

Project Scope Statement

Project Name:	Project Number:	Prepared by: (Project Manager)	Date:
Cashnet	Not Assigned	Melissa Tessier	08/15/16
Sponsor:	Business Unit:	Project Type:	
Mike Riley	Finance	<input checked="" type="checkbox"/> Standard <input type="checkbox"/> Complex	

Project Scope Statement Document Description	The Project Scope Statement is the document of record for the project scope. It expands on the earlier work done in the Project Charter and establishes a common understanding of the project scope among project stakeholders. Most important, it establishes not only what is in scope but also what is out of scope for the project. As the project progresses, the scope statement may be appended to reflect scope changes submitted through the Project Change Request process.
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Project Objective	<i>Information regarding the business need your project addresses.</i>
<p>The objectives of this project are to (1) identify all ePay web interfaces that collect credit & debit card information and replace with Cashnet’s hosted solution, (2) Implement new tools to enhance the current Cashnet offering, (3) Sunset internal systems functionality that has been replaced with a vendor hosted solution.</p> <p>Success Criteria</p> <ul style="list-style-type: none"> • Reduce costs and overhead associated with support of ePay, ePayPC, and mPay applications by \$20k. (based on IT reduction of management in intelforms for those monetary transactions moving to Cashnet) • Reduce the scope of PCI compliance requirements from the UC by eliminating the transaction processing through ePay, ePayPC and mPay and moving it to Cashnet vendor hosted solution • Gain efficiencies in transaction posting and GL reconciliation through consolidating reports in Cashnet Administration • Automate process for students to enroll in payment plans and eliminate manual transactions in Banner to maintain these plans by transferring the plans to Cashnet Payment plan software 	

Detailed Project Scope	<i>Describe in detail the project deliverables that are included and excluded.</i>
In Scope	

1. Real time two-way interface with Banner.
2. Real time interface between CBORD (Cat Card) and Cashnet for the purpose of using Catcard to pay for purchases and loading funds onto the card.
3. New batch Interfaces between OCLC (Library), T2 (Parking), NoHo (ECEC), to Cashnet emarket.
4. ePayment "Student Account Online" (SAO) website user interface accessible through Shibboleth Single sign on from .ucmerced.edu. The site will contain the following data: Balance Information, Payment History, and Payment functionality.
5. ebill custom template development.
6. Payment plan software that provides ability to enroll in payment plans through the Student Account Online website. Initial setup of Payment Plans in Cashnet Administration tool.
7. Smart Pay– Implement Cashnet's credit card processing for epayment and emarkets.
8. ACH Returns Import – Batch file import from Cashnet to Banner. Data in file includes returned items that are reversed in Cashnet and then sent to Banner.
9. Mobile for Cashiering - Cashnet will load the necessary software to the UC owned ipad (hardware purchased separately).
10. User Emulation through Cashnet Admin tool available through Cashnet Admin
11. International payments through Western Union available on through epayment and emarkets.

In addition to the modules implemented by Cashnet, the following will be built and implemented by UC Merced with the support of 3rd party vendors as necessary. Single sign on functionality is dependent on 3rd party vendor capabilities and may not be available for all user interfaces. Links to all applications below will be presented in the my.ucmerced.edu website based on user role.

1. Create ebill data file that will populate the custom template from Cashnet
2. Implement interface from CatCard epay UI to Cashnet for users to view load funds
3. Parent portal user interface for the Early Childhood Education Center that allows parents to view balance will remain on current URL: <https://epayecec.ucmerced.edu/> and link to Cashnet to pay monthly invoice
4. User interface for iTaps to pay for parking permits with Single sign on will remain as it is today hosted on the epay URLs: Staff Permit URL <https://epay.ucmerced.edu/staff/permit.aspx> ; Car Rental <https://epay.ucmerced.edu/vehiclereservation/vehiclesearch.aspx>
5. Housing Deposits to display in SAO (fee fed directly to banner through new API)
6. Student Intent to Register fee now to display in SAO (fee fed directly to banner through new API)
7. Update existing internal jobs (including Cashnet data feed for user information)

Documentation to support the project will be created including but not limited to the following:

1. IT Security Review
2. Architecture review
3. Business & Technical Requirements
4. Test Plan, Scenarios, Scripts, & detailed test results
5. Communications Plan
6. Conversion Plan
7. Operational Processes & Procedures
8. Application Sunset Plan

Applications utilizing epay or epayPC for payment will be Converted to the following Cashnet Solutions:

1. Intelforms with monetary transactions converted to Cashnet emarket (Including Library). No authentication available.
2. Tuition & Student Payments through ePay converted to Cashnet Student Account Online including Shibboleth single sign on. Access to the website will continue through current link residing on mv.ucmerced.edu based on user profile.

