

Draft Banner Team Charter

Team: *Technical Infrastructure Team*

Purpose: The *Technical Infrastructure Team* is responsible for building a reliable, responsive, maintainable, measurable, and documented technical infrastructure necessary to support the Banner Student software system.

Team Sponsor: Bill Fritz, Banner Project Leader

Team Members:

- Keith Campbell, *Technical Infrastructure Team* Leader
- Davide Gaetano
- Deidra Bryant
- Chila Reavis
- Sam White
- Toby Chappell
- Dave Macdonald

Resources:

- Marty Fraser
- Dave Hill
- Robert Bettis
- Doug Cackett
- Tammy Clark
- Charles Hollingsworth
- Diana Lackey
- Farshad Masserat
- Steve Ratterree
- Jim Young

Duties of this team:

1. Identify Needed Resources. To identify technical resources needed for the project and communicate these needs to the *Steering Team*.
2. Project Plans. To assist in the development of technical project plans and be responsible for providing status updates for tasks and activities that

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- have been assigned to them.
3. Plan Execution. To ensure that the project plans are executed and that the system is implemented on time and within the approved budget.
 4. Communication. To communicate and coordinate with the *Steering Team, Implementation Team*, all end-users, and project stakeholders.
 5. Communication Plan. To ensure that the communication plan is implemented and to carry out audits to ensure that effective communication is occurring to the *Steering Team, Implementation Team*, end-users, and project stakeholders.
 6. Infrastructure Components. To research, design, acquire, install, configure, and support the following technical infrastructure components:
 - a. Servers
 - b. Client environment
 - c. Intranet and extranet networks
 - d. Environmental systems
 - e. Power conditioning systems
 - f. Security systems
 - g. Monitoring systems (application, system, database, network and environmental)
 - h. Output management system
 - i. Job scheduling system
 - j. Web interfaces
 - k. Tools
 - l. Interactive Voice Response interface
 - m. Financial and academic gateways
 7. Environments. To research, design, acquire, install, configure, and support the following environments, and to assure the appropriate separation between them:
 - a. Production
 - b. Reporting
 - c. Quality Assurance
 - d. Production Support

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- e. Development
- f. Training
- 8. Processes and procedures. To design, document, and implement the following processes and procedures:
 - a. System, application, network, environmental, and security monitoring
 - b. Account management
 - c. Output management
 - d. Production job scheduling
 - e. Print services and billing
 - f. Client application deployment
 - g. Database maintenance
 - h. System maintenance
 - i. Application maintenance
 - j. Diagnostic procedures
 - k. Backup and recovery
 - l. Disaster recovery
 - m. Change management procedures for:
 - i. Infrastructure
 - ii. Application
 - n. System availability schedule
 - o. Documentation standards
- 9. Testing. To assist in the development and execution of test plans to ensure user acceptance of the Banner Student-Financial Aid system prior to moving it into production mode.
- 10. Transition to Banner. To ensure a smooth transition from the legacy OASIS and PACE systems to Banner.
- 11. Transition to Production Mode. To ensure a smooth transition from 'implementation mode' to 'production mode'.
- 12. Response to Problems. To develop contingency plans for likely problem scenarios and as problems arise to effectively deal with them to minimize their impact on the project and the University.

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13. Vendor Performance. To assess and provide feedback to project vendors to ensure quality performance and service for the University.
14. Pro-Banner PR. To continuously sell the benefits of Banner to the University community.

- Success Measures:**
1. To build the technical infrastructure necessary to support and meet the following production dates:
 - a. 9/1/2001 – Housing and Alumni & Development upgraded to Banner 5.0 release
 - b. 10/15/2001 – Catalog
 - c. 11/15/2001 – General Person
 - d. 12/15/20012 – General Student
 - e. 1/15/2002 – Academic History, Location Management, Faculty, Scheduling, Financial Aid, Recruiting, Admissions, Transfer Articulation
 - f. 5/1/2002 – Registration, Accounts Receivable, selected electronic payment system, selected cashiering system
 - g. 5/15/2002 – replacement for PACE academic advising/degree audit system
 - h. 12/31/2002 - Post-implementation clean-up complete
 2. The production Banner Alumni & Development and Housing modules will be integrated with Banner Student and Financial Aid as part of this project. This will result in a single, integrated database supporting all of the installed Banner modules.
 3. Technical documentation will be developed and available prior to module ‘go live’ dates.
 4. All maintenance and support responsibilities will be turned over to the appropriate functional and technical groups by 12/31/2002.
 5. Processes and procedures for operating the Banner system in a production mode will be developed and

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implemented by 12/31/2002.

6. The Banner project team will be de-commissioned at the end of the implementation project – 12/31/2002.
7. This project will be completed at or under the approved budget.

Budget:

The total approved budget for the Banner Student-Financial Aid Implementation Project is \$11.0M. The approved technical infrastructure portion of this budget is \$4.2M.

Boundaries:

1. There will be a “freeze” on non-critical enhancements to the legacy student information system (OASIS) and to the legacy academic advising/degree audit system (PACE).
2. The GSUNET2 implementation and network technology refresh will impact the availability technical resources and the technical architectural design.
3. While this project will be a high priority for the *Technical Infrastructure Team*, it is understood that most team members are not 100% dedicated to the project because of operational responsibilities and involvement in other projects.
4. During the project, the *Technical Infrastructure Team* will strive to minimize negative impact on the operations of the University and customer service to the University community (students, faculty, and staff).

Operating Guidelines:

1. The *Technical Infrastructure Team* will receive direction from and be responsible to the *Implementation Team*.
2. The *Technical Infrastructure Team* will meet twice per month during the life of the project, or more often as needed.

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3. The *Technical Infrastructure Team* will be a model for effective team processes.
4. The *Technical Infrastructure Team* will make decisions through consensus and then represent the team as a whole.
5. The *Technical Infrastructure Team* will communicate their activities, decisions, and action steps, as appropriate, to various project personnel.

Ground Rules:

1. Agendas for *Technical Infrastructure Team* meetings will be sent out at least 72 hours in advance.
2. Meeting minutes will be circulated within 48 hours of each meeting.
3. Respect confidentiality
4. Team member etiquette:
 - a. Come prepared
 - b. Participate
 - c. Complete assignments
 - d. Be an active listener
 - e. Stay focused
 - f. Project a positive attitude
 - g. Critique an idea, not the person
5. Respect other's ideas/opinions/roles:
 - a. Be open-minded
 - b. Don't interrupt while others are speaking
6. Be respectful of other and individual roles
7. Be committed to the project
8. Meeting courtesy:
 - a. Arrive on time
 - b. Start on time
 - c. Stay for the entire meeting
 - d. Inform meeting leader before meeting if unable to attend or need to leave early
 - e. Turn off your cellular phone or switch to vibrator mode

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