INTRODUCTION

Summary/Description
The Roadmap for UNCG Enterprise Administrative Application Upgrades defines the major Banner upgrades that are to occur annually. The primary focus for this 2020 Fall Banner Upgrade project will be releases associated with the General, HR/Position Control, Finance and AR modules. This Upgrade project will include releases that are scheduled to be made available on August 27, 2020 which is one of Ellucian’s major quarterly release dates.

This upgrade may also include the Advancement module because there may be some fixes to outstanding Advancement Banner issues. The latest versions of some Banner 9 Self-Service Apps will be installed but only deployed in the Development environment, i.e. most of the Banner 9 self-service apps are not yet being used in the Production environment.

Business Need/Opportunity
The Fall months of the UNCG annual academic/business cycles provide the best opportunity to get caught-up on those releases that are of primary focus (General, HR/Position Control, Finance and AR). Upgrades for HR/Position Control & Finance are usually avoided during Spring and Summer months due to the heavy demand on staff for preparing for Fiscal Year End testing, actual Fiscal Year End processing, Thirteenth month processing and the annual Financial Audit. Calendar Year-End Regulatory Releases for HR/Position Control, Finance and AR often include the latest releases of those modules as pre-requisites. Given the quick turn-around needed for the Calendar Year-End Regulatory Releases, it is desirable to have already implemented any pre-requisites.

This project should start on August 10, 2020 and end approximately November 6, 2020.
Service Description
This upgrade will help UNCG to maintain currency within its ERP platform. This is important because the software products UNCG uses are constantly being updated with defect corrections, quality improvements, fixes to address performance issues, fixes for security concerns, and enhancements. Regular upgrades help prevent getting too far behind and finding ourselves having to install releases in short time frames due to incompatibility issues across various products/versions.

DESCRIPTION

1. Objectives
   1. Business Objectives
      - Take advantage of the many defect corrections and quality improvements provided in the releases to be installed.
      - Help prevent getting too far behind and finding ourselves having to install releases in short time frames due to incompatibility issues that could crop up across various products/versions.
      - Position UNCG to be able to start experimenting with the B9 Self-Service applications and learning what configuration options are available. Note that the B9 Self-Service applications will not require testing since we are planning on deploying them only to the DEV environment and they are not yet in Production use.

2. Project Objective
   - Install latest (or near latest) releases of Banner components
     - AdminCommon
     - General
     - 9x DB Upgrade
     - Extensibility
     - Finance
     - AR
     - HR & Payroll
     - Position Control
     - Advancement
   - Install latest (or near latest) releases of the Banner 9 functional self-service applications and deploy the applications in DEV environment
     - General Self-Service
     - Employee Self-Service
     - Finance Self-Service

2. Project Scope
   1. High-Level Requirements/Deliverables
      - Impact Analysis
      - Releases installed into DEV, SIT & UAT environments
      - Client UAT testing as determined by Impact Analysis
      - PRD Installation & Post-Implementation Review

2. Out of Scope
   <Any work not specifically defined in the scope of this document will be considered as "work or activities out of scope and can only be included via the change control process”>
3. **Project Completion Criteria**
   <Task as determined by Client and PMO that indicates that the project can be closed. Depending on the size of the project this may be the same as Deliverables>
   - Completion of all deliverables
   - User Acceptance Testing and Sign off of all deliverables

4. **External Dependencies**
   <Will project success depend on the coordination of efforts between the project team and one or more other individuals or groups? Has everyone involved agreed to this interaction? Ex. Special Authority, Committee Approval, etc.>
   - Change Advisory Board

5. **Assumptions**
   <List Assumptions from the basis for project planning (e.g., support and attention will be provided by the Sponsor; Resources will be available to adequately staff the project, etc.). Assumptions are a source of project risk and must be identified.>
   - Client resources will be available during the time allocated on WBS

6. **Constraints**
   <List any conditions that may limit the project team’s options with respect to resources, personnel, or schedule>
   - Client and IT resources assigned to this project have also been allocated to other institutional and divisional projects in addition to daily operational support

7. **Risk Assessment**
   <List any risks identified for performing or not performing the project>
   - Based on the historical experience UNCG has had with implementing Ellucian/Banner releases, the probability of a problem occurring in the Production environment due to the installation of new releases is relatively low. With any change though, there is always some level of risk. Risks can be mitigated with a high quality impact analysis that sheds light on and provides insights into areas that require and deserve the greatest amount of testing in the non-production environments. A thorough testing effort in a non-production environment exposes problems that may exist thus allowing problems to be resolved or appropriate work-arounds put in place well before the new releases are applied to UNCG’s Production environment.

