



BCNET
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HIGHER ED & RESEARCH TECH SUMMIT

TRU's ERP Migration

Rise into the Clouds

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From February 2021 to October the same year, Thompson Rivers University took the leap and migrated our non-vanilla ERP into the Ellucian Managed Cloud along with launching our own AWS hosted adjacent Cloud to support this migration

Presentation Overview

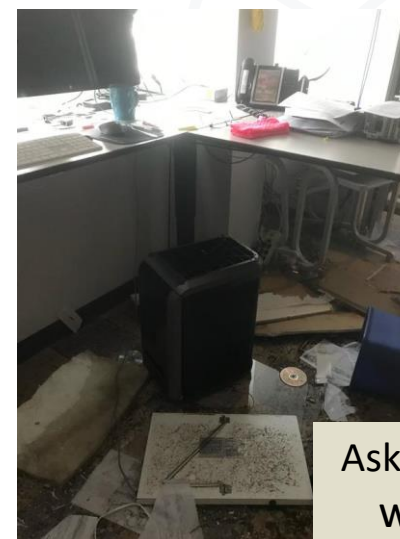
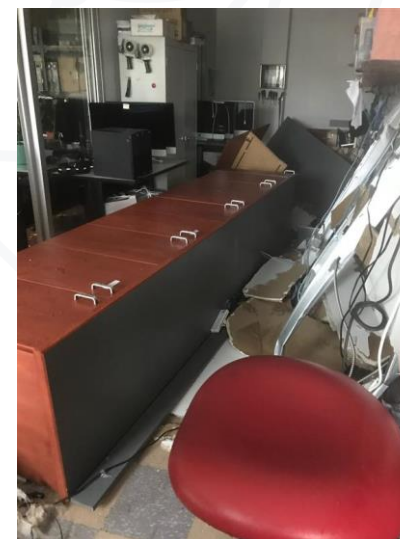
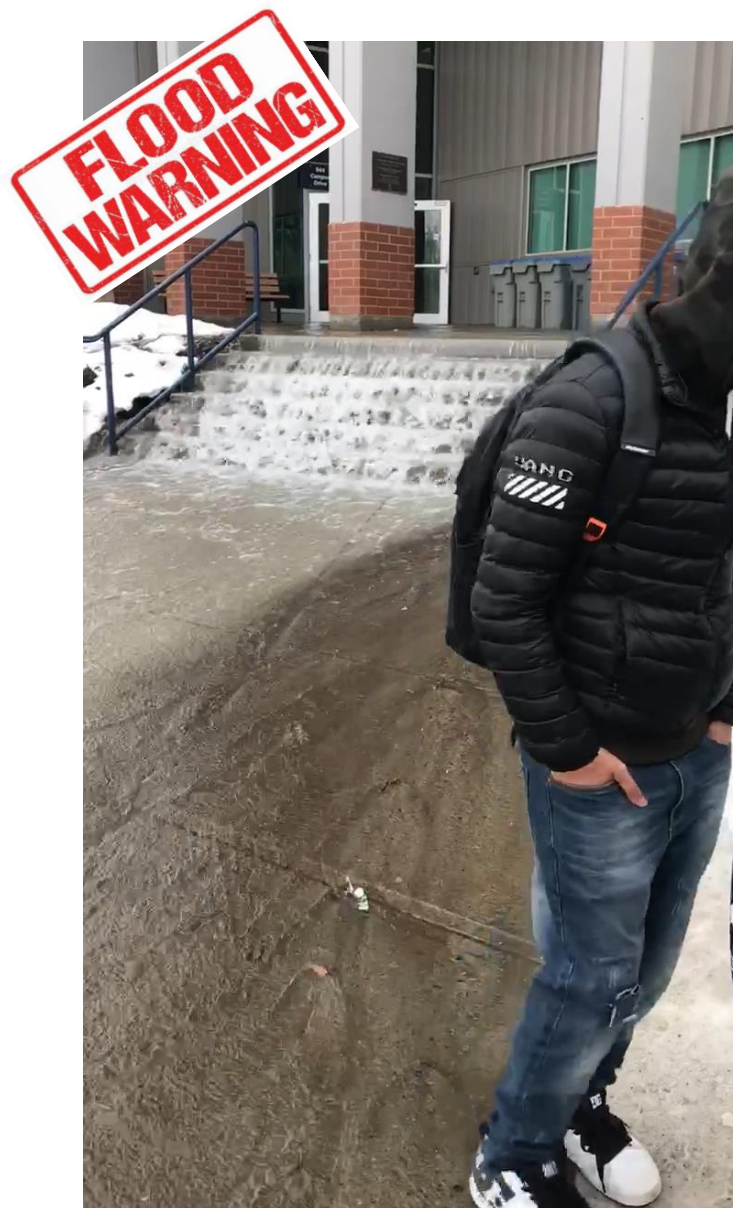
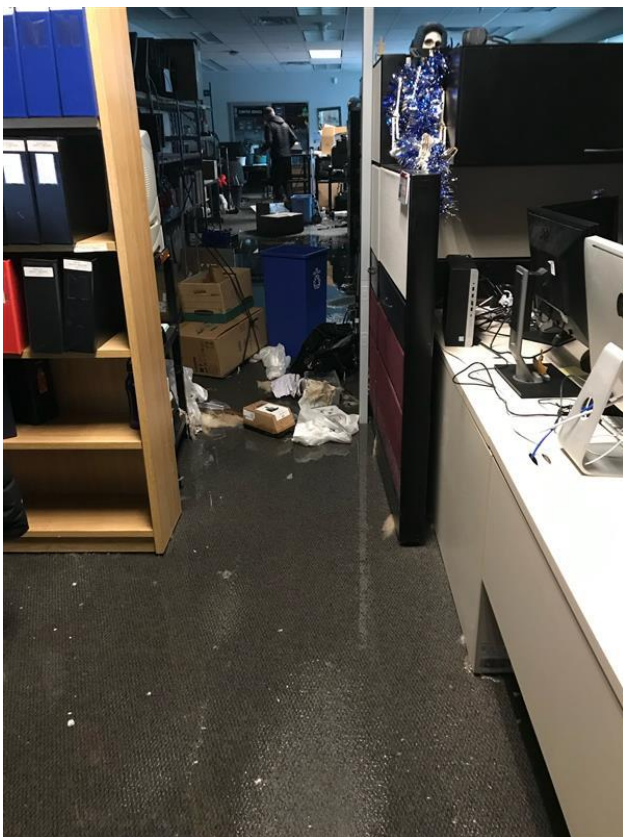
- Background
 - The People Needed For Success
 - Success Criteria (what did we think success would look like..?)
 - Lessons Learned
 - Questions & Answers
-
- Presentation 20-25min
 - Q&A for 15-20min



