SUBJECT: Document Imaging Update

The system Document Imaging Committee reviewed projects from three vendors and signed a contract with Perceptive Software/ImageNow in late March. Carla Reihe has been identified as the project manager for the document imaging implementation and developed an update (see Attachment I) for review by BAC during their May meeting. Most critical to SAC representatives is the intent by the implementation team to identify system level workflows/business processes that will be developed to allow for common processes at all six institutions. ImageNow defines essential Workflow/Business process as the range of processes within a department or functional area. For instance, application processing would be a business process within the Admissions Department that would have workflow processing activities. These workflow activities will now be designed to take place within ImageNow by scanning paper applications (or importing electronic application) into ImageNow, and then based upon application data they could route automatically for workflow processing within ImageNow. The workflow could include routing these applications (and supporting documentation) forward for review to be accepted/rejected based upon admissions criteria. Admissions would be a major workflow, and it’s very possible there will be some differences from one school to the next. A one-size-fits-all approach may work for some workflows; although, it is anticipated that each campus may have some uniqueness, therefore individual flows would be established.

A more detailed example of existing workflow reorganization can be found in Attachment II which depicts what Admissions has done for their business process for the application. There are currently multiple “versions” employed throughout the system as three separate workflows appear to be employed at the six Regental institutions. The modules will be looking towards ImageNow to assist in determining how they can help set up a common and more efficient workflow. An Onsite Needs Assessment has been scheduled for May 24-26 in Sioux Falls, and will focus one day on each of the the Admissions and Financial Aid modules and ½ day for Registrars and Accounts Receivable. The various modules have identified the business processes outlined below to bring to the meetings on May 24-26.

- May 24 8am-noon – Reg
  - Business Processes
    - Grade Changes & Major Changes

(Continued)
The primary objective is to develop one common process for all six universities to use, allowing for one common solution of the product for each module. Following the Onsite Needs Assessment, Perceptive will provide a statement of work, a high level project plan, and further refine the project budget allocation based upon what is learned during the assessment. With respect to the contracted work, the service estimates provided made some broad assumptions about how large the workflow process would be and how many ImageNow would take on as part of their contracted work. It is anticipated that competitive admissions for example will have a larger workflow than a school who accepts the majority of students who apply and meet basic requirements; therefore, competitive admissions will be larger in scope and requiring additional effort to design and implement a solution.

SAC representatives are encouraged to obtain frequent updates from their implementation team representative to ensure that institutional needs (across the various module areas) are being met. Additional updates will be brought forward to SAC for further review and discussion.
The SD Board of Regents signed a contract with Perceptive Software/ImageNow on March 31, 2011. The current contract includes the following:

- 200 concurrent licenses for ImageNow Client and WebNow Combo
- 25 licenses for CaptureNow
- Business Insight reporting
- eForms
- 6 standard workflows and 6 light workflows
- Conversion of Keyfile to ImageNow
- Fundamentals of Administrator Training

On April 21st, the list of recommended Steering Committee members was sent to the universities for approval. There will be several committee structures for the implementation of ImageNow. The Steering Committee will be comprised of a module member and university representation, as well as representation from ESC, UC and the special schools. Reporting to the Steering Committee will be the campus committees. The campus committees will consist of Campus Project Leads and Campus Technical Leads. See Appendix A for more details.

The committee charge was developed and presented to the Steering Committee members on the first conference call. The charge outlines the requirements of the implementation and communication plans for the project and identifies the team. See Appendix B for the full charge.

An Onsite Needs Assessment has been scheduled for May 24-26 in Sioux Falls. The Onsite Needs Assessment will plan to focus one day each on the Admissions and Financial Aid modules and a ½ day for Registrars & Accounts Receivable. The modules will identify two business processes and map them according to their current processing prior to the onsite visit from ImageNow the end of May. SDBOR’s goal is to have one common process for all 6 universities to use, which will allow for one common solution using ImageNow, per module. During the Onsite Needs Assessment, ImageNow will help SDBOR evaluate how their software can provide efficiencies, etc for that business process. Following the Onsite Needs Assessment, Perceptive will provide a statement of work, a high level project plan, and further refine the project budget allocation based upon what is learned during the assessment.
**ImageNow Implementation**

**Steering Committee**
The agreement between Perceptive Software/ImageNow and SDBOR has been approved and signed. Therefore, the Steering Committee responsible for implementation team needs to be decided. The goal is to have as many modules as possible participate as well as someone from each university, ESC & UC.

