

Information Services Automated Billing Project Meeting Minutes

December 7, 2007

Present: Rhonda Ball, Lisa Bogus, Paul Brannen, Robert Clark, Rick Haugerud,
Linda Holsclaw, Rich Horner, Carl Hutchison, Don Mihulka

Next Meeting: January 11, 2008, building and room to be announced.

I. Announcements

- ❖ Members of the committee went around the table and introduced themselves to Robert Clark.
- ❖ Paul passed around the agenda for today's meeting.
- ❖ Paul passed around the RFP Carnegie Mellon used to the members of the committee that did not have a copy.

II. Discussion

- ❖ Paul had sent out an email to the Telecommunications employees since the last meeting to get feedback on what they would like to see in a new billing system. He read the response he got from one employee.
- ❖ Paul suggested we split into groups to start forming what we would like to see in an RFP. But discussion began before groups were formed and then there was no need to break into groups.

III. Roundtable

- ❖ Paul would like to see split funding in the RFP so a charge could go to multiple cost centers.
- ❖ Rhonda noticed the Carnegie Mellon RFP did not mention anything like the relationship that UNL has with the State. She felt that should also be addressed in the RFP.

- ❖ Don explained there are multiply feeds that move the money around by batch interfaces.
- ❖ Rick said it is a cumbersome process to move funds between the State and UNL and a new billing system may not be able to address that.
- ❖ Paul thought that maybe UNL could collaborate with the State in looking at a billing system and creating an RFP.
- ❖ Carl stated vendors will not usually accept cooperation clauses in RFPs.
- ❖ Don explained there are many ways to bring data in and out of SAP we just need to know what we want.
- ❖ Rick also said he would like to have cost center integration, the ability to add cost centers as they are needed in the RFP.
- ❖ Rhonda noted that the Carnegie Mellon RFP did not have mention external billing. She wanted to know if SAP supports external billing or only internal. Don said that SAP is capable of doing external billing but UNL does not use that feature.
- ❖ Rick also would like to see portioning available so certain users can only access their customers.
- ❖ Carl suggested putting UNL's RFP out and letting the State create their own RFP, would be easier then a cooperative RFP. We could add a clause to the RFP that other non-profit and state agencies could be added.
- ❖ Paul was concerned about billing system handling new technology, an example Voiceover IP phones, will that affect our billing system choices.
- ❖ Rick the method on how to calculate the charge would be different because network costs would be involved. The billing system should be adaptable to handle new technology as the market demands. He felt that most large billing system would be able to incorporate billing of new technologies into their systems.
- ❖ Rhonda was also concerned with the billing system being able to handle new services.
- ❖ Rich agreed that should be mentioned in the RFP so the billing system we choose will be flexible to add new services and be able to bill by usage or not.
- ❖ Rick suggested everyone review the Carnegie Mellon RFP and add any items or delete any to start creating our RFP. He also suggested at the next meeting that he and Rich would do a presentation of the software Telecommunications is using so the members can see what is currently in place.
- ❖ Paul said at the next meeting we will begin writing the RFP and have it out sometime in January.