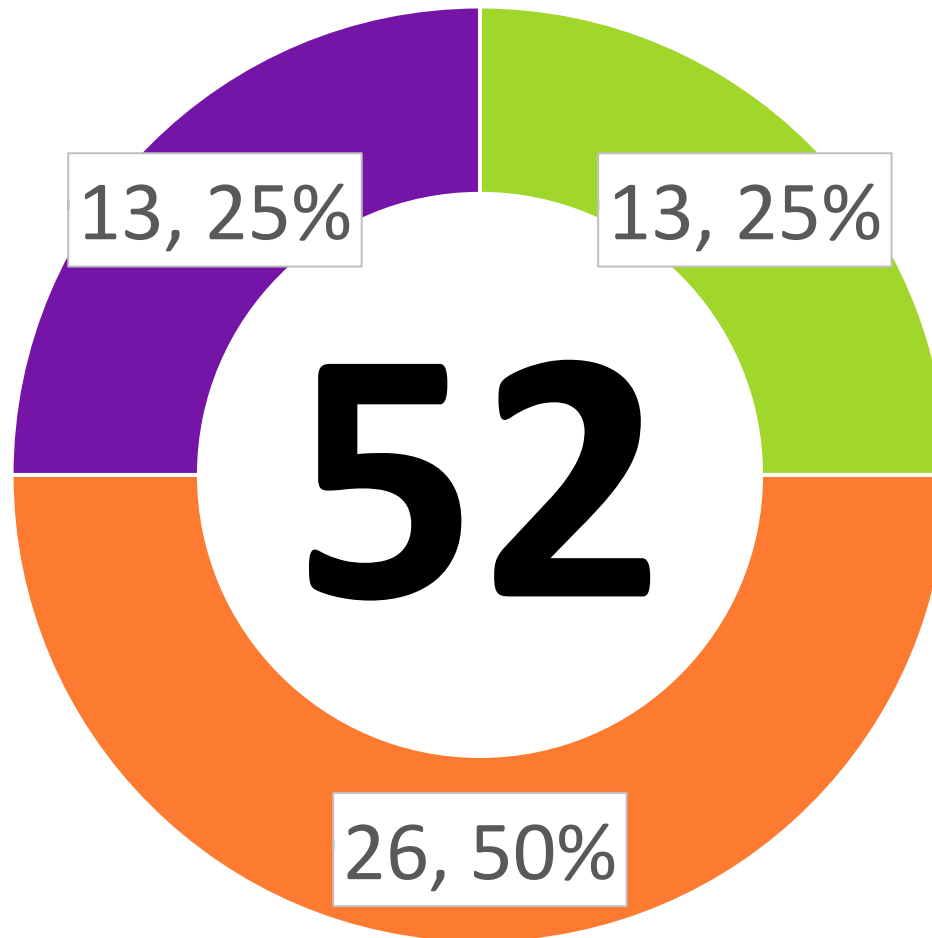
Background

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The Great Flood of January 2019



COVID-19, Early Retirements, and Other Turnover



- New Staff: New Role
- Existing Staff: Same Role
- Existing Staff: New Role

Options Explored

		On-Premises	IaaS	PaaS	SaaS	Ellucian
Apps & Data	Applications	TRU ITS	TRU ITS	TRU ITS	Provider	Provider
	Customizations	TRU ITS	TRU ITS	TRU ITS	N/A	Both
	Oracle maintenance	TRU ITS	TRU ITS	TRU ITS	Provider	Provider
	Data	TRU ITS	TRU ITS	TRU ITS	Provider	Both
Tools	Runtime	TRU ITS	TRU ITS	Provider	Provider	Provider
	Middleware	TRU ITS	TRU ITS	Provider	Provider	Provider
	Operating system	TRU ITS	TRU ITS	Provider	Provider	Provider
Infrastructure	Virtualization	TRU ITS	Provider	Provider	Provider	Provider
	Servers	TRU ITS	Provider	Provider	Provider	Provider
	Storage	TRU ITS	Provider	Provider	Provider	Provider
	Networking	TRU ITS	Both	Both	Both	Both
DR	Disaster recovery	TRU ITS	Both	Both	Provider	Both
	High availability	TRU ITS	Both	Both	Provider	Both
Relative Costs	ITS in-house staffing	100%	80%	60%	50%	50%
	Our data center	100%	50%	50%	25%	25%
	Overall risk	High	Medium	Medium	Low	Low
	Overall cost	\$	\$\$	\$\$\$	\$\$\$\$\$	\$\$\$\$

Green Already in place, offered by default by the service provider, or relatively low cost
Yellow Will always need to work together to configure and maintain or medium cost
Orange Not currently in place, not easily offered by service provider, or high cost