The RIS lead members (Ryan, Tim & Carla) would like to recommend a Conversion Lead from SD that would be dedicated to the conversion. We recommend Chad Dahl from USD. He is the Keyfile rep for USD & ESC. This would give him a campus as well as system perspective. For module representation on the Steering Committee, we recommend:

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<tr>
<th></th>
<th>Lead</th>
<th>Financial Aid</th>
<th>Admissions</th>
<th>Centers</th>
<th>Registrar</th>
<th>AR</th>
<th>Technical/Conversion</th>
<th>Colleague</th>
<th>ESC</th>
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<td>BHSU</td>
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<td>DSU</td>
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<td>Marilyn Halgerson</td>
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<td>SDSMT</td>
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<td>Toni Schauer</td>
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<td>USD</td>
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<td>Chad Dahl/Conversion</td>
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<td>Centers</td>
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<td>Sarah Rasmussen</td>
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<td>RIS</td>
<td>Carla R Ryan O Tim S</td>
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<td>Suzanne Preszler</td>
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<td>Rose Hansen</td>
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**Committee Responsibility**

**System Project Lead** – Carla Reihe/RIS is the lead for the project. The Project Lead is the main point of contact for the project. The Project Lead responsibilities include:

- Providing a single point of contact for communication
- Distributing planning materials to the entire customer team
- Ensuring scheduled meetings are attended by the customer project team
- Gathering and distributing project deliverables to the Perceptive PM
- Managing customer tasks and notifying PM of task delays and completion dates
• Notifying PM of any issues that arise

**System Application Lead** – Tim Shumaker/RIS is the application lead for the project. The Application Lead is responsible for system setup, system workflows, monitoring the system, etc. and keeping the Project Lead informed of tasks, issues or delays.

**System Technical Lead** – Ryan Ogan/RIS is the technical lead for the project. The Technical Lead is responsible for installation, upgrades, server administration, monitoring the system, etc. and keeping the Project Lead informed of tasks, issues or delays.

**System Conversion Lead** – Chad Dahl/USD is the lead for the conversion process. The Conversion Lead is responsible for managing the conversion process from Keyfile to ImageNow and keeping the Project Lead informed of tasks, issues or delays. The Conversion Lead will work with a conversion team comprised of individuals from each university.

**System Module Leads** – The Module Leads are people from each module as represented in the chart above. The Module Lead would likely be the primary application admin for the module after implementation, since that person will have the background knowledge needed to respond to questions from other personnel. The Module Lead will bring items from the Steering Committee to their subgroups to review, process requests, and bring back resolutions from the module, etc.

**Campus Committees**

**Campus Project Leads** – The Campus Leads will be appointed by the campus. A campus may choose to appoint their Steering Committee Module Leads as the Campus Lead. The Campus Lead would not be directly involved in the Steering Committee unless they are the same individual. The Campus Lead is responsible for including auxiliary offices in their campus discussions, keeping their campus up to speed on the status of the project and notifying the Module Lead/Steering Committee Member of issues that should be brought before the Implementation Committee.

**Campus Technical Leads** – The Campus Technical Lead/Imaging System Admin will be a technical representative from each university appointed by the university. The Campus Technical Leads will be responsible for ongoing setup and maintenance of the system once the project is complete. The Campus Technical Lead will be responsible for the following activities:

- Setting up new users and groups
- Assigning ImageNow privileges to users and groups
- Creating LearnMode application plans
- Setting up Capture Profiles on the scanner(s)
- Maintaining university workflow queues and routes
- Coordinate/perform client software installation, upgrades, etc at the campus
- Providing support to end users
South Dakota Board of Regents
ImageNow Committee(s)
Project Charge from the Board of Regents

May 5, 2011

Charge:
The ImageNow Steering Committee, working with Perceptive Software, South Dakota BOR, RIS and campus personnel, will develop a plan for the SD BOR institutions, ESC & the Centers to migrate from their current locally installed Keyfile document management or other legacy systems to the system implementation of the ImageNow system, and will facilitate efficient and effective implementation of the system. During the implementation, if the committee identifies a particular group(s) or functional area(s) that is not being served or served well, the committee will review and recommend any additional workflows, procedures, or tools that would satisfy or further enhance the needs of the identified area(s) and usage of the imaging system. The committee will develop common business practices for each of the functional areas utilizing the workflows available through ImageNow.

