

So You Want a New System?

Bob Kuhn, Former Executive Director of Technology

Kim Brookes, Director, User Services

Simmons

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Agenda

- Context
- Framework
- Exercise
- Simmons Experience



Policy-based Solution

1. Set goal of enterprise environment
2. Create oversight committee
3. Empower committee
4. Develop shared decision-making process
5. Integrate into IT policy framework



System Assessment Protocol

“TSS and Technology have prepared this protocol to help faculty and staff with the preliminary stages of a potential technology project by making explicit the requirements, costs, and benefits for such a system.”



Cost/Benefit Analysis

- Needs
- Benefits
- Opportunities

Versus?

- Technical requirements
- Costs
- Responsibilities



(Desired) Result

A coherent, cooperative approach to exploring new online services and developing implementation and maintenance plans.

What might that look like?



Categories of questions to ask:

1. Implementation
2. Integration with existing systems / Interoperability
3. Maintenance, Application Administration, and User Support
4. Privacy / Security
5. Scalability

Resources Needed

Total Cost of Ownership (TCO)



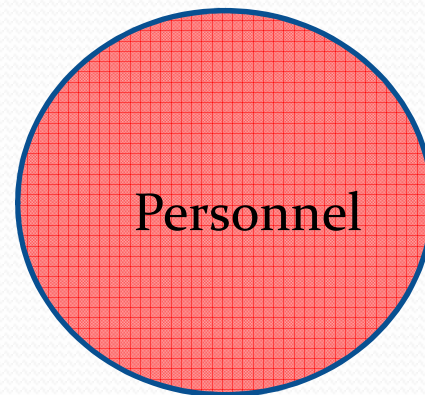
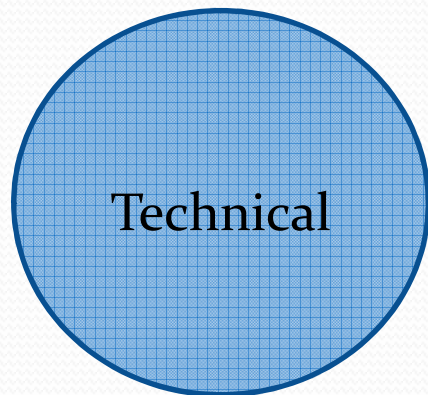
Technical

Financial

Personnel

Exercise

1. Implementation
2. Integration with existing systems / Interoperability
3. Maintenance, Application Administration, and User Support
4. Privacy / Security
5. Scalability





Implementation/Technical

- What software is needed?
- What hardware is needed?
- What is the licensing model?
- Who will use the system? Where?



Implementation/Financial

- What is the *initial* cost for:
 - software?
 - hardware?
 - training?
 - documentation?



Implementation/Personnel

- Who has the skills and time to specify/purchase appropriate hardware
- Who has the skills, time & administrative rights to install and test the software



Integration/Technical

- What data does this system need to share with other systems?
- How will users authenticate?



Integration/Financial

- Are the costs of integrating with other systems included in implementation costs?



Integration/Personnel

- Who will build the integration with other systems?
- Who will maintain these connections?
- How will this system change workflow in your and other departments?



Maintenance/Technical

- Are there effective tools to:
 - Remove/archive old data
 - Find/repair corrupted data
 - Backup/restore some or all the data
- How often have patches/upgrades traditionally been released? How often are they expected going forward?



Maintenance/Financial

- What is the annual cost of maintenance (bug fixing)?
- Does maintenance include upgrades?
- How will the future cost of maintenance/upgrading determined?



Maintenance/Personnel

- What roles with what skill-sets are required to maintain the system?
- Are maintenance services available for a fee?
- Does ongoing support require vendor training?



Security/Technical

- Does the application have a security scheme that enforces roles that permit users to access all and only the data they require?
- Does the system use its own authentication scheme or does it integrate with campus directories?



Security/Financial

- What liabilities does the system create (or mitigate), e.g. with respect to unauthorized access to personal data?



Security/Personnel

- Who will maintain the security scheme?
- When personnel change, or change roles, how will the security scheme be updated?



Scalability/Technical

- Is there an existing system in use on campus that might meet many of your needs?
- How many people can use the system simultaneously?
- How much data will the system store, and how is that dependent on the number of users?



Scalability/Financial

- How many people will use the system in what ways?
- Is the licensing model by concurrent users, named users, accessing computers, institutional size?
- What costs are there for expanding the use to other departments or for a self-service customer interface?



Scalability/Personnel

- Who will administer the system if use expands?



Does it work (Evidence)?

- Customers have chosen to abandon systems after walking through the protocol.
- Customers have chosen to go ahead, understanding the shortcomings of the system

Most importantly

- Customers **ask** Technology to walk through the protocol with them



Does it work (Benefits)

- Transparent
- College-owned, not IT owned
- Provides a checklist for us
- Keeps us (and vendors) honest



Shortcomings?

- Warning label for customers: Don't try this at home
- Can still be caught by sales assurances of functionality, service, etc.
- Not a replacement for RFI/RFP process

Questions?

- Download the protocol from:
my.simmons.edu/technology/policies/purchasing.shtml
- kuhn@post.harvard.edu
- kim.brookes@simmons.edu

Application Model

