September 8, 2004

TO: General Officers

FROM: Elson S. Floyd, President

RE: Implementation of Strider & Cline PeopleSoft Assessment

As you are aware, recently I engaged the information technology consulting firm of Strider & Cline, Inc., to conduct an assessment of the University’s progress in installing PeopleSoft modules for Finance, Human Resources, and Student Administration. The interview team concluded that we have made significant progress in the improvement and integration of our administrative processes; however, much work remains to be done before we are in a position to assert that we are exploiting all the capabilities of this complex management system.

The first step in addressing issues identified in the assessment report is to clearly identify executive sponsorship. This is an important step. The following reflects the executive sponsors:

- Financial Management System – Nikki Krawitz, Vice President for Finance and Administration.
- Human Resource System – Ken Hutchinson, Vice President for Human Resources.
- UMC Student Administration System – Ann Korschgen, Vice Provost of Enrollment Management.
- UMKC Student Administration System – Mel Tyler, Associate Vice Chancellor for Student Affairs & Enrollment Management.
- UMR Student Administration System – Jay Goff, Dean of Enrollment Management.
- UMSL Student Administration System – Curt Coonrod, Vice Chancellor for Student Affairs.

The next step in addressing issues identified in the assessment report is to chart a course for each of the application areas. After several meetings with Vice President Ralph Caruso and members of his senior staff, I have decided to implement a series of actions designed to achieve project objectives:

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• Financial Management System - We will continue with the plan to upgrade to PeopleSoft's 8.8 version of this application. Nikki will conduct a joint review of the open issues identified by Strider & Cline.

• Human Resource System - We are proceeding with the Benefits Module Implementation and the Absence & Reporting Module. Ken will conduct a joint review of open issues identified by Strider & Cline.

• Student Administration System - There has been considerable focus on this implementation. It is imperative that we complete the install at UMR and fix any problems that currently exist on that campus. This indeed is our highest priority. The technical team for student administration will continue to concentrate its efforts on implementation of the Recruit & Admit, Student Records, and Student Financials PeopleSoft modules at Rolla. The install of PeopleSoft Recruit & Admit at UMKC and UMSL will also be completed. Further installs will be held in abeyance at this time.

The process of making go live decisions for implementation of modules in the future will be led and initiated by the Executive Sponsor with the concurrence of Vice President Caruso. The budget allocations that we approved in March will remain in place. We will review the funding for FY06 later this fiscal year.

To facilitate the regular exchange of information about the project, a web presence will be created on the UM System Web site within the next several weeks. The Web site will serve as the focal point for posting status reports and timelines, addressing issues, and providing FAQ's. The Web site also will provide a feedback mechanism to enable end users to provide instant feedback to the implementation teams.

Continuous communication and engagement is essential to successful implementation of the administrative modules required to accomplish the work of this University. I have directed the Vice President for Information Technology to disseminate this letter to key individuals involved in the project at every level. I ask that each general officer take a personal interest in the implementation process going forward and keep me and the Executive Sponsors informed of issues that may require immediate attention. Our objective ultimately is to have a modern, efficient administrative system in place that is responsive to the growing needs of our great public research university.

Thank you for your assistance and cooperation.