainder of August and September	<p>Changes in the schedule (SunGard Higher Education consultant schedule) that must occur/be critiqued:</p> <ol style="list-style-type: none">1. Financial Aid conversion session scheduled week of 9/7 must be rescheduled to later in 2009 or early part of 2010. Joe to provide desired timing; Deb to provide three possible weeks based on when Joe would like to see this facilitated.2. Review alternative dates (options) for the Student End User Training Needs Assessment activity currently scheduled the week of 9/21/2009. A concern exists that since this is the onset of the quarter FHDA staff would not be able to work with Gwen, should she require their participation.3. Target the joint Student and HR/Payroll session the week of 10/7/2009. Goal of the session is to discuss common touch points, faculty workload processing from “beginning to end”. <p>Other:</p> <ol style="list-style-type: none">1. Chien explained a meeting will be facilitated this week to discuss and begin developing a plan/technique for fulfilling ongoing training requirements. Several training options include CBT (SunGard Higher Education providing ‘basic’ training in the use of the solutions), recording sessions, and online tutorials.2. It was raised there is a concern that depending on the quality of the catalog/schedule data being converted Foothill will need to spend extra time on data cleanup, which will impact the overall schedule. Will the staff be available to participate in the

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	<p>activity to meet project milestones?</p> <p>3. Based on the knowledge gained in the initial HR ODS session it has been realized conversion of historical payroll data is critical for reporting requirements at the onset of the 2010 calendar year. This must be built into the schedule (accommodating a full conversion). Ideally these reports would be available in the October timeframe. Conversion into the production database must be weighed against converting it into the ODS and the value our team will gain in regard to historical reporting.</p> <p>4. The Foundation business (finance) requirements will not be brought into the production processing model at this time due to the conversion of IDs. Their implementation will follow the original schedule.</p> <p>5. The implementation of approval queues in production has been delayed due to the need to have Foothill test and finalize their aspect of the approval process. This delay is having a significant ripple effect on campuses—the manual approval process is causing increased workload, which would be reduced with automated approvals in Banner.</p>																																																																																				
Review of Open Items/Issues Log	<p>The current open issues/items log was discussed. An updated copy of the log (dated 8/24/2009) is attached. All items with an updated status as a result of the meeting are flagged with an 8/24/2009 update.</p> <p>Status of items by business area:</p> <table><tr><th>Business Area / Process</th><th>Low</th><th>Medium</th><th>High</th><th>Closed</th><th>Grand Total</th></tr><tr><td>Accts Rec</td><td></td><td>1</td><td>1</td><td></td><td>2</td></tr><tr><td>BDMS</td><td></td><td></td><td></td><td>2</td><td>2</td></tr><tr><td>Fin Aid</td><td></td><td>1</td><td>7</td><td>8</td><td>16</td></tr><tr><td>Finance</td><td>1</td><td>3</td><td>1</td><td>8</td><td>13</td></tr><tr><td>General</td><td></td><td>1</td><td></td><td>4</td><td>5</td></tr><tr><td>HR</td><td></td><td></td><td>13</td><td>3</td><td>16</td></tr><tr><td>Integration</td><td></td><td>1</td><td>3</td><td></td><td>4</td></tr><tr><td>Luminis</td><td></td><td>4</td><td>4</td><td>3</td><td>11</td></tr><tr><td>ODS</td><td></td><td>3</td><td></td><td>2</td><td>5</td></tr><tr><td>Overall</td><td>1</td><td>3</td><td>12</td><td>9</td><td>25</td></tr><tr><td>Student</td><td></td><td>4</td><td>4</td><td>2</td><td>10</td></tr><tr><td>Technical</td><td></td><td></td><td>3</td><td>2</td><td>5</td></tr><tr><td>Grand Total</td><td>2</td><td>21</td><td>48</td><td>43</td><td>114</td></tr></table> <p>Other:</p> <p>1. Accountability for the completion of Foothill implementation tasks must be strengthened/enforced. Foothill management must be aware of the requirement to offload day-to-day activities or provide time where staff can focus on the implementation tasks they have been assigned to complete. Not doing so puts the</p>	Business Area / Process	Low	Medium	High	Closed	Grand Total	Accts Rec		1	1		2	BDMS				2	2	Fin Aid		1	7	8	16	Finance	1	3	1	8	13	General		1		4	5	HR			13	3	16	Integration		1	3		4	Luminis		4	4	3	11	ODS		3		2	5	Overall	1	3	12	9	25	Student		4	4	2	10	Technical			3	2	5	Grand Total	2	21	48	43	114
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	<p>activities supporting the successful completion of milestones at risks.</p> <ol style="list-style-type: none"> Business continuity planning will be a facet of the overall disaster recovery/failover environment being configured in Carlsbad. The first phase is to establish the technical infrastructure, which is currently occurring. Enforcing the change management item discussed, it is critical for management to understand the effect on positions as we implement the Banner processing model. An example of a change in position would be cashiering requirements. (The Foothill model will need to be critiqued.)
Enlisting the Customer Support Center for issue resolution	<p>Using the Customer Support Center (CSC) as an extended support network and when we transition to them for support versus continued SunGard Higher Education consulting support (after go live).</p> <p>This item was not discussed and will be carried over to the 9/7/2009 meeting. However, a few points:</p> <ol style="list-style-type: none"> The Customer Support Center (also referred to as the ActionLine by some) is a support mechanism for FHDA, which is part of the contracted services we are entitled to access. There is no limit to the number of service requests that can be made per day or by any one individual. When initiating service requests prioritize them in regard to their business requirement—production critical (the issue is compromising business operation...expect immediate contact when launching a critical request), medium—can work around, low—information only or a very low priority.

4 Decisions

5 Action Items

Items to be followed up on resulting from the meeting (carryover items noted from 8/10/2009 meeting and the status):

Action Item	Owner	Due Date	Status
Create and maintain decision log.	D. Treacy	Immediately	In process of developing (8/19/2009 status)
Decision on database Luminis test/development environment is to be attached to. (TST8 for an environment populated w/data allowing simulation of the user experience in designing content)	C. Shih	8/28/2009	Noted on Open Items/Issue Log. Meeting to be scheduled the week of 8/24 to discuss pros and cons of options.