

Dear team members:

We are entering the last leg of the IDCard/ePrint project, this is the time we would like to wrap things up, and move onto the success we all were working so hard toward for the past several months.

At the start of this project, we have set the following critical success factors to measure the final success of this project:

- [Seamless integration of card and printing operations with Banner.](#)
- [Accuracy of the card database and student account balance.](#)
- [Fast turnaround time for card production.](#)
- [Fast turnaround time for printing.](#)
- [Ease of adaption and use.](#)
- [Network uptime and support.](#)

We have two critical milestones coming up:

September 16 – Final pilot test in production

September 23 – ePrint Go live

September 23 - Live carding events for students (both colleges)

I know everyone is working hard to drive toward the accomplishment of the critical success factors throughout this project, I would like to ask us to map the remaining tasks to the critical success factors and check through it one more time. The goal is to make sure we are in our best shape and form when we go live on September 23rd.

- [Seamless integration of card and printing operations with Banner.](#)
 - ID card production and ePrint activation should be near real time, card should never need to be re-registered after production, card balance, password, role should remain the same throughout multiple batch uploads. (Mitch/Matt)
 - Password change through ePrint upload module is real time reflected in the ePrint database, no secondary verification is needed (Mitch/Matt)
 - Different types of cards (student, staff, DASB, OWL..) are associated with the common ID, delete or change of one will not affect the other. (Matt/Mitch)
 - Batch update process from card production to ePrint is well tested and all critical update fields are thoroughly understood and tested in multiple batch iterations. (Susan)
- [Accuracy of the card database and student account balance.](#)
 - Student print charges are correctly set up at all machines, default will be set to B/W (Mitch/Denis/Nick)
 - Student replenish to their accounts through administrative module and release stations are well tested (Nick/Susan)

- Credit card payment is only enabled at both Kiosk stations and disabled for all the rest stations.(Mitch/Denis/Pat/Nick)
 - Multiple jobs upload methods (USB, upload, email) with multiple authorized file formats need to be tested, and print from different locations will need to be tested. (Denis/Sharon/Victor/John V)
 - Audit of the student account balance will need to be performed after a control printing test scenario from multiple locations.(Susan)
- **Fast turnaround time for card production.**
 - Current test benchmark is < 20 seconds (Smart shop/DASB shop)
 - Needs to do more verification with current ID card production (Denis/Pat)
- **Fast turnaround time for printing.**
 - Need to validate and audit the readiness of all locations for production go live – (John V/Sharon).
 - Need to test large file size upload (30 MB) - (John V/Victor)
 - Need to verify large file size printing (30MB) –(John V/Victor)
 - Need to test on all locations – (John V/Sharon)
- **Ease of adaption and use.**
 - Complete the user documentation and training video (Susan)
 - Resolve the outstanding usability issues (Susan)
 - Post the map (where to print), support procedures (who to call) , poster, placards and marketing materials to all locations - (Sharon/Pat/Marisa)
 - Arrange lab supervisor orientation and produce support cheat sheets (Susan/Kari)
 - Arrange printer support training for desktop support group (Chien/Sharon/Jason)
- **Network uptime and support.**
 - Provide adequate network support for carding event (Lisa)
 - Resolve any network support issues when go live (Lisa)

We are very close to the finish line, and the good hard work of so many of you will bring us to a successful and good conclusion of this project, I would like to call out to all of us for the last measure of devotion to this project. Monday will be the last pilot test opportunity for us to go through the above critical success factors before go live, please make sure all the above are well tested, if anything is amiss, we still have time next week to address it.

Appreciate everyone's support!

Thank you!

Best regards,

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IDCard/Student Print Project – Student ID Card and Pay to Print Project
Project web site:

At the start of this project, <http://ets.fhda.edu/iWedcardproject>

Installment plan and Pay to Stay

Project web site: http://ets.fhda.edu/pay_to_stay

Copy to: Project team members, Steering committee, Executives.