8. **Training Requirements**
   <Identify any training needs and timeline>

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**PROJECT MANAGEMENT**

**High-Level Work Breakdown Structure**
<Define the scope of the business process – start to end and the depts on campus to be included and impacted in the scope.>

- Begin Impact Analysis (Milestone or Task)
- Final determination of releases to install (Milestone)
- Releases Installed to DEV environment (Milestone)
- Complete Impact Analysis (Task)
● Develop changes based on Impact Analysis (Task)
● Releases Installed to SIT (Milestone)
● SIT Testing (Task)
● Releases Installed to UAT (Task)
● UAT Testing (Task)
● Releases Installed to PRD (Milestone)
● Post-Implementation Review (Task)

Communication Plan

<Define the communication plan for project team members, stakeholders updates, etc.>

● Project Meetings<Include Attendees, Frequency, Format> -
  Project Kickoff Meeting - An Online Meeting will be held with all resources to ensure we are all in agreement with the Project Charter and allow time to ask questions. Rough timeframes for major tasks will be established.
  Project Status Meetings - Meetings will be scheduled and held on an as needed basis. Meetings typically will be scheduled to focus on the needs of a particular group or project issue.
  Project Chat Room - A Google Chat Room will be created and all project team members invited. This will be the primary means of communication for the project.
  Status Reporting <Include Distribution List, Frequency, Format> A Service Now Status Report will be created and sent to stakeholders and team members approximately once every other week.

Resources The following individuals and organizations will be actively involved in the project or have a stake in the project outcome. <Include Internal and External Resources>

<table>
<thead>
<tr>
<th>Name</th>
<th>Project Role</th>
<th>Organization</th>
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</thead>
<tbody>
<tr>
<td>Joe Ames</td>
<td>Executive Sponsor</td>
<td>IT - Director of Administrative Technologies</td>
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<tr>
<td>Craig Montgomery</td>
<td>Project Manager</td>
<td>IT - Release Manager</td>
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<tr>
<td>Jim Kane</td>
<td>SME - B9 Self-Service Apps</td>
<td>IT - ERP Platform</td>
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<tr>
<td>Wendy King</td>
<td>BA – Finance, Admin Common, General, Comm Mgmt</td>
<td>IT - Business &amp; Quality Assurance Analyst</td>
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<tr>
<td>Michele Dye</td>
<td>BA – HR/Position Control</td>
<td>IT - Business &amp; Quality Assurance Analyst</td>
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<tr>
<td>Paul Scofield</td>
<td>Developer – Finance, HR &amp; Payroll, Position Control</td>
<td>IT – ERP Business Applications</td>
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<tr>
<td>Phil Snow</td>
<td>SME - Applications Manager</td>
<td>IT - ERP Platform</td>
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<tr>
<td>Michelle Sanford</td>
<td>SME - ODS &amp; Ethos</td>
<td>IT - Data Architecture - ODS</td>
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<tr>
<td>Joella Anderson</td>
<td>SME - HR</td>
<td>BAF – Technology Planning and Operations</td>
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<tr>
<td>Teresa Lovett</td>
<td>SME, Testing - HR</td>
<td>BAF - Payroll</td>
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QUALITY PLAN

<Include how the system, application, process, etc will be tested and verified for acceptance signoff and production usage>

BUDGET

<Include skill set and cost estimates for any major expenditures such as Equipment, Outside Consultation, etc. As requirements are further defined, estimates may be re-evaluated and updated>

Financial Information

Total Estimated Cost:

Total Estimated Hours:
Total Estimated Services Cost:
Total Estimated ongoing Service and Support:

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<thead>
<tr>
<th>IT Resource/Skill Type</th>
<th>Estimated Hours</th>
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<tbody>
<tr>
<td>Resource</td>
<td>Estimate in hrs</td>
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Estimated cost of Software/Hardware/Services/Other

Estimation of ongoing Service and Support

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<tr>
<th>Service or Support</th>
<th>Frequency</th>
<th>Cost</th>
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<tr>
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<td>(Annual, 5 years or monthly)</td>
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<tr>
<td>Skill Set <em>(list specific skill sets)</em></td>
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<tr>
<td>Maintenance/Licensing</td>
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<td><em>(SSL Certificate, etc)</em></td>
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<td>Infrastructure</td>
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<td><strong>Network</strong></td>
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<td><strong>VM Server</strong></td>
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<td>Other</td>
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**CHANGE MANAGEMENT**

*List approvals for your project. Such as Scope Changes, Production Downtime, Budget, etc.*