

1. How many users does MnSCU have?

User's of MnSCU's IAM services include staff, faculty and students across 24 two-year colleges and 7 state universities. Once all of colleges and universities have been integrated into IAM, we'll have assigned approximately 1.3 million user accounts. This includes persons with an employee or student affiliation within the past 3 years. Approximately 30,000 employees and 380,000 students will have an active account at a point in time.

2. What challenges are you currently experiencing with Identity and Access Management?

Technical challenges relevant to this engagement include scaling to maintain a consistent performance during cyclical periods of user activity and changes in identity data -- for example, course registration. The primary areas of performance concern to date are in user self-service (currently using Waveset) and near-real-time updates from our ERP to the IAM system and to campus directories.

3. How many systems are involved?

Authoritative source for employee and student identities: Today there is one large system, MnSCU's Integrated Statewide Record System (ISRS).

The IAM system support access to 10 enterprise level systems that are used by all or multiple MnSCU schools. It currently integrates with directories at 10 individual institutions (9 schools plus the system office). These directories support access to campus based IT systems. The most common of these systems include: student and employee email, network access, campus computers, network printers and MnSCU online learning systems.

4. Are there any changes needed to the current workflow processes?

This SOW does not require functional changes to current workflow processes although it may require that a new, technical platform support existing workflows.

5. Are there new system integrations in scope?

New system integrations are not in scope, although supporting existing system integrations on a new technical platform is in scope.

6. Will MNSCU ensure that Project Team members including stakeholders, users, SME's are readily available to answer questions relevant to this work, to ensure that there are no delays in meeting deadlines established by MNSCU?

Yes.

7. Is there an incumbent consulting firm currently doing similar work?

No.

8. Has this project been attempted in the past? If so, what were the outcomes?

Conversion from Oracle Waveset to another platform has not been attempted in the past.

9. Please confirm that the selected vendor will be paid on an hourly basis or will they be paid upon deliver/sign-off of defined deliverables?

The contract established with the selected vendor will be on a time and materials basis. The vendor will be paid on a reoccurring billing cycle.

10. Will MNSCU provide workspace? If so, at which facility?

MnSCU will provide a workspace at the System Office facilities in downtown St Paul, MN; Wells Fargo Place, 30 7th Street East, Suite 350, St Paul, Minnesota.

11. Will travel be required to other MNSCU locations? If so, will MNSCU reimburse vendor for travel expenses?

There will be very little travel to other locations required. Any travel expenses will be per MnSCU's standard travel expense policy.

12. Will MNSCU pay based on Hourly Rates or a Fixed Price Bid?

The contract established with the selected vendor will be on a hourly (i.e., time and materials) basis.

13. Under "Responsibilities expected of the selected vendor" you have a bullet point "Providing training/knowledge transfer: expected"; What are the expectations for the training portion?

MnSCU staff will be trained in the new technical platform outside of this engagement, but the vendor should allocate a reasonable amount of time to on-site mentoring of MnSCU staff for any software setup, configuration and customization that is unique to MnSCU. The vendor should also provide thorough documentation of any aspect of the implementation that is unique to MnSCU.

14. Under "Responsibilities expected of the selected vendor" your last bullet point is "Work plan: the Project Manager, Business Analyst and two (2) product engineers will direct work" yet under the "Response Requirements" you have the following:

- o Work-plan with life-cycle cost breakdown here
- o Contract/change management procedures
- o Project management (e.g. quality management, risk assessment/management, etc.)

If the Work Plan is being handled by MnSCU staff, it seems contradictory to require us to provide a detailed work plan in our response. Can you please clarify what you are looking for in the response "Detailed response to Project Approach" section?

It is expected that the vendor proposal will provide a recommended work breakdown structure (WBS) along with associated cost estimates. The proposal response should describe the various planned stages of the migration and a high level layout of the tasks and milestones at each level in the scope of work.

15. Does our current implementation include a significant amount of XPRESS?

It depends on what is considered "significant". We're using primarily out-of-the-box functionality, although we do have customization to user self service functions that uses EXPRESS.



