Purpose of Submittal:

In this interactive session, Brad Johnson, Provost and Executive Vice President and Chuck Lanham, Vice Provost for Information Technology and Chief Information Officer, will lead a discussion on IT Modernization, focusing on a topic introduced at the December Finance Audit and Risk Management Committee, Enterprise Resource and Planning (ERP) System Modernization.

Background:

Western’s ERP (Ellucian Banner) maintenance contract is up for renewal June 2024. In anticipation of this renewal, the President’s Cabinet has engaged in information gathering and discussion about the higher education ERP marketplace and explored options available to Western. This presentation and discussion will outline the opportunity Western is presented with, including a brief overview of the current environment and some of the marketplace overview shared by The Tambellini Group, a leading independent technology research, analyst, and advisory firm dedicated exclusively to higher education.

Strategic Questions:

1. How can technology modernization contribute to improving the processes and constituent experience at Western?

2. What potential risks and challenges should be considered when undertaking a technology modernization initiative, and how can these be mitigated to ensure a smooth transition?

3. In what ways can technology modernization enhance an organization's ability to adapt to evolving trends, stay competitive, and foster innovation while achieving the institutional goals and mission?
Background:

Tambellini Group is the leading independent technology research, analyst, and advisory firm dedicated exclusively to higher education. Our trusted market advisors provide clients with credible resources and strategic advising through direct interaction with the top analysts and market-leading research in higher education.

Tambellini Group clients benefit from more than 100 annual and unbiased research reports that provide insight and analysis on the changing technology landscape. Our unbiased expertise and resources help institutional leaders make fact-based decisions and build consensus for their technology strategies and selections.

With nearly 5 million data points, including over 20,600 global institutions and more than 100,000 technology selections, the Tambellini Group’s proprietary Education Institution Technology Profile Database® is unparalleled in the industry. Founded in 2001, the Tambellini Group is a woman-owned business headquartered in Irvington, Virginia.

Guests:

Dave Kieffer, Principal Analyst

Roles and Responsibilities

As a principal analyst, Dave Kieffer spearheads research focused on Finance and HCM applications, data management, and other critical higher education technologies. His research provides actionable insights on how Tambellini members can leverage technology to improve the experience and outcomes for students, faculty, staff, and administrators through effective architecture, functionality, and accessibility of enterprise-class technology. Dave is a regular speaker and panelist at national conferences and has served on multiple education technology advisory committees.

Professional Background

With over 30 years of experience leading technology operations in higher education, Dave Kieffer has become a vetted leader in the technology space. Before joining Tambellini Group, he served as the administrative systems AVP at The Ohio State University. In this role, he oversaw every facet of the university’s enterprise applications, including implementation, mobile and web development, application architecture, security, and integration technologies.

Education & Certifications

- BSCIS, Computer Science, Engineering, The Ohio State University

Hampton Shive, Strategic Advisor, Institutions

Roles and Responsibilities

Hampton Shive works closely with Tambellini members to align their technology and institutional strategies. As institutions face unprecedented challenges, the importance of looking forward and developing long-term roadmaps for change and/or transformation is more relevant than ever. Hampton focuses on guiding institutions toward the best technology components for their strategies and on helping IT professionals develop the leadership skills required to ensure digital tools fully support student and operational success.

Professional Background
For 30 years, Hampton Shive has worked in technology in higher education. In his last role as AVP of Business Services and CIO at Hinds Community College, he led a successful ERP implementation that served as a modernization effort for the institution and as the foundation for developing and executing next-generation business architecture. Hampton has also been a private business owner for 20 years, strengthening his expertise in creating value by developing and delivering solid educational services and experiences.

Education & Certifications

- BA, English, Millsaps College
IT Modernization

Cloud Modernization Strategy
Reimagining Process, Technology, and Data
Opportunity

• Current ERP – Ellucian Banner
  • Maintenance contract - Summer 2017 to June, 2024
• Opportunity to reimage modern, cloud-based ERP’s and internal processes
• Current and future desired environments
Current ERP

- Since February 1991
- Complex
- Six (6) Primary Banner Modules
- Banner Doesn’t Do Everything
- 74 Modifications To Baseline Code
- 91 Integrations To Share Data With Supporting Systems
Where Do We Want To Go?

**Systemic technology change** involves forging a future-ready foundation, rethinking investments and platforms, and uncovering new opportunities to co-create business value through rapid innovation.

**Systemic cultural change** includes introducing new ways of working, talent models, and capabilities better suited for enterprise agility.

- Transitive value
- Transformative value
- Institutional value

Value is amplified as both technology and the organization are in lockstep and start coalesing.
Achieve Transformation?

- Renew Current ERP
- Institutional Process Review & Redesign
- Data Management Evaluation
- Modern Cloud-based Technology
Western Washington University - Board Presentation

David Kieffer
Principal Analyst
The Tambellini Group

Hampton Shive
Strategic Advisor
The Tambellini Group
Tambellini Group
Analyst and Advisory Services

Technology Market Research and Data
Expert Services for Institutions of All Types and Sizes
Direct Access to Higher Education Analysts
Advisory Services
Procurement and Negotiation Advisory Services
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Cloud Terminology

- Cloud-Hosted
- Cloud-Adapted
- Cloud-Native

SaaS-Architected Cloud

On Premises
Cloud Migration Progress in Higher Education

19% of institutions have selected a SaaS-architected Human Capital Management and/or Finance solution.

14% of institutions have selected a SaaS-architected student system solution.
SaaS Migration Considerations

- Partner vs. Software Provider
- Implementation Partner Impact
- Internal Impacts
- General Benefits
Thank You