



**UNIVERSITY LANDS**

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## Friends of the Family (FoF) Program

*Kick-Off Meeting Minutes*  
August 2, 2013

# FoF Program Kick-Off Meeting Agenda

TOPIC	PRESENTER(S)	TIMING
Welcome and Introductions <ul style="list-style-type: none"> <li>• <i>Participants Introduce Self (Scott)</i></li> <li>• <i>Discuss Role of Facilitator (LJ)</i></li> </ul>	Scott Mims and LJ Moody	20 minutes
Review Goals and Meeting Outcomes	Scott Mims	5 minutes
Review Meeting Rules of the Road	LJ Moody	5 minutes
Discuss Initiative Drivers – <i>What is driving the need for change?</i>	Scott Mims	10 minutes
FoF Program Overview and Q&A: <ul style="list-style-type: none"> <li>• <i>Approach</i></li> <li>• <i>Roles</i> <ul style="list-style-type: none"> <li>• <i>Customer, UL, and Opportune</i></li> </ul> </li> <li>• <i>Expectations</i></li> </ul>	Latisha Williams	25 minutes
Next Steps: <ul style="list-style-type: none"> <li>• <i>Determine Bi-Weekly Meeting Schedule</i></li> <li>• <i>Review Any Action Items</i> <ul style="list-style-type: none"> <li>• <i>Parking Lot</i></li> <li>• <i>Confirm Who, What, and By When</i></li> </ul> </li> </ul>	LJ Moody	15 minutes
Wrap-Up	Scott Mims	10 minutes

# FoF Program Kick-Off Meeting *Introductions*

## Meeting Attendees:

- George James – EOG Resources
- Jeff Harmon – EOG Resources
- Carla McLaughlin – Diamondback Energy
- Linda Conn – Chevron
- Dale Royalty – Chevron
- Sherry Daugherty – Chevron
- Tish Hope – Apache Corp
- Deidre Carrier – Apache Corp
- Jeff Worthen – Apache Corp
- Lynette Steward – Anadarko
- Jana Couch – Endeavor Energy Resources
- Carolyn Stevenson – Endeavor Energy Resources
- Scott Mims – UL
- Latisha Williams – UL
- Vicki Cain – UL
- Julia Scott – UL
- Ann Quaid – UL
- LJ Moody – Opportune
- Lynell Rogeri – Opportune
- Wade Becker – Opportune
- Brendan O'Donnell - Opportune

HELLO  
my name is

## FoF Program Kick-Off Meeting *Introductions*

***Each attendee described what they are hoping to gain by participating in the FoF Program:***

- Create an improved/more accurate reporting system
- Want to have input into process and system re-design
- Want to advocate for well-level reporting capability
- Understand changes coming
- A defined scope, specifications, and timeline for project
- Learn about the changes
- Gain insight into the changes
- Become more efficient in reporting process



## FoF Program Kick-Off Meeting *Program Goals*

### ***Scott Mims reviewed the program goals:***

- The vision for the Compass Portal is to become the one-stop shop for conducting business with University Lands
  - The compass logo was selected because it best represents the idea of taking us where we want and need to go in the future – both as customers and as the UL team.
- Each participant in the FoF Program was hand-selected as a representative for both their respective organizations and the entire UL customer base (approximately 350 customers).
- There is no way to implement all the needed system and process changes in one effort, and the UL team needs on-going feedback and input from customers.
  - The FoF Program provides the vehicle for customer involvement.



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## FoF Program Kick-Off Meeting *Program Goals*

### Compass Initiative Goal

The goal of the University Lands' Compass portal initiative is to implement tools that enable customers to more effectively manage their University Lands assets and streamline royalty reporting.

### FoF Program Goal

The goal of the University Lands' *Friends of the Family (FoF) Program* is to engage Operators and Payors in the portal development and implementation efforts to ensure early adoption of the new Compass tool and reporting process changes.