MnSCU IAM Platform Upgrade

Pre-bid conference Q&A

January 8, 2013



Identity and Access Management

Agenda

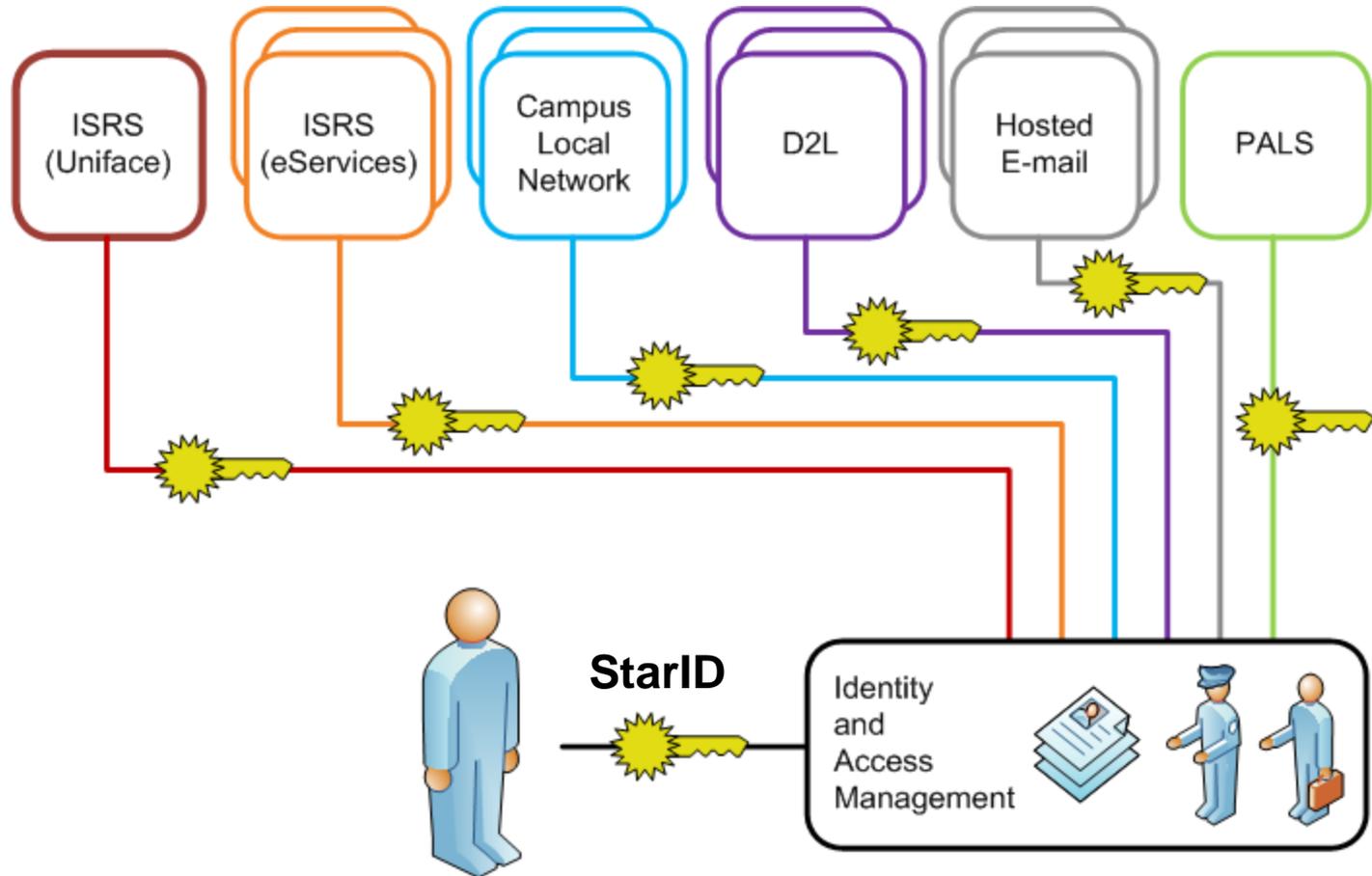
- Introductions - 5 minutes
- Overview & background - 15 minutes
- Q&A - 40 minutes



Identity and Access Management

Why IAM?

Provides one credential across IT services and institutions





Identity and Access Management

Status

StarIDs for Employees and Students

- StarIDs are automatically assigned to all employees
- StarIDs are automatically assigned to students admitted or enrolled at schools where “*student StarID user*” flag is set

Enterprise services using StarID login

- ISRS administrative web applications (StarID required)
- ISRS eServices applications (StarID optional)
- STARS (System wide training registration site)
- StarLAN
- MoveItSecurely
- Program Navigator
- UMConnect (MetNet)
- Others in-progress (e.g., SharePoint 2010, EMS, Kaltura,...)
- Desire2Learn (on-line learning platform)



Identity and Access Management

Status

StarID self service functions

- StarID self service functions support employees & students
 - Activate StarID, Forgot StarID, Forgot Password, Change Password, Manage Profile, FAQs and help

Help Desk functions

- StarID help desk and administrator functions are available to campus help desk staff



Identity and Access Management Status

Directory integration – complete

- Hibbing Community College
- Itasca Community College
- Mesabi Range Community College
- Rainy River Community College
- Vermilion Community College
- Minnesota State Community & Technical College
- Anoka Technical College
- Anoka-Ramsey Community College
- System Office

Directory integration – in progress

- Century College
- Dakota County Technical College
- Inver Hills Community College
- Minneapolis Community and Technical College
- Lake Superior College



Identity and Access Management Status

Directory integration – scheduled next

- Alexandria Technical & Community College
- Central Lakes College
- Hennepin Technical College
- Normandale Community College
- North Hennepin Community College
- Ridgewater College
- Riverland Community College
- Rochester Community & Technical College
- Saint Paul College



Identity and Access Management

Campus Directory Integration Conceptual View

