

IT Council Minutes
Wednesday, January 8, 2014
Presidents Conference Room

Martha Potvin
Terry Leist
Anne Camper
Robert Marley
Brett Gunnink

Ross Snider
Stephen Rowe
Adam Edelman
Anne Milkovich

Others in Attendance:
Erica Jansma
Signe Lahren
Heather Griner
Daniel Adam
Rec Sports Fitness
Paul Lambeth

- I. Call to Order
- II. Announcements
- III. Approval of minutes for **Wednesday, December 11, 2013**

MINUTES APPROVED

IV. Discussions

A. ERP Revitalization

- Following standard practice for software, ITC is overdue to re-evaluate its existing ERP with Ellucian Banner and to look into what emerging technology is available to best meet the institution's evolving needs. The Council discussed the pros and cons of sending out an RFI and of looking at what more Ellucian has to offer. While an RFI would open doors to a much broader system and may delay the process, it was also stressed that a wide selection must be viewed to make the best choice. Overlaps with other campus initiatives were discussed as additional sources of information and already expended resources, i.e. front-end Banner, the Student CRM, and other 4-campus initiatives. The Council discussed the importance of educating departments on ERP revitalization, as well as the importance of providing training for anything newly implemented. The council decided to broaden the discussion amongst other divisions and campuses, and to look further into what Ellucian can provide and what education options are available.

B. Student Customer Relationship Management

- With the RFP ready to be sent out for the Student CRM, the Council discussed whether or not it was still ranked as the top priority. Concern was expressed about following through on commitments made before the governance process was established. Robert Marley expressed the importance of the CRM and the benefit it would bring across campus. The Council discussed the prioritization in line with EDMW and which project would be more important to implement first, as well as

the effect of implementing both projects at the same time. More information is needed to understand cost and impact of Student CRM implementation, which information will be gained through responses to the RFP; however, the Council wants to understand what a CRM product will accomplish first. Robert Marley's group will give a presentation in the next meeting to provide more information on the use and benefits of a CRM product.

A. Rec Sports and Fitness Management

- The Council reviewed the request from the Recreational Sports and Fitness Department and decided to grant prioritization of the project from the Concept to Discovery stage.

V. Decisions and Actions

A. ERP Revitalization

1. Action: Anne Milkovich will send the drafted ERP RFI to the IT Council and IMSU Council
2. Action: Adam Edelman will speak with the President about notifying OCHE of the ERP revitalization exploration
3. Action: Adam and Anne are meeting with Ellucian to explore other available product features

B. Student CRM

1. Action: Robert Marley will arrange a presentation on CRM for the next meeting
2. Action: Anne Milkovich, Robert Marley will coordinate the CRM presentation with the IMSU Council meeting

Next Meeting: Wednesday, February 12, 2014; 8:45 am; Presidents Conference Room