

Imagination
to
Realization



Building A Centralized Imaging Office

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April 4, 2006

1:30 pm – 2:30 pm

Evaluation Code 518

Session Rules of Etiquette

- Please turn off your cell phone/pager
- If you must leave the session early, please do so as discreetly as possible
- Please avoid side conversation during the session

Thank you for your cooperation!

PROJECT PHILOSOPHY



BUILD IT AND THEY WILL COME

PRESENTERS

- Dave Bledsoe, Director Financial Aid
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- Winnie Tsang-Kosma, Banner and Imaging Office
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CENTRALIZED WHAT ?

- ORGANIZATIONAL STRUCTURE
- FACILITIES
- BUSINESS PROCESSES
- SYSTEMS

WHY CENTRALIZED ?

- CONTROL
- LEVERAGE SCARCE HUMAN RESOURCES
- MINIMIZE TECHNICAL SUPPORT COSTS
- INCENTIVE FOR ADOPTION – IT'S FREE

ORGANIZATIONAL ISSUES

- CENTRALIZED VS. STANDALONE IMPLEMENTATION
- LARGE VS. SMALLER INSTITUTIONS
- WHO GOES FIRST ?
- WHO OWNS WHAT ?

CULTURAL CONSIDERATIONS

- WILL YOUR INSTITUTIONAL CULTURE SUPPORT A CENTRALIZED MODEL?
 - Politics. What are the nature and characteristics of the political power bases on campus? Is there a critical mass which will support such a model?
 - Money. Is budget growing or shrinking?
 - Business Processes. Are your processes highly de-centralized?

TECHNICAL CONSIDERATIONS

- I.T. ORGANIZATIONAL STRUCTURE
 - Size
 - Degree of centralization
 - Existence of a PMO
 - Teamwork – Do your “propeller heads” play nicely in the sand box.
- NETWORK – Got big pipes?

IMPLEMENTATION

- TEAMWORK
 - It takes a well-oiled machine.
 - Team composition



IMPLEMENTATION

- PLAN, PLAN, PLAN
 - Have a dedicated Project Manager
 - Even in a de-centralized model, Banner Xtender poses challenges above and beyond typical Banner support. A centralized model adds complexity exponentially.
 - If you feel the overwhelming urge to throttle your Project Manager's neck, then he's doing his job and your project is probably in good shape.

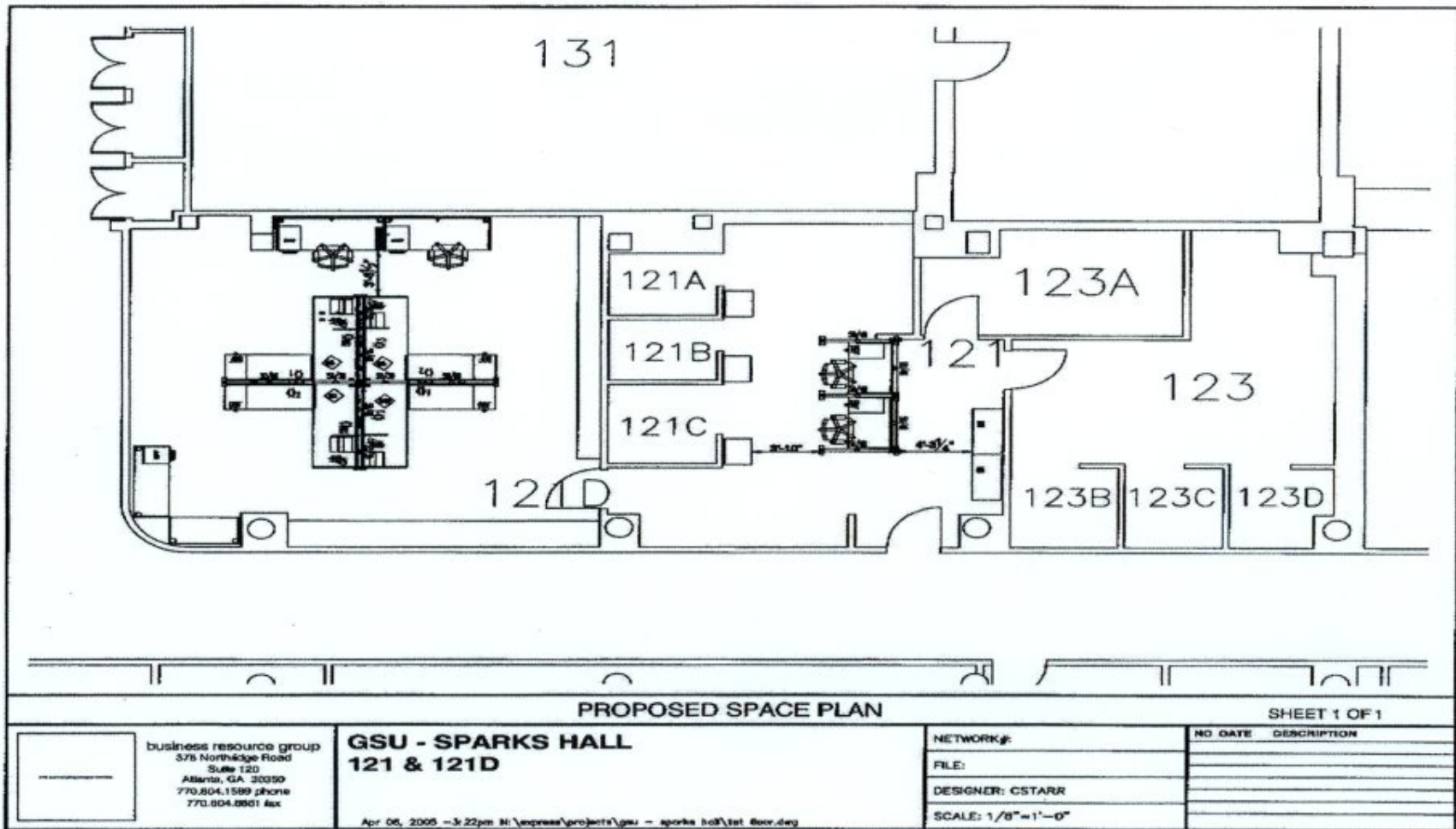
IMPLEMENTATION

- BUDGET - Bet big, then double it, no triple it
- FLEXIBILITY
- FORMS
- BUSINESS PROCESS REVIEW & ANALYSIS
- KEY DECISIONS

IMPLEMENTATION

- **STARTUP**
 - Facilities
 - Technical Infrastructure
 - Staff
 - Training
 - Security

Facilities



Facilities



OPERATIONS

- POST IMPLEMENTATION
 - WHAT WAS PROJECT MUST BECOME PROCESS
 - THE POLITICS DON'T END WHEN THE PROJECT ENDS
 - USER SUPPORT
 - ADMINISTRATOR
 - Maintenance
 - Upkeep
 - Explore

LESSONS LEARNED

- BUSINESS ISSUES
 - Facilities – tripling it was not enough
- TECHNICAL ISSUES
 - Banner Upgrades – added complexity
 - Managing multiple environments
- Questions?

Thank You!

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