Memorandum of Understanding: UCI/UCSD AP Recruit

This MOU is an agreement between UCI and UCSD to collaborate on delivering a shared AP Recruit application.

Memorandum of Understanding Effective date: TBD Versions

Version	Date	Revision/Description	Author
0.1	5/15/2009	Initial draft	Max Garrick
0.2	5/19/2009	Initial draft – revision 1	Shohreh Bozorgmehri
1.0	5/27/2009	Draft for Review	Max Garrick
1.1	6/8/2009	Draft revision 1	Jennifer Kramer
2.0	6/22/2009	Final	Max Garrick

Approval

Approvers	Affiliation	Campus	Approval Date
Shohreh Bozorgmehri	Director of Academic and Network Applications	UC Irvine	6/24/2009
Emily A. Deere	Executive Director, IT Applications Group, Administrative Computing and Telecommunications	UC San Diego	6/24/2009
Kristina L. Larsen	Assistant Vice Chancellor, Academic Affairs	UC San Diego	6/24/2009
Patricia L. Price	Assistant Vice Chancellor, Academic Affairs	UC Irvine	6/24/2009
Joan K. Tenma	Director, Academic Personnel	UC Irvine	6/24/2009

Periodic Review

This MOU is valid from the Effective Date outlined herein and is valid until the Date of Termination. This MOU should be reviewed a minimum of once per fiscal year; however, in lieu of a review during any period specified, the current MOU will remain in effect. Any party may terminate this agreement at any time by notifying the other party.

Review Period:	Yearly

Previous Review Date:	N/A
Next Review Date:	N/A

This memorandum will be posted to the following location and will be made accessible to all stakeholders: http://www.nacs.uci.edu/docs/agreements/ap_recruit/mou-ucsd.pdf

I. Executive Summary

This document serves as a joint proposal from UC Irvine's Network & Academic Computing Services and UC San Diego's Administrative Computing and Telecommunications. We propose to initiate a new cross-campus collaborative model of developing and operating the Academic Personnel Recruit application. This approach will bring forth significant long-term cost saving benefits by eliminating redundant efforts across multiple campuses. Benefits include opportunities to streamline processes and adopt unified standard practices, as well as providing the means to implement scalable IT solutions; all of which are vital to the university's complex business environment.

II. Project Overview

The goal of this project is to deliver Academic Personnel Recruit for use at UC San Diego. The application and data will reside at UC Irvine where developers from each participating campus[1] may contribute enhancements, bug fixes, design updates, and other agreed upon changes.

This project is part of a larger collaborative effort to make AP Recruit and APOL available at both UCSD and UCI campuses.

Participating campuses will have full access to their data. Designated UC Irvine staff will have full access to all data for the purpose of maintenance, deployment, security, and aggregate statistics collection.

Each participating campus is responsible for the following areas:

1. Identifying business process exceptions that will need to be resolved by participating AP offices.

2. Delivering data required for the correct operation of Recruit.

3. Providing necessary user interface elements in order to create a campus-branded Recruit site.

4. Performing a security audit of code and environment to ensure Recruit meets required security standards.

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[1] Participating campus - The campus that is using or contributing to development of AP Recruit, but not hosting the application.

5. Delivering campus-specific documentation, end-user support, training, pilot programs, and other operational items.

This collaborative project model for developing a shared Recruit application aims to have the following benefits:

1. Standardizing and digitizing AP Recruit business process into one shared application enables faster replication of process innovations across all participating campuses.

2. Collaboration from multiple campuses for a single application will help us streamline business processes at all campuses.

3. A unified code base means multiple campuses are employing technical personnel for a centralized software environment, not disparate systems. This approach reduces the overhead created by individual campuses each employing technical personnel to duplicate common application functionality.

4. Upon completion of each version of the system, a single technical team can perform maintenance.

More information is available in the Project Charter (http://www.nacs.uci.edu/docs/agreements/ap_recruit/charter-ucsd.pdf)

III. Campus Collaboration

Campus collaboration between UCI and UCSD is critical to the successful delivery and operation of UCSD Recruit. IT and business offices will collaborate on defining and developing future Recruit releases.

All collaboration documentation will be stored and managed through UC San Diego's Source Forge Enterprise Edition (SFEE) site[2]. This includes documents to share, issues to track, cross-campus discussions, and task management. Version control will be hosted separately at UC Irvine, and all participating campuses will have access to the AP Recruit code.

1. Software Development

Any campus may submit a proposal for enhancement, upgrade, or bug fix to SFEE for all campuses to review and comment. Any campus may contribute staff resources for executing projects in the pool.

Proposals to change Recruit for the benefit of one campus may be executed by that campus or another campus at their sole discretion. AP offices must first review and approve all campus-specific customizations prior to implementation, as they are best qualified to understand and unify AP policies between campuses.

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[2] Source Forge Enterprise Edition - Online collaborative project management and software development software.

All developed software must follow existing procedures and standards for Recruit development, including design review, code review, automated testing, and quality assurance testing. This will ensure end-users perceive a consistent and high quality application.

2. AP Policies & Procedures

An important goal of a shared Recruit system is to move towards a standard in faculty recruitment processes across UC campuses. To encourage this standardization, participating UC campuss will appoint a primary contact from their respective AP office. These AP contacts will be responsible for resolving differences in business process. If a difference cannot be resolved, they may elect to create a customization for a specific campus at an additional cost of staff time.

Unifying Recruit business process will lead to the following benefits:

- Over time we will move our campuses towards a UC standard in faculty recruitment policy.

- Having one shared policy will also lead to fewer customizations, meaning lower software development costs.

- Non-participating campuses will increasingly perceive Recruit as having a low barrier to entry as more policy is shared amongst campuses.

3. Ongoing Operations

Each campus is responsible for providing end-user support for their respective campus unless otherwise stated. When a campus is faced with unusual circumstances or global challenges that affect more than one campus, we must move to a collaborative model for support across campus lines.

All issues including bugs, small enhancement, and user interface change requests will be reported to SFEE. Any issues that have an order of magnitude estimate 40 hours and greater should be treated as a project and follow formally established project processes.

4. Regular Communication

Regular communication will be our key to identifying solutions to our shared challenges in developing, operating, and supporting Recruit.

We will establish and support a regular, scheduled cross-campus meeting to discuss:

- New ideas for enhancing Recruit

- Upcoming and recent operational issues

- Support topics, including knowledge sharing

- Identifying solutions to shared challenges.

IV. Attachments

The Service Level Agreement (http://www.nacs.uci.edu/docs/agreements/ap_recruit/sla-ucsd.pdf) represents an agreement of responsibility between UCI and UCSD. These responsibilities include: performance and reliability goals & measurement, operational & support communication strategy, and periodic review.

The Project Charter (http://www.nacs.uci.edu/docs/agreements/ap_recruit/charter-ucsd.pdf) defines the initial project to transform the Recruit application into a multi-campus application. It includes branding, data partitioning, and UCSD data integration.