Second Project Meeting
August 18, 2003
Agenda

- Welcome
- Congratulations, Concerns, and Courage
- Information from Project Management
- Data Standards Effort
- Campus-Wide Communication Plan
- Questions (and answers?)
- Final Notes
Congratulations, Concerns, and Courage
Miller’s Law:

“You can’t tell how deep a puddle is, until you step into it.”
Congratulations

Approval Seeker’s Law:
“Those whose approval you seek the most give you the least.”

The Labor Law:
“A disagreeable task is its own reward.”
Concerns

- Network performance
- Printing training materials
University of West Florida President John Cavanaugh is vowing to upgrade computer technology throughout campus.

Students and staffers have complained for years that the university hasn’t funded its high-tech infrastructure as it should, and the coming changes have kicked the on-campus rumor mill into high gear.

Whispers of impending pink slips include Mike Dieckman, the university’s associate vice president for information technology and chief information officer.

Some campus insiders dismiss the rumors. Cavanaugh plans to unveil his technology roadmap to faculty, staff and students Aug. 26 at a town hall meeting.

UWF reportedly hopes to pull even with larger Florida colleges by expanding online classes and student services and allowing UWF researchers to participate in larger programs like the global Lambda Project — which is paving the way for the third generation of the Internet.

Now, if campus leaders could figure out a way to upgrade the dismal amount of parking spaces — that would be something else to cheer.
Gaining Value from Banner

- Four ways to gain value from information technology:
  - Enhance reputation.
  - Achieve cost savings.
  - Improve productivity.
  - Improve effectiveness.

- To improve productivity or effectiveness, must:
  - Alter business processes.
  - Alter management methods.
  - Re-skill staff.
Using Banner to

- Reduce paper
- Accelerate the speed of processing
- Open up access to information
- Simplify and streamline processes
Simplify/ streamline processes

- De-fragment processes
- Reduce unnecessary steps/complexity
  - Unnecessary reviews or approvals
  - Use “exception reporting”
- Share information
  - All data belongs to the University
  - Think of data *stewardship* rather than data ownership
- Adopt “best” (or good) practices
Open up access to information

- Getting information online (centrally)
- Making information visible
- De-fragmenting information
- Using the web
- Executive stakeholders place heavy emphasis on this dimension.
Accelerate processing speed

- Let them do it themselves.
- Reduce paper.
- Use business-to-business processing.
- Make processes “one-stop”.
- Immediate processing rather than batch (built-in delay).
- Replace front-end controls with back-end exception audits.
The Paper Chase

Input (initiator) of business process

Business Process

Output (result) of business process
Problems with Paper

- It moves slowly.
- It doesn’t share well.
- It doesn’t store well; searching, access, and retrieval are difficult.
- It can be misplaced.
- It is often a bottleneck between two automated processes.
- It often exists merely to collect a signature.
- It isn’t accessible to the client once it enters a business process.
What can we do with paper (to reduce it)?

- Eliminate the process step that requires it.
- Replace it with an automated transmission process.
- Replace it with an electronic form (for the client).
- Replace it with an electronic workflow.
- Image it. (Transform atoms to bits.)
So go ahead and SOAR

- You are EMPOWERED to challenge the status quo.
- You are EXPECTED to challenge the status quo.
Remember as you SOAR

- **Leahy’s Law**: “If a thing is done wrong often enough, it becomes right.”
- **Peers’ Law**: “The solution to a problem changes the problem.”
- **Epstein’s Law**: “If you think the problem is bad now, just wait until we’ve solved it.”
Information from Project Management Team
Campus-Wide Communications Plan

Gomez’s Law:
“If you don’t throw it, they can’t hit it.”
## Project Communication Tools

<table>
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<tr>
<th>What is this project, and what is it all about?</th>
<th>Briefing kit/presentation</th>
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<td>Meetings with employee groups</td>
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<th>What’s happening with the project? Is it going well?</th>
<th>Monthly status report</th>
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<td>Project dashboard</td>
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<td>Quarterly newsletter?</td>
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| Hey! We’re here!! | University-wide project kickoff meeting |

| What do I need to worry about or get ready for? | Topical announcements |

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As we get closer to release

- Training
- “Play”/training system, demos, mock-ups
- Awareness campaigns targeted at specific groups
- Web portal
Communication challenges

- Getting noticed
- Having good two-way communications
- Managing expectations
- Just-in-time
- Consistent
- Proper tone and style
Questions
(and answers?)