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Enterprise Mission Statement

The mission of the CSU's Common Management System (CMS) is to provide business systems that facilitate efficient, effective, high quality service to students, faculty, and staff.

CMS Strategic Goals

The Common Management System will:

- Enable a common set of administrative "best practices" approaches.
- Support administrative functions, including human resources, financials, and student services, on all CSU campuses with a shared, common suite of PeopleSoft/Oracle applications software by fall 2008.
- Operate the common administrative software suite at a shared service center.
- Upgrade vendor software in a timely manner in accordance with common business practices and maintain currency with other technology advances.
- Maintain and continuously improve information quality.

Business Objectives

CMS has identified the following Business Objectives as being key drivers for the ongoing development and maintenance of PeopleSoft/Oracle applications.

- Minimize time and cost to implement, maintain, and upgrade application software.
- Adopt best practices or provide a foundation for best practice, where possible during the implementation and upgrade processes.
- Establish usage of best business practices.
- Establish standards to share information for common reporting purposes.
- Establish common CSU reporting practices.
- Maintain a "develop once, use multiple times" model to leverage resources and share efforts.
- Leverage limited resources.
- Balance workload and priorities within resource constraints.
- Perform ongoing system upgrades efficiently and within vendor support windows.
- Provide timely access to current, accurate, and complete administrative information and the means to use it in an efficient manner.
- Provide robust reporting environment for faculty, staff, and students.
- Remain current with technology within vendor upgrade windows as well as campus and academic cycles.

Governance

- CMS is under the executive leadership of the Executive Vice Chancellor and Chief Financial Officer of the CSU. The Assistant Vice Chancellor for Information Technology Services and the Senior Director, Common Management systems have direct responsibility for CMS. The CMS Executive Committee advises the Executive Vice Chancellor on matters related to CMS and also provides advice to the Assistant Vice Chancellor for Information Technology Services and the Senior Director, Common Management System.
- A Project Directors advisory committee and advisory committees for each application area are chartered by the Executive Committee and are guided by group charters established by the Executive committee.

Project Principles

Baseline Development/Maintenance

- The target for upgrades to the system will coincide with Oracle/PeopleSoft Enterprise Resource Plan (ERP) upgrade timelines
- The guiding design principle for the CSU PeopleSoft/Oracle applications is that all modules will be built and maintained around best business practices and will be implemented in a common, CSU-wide “baseline” version on all campuses. The design "bias" will be in favor of minimizing software modifications.
- In the event that a business rule cannot be resolved by consensus, PeopleSoft/Oracle "vanilla" (the unmodified PeopleSoft/Oracle product) will be used.
- The CSU/PeopleSoft/Oracle applications will be implemented with an emphasis on ease of use and access regardless of level of campus user.
- The model CMS Baseline will be developed for each application that will maximize common business rules and standard coding taxonomies to minimize need for customizing by a campus.
- Application module prototyping and implementation must take into account the probability of further applications being prototyped and implemented in the future such as Grants and Advancement.
- Following the collaborative upgrade development process, each campus will go through an individual upgrade process - ideally abbreviated as a result of the collaborative process.
- A collaborative pilot and upgrade process will be used to produce a model CMS upgraded baseline that will significantly reduce the amount of fit/gap analysis required by each campus.
 - Pilot campuses set the pace for other campuses
 - Non-pilot campuses benefit from pilot-campus work but may also be constrained by pilot campus decisions.
- CMS prototyping must take into account interdependencies with other modules that the CSU owns but may not yet be using. This will ensure that damaging the “hooks” between modules does not occur for functionality that may be implemented in the future.

Resources

- Adequate resources must continue to be committed to the project at both the system and campus levels in order to be successful for both implementation and for ongoing upgrades.
- CMS will provide one central service center consisting of CMS staff augmented by contracted personnel as needed, to provide campus implementation, CMS baseline software maintenance, data center management, and problem resolution support.
- CMS development and support is performed jointly by CMS Central and campuses through defined responsibilities as described in the CMS Central Product Support document.
- Ongoing training is required for staff supporting legacy systems to transition to the new environment and to maintain currency with improvements and changes in the applications. Training costs, campus-level project management and other consulting assistance, unique system interfaces, data conversion and modifications to the CSU baseline software will be paid for by campuses.
- Campuses and Central CMS will need to be continually aware that hiring and maintaining qualified Oracle/PeopleSoft expertise will be difficult and expensive.
- Data Center resources will generally be fixed and must be managed within limits or budgeted for increases at a central or campus level.
- The maintenance of a comprehensive, campus-based, CSU-wide cost/funding plan that includes CMS, the TII infrastructure project and other non-technology high priorities must be available to guide decision-making.

- Once resources are committed to the CMS project at the system and campus levels, they may not be diverted to other competing demands. However, given the length of the CMS effort and the unpredictability of economic conditions and future demands, care will need to be taken that the academic mission, which CMS is ultimately designed to support, is safeguarded.
- The Executive Committee supports and encourages campus mentoring for late adopters from early adopters.
- A wide variety of funding resources should be considered as appropriate and available to campuses such as financing both internal and external, central support, campus support including a variety of payment options such as central purchase with campus assessment.

Coordination

- The CMS Executive Committee, as advisory to the Executive Vice Chancellor, Business and Finance, will jointly ensure the accommodation of the impact of the PeopleSoft/Oracle applications and their hardware/operations outsourcing on the current and planned TII infrastructure capacity and reliability. Performance standards and regular monitoring will be utilized to measure compliance and identify any necessary corrective actions.

Scope

- The CMS Executive Committee is responsible for advising the Executive Vice Chancellor, Business and Finance, regarding the scope of the CMS project. The CMS Executive Committee will consult with other stakeholders, user groups and project directors regarding scope as appropriate.
- CMS Scope will be modified and updated as required and reported in the CMS Core Functionality Document.

Out of Scope Items

- The CMS CORE Functionality document will be the guiding policy for application development and support.