

# ITS Executive Steering Committee (ITESC)

ECM Recommendation

April 11, 2008



# ECM Agenda

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- Scope/Framing
- Results
- Workflow Examples
- Cost Review
- Analysis
- Next Steps / Q&A



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# Framing ECM

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- AIIM Definition
  - Enterprise Content Management (ECM) is the technologies used to **capture, manage, store, preserve, and deliver** content and documents related to organizational processes.
  - ECM tools and strategies allow the management of an organization's **unstructured information**, wherever that information exists.



# Scope

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- Goal: Identify the **institutional value** of utilizing ECM technology at Loyola along with a **recommended vendor solution** for potential FY09 implementation.
- Institutional Impact: Provides a common method to **store, share, process and manage documents** in an effective and efficient manner, with ample opportunities to improve student services and build faster, more timely and secure single sources of information for faculty and administrative areas. Also a catalyst for process improvement.



# Core Team

## Project Team Members – All Components

John Pelissero (Sponsor), Academic Affairs

Susan Malisch (Stakeholder), ITS

Jim Sibenaller (Project Mgr), ITS

Jim Just, IMERGE

Tom Mathewson (Review Team),  
[Enrollment Ops](#)

Eric Weems, [Financial