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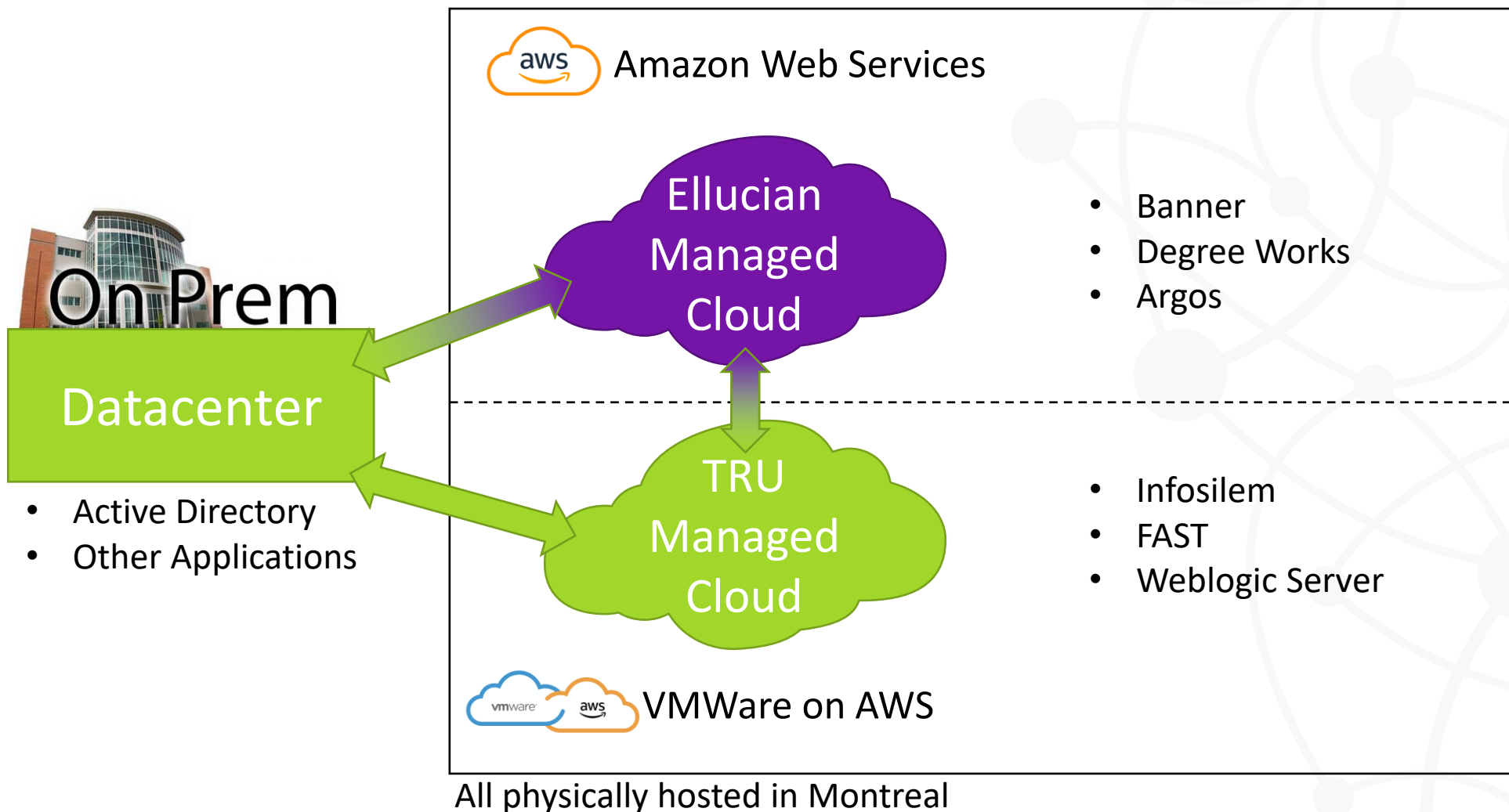
Approximate Costs

Ellucian's AWS:	Ongoing	One-Time
Ellucian Managed Cloud: Support + Hosting	\$ 675,000	\$ 50,000
Oracle Diagnostic + Tuning Pack	\$ 50,000	\$ 175,000
	\$ 725,000	\$ 225,000

TRU's AWS:	Ongoing	One-Time
VMWare on AWS	\$ 175,000	\$ 17,000
Prisma Cloud Firewall	\$ 190,000	\$ 25,000
Metallic Cloud Backup	\$ 45,000	
AWS in General	\$ 24,000	
Other Vendor contracting fees		\$ 5,000
	\$ 434,000	\$ 47,000

Total:	\$ 1,159,000	\$ 272,000
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Hybrid Cloud Solution

