

ACADEMIC AFFAIRS COUNCIL

AGENDA ITEM: 6.G

DATE: July 26, 2010

SUBJECT: Document Imaging Project and Committee

The attached files include information provided to the Board in December 2009, a recent agenda item shared with the councils, and a brief project plan relative to document imaging. From the nominations received from each campus, a Document Imaging Committee representing a wide range of campus functions and potential users of document imaging was put together. The last attachment is the final list of committee members and the functional areas they represent. It will be the responsibility of the committee members to work closely with their functional areas through established modules/councils as well as to represent their respective campuses.

Ryan Ogan, the project lead, will be contacting the committee members in the near future to establish a project charge and complete the RFP, setting in motion the end goal of selecting a vendor.

Thanks to the campuses for the nominations and for the committee members for their willingness to serve.

Ryan will keep the Councils informed as the project moves forward.

RECOMMENDED ACTION

Informational.

SDBOR system document imaging vendor selection plan

Below, outlined in some detail, are the steps and processes to take place that will ultimately result in the recommendation or selection of a vendor to meet the document imaging needs for the SDBOR system.

Creation of Document Imaging team

A Team will be assembled to work together on different aspects of the planning and vendor selection process. The team will consist of members from around the University system that belong to separate functional areas such as technical, registrar, financial aid, admissions, business office, research, etc. This team will be tasked with working together to build a comprehensive list of possible uses of a document imaging system, documenting time/effort savings brought on by the system, as well as creating and updating technical specifications for prospective document imaging systems based on technology innovations, limitations, and industry standards.

Team meetings

Meetings will be conducted via conference/video call or face to face meetings to discuss issues, features, vendors, etc. These meetings will be chaired by Ryan Ogan and take place on a weekly basis unless changes are otherwise necessary.

Request for proposal document (RFP)

Utilizing reports and information gathered by the functional and technical members of the team, a request for proposal document will be created. This document will be created by Ryan with input and approval by the document imaging team. Once completed, the RFP will be opened up to prospective vendors for response. The RFP must be complete and submitted for vendor response on or before September 15th.

Evaluating vendor responses

After a specified time has passed allowing vendors to respond to the RFP, the responses will be evaluated by the document imaging team. After ranking vendors on responses to the RFP the field of possible vendors will be narrowed to a select few that meet or exceed our criteria.

Vendor Interviews

Interviews will be held with the selected vendors to further narrow the search. These interviews may be held via conference call, video call, or face to face meeting. Interviews will all include live demonstrations of the vendor's software and will be attended by all functional and technical team members.

Vendor reference checks

Vendors will be required to provide higher education client references. These references will be checked by the document imaging team. The information gained from these reference checks will ultimately be used to aid in selecting a vendor.

Vendor selection

After completing all of the aforementioned steps, meetings will take place between all group members to discuss the selection of a single vendor that best suites the needs of the SDBOR system. Once a vendor is selected, a document will be created outlining the specific reasons for selection, costs, etc. and submitted to Monte Kramer for evaluation on or before December 15th 2010.

BUSINESS AFFAIRS COUNCIL

AGENDA ITEM: 6

DATE: May 12-13, 2010

SUBJECT: Document Imaging
PREPARED BY: Ryan Ogan

After the Enrollment Service Center consultant’s review was completed, a task force was created to analyze the document imaging needs of the ESC as well as other areas that could benefit from document imaging. The goal of the task force was to decide whether or not the current Keyfile software system was capable of filling those needs or if another solution was to be sought. The Keyfile system was found to have many flaws that would not allow it to be the large scale document imaging solution that SDBOR requires. Ultimately it was the recommendation of the task force to replace the current Keyfile software with a more powerful, all encompassing document imaging solution. It was decided that the new software will need to integrate with the Datatel/Colleague student information system to meet ESC’s needs as well as have the capability of storing and indexing other unrelated types of scanned documents.

The committee made specific recommendations to the ESC steering committee that it was necessary that SDBOR abandon Keyfile and develop a broader approach to document imaging. The SDBOR system needs to employ a document imaging system that fits many needs. To fill the void left by the aging Keyfile system as well as extend functionality, the new system must be capable of integrating to Datatel/Colleague for the scanning, indexing and storage of student records. In order to increase productivity, the new system must also contain workflow processes to allow for automatic routing and processing of documents. In order to extend document imaging functionality into new realms at the campuses, the system must also include options to setup many different document repositories that can be maintained by campuses and individual departments. The software must also have a robust security system integrated so that documents with confidential data are stored and viewed by the correct users.

Over the next several months the document imaging group will evaluate the needs of the campuses and ESC in order to create and distribute a request for proposal (RFP) document. This RFP will include information gathered from as many stakeholders as possible so that the appropriate solution is chosen to best meet the needs of all involved.

This project will be funded out of the system technology fund and hopefully that source can also support buying equipment that would be housed centrally to support document imaging for all institutions.

RECOMMENDATION: Information and discussion.

Document Imaging for Student Services

12/2009

The Enrollment Services Center (ESC) consultant's report raised several issues with the ESC's processes. Among the items included was the document imaging system. The system was thought to be antiquated and not capable of some of the efficiencies that newer systems are capable of.

ESC utilizes the current document imaging system for scanning key documents such as applications, financial aid information, etc and indexing them in a database that is cross referenced with the student's social security number, student ID number, etc. This allows future access to the documents without keeping paper copies in filing cabinets. ESC currently completes all of their processing of the student information prior to scanning in the electronic copies of the documents. This means the document imaging system is not integrated into their processes, and thus is only used as an archival system for storing the documents after they have been processed.

Document imaging systems can be used for much more than what ESC is currently using their system for. Modern document imaging systems can be integrated into our current Colleague Student information system for easy retrieval of documents as well as integration into the daily processes of the ESC and campus employees via workflow processes. The current document imaging system utilized by ESC is not capable of any of these efficiencies.

The ESC has two options going forward. The current document imaging system can continue to be used, but support will be discontinued within two years, at which time they will again need to look for other options. The second option is to replace the antiquated system with a modern document imaging solution that encompasses much more than the current system. It is in the best interests of all involved to upgrade to a new document imaging system.

This new document imaging system will encompass much more than just ESC's normal processes and documentation. The system can be integrated into the current Colleague student information system for easier retrieval and indexing of documents. Also, having a centralized document imaging system that all the campuses utilize will allow any user at any campus (based on defined security roles) to access documents from other campuses as needed without the need for mailing or faxing the documents in paper form. The new system is also capable of storing documents of any type for the campuses, such as documents not related to the finance/HR system or the student system (Memo's, forms, etc). This will allow the campuses to scan and retain documents much more efficiently without having hundreds of filing cabinets to store documentation. In all, the new document imaging system will increase efficiencies, increase services to students and staff, and lower costs over time.

ATTACHMENT IV

	Lead	Financial Aid	Admissions	Enrollment services	Registrar	Finance	Technical	Research	Datatel	ESC
BHSU		Deb Henriksen	Beth Oaks							
DSU							Marilyn Halgerson	Omar El-Gayar		
NSU		Sharon Kienow					Scott Allbee			
SDSU					Matt Aschenbrener	Larry Youngren				
SDSMT			Gene Sigler	Toni Schauer						
USD					Laurie Miller		Chad Dahl			
Centers				Sara Rasmussen						
RIS	Ryan Ogan								Suzanne Preszler	
ESC										Rose Hansen