Requirements:
The SD BOR requires the implementation plan to accomplish the following:

1. During the initial implementation phase (Phase I), ImageNow & WebNow will be live with up to 6 major processes and 6 minor processes distributed across AR, FA, Registration & Admissions. We anticipate the subsequent phase (Phase II) will encompass the remainder of the departments and business processes. Phase I will have an end date at all SD BOR locations of May 1, 2012, one year from the time of the agreement approval;

2. During Phase I, the Keyfile processes for AR, FA, Registration, and Admissions will be converted over to ImageNow. During Phase II, the Keyfile processes for other departments will be converted.

3. The ImageNow Org structure must allow a user to enter identifying information to access the ImageNow home page that will display all his/her documents organized by the university and module;

4. ImageNow must seamlessly integrate with Colleague to allow automated viewing of documents between Colleague and ImageNow;

5. Training of South Dakota support staff will be achieved through a “train the trainer” model so that all relevant SD personnel involved in Phase I are able to effectively use ImageNow by Summer 2012. Training for Phase II recipients will be provided on an as needed basis.
6. The universities will continually consider opportunities to achieve efficiencies and improve service for all departments when making implementation decisions for using ImageNow.

7. The steering committee will be required to review current workflows and their related operating procedures in order to arrive at common business practices for workflows that interact with the common imaging system.

8. Policy level decisions, changes to overall project timelines, committee member changes, and conflict resolution will be forwarded to the project sponsor, Monte Kramer, for approval/resolution.

**Process:**

The first planning stage will be an Onsite Needs Assessment. The Onsite Needs Assessment will plan to focus one day each on the Admissions and Financial Aid modules and a ½ day for Registrars & Accounts Receivable. The modules will identify two business processes and map them according to their current processing prior to the onsite visit from ImageNow the end of May. SDBOR’s goal is to have one common process for all 6 universities to use, which will allow for one common solution using ImageNow, per module. During the Onsite Needs Assessment, ImageNow will help SDBOR evaluate how their software can provide efficiencies, etc for that business process. Following the Onsite Needs Assessment, Perceptive will provide a statement of work, a high level project plan, and further refine the project budget allocation based upon what is learned during the assessment.

This committee will also take into consideration migration/conversion issues and end user training requirements. The group will utilize the knowledge and skills of the ImageNow representatives to resolve questions of a technical & functional nature. Additionally, the committee will utilize the Business Affairs Council to clarify any other questions including scope, direction, schedule, or charge. The committee, along with ImageNow, will recommend the setup and will identify the groups/people responsible for reviewing the configuration and the process that is followed in order to accomplish the review. It will be necessary to ensure the tools reviewed and recommended are in compliance and have the necessary capabilities to work in the ImageNow environment as well as with Colleague. It is expected the committee will participate on calls/meetings as requested and scheduled and that regular progress reports will be provided to the Board of Regents and campus administrators.

**Timeline:**

The Onsite Needs Assessment with all the module members involved will be scheduled May 24-26 in Sioux Falls. Weekly conference calls with the Steering Committee members will begin the week of May 2nd. From there, various timelines will be followed to ensure the completion of the project by May 1, 2012.
**Communication:**
Communication with constituencies will be accomplished through the following means:

- Periodic Sioux Falls meetings (Needs Assessment, committee planning, training meetings, etc)
- E-mail; ImageNow global distribution list
- Periodic newsletters, if applicable
- SNAP Project group with posted minutes and documents
- Site visits to campuses, if necessary
- Reports to the BOR when applicable
  - This will be a joint effort from the Steering Committee
- Reports from the Campus Project Leads when applicable
  - It is expected that the Campus Project Lead will keep their university informed of the project.
- Steering Committee Conference calls (to limit the need for travel)
  - It is expected that the Steering Committee members participate in the meetings, training, etc.
- Module meetings
  - It is expected that the modules will meet to discuss the setup, training, requirements, etc as delivered from the Steering Committee related to the system and come to consensus so the module lead can be prepared for the Steering Committee meetings with the discussions from all universities.