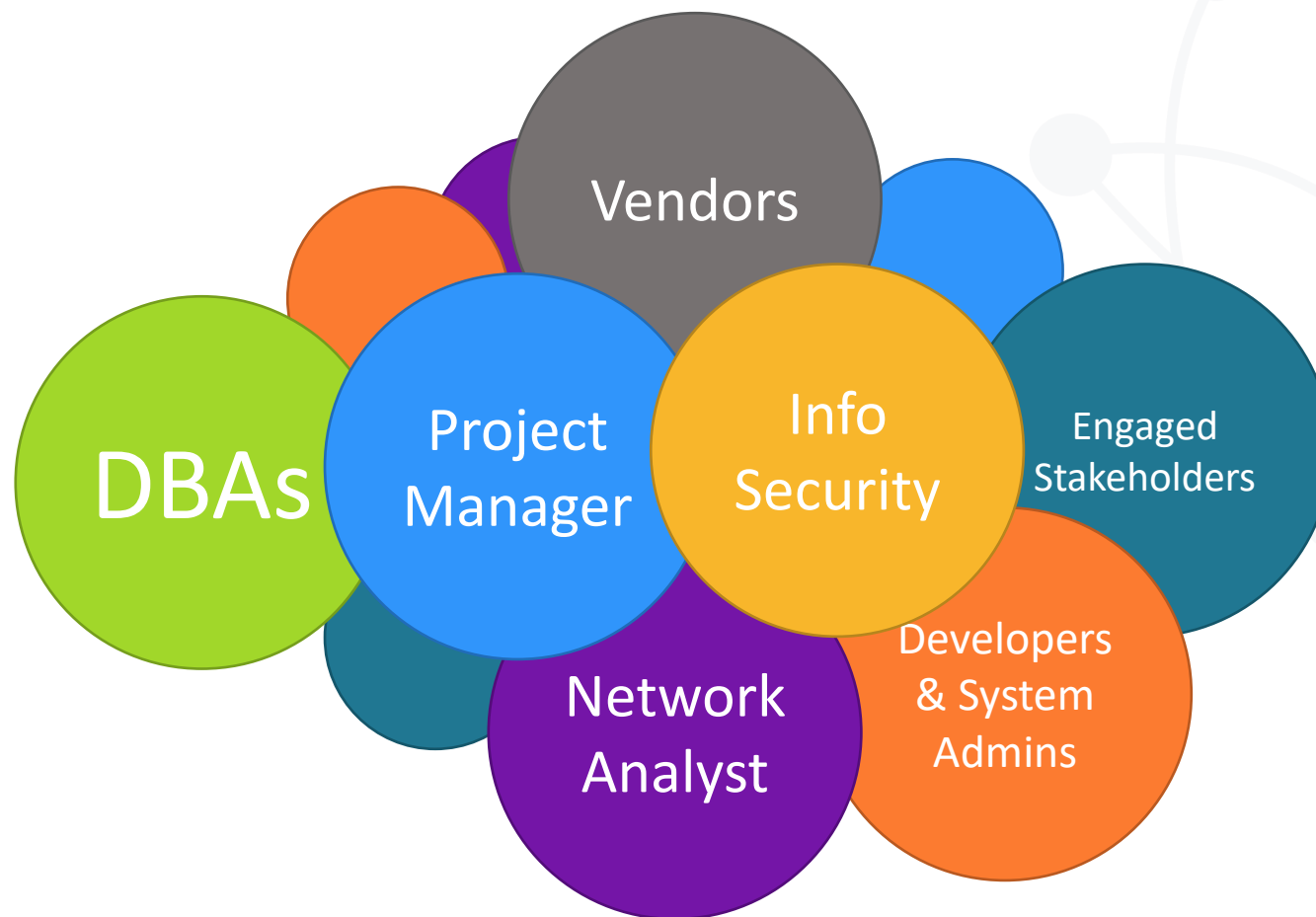




The People Needed For Success

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People Needed





Success Criteria

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What did we think success would look like..?