Out of Scope	
<ul style="list-style-type: none"> • PCI compliance requirements for systems outside of Cashnet modules implemented, ePay, & ePayPC • Intelforms without monetary transactions (Info gathering forms). These forms will remain in their current location. • Business processes around management of non monetary intelforms • De-commission of the Intelform website (intelforms.ucmerced.edu) • Development or implementation of new security policies • Data Conversion for Cashnet Database. All data that resides in Cashnet today will remain • Bookstore and Dining on POS systems. • Investment in any card processing hardware not explicitly called out in the project budget • Implementation of software to remediate mobile PCI risk 	
Project Acceptance Criteria	<i>Acceptance criteria are the metrics that must be met before the project services and proposed deliverables will be accepted.</i>
<ul style="list-style-type: none"> • The following are migrated successfully to Cashnet <ul style="list-style-type: none"> ○ Debit / Credit card data collected through ePay for the following vendor systems: NoHo (ECEC), OCLC (Library), T2 (Parking), and CBORD (CatCard) have been successfully migrated to Cashnet checkout ○ Debit / Credit Card data collected through ePay for the in-house system iTAPS (Citations) has been successfully migrated to Cashnet checkout • Cost Reduction & Risk Avoidance <ul style="list-style-type: none"> ○ IT support for payment processing has been reduced by .20 FTE ○ PCI compliance requirement for ePay, ePayPC and mPay is eliminated and all transactional data has been purged from these systems. • Gain Efficiencies <ul style="list-style-type: none"> ○ Streamline process for accepting and processing payments across departments by converting to cashnet's EasyPay ○ Improve processing activities through the implementation of real time interfaces to Banner and CatCard ○ Manual posting and management of payment plans is no longer necessary in Banner ○ Implemented new Cashnet reports to support end of month reconciliation per identified requirements • Improved User Experience <ul style="list-style-type: none"> ○ Standardize branding for UC Storefronts (add branding as deliverable) ○ Students are able to self-enroll through the Student Account Online system into payment plans. ○ Students and parents are able to now pay tuition using International payments, ACH, MasterPass, 529 plans, and different tender types (MasterCard, VISA, AMEX, and Discover). 	
Project Constraints	
A) Cost	<i>Describe any cost project limitations that may affect the performance of the project. <u>Example</u>: funding was not planned for in this fiscal year and may delay project start date.</i>
1. Budget pending ITAC approval	
B) Resource	<i>Describe any resource project limitations that may affect the performance of the project. <u>Example</u>: Resources require additional training for project implementation.</i>

<ol style="list-style-type: none"> 1. Vendor Resources can take up to 8 weeks to assign after contract signed 2. UCM's IT support groups are not 100% dedicated to this project 	
C) Schedule	<i>Describe any schedule project limitations that may affect the performance of the project. <u>Example:</u> Required to Go Live by 6/30 due to UCOP mandate/compliance.</i>
<ol style="list-style-type: none"> 1. None 	
D) Security	<i>Describe any security limitations that may affect the performance of the project. <u>Example:</u> Vendor system or service uses unsupported browser.</i>
<ol style="list-style-type: none"> 1. Mobile Implementation increases PCI Compliance Requirements 	
E) Technical	<i>Describe any technical project limitations that may affect the performance of a project. <u>Example:</u> Vendor platform can only support 500 concurrent users.</i>
<ol style="list-style-type: none"> 1. Cashnet Storefront does not provide the ability to SSO or authenticate users accessing them 	
High Level Agreement(s)	
Resources	<i>List the verified resources for this project.</i>