**ImageNow Committee Members:**

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<thead>
<tr>
<th>University</th>
<th>Steering Committee member</th>
<th>Module Lead</th>
<th>Campus Project Lead</th>
<th>Campus Technical Lead</th>
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<tr>
<td>BHSU</td>
<td>Pam Thomas</td>
<td>AR</td>
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<td>Aaron Bauerly</td>
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<td>Jo Kephart</td>
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<tr>
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<td>Special Schools</td>
<td>R Lee Gingsbach</td>
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<td>RIS</td>
<td>Carla Reihe, Chair</td>
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<td>Suzanne Preszler</td>
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<td>Ryan Ogan, Chair</td>
<td>Technical</td>
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<td>RIS</td>
<td>Tim Shumaker, Chair</td>
<td>Application</td>
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**Project Budget:** Campuses will cover travel and per diem costs for their personnel for training, etc. One time ImageNow and consultant charges for implementation will be paid for centrally by the Board Office. Maintenance and support expenses will be billed back to the universities.
South Dakota Board of Regents Flowchart for Undergraduate Application Processing

Internet Application (ECAP) Auto Load

Paper Application Manual Load

Record exist in Datatel?

No

Create Record

Yes

Update Record

ESC Miscellaneous Documents

Yes

Record exist in Datatel?

No

Scan to ImageNow and add to misc docs report

Yes

ImageNow record created
- ECAP apps imported to ImageNow
- Paper applications scanned to ImageNow
- Documents scanned to ImageNow

Notification of application receipt sent to appropriate university(s)

BHSU DSU NSU SDSMT SDSU USD

Notification of documents received (How often and do we need privacy?)
Check app inbox and handle load balance between ???

Update prospect database

Record exist in Datatel?

Update missing items checklist

Send missing information letter

Send Denial Letter

Send Admit Letter

Make an admission decision

Evaluator Review

Pending for review to evaluator

BHSU Misc Docs

Review file

Scan to ImageNow and add to misc docs report

Record exist in Datatel?

No

Yes

Make an admission decision

Contact applicant if required documents are missing (incomplete track)

Update missing items checklist

Update prospect database

Refer ????

Send Denial Letter

Send Admit Letter

Pending for Review

DSU Misc Docs

Record exist in Datatel?

No

Yes

Scan to ImageNow and add to misc docs report

Review file

Update missing items checklist

Record exist in Datatel?

BHSU

DSU
NSU

- Check app inbox and handle load balance between ???
  - Update prospect database
    - Record exist in Datatel?
      - Yes: Update missing items checklist
      - No: Review file
        - Scan to ImageNow and add to misc docs report
          - Yes: Make an admission decision
          - No: Pending for Review
            - Send Denial Letter
            - Refer to ??
              - Send Admit Letter

Contact applicant if required documents are missing (incomplete track)

SDSMT

- Check app inbox and handle load balance between ???
  - NSU Misc Docs
    - Update missing items checklist
      - Send Admit Letter
      - Send Denial Letter
      - Scan to ImageNow and add to misc docs report
        - Yes: Review file
          - Counselors review monthly
            - Yes: Make an admission decision
              - Yes: Send Admit Letter
              - No: Committee Decision
                - Yes: Send Admit Letter
                - No: Send Rejection Letter
      - No: Update prospect database
        - Record exist in Datatel?
          - Yes: Update missing items checklist
          - No: Sending what’s missing email and postcard
            - Yes: Review file
              - Counselors review monthly
                - Yes: Make an admission decision
                  - Yes: Send Admit Letter
                  - No: Committee Decision
                    - Yes: Send Admit Letter
                    - No: Send Rejection Letter