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# FoF Program Kick-Off Meeting

## *What is driving the need for change?*

***Scott Mims discussed the several factors driving the need for change:***



### ❑ **Outdated Systems**

- Mandatory move off UT mainframe – system is being decommissioned
- Replacing eCare
  - No ability today to upgrade/enhance, since it was written in a language that is no longer supported
  - Limited resources to support from a system/programmer perspective, so this is a real risk

### ❑ **Royalty Reporting Needs**

- Shift of process and data ownership from UL to Operators and Payors and providing them with access to a more robust tool and improved quality of data
- Looking to resolve current system and process deficiencies that are frustrating for both UL and customers
- Move to alleviate manual efforts and workarounds

### ❑ **This is not the last change...more to come to ensure system and process efficiency and effectiveness**

- UL team needs customer feedback and input to ensure success for this and future initiatives

# FoF Program Kick-Off Meeting

## *Program Overview*

***Latisha Williams described the Program Management roles as:***

### UL Program Leads

- ***Oil & Gas Team***
  - Scott Mims, Associate Director, Accounting
  - Latisha Williams, O&G Analyst
- ***Cash Management Team***
  - Leslie Smith, Budget/ Revenue Supervisor
- ***Technical Team***
  - Sunny Sunderland, Manager of Information Systems
  - Wil Vark, Senior Systems Analyst

### UL Project Team

- Serve as your UL contacts for O&G royalty reporting
- Each Analyst is already assigned an Operator – relationship already established
- ***Oil & Gas Analysts***
  - Latisha Williams
  - Vicki Cain
  - Julia Scott
  - Ann Quaid

### Opportune Project Team

- ***Firm UL contracted with to:***
  - Develop new system based on specific criteria and requirements
  - Manage implementation
- ***Change Management Lead and Facilitator***
  - LJ Moody
- ***Functional Lead***
  - Wade Becker

# FoF Program Kick-Off Meeting *Program Overview*

***Latisha Williams described the UL Program Management roles and expectations as:***

## **Oil & Gas Team Leads** *Scott Mims and Latisha Williams*

- Act as overall program managers
- Driving force for training customers and the UL team on new tools/functionality and process
- Ensure customers and UL team are trained and have a smooth transition to new system and process

## **Cash Management Team Lead** *Leslie Smith*

- Called upon as Subject Matter Experts (SME's) as needed
- Participate in testing of new tools/functionality and process
- Participate in training customers and the UL team on new tools/functionality and process

## **Technical Team Leads** *Sunny Sunderland and Wil Vark*

- Will troubleshoot any technical issues
- Participate in bi-weekly FoF calls, as needed
- Participate in testing of new tools/functionality and process

## FoF Program Kick-Off Meeting *Program Overview*

*Latisha Williams described the O&G Analysts' roles and expectations as:*

### **Oil & Gas Analysts**

*Assigned to Specific FoF  
Participants*

- Provide frequent communication with assigned FoF participants
- Dispatch questions and issues to the project team for resolution
- Keep Operators informed of program updates
- Provide updates to project team and UL team members
- Address assigned customer's individual training needs
- Participate in bi-weekly FoF calls

## FoF Program Kick-Off Meeting *Program Overview*

***Latisha Williams described the Opportune Project Management roles and expectations as:***

### **Change Management Lead**

*LJ Moody*

- Facilitate the integration and transition to the new system and process
- Manage the flow of questions and issues – ensuring communication of resolution
- Provide updates to project team
- Facilitate bi-weekly FoF calls

### **Functional Lead**

*Wade Becker*

- Participate in bi-weekly FoF calls
- Assist with questions and issue resolution related to system functionality and process
- Act as SME on FAQ's

## FoF Program Kick-Off Meeting *Program Overview*

***Latisha Williams described the Customer participant's most important roles as:***



- Be engaged as the representative “*voice of the customer*”
  - Each participant was selected for a specific reason to act as a representative of your organization and other customers.
- Serve as the project Sponsor within your organization
  - Be the catalyst and advocate for the new tools and process to create enthusiasm within the organization.

## FoF Program Kick-Off Meeting *Program Overview*

***Latisha Williams described the benefits to participation as:***

### **FoF participants will:**

- **Have a preview/first look at all system and process changes**
- **Receive hand's on/personal training**
- **Have access to dedicated/assigned resources to solicit and collect their feedback, questions, and concerns**
- **Have a “voice” in the change**



## FoF Program Kick-Off Meeting *Program Overview*

***Latisha Williams shared how participants can communicate with the Project Team:***



1. For the sake of synergy and consistency, the preferred vehicle is to send an e-mail to the [ULNews@utsystem.edu](mailto:ULNews@utsystem.edu).
  - This mailbox will serve as the clearinghouse through which questions and issues will be routed and escalated for resolution.
  - This allows us to provide coverage regardless of team member's individual schedules.*
2. Post a question in the FAQ database.
  - This option allows participants to enter questions/issues directly into a tracking tool.
  - If you have questions, other Operators likely have the same.
  - Launching in August – more to come.***
3. Contact assigned Oil & Gas Analyst directly.

