

# Texas Tech University System

## Regulation 01.10

### ERP, Enterprise, and Mission Critical Systems

Approved 1/23/2020

Next Scheduled Review: January 2023

#### 1. General

- a. The purpose of this regulation is to provide processes for ERP, enterprise and mission critical software systems that allow for efficiencies and optimization of resources across the TTU System. This regulation focuses on formal processes and management of these systems providing guidelines for communications and assessments for use and potential procurements.
- b. This regulation will be reviewed in January of even-numbered years by TTUSA CIO, TTUSA CFO with revisions forwarded to each component institution CFO and CIO for their review and updates. Revisions may also be forwarded from an institutions CIO, CFO to the TTUSA CIO, TTUS CFO for consideration.
- c. For the purpose of this regulation the following abbreviations/definitions apply:
  - i. “The System”: Texas Tech University System and component institutions
  - ii. “TTUSA”: Texas Tech University System Administration
  - iii. “ERP”: Enterprise Resource Planning. Includes Student, Student Financial Aid, Finance and Human Resource Systems (HR/Pay/Budget)
  - iv. “Enterprise Systems”: Includes all ERP systems, ancillary products and local development used across The System in conjunction with the ERP.

#### 2. Mission Critical Systems

##### a. General

- i. Definition: Mission Critical Systems are those identified by the CIOs as critical for the operations of Administrative, Academic, and Clinic needs.
- ii. The CIOs and CFOs should assess systems from a strategic direction of The System and all component institutions.
- iii. The CIOs and CFOs will establish a formal process to inform appropriate senior leadership at all component institutions when there is interest at any single institution for new or updated technology/software. The purpose is to establish a line of communication so others can participate if they have the same need.

##### b. Regulation

- i. Annually, the CIOs will assess current status of Mission Critical Systems and any potential updates or changes within the next one to three years. The assessment will include technology changes, impacts to current environments, and contract end and renewal dates.
- ii. Annually, the CIOs will meet with the CFOs to report and discuss the assessment and direction for one to three years including potential cost impacts for procurements and/or licensing.
- iii. The CIOs and CFOs agree that where appropriate, technology/software contracts will be for The System and accessible for use by all component institutions. Negotiation for total volume may benefit all institutions with lower cost. The institutions are not required to use The System's technology/software contract(s), but would be available, if needed. Procurement for additional software/tools needed for security issues or break-fix of an existing system at an institution are exempt from the formal notification and selection process, however, notification after procurement needs to be provided if procurement is related to a mission critical system.
- iv. The CIOs and CFOs agree that where appropriate, systems can be shared using a single instance supported by TTUSA IT and saving cost for all institutions involved.
- v. The CIOs will communicate information to the CFOs on the possibility of new Mission Critical Systems projects for each institution and/or The System.

3. ERP (Enterprise Resource Planning) Software, collectively, Enterprise Systems

a. General

- i. The System and its component institutions have a responsibility to maintain systems of record for data including students, employees, vendors, procurements and all related financial transactions. Data retention OP timelines will be followed for all systems of record.
- ii. This regulation is in place to
  - 1. Reduce duplicate costs across institutions for solutions and resources;
  - 2. Maintain authoritative systems of record in appropriate location; and
  - 3. Provide solutions that are secure and meet Federal and State requirements for access and compliance
- iii. TTUSA, TTU, TTUHSC and TTUHSC El Paso share a single instance of the Ellucian Banner ERP plus additional enterprise systems that were implemented in FY2009 and forward. Currently, the ERP resides in the data center located on the TTU campus with disaster recovery in place at a secondary location.
- iv. ASU had a complete functioning ERP system, Ellucian Banner, in place when joining The System in 2007 so they are exempted from use of the ERP portion of this regulation. ASU has been part of the statewide data center consolidation program since 1997 along with fifty other state agencies. The ASU Banner system operates in

this environment which provides ASU with state-of-the-art technology and disaster recovery services.

b. Regulation

- i. The System will use Enterprise Systems that are primarily vendor provided, integrated and supported by TTUSA IT. These Enterprise Systems will be the system(s) of record and authoritative data source.

1. These include

- a. Student Records
- b. Student Financial Aid
- c. Student Billing
- d. Degree Audit
- e. Finance
- f. Procurement
- g. Human Resources, Payroll, Budget
- h. Data Warehouse
- i. Certification system for time worked on grants (eCRT)
- j. eCommerce for credit card processing
  - i. Note: Exception processes are in place at each institution through the CIOs to request use of an alternate solution should the current solution not meet unique needs.

2. This excludes

- a. Learning Management System
- b. Classroom Scheduling System
- c. Institutional data warehouse for reporting and analytics
  - i. Authoritative data needed for institutional data warehouses will be obtained from the Enterprise Systems.
- d. Emergency Alert System
- e. Employee Talent Management System
- f. Employee Learning Management System
- g. Grant Management Systems
- h. Other software used by the institutions for specific needs not provided by the Enterprise Systems or insufficient to meet institutional needs.
  - i. Data in the Enterprise Systems of record must not be duplicated as separate databases in any institution's solutions and considered an authoritative data source.
  - ii. Integrations must be provided to and from the Enterprise Systems and institutions' solution for use of data from the authoritative source.
  - iii. Some data may be updated in the Enterprise Systems from integrations and automated feeds, such as, student grades, building and room assignments.