Main Success Criterion:
No delay to our Year End Upgrade for tax compliance

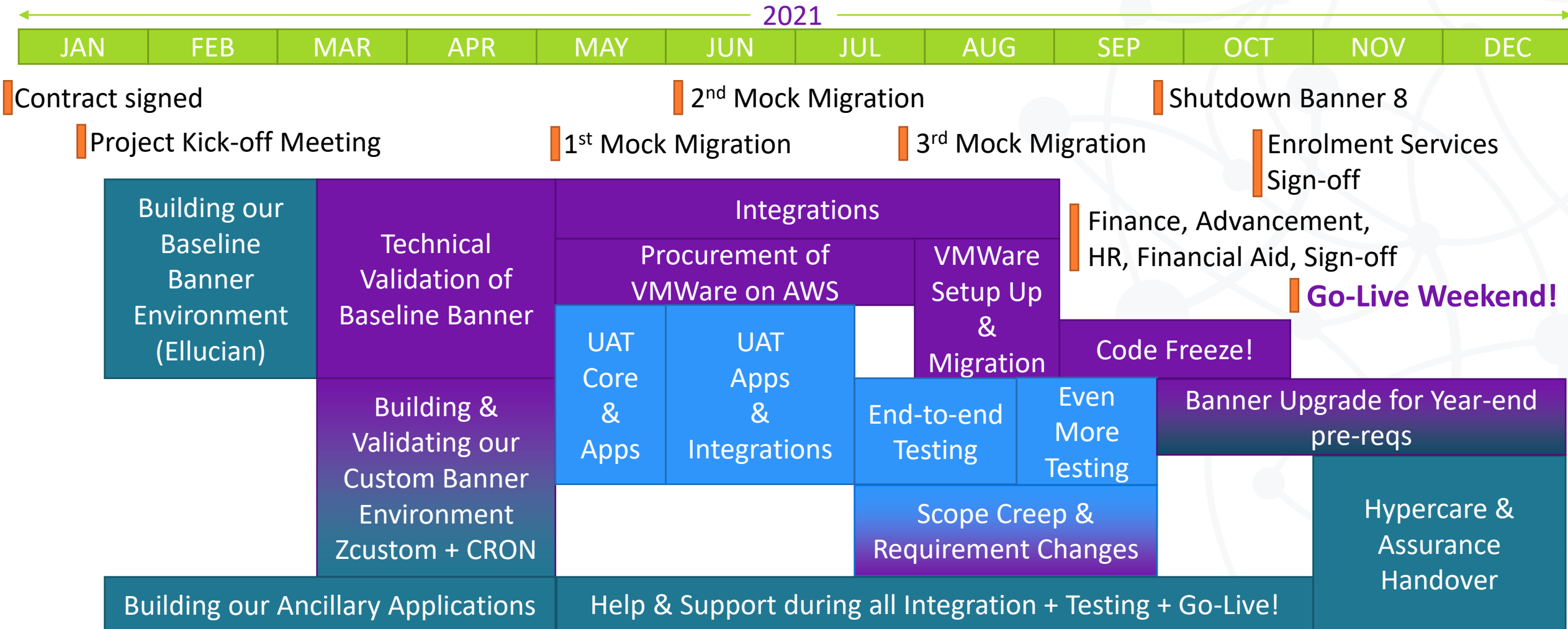


Banner and integrated systems running close to the same as they were our non-cloud environments



Positive user feedback from our user community both initially and after the six month change management window

High Level Project Timeline





Lessons Learned

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Lessons Learned

Delayed Initial Go-live

- Lack of trust
- Lack of flexibility
- Lack of engagement
- Last minute changes

TMI

- Too many details
 - Too technical
 - Holding us hostage
- Not high level or need to know

Do Not Lift & Shift

- “Because we always did it...”
- Lack of strong cross-collaboration
- Assuming established is easier
- engrained bad habits

Don't Wait

- Lessons learned shouldn't come last
- We collaborated closely with Ellucian to improve and fix some bad habits
- Changed our communication style to instill trust, flexibility, and engagement on behalf of TRU
- Look for opportunities to change
- Stick to the code freeze
- Create cross-collaboration opportunities as often as we can as they offer tremendous value

*“...le mieux est l'ennemi du bien.”
 (“...the best is the enemy of the good.”)*

Voltaire: 1770



Questions?

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Thank-you for attending – TRU, IT Services Department

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