# FoF Program Kick-Off Meeting *Program Overview*

***Latisha Williams described the Customer participant's roles and "asks" as:***

## Feedback

- Opportunity to have a "first look" at system and process and provide feedback
- Solicit feedback and questions from their team members

## Communication

- Aid in the flow of information by sharing project communications with their team members
- Ensure messages are cascaded to all stakeholders in their organization

## Testing

- Review quality of their converted data
- Help find any system/process "bugs," inconsistencies, and/or inaccuracies

## Training

- Provide feedback and input to the system and process training materials and detailed training/implementation plan
- Participate in training their organization on new tools/functionality and process

# FoF Program Kick-Off Meeting

## Q & A

QUESTION	RESPONSE
<p><b>Will all FoF meetings be via conference?</b></p>	<ul style="list-style-type: none"> <li>• <b>YES</b> – all meetings are planned as web/conference calls. Participants are welcome to join us in the UL Midland office.                             <ul style="list-style-type: none"> <li>• All meetings will be recorded and posted for playback on the UL website.</li> </ul> </li> <li>• For training, we are considering some distributed locations, not just Midland.</li> </ul>
<p><b>Has the Compass Project Team reached out to our systems and software vendors (e.g., SAP, Quorum, etc.) to inform them of the planned changes?</b></p> <p><b>Are there Technical Specs the team can share?</b></p>	<ul style="list-style-type: none"> <li>• <b>YES</b> – UL reached out to the major systems/software vendors regarding the planned changes. We recommend each customer reach out, too. Your input will have a greater influence on the vendors than UL's.                             <ul style="list-style-type: none"> <li>• The team is still finalizing some of the Technical Specs and will share once completed.</li> </ul> </li> <li>• It is important to note that nothing is really changing for the UT1 and UT2 reporting. Data requirements will remain the same but formatting will change/improve.</li> <li>• The UL Project Team will also work with customer's IT department to provide details around technical changes.</li> </ul>
<p><b>When is go-live for the new system?</b></p> <p><b>Is there an implementation plan?</b></p>	<ul style="list-style-type: none"> <li>• The implementation is targeted for the 1<sup>st</sup> quarter in 2014. Go-live will NOT be in January.</li> <li>• The Project Team will follow an implementation plan, which we will share with all customers well in advance.</li> </ul>

# FoF Program Kick-Off Meeting

## Q & A

QUESTION	RESPONSE
<p><b>Will current and historical data be converted and available in the new system?</b></p>	<ul style="list-style-type: none"> <li>• <b>YES</b> – UL is bringing over 10 years of history into the new system.</li> <li>• Customers will have an opportunity to review their data prior to conversion.</li> </ul>
<p><b>Participation in the FoF Program seems like a lot of extra work.</b></p>	<ul style="list-style-type: none"> <li>• The Project Team understands participants have jobs and time commitments outside this effort. Our objective is to ensure we keep the “asks” of your time to a minimum.</li> <li>• All activities are spread out over 6-9 months, so as to minimize the burden.</li> </ul>
<p><b>What are some of the major system changes customers can expect?</b></p>	<p><b><u>Some of the changes include:</u></b></p> <ul style="list-style-type: none"> <li>• The data requirements are not really changing, nor are the rules and regulatory requirements for reporting.</li> <li>• There are significant changes in look and feel (navigation). The new system will look and function a lot like Excel.</li> <li>• The new system will have real-time, field-level and report-level validations.</li> <li>• Adding ability to upload data (like PPA’s) versus manual keying.</li> <li>• Adding ability to file on wells that do not yet have a RRC#.</li> <li>• Adding ability to edit UT3.</li> </ul>

## FoF Program Kick-Off Meeting *Next Steps*

- **Determine Bi-Weekly FoF Program Meeting Schedule**

- Participants please send preferences to [ULNews@utsystem.edu](mailto:ULNews@utsystem.edu)
  - *Days to avoid other than 5<sup>th</sup> and 15<sup>th</sup> of month?*
  - *Time of day preferences?*