- ii. TTUSA IT will be a significant partner with the ERP vendor providing Enterprise Systems and have a seat at the table to better meet the needs of large and complex institutions.
  - 1. TTUSA IT will maintain the systems in partnership with the provider, make minimal modifications supported locally, and remain as current as possible with releases. Releases for tax compliance and Financial Aid will always be upgraded in production as soon as received from the provider.
  - 2. Enterprise Systems may be provided on premise, in the cloud or through hybrid solutions.
- iii. There will be one instance of the ERP provided to all. The single instance will:
  - 1. Support multiple chart of accounts, at least one per entity
  - 2. Identify employees by entity and location
  - 3. Identify students by entity and location
  - 4. Provide a single list of vendors shared by all
- iv. The System will use products selected through the TTUSA IT Governance process that enhance the ERP and are shared by all. These products may also be used for other needs outside the Enterprise Systems but does not preclude an institution from having similar products used for other unrelated needs. Currently these include
  - 1. Portal (Raiderlink, WebRaider)
  - 2. Document Management
  - 3. Reporting solution
  - 4. Time clock system for recording non-exempt employees' time
- v. The System may opt to use additional software systems provided and supported by TTUSA IT such as:
  - 1. Student CRM
  - 2. Grant Administration
- vi. TTUSA IT will work with the ERP and enterprise vendors to move solutions to the cloud, as appropriate.
- vii. TTUSA IT will work with the institutions central IT staff through the appropriate CIO for all integrations that need to occur between the Enterprise Systems of record and their local systems.
- viii. TTUSA IT will provide automated processes for granting and terminating access to Enterprise Systems.
- ix. TTUSA IT will provide resources for local development to enhance the Enterprise Systems meeting additional needs of the functional areas that are not delivered within the Enterprise Systems. Local development projects will be determined through the Functional Co Op groups. See Governance section below.
  - 1. Local development will be joint projects with the functional departments

2. Requirements for local development will include needs from all institutions
3. On the occasion that an enhancement is needed from only one institution and requires direct interaction with production data then TTUSA IT will perform that work.

c. Governance

- i. The TTUSA CIO will oversee the governance organization for the Enterprise Systems and is responsible for appropriate representation and communications to all entities involved.
- ii. The Enterprise Systems governance organization includes Enterprise Systems Management Councils (ECOs), Functional Co Ops, Reporting Co Op, and an Enterprise Systems Work Group (EWOG). In addition, the organization includes representation from TTUSA Audit Services and central IT staff from each institution.
  1. ECOs
    - a. Student, Finance, HR/Budget/Payroll
    - b. Members: Appropriate functional leadership with AVP or Managing Director titles. Determined by CFOs and VPs.
    - c. Provide enterprise environment updates and discuss new solutions/procurements
    - d. Meets quarterly, in person with remote campus joining via video conferencing
  2. Functional Co Ops
    - a. Student/Student CRM, Student Financial, Finance, HR/Budget/Payroll
    - b. Members: Managing Directors, subject matter experts. Determined by ECO members.
    - c. Project priority discussions and project status updates
    - d. Meets monthly, in person with remote campus joining via video conferencing
  3. Reporting Co Op
    - a. Members: Staff with significant Cognos report creation responsibilities. Determine by Cognos access levels.
    - b. Plan Cognos and ODS upgrades
    - c. Create and execute test plans
    - d. Meets monthly or multiple times a month, as appropriate, via Skype
  4. EWOG
    - a. Open attendance from related functional departments and institutions' central IT staff
      - i. Membership exceeds 150

- b. Enterprise environment and project impact updates
  - i. Past two months successes
  - ii. Current and future two to four months' work/plans
  - iii. Meets bi-monthly via Skype
- iii. The governance structure will include email communications to the constituents regarding all system upgrades, downtimes and any issues that prevent system access.
- iv. The TTUSA CIO will provide Enterprise Systems updates at each CIO Council meeting and keep the council informed of all changes and potential new enterprise software solutions. As appropriate, the CIOs will appoint IT work groups to address issues and/or recommend solutions for joint projects that need input and agreement across central IT.
- d. Security and Compliance
  - i. All Enterprise Systems will contain appropriate security, access control, and authentication and follow TTU IT Security OPs as the data center and TTUSA IT resides on the TTU network.
  - ii. TTUSA IT will confirm with our provider partners that Enterprise Systems meet accessibility and compliance requirements.
  - iii. TTUSA IT will provide services for security and compliance that protect Enterprise data.
  - iv. Oracle Transparent Data Encryption will be used to encrypt and protect data at rest in Enterprise Systems.
  - v. TTUSA IT will provide automated processes for granting and revoking access to Enterprise Systems.
- e. Selection of future Enterprise Systems will be a collaborative effort as was previously done through an Executive Committee with representation from all component institutions and CIO Council.

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