



# ERP Evaluation and Implementation

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The University of Tennessee  
Approach



# Mike McNeil Bio

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- 32 Years at UT
- DBA and Technical Services
- UTAM, IMS, DB2, and Oracle
- 20+ Years in Leadership
- Technical Team Lead for SAP Implementation
- Executive Director for Computing System Services



# Sheila McNeil Bio

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- 14 Years at UT
- Applications Analyst/Developer
- Accounting Manager
- Security Coordinator/Analyst
- Security Team Lead for SAP Implementation



# ERP Project History

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- Financial Requirements Developed in 1992
- RFP Committee Started November 1997
- RFP Completed September 1998
- Evaluation Begins December 1998
- Site and Corporate Visits Begin March 1999
- Scripted Demos Begin Late March 1999
- Evaluation Complete May 1999
- ERP Bid Awarded June 1999



# ERP Project History, Cont.

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- Implementation RFP Begins July 1999
- Implementation RFP Issued Sept. 1999
- Implementation RFP Evaluated Dec. 1999
- Implementation Partner chosen January 2000
- IRIS Project Begins February 2000
- Financial "Go Live" April 2001
- HRIS "Go Live" January 2002



# RFP Evaluation Process

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- Background and Qualifications – 500 pts
- Technical Architecture – 700 pts
- References – 600 pts
- Functionality – 1,200 pts
- Scripted Demos – 2,000 pts
- Site Visits – 2,500 pts
- Cost, Terms, and Conditions – 2,500 pts



# Implementation Evaluation Process

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- Qualifications and Experience – 3,000 pts
- Technical Approach – 1,000 pts
- Proposed Staffing – 2,500 pts
- Price Proposal – 3,500 pts



# Technical Issues

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- Client Server Architecture – 3 tier
- Relational Database
- Network Connectivity Options
- Robust Support
- Security
- Workflow
- Auditing



# Technical Challenges

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- Size and Acquire Hardware
- Strongly Consider an Enterprise Storage System
- Hardware Must Precede Functional Needs
- A Sandbox is a Must
- UNIX and Database Knowledge is a Solid Foundation



# Project Challenges

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- Support from the Top is Essential
- Everyone Must Commit to Change
- Get a Few Good Consultants
- Leverage Existing Expertise
- Maintain a Balance among Groups
- Communicate, Communicate
- Develop a Retention Plan



# Questions?

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- Software RFP and Evaluation
- Implementation RFP and Evaluation
- SAP Software
- Technical Issues
- Implementation Experiences
- Operational Issues
- [ADMIN.TENNESSEE.EDU/IRIS](http://ADMIN.TENNESSEE.EDU/IRIS)