ACTION

4800 E. Huron River Drive
Ann Arbor, Michigan 48105-4800

Subject	Date
Approval of Technology Managed Services Contract	June 25, 2019

Background

At the direction of the Board, in September 2017 the college engaged with Campus Works to perform an assessment of the college's overall technology infrastructure. At a January 2018 public Board meeting, the College provided the Board with an overview of technology best practice trends and reviewed the results of the Campus Works assessment. To address the needs identified by Campus Works, the Board approved an IT consulting services contract with Campus Works to provide CIO, CISO and other subject matter expert resources. At a public Board retreat In March 2019, the College provided an overview of the current state the College's technology environment and identified a number of critical technology gaps that would require significant resources to be resolved. The results of these assessment efforts over the past two years compelled the college to develop a long-term solution, which ensures that the college has a sustainable, secure and robust IT infrastructure that meets the needs of all WCC stakeholders, including students, faculty, staff and community members now and into the foreseeable future.

Proposal

The College is proposing a contract with Ellucian Company L.P. ("Ellucian") for Technology Management Services (TMS) that would encompass all technology services provided by our current IT Department. The College has been utilizing the Ellucian enterprise resource system, Banner for over 20 years and the proposed TMS work order would fall under the existing service agreements with Ellucian. The statement of work encompassed in this agreement would include:

- Ellucian Information Technology Leadership Services
- Strategic Services (Planning, Governance and Communication)
- Academic Application Services
- Administrative Application Services
- Application Modernization Services
- Application Management Services
- Help Desk Services
- End User Services
- Web Technical Support Services
- Infrastructure Support Services
- Technology Security Services
- LifeLine Secure Service
- NetAlert Monitoring Services

The recommended agreement is for a five-year term and at a fixed cost for each of the five years of $5,241,826. Other key provisions of the TMS contract include:

- All current WCC full time IT staff will be offered a full time position with Ellucian and will not require relocation
- The majority of all resources required by Ellucian will be provided by onsite staff
- Ellucian employment practices will conform to WCC nondiscrimination standards
- Ellucian will provide dedicated managed services leadership resources, including CIO, CISO, Technical Director, Applications Director and User Support Manager positions.
- The college and Ellucian will meet annually to agree on performance goals for the upcoming year and review performance for the prior period.
- In the event of a material breach in performance by Ellucian, the college retains the right to terminate the agreement.

Impact to the WCC IT Staff

An integral component of the college's proposal to enter into a TMS agreement with Ellucian is that the existing WCC IT staff be offered two meaningful options to continue their careers in their chosen profession. These options include:

1. All full time WCC IT staff will be offered a full time position with Ellucian, a leading technology services provider, exclusively serving the higher education community.
2. If IT Staff choose not to join the Ellucian team, the college is proposing that each full time IT employee will be eligible for a Transition Assistance Plan which includes the following benefits:
   a. Up to one year of compensation, depending upon an employee's years of service (the majority of the IT staff would receive the full benefit).
   b. Health benefits would be offered at existing employee contribution costs for the period of time commensurate with their compensation benefit period.
   c. Transition Assistance services with a leading firm, Right Management. This benefit will also be offered to our current part time IT staff.
   d. Five years of free tuition benefit for all courses taken at WCC, consistent with current WCC employee benefits.

It is estimated that depending upon the number of current WCC IT staff which accept employment opportunities with Ellucian that the one-time cost for the Transition Assistance Plan benefits could range from $1million - $2.5 million. The College is proposing that the Board approve the funding of this Transition Assistance Plan through the use of General Fund resources. It is anticipated that the FY 2019 General Fund Operating Fund Net Activities will result in a surplus of at least $2 million.

Summary

The role of technology throughout the college is significant, complex, dynamic and crucial in support of our students' learning objectives. We have a responsibility to ensure that the college has a sustainable, secure and robust IT infrastructure that meets the needs of all WCC stakeholders, including students, faculty, staff and community members now and into the foreseeable future. The proposed Technology Managed Services partnership with Ellucian will afford WCC a strong opportunity to leverage the resources of the market leader in higher education technology.

RECOMMENDATION

It is the recommendation that the Board of Trustees approve a five-year technology managed services contract, commencing July 29, 2019 with Ellucian Company L.P.in the fixed amount of $5,241,826 per year for each of the five years. It is also recommended that the Board of Trustees approve the utilization of General Fund Reserves to fund the costs of the proposed Transition Assistance Plan for the impacted WCC IT Staff.

A ROLL CALL VOTE WILL BE TAKEN

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Recommended by: *Rose B. Bellanca, Ed. D.*

Title: <u>Executive Vice President of Administration & CFO</u>

Rose B. Bellanca, President