# Project Charter Results Summary

**Foothill-De Anza CCD Educational Information System (EIS) Project**

The first on-line collaborative activity of the EIS project was the Project Charter Brainstorm. The purpose of this activity was to provide EIS stakeholders the opportunity to share their vision and concerns for the EIS project.

To facilitate this process, a series of questions were posed in DecisionDirector. In response, over 450 comments were gathered from 54 participants. The comments were then individually reviewed and cataloged according to the theme(s) detected within each comment.

At a high level, comment themes are separated into two broad categories: Expected Benefits and Areas of Concern. Each category is further broken out into more specific themes. For example, Improved Data Access and Reporting is a specific theme within the Expected Benefits category, and Project Staffing is a specific theme within the Areas of Concern.

The results of the EIS Project Charter Brainstorming forum are presented below. Expected Benefits are presented first, followed by Areas of Concern. In each segment, the specific themes are ranked according to the number of times the theme was detected in the comments.

# Expected Benefits

| Rank | Specific Theme | Description |
|---|---|---|
| 1 | Streamline and Automate Tasks and Processes | The new system will automate time- and labor intensive tasks and streamline critical business processes; paper-based processes will be reduced or eliminated; reliance or dependency on other people or departments to perform process-critical functions will be reduced or eliminated; operational bottlenecks will be reduced or eliminated. |
| 2 | Improved Data Access and Reporting | The new system will provide better access to data and improved and more customizable/flexible reporting. |
| 3 | Increased and Enhanced Functionality | The new system will provide new and enhanced functionality. |
| 4 | Integrated Information | The new system will integrate data from across applications. Multiple disparate and disconnected databases will be replaced with a single comprehensive database. |
| 5 | Increased System Access, Self-Service, and Real-Time Data | The new system will be more accessible to all users; will enable end-users and customers to achieve a higher degree of self-service; and will deliver more data to critical processes and reports in real-time. |
| 6 | User-Friendliness | The new system will much more user-friendly; will provide easier access to data and processes to students, faculty, administrators, and staff. |
| 7 | Improved Customer Service | The new system will enable faculty, staff, and administrators to deliver new, better, and more personal forms of customer service. |
| 8 | Enhanced Technology | The new system will deliver and support up-to-date and future technological advancements that will increase productivity, enhance customer service, and create new strategic opportunities. |
| 9 | Improved Support | The new system will bring with it increased levels of vendor support; will experience less down-time; will enable routine maintenance to be performed while the system remains on-line and accessible; will enable support staff to deliver enhancements more easily; will adopt regulatory and other changes faster and more easily; will provide access to a much larger group of peer institutions who use the same system. |
| 10 | Authoritative Source of Data, Improved Data Validity | The new system will provide a single, authoritative source of critical information such as student and employee name and demographic data; improved controls will help to ensure that only valid data enters the system; reports and analyses will be more accurate and complete. |
| 11 | Positive Financial Impact | The new system will reduce costs related to labor-intensive and inefficient processes; will reduce or eliminate re-work and redundant data-entry; will enable revenue generation personnel to be more productive; will create new opportunities for revenue generation. |
| 12 | Improved Data Security | The new system will improve data security and integrity. |
| 13 | Enhanced Student Outcomes | The new system will enable faculty, staff, administrators and students to improve individual and overall student outcomes. |

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# Expected Benefits

| Rank | Specific Theme | Description |
|---|---|---|
| 14 | Increased Competitiveness | The new system will enable the institution to improve its ability to compete for and retain students; our reputation for being on the leading edge of technology in support of our mission will be extended and enhanced. |
| 15 | Improved Decision-Making | The new system will support and enable timely and informed decision-making at all levels. |

# Areas of Concern

| Rank | Specific Theme | Description |
|---|---|---|
| 1 | Project Staffing | Concerns that there will not be sufficient staff resources allocated to the planning and implementation of the new system. Concerns that existing staff will have to maintain present workloads while also assuming critical project responsibilities. Concerns that this will lead to a poorly planned and inadequately tested system, time and cost overruns, and possible operational failures. |
| 2 | Data Migration | Concerns that there will not be an adequate plan for data migration; that data to be migrated will not be cleansed prior to migration; that unmigrated data will be inaccessible to the new system. |
| 3 | Project/Technical Execution | Concerns that critical elements of the project will be poorly planning and executed. |
| 4 | Negative End-User Impact | Concerns that end-users will find it difficult to accept and adjust to change, that end users will be frustrated with a new way of doing things or with using the new system. |
| 5 | Project Management | Concerns that the project will not be managed properly, that project scope, calendar, and responsibilities will not be clearly or realistically defined; that project communication will be lacking; that the project will lack effective project governance and change control; that the project will lack a consistent methodology; that the project will lack accountability for success. |
| 6 | Negative Impact on Students | Concerns that the new system will be difficult for students to use; that students will be slow in adopting the new system or adapting to new processes. |
| 7 | Training | Concerns that system end users and administrators will not receive adequate or timely training. |
| 8 | Return on Investment | Concerns that the benefits of the new system will ultimately not be worth the effort and expense. |
| 9 | Vision for Project | Concerns that the vision for a new system may be too narrow or limited. |
| 10 | Assessment / Requirements Definition | Concerns that inadequate time and resources are given to the analysis of business processes and the definition of system requirements. |
| 11 | System Testing | Concerns that their will be an inadequate testing plan; that there will be insufficient time allocated to testing; that testing staff will be inexperienced in the business processes being tested; that poor test results will be overlooked in the "drive to go live". |
| 12 | Technical Architecture | Concerns that the technical architecture of the new system may be limiting or short-lived. |
| 13 | Application Migration | Concerns that exiting ancillary systems and third-party applications will not be included or properly addressed in the application migration/replacement plan. |