Cashnet Resource Plan				Total Weeks	Hours /Work week	Total Months
				69	40	17.25
Resource Name	Department	Supervisor	Role	Total Hours	Weighted Ave	Total Cost
Melissa Tessier	IT	Dana Kuebler	Project Manager	1,004	36%	\$ 42,168
Mike Riley	Biz & Admin Svcs		Approver	222	8%	
Carla Krogh	Treasury, Banking & Cashiering	Kimberly Groesbeck	Cashnet Admin	906	33%	
Jennifer Riedeman	Treasury, Banking & Cashiering	Kimberly Groesbeck	Finance & Banking; Reconcilement	314	11%	
Kimberly Groesbeck	Accounting & Business & Financial	Mike Riley	Approver	122	4%	
Chris Robinson	Student Business Services	Kimberly Groesbeck	Ebill; Payment Plans	506	18%	
Kent Carpenter	IT	Ann	Service Transition	84	3%	\$ 3,528
Dana Kuebler	IT	Kent Carpenter	PMO	74	3%	\$ 3,108
Matt Faulkner	IT	Matt Cato	IT Coordinator	790	29%	\$ 33,180
Matt Cato	IT		IT Coordinator	228	8%	\$ 9,576
Test Lead	IT	TBD	Test Lead	360	13%	\$ 15,120
Business Analyst	IT	TBD	Requirements	288	10%	\$ 12,096
Desiree Sands	IT		Communications	96	3%	\$ 4,032
Asad Choudhry	IT	Matt Cato	SME; epay Developer	568	21%	\$ 23,856
Raj Panneer Selvam	IT	Matt Cato	SME; epay Developer	510	18%	\$ 21,420
Suzat Karim	IT	Matt Cato	Technical Resource	356	13%	\$ 14,952
Belay Tekalign	IT	Matt Cato	Intelforms & Reporting	272	10%	\$ 11,424
Will Wilcox	IT		Banner Programmer (custom ebill file)	64	2%	\$ 2,688
Mike Parrino	IT		Architecture	60	2%	\$ 2,520
Nick Dugan	IT	Ann	IT Security	52	2%	\$ 2,184
				4670		\$ 196,140
Budget			Enter total budget for this project.			
Activity Description	FAU#	One Time Cost	Year 1	Year 2	Year 3	Line Item Total
Internal staff labor	N/A	\$ 196,140	\$ 48,048	\$ 48,048	\$ 48,048	\$340,284
External staffing costs	TBD	0	0	0	0	\$0
Software license & support	660500-2a-20095-049235/ Ongoing: 660500-2a-19900	\$ 78,086	\$ 96,224	\$ 96,224	\$ 96,224	\$366,758

Hardware (e.g. VMs)	660500-2a-20095-049235	\$450	0	0	0	\$450
Travel & Expense	660500-2a-20095-049235	\$500	0	0	0	\$500
Training	N/A	0	0	0	0	\$0
Contingency (e.g. risks)	660500-2a-20095-049235	\$7,809	0	0	0	\$7,809
Total:		\$282,985	\$144,272	\$144,272	\$144,272	715,801

Schedule *List the timeline for the major milestones*

Phase	Sub-phase	Expected Output	Target Date
Initiation	Initiation	Charter & Kick-Off Meeting	Complete
Planning	Tech Requirements	Architecture & Security Review	09/30/2016
Planning	Project Artifacts	RAID, Scope, Budget & Schedule	09/30/2016
Execution	Build	Development	March 2017
Execution	Testing	Test plan, scripts & test results	April 2017
Execution	Final UAT	Tester training, test results & sign-off	April 2017
Execution	Service Transition	Service Level Agreement (SLA), Service Now on-boarding, documentation (e.g. policies, guides, procedures), Operation Level Agreement (OLA)	April 2017
Execution	Implementation	Change order, CAB, deployment schedule, deploy	Go Live: May 2017 Conversion: September 2017
Execution	Post Go live	Final service transition & end user acceptance	May 2107
Close	Close	Project close, lessons learned, project feedback, budget/resources released	September 2017

Project Assumptions *List and describe any perceived or stated project assumptions and the potential impacts of those assumptions on the project if they prove to be false.*

- Vendor resources assigned are knowledgeable
- UC Merced’s Technical resources can dedicate time required as described in the resource plan to the project
- UC Merced’s business resources can dedicate required time as described in the resource plan to the project
- Business resources will participate in requirements gathering and testing
- IT support cost savings is assuming that IT will no longer manage the creation of monetary forms in intelforms or setup in Cashnet.

By approving the Scope Statement, you are in agreement with the project scope as described herein.

Stakeholder(s)	Name	Signature	Date
Project Sponsor	Mike Riley		
IT Coordinator	Matt Faulkner		

Project Manager	Melissa Tessier		
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