

Project Charter

Instructions: A Project Charter announces that a new project has begun. The purpose of the charter is to demonstrate management support for the project and the project manager. The charter clearly establishes the project manager's right to make decisions and lead the project.

Sponsor

Kent Hendrickson

07/31/2007

Title of Project

Information Services Consolidated Bill (ISCB)

Project Manager

Paul Brannen

Charter

Develop a consolidated billing system that will meet the needs of our customers and IS.

The primary focus will be on researching and implementing a new Telecommunications billing system. The billing system for Telecommunications will require review of current and future needs regarding Telecommunications and FCC regulations.

Research and development of the billing system would encompass the ability to support billings to internal and external customers for all IS Services. This would include exploring the current Sales/AR modules in SAP.

Kent Hendrickson
7/31/07

7/26/2007

Statement of Work

Instructions: This document identifies the goals, constraints, and success criteria for the project. The project manager should initially prepare a draft of the Statement of Work, then submit it to the stakeholders for their review and comments until there is overall agreement.

Title of Project Information Services Consolidated Bill (ISCB)

Date Prepared 07/31/2007 **Date Adopted**

Stakeholders

Sponsor Kent Hendrickson

Project Manager Paul Brannen

Management (Exec Committee) Exec Committee

Project Team

Rhonda Ball	IS Admin	IS Financial Operations
Paul Brannen	IS Admin	IS Assoc Director
Linda Holsclaw	NSave	Service Center Manager
TBA-L	CSN	SAP Programmer
Rick Haugerud	C & O	Telecom Asst Director
Rich Horner	Telecom	Telecom Systems Admst
TBA-LISA BOGUS	ITG	ITG Systems Support
TBA-BOB CLARK	Bus & Fin	UNL One Bill Director

Users & Customers UNL Departments & Colleges, University of Nebraska Departments & Colleges, Faculty, Staff, Students, External Entities

Other Stakeholders Business & Finance, SAP, UNL One Bill, Informaiton Services Directors, Information Service's Service Centers.

Objectives and Constraints

Purpose

Develop a consolidated billing system that will meet the needs of our customers and IS. The consolidated billing system would allow for all IS Service Center billings to be incorporated into a uniform billing statement. This will require review of current and future needs regarding Telecommunications and FCC regulations, retention and billing requirements.

Scope

Determine the current and future needs/requirements for billing IS services to both internal and external customers. This will not produce a billing system for other UNL departments. A goal is to have a consolidated IS bill that will integrate with SAP. The developed system could be independent of SAP, if that option is not available.

Deliverables

Procurement
K...
7/31/07

Recommend a billing system to replace the current Telecommunications billing process, which will be obsolete by 2009. Additionally, the billing system will incorporate all of the current services in Information Services and will integrate with SAP.

Cost Estimate

Current Telecom Billing Annual Expenses – TBD
Current Telecom External Annual Expenses – TBD
Other IS Billing Annual Expenses: TBD
IS Admin – TBD
Custom Support – TBD
POS Billing for Computer Sales/Telecom – TBD

(this estimate just be for the project to propose and negotiate the billing system, not necessarily for the costs to purchase and run the billing system?)

*Schedule
Estimate*

Aug. 2007:	Finalize Committee
Sept. 2007:	Draft current and future billing systems needs
Oct. 2007:	Finalize billing system needs Paul-Gartner one-on-one to research billing system and vendors
Nov. 2007:	Research vendors
Dec. 2007:	Research/evaluate billing systems from other institutions
Jan. 2007:	Draft RFP
Feb. 2007:	Request/analyze demo's from RFP vendors Request/review references for RFP vendors
Mar. 2007:	Finalize RFP
Apr. 2007	Draft implementation process that takes into consideration having a billing system in place prior to the current Telecom billing system not being functional in 2009.

Kent Hendricks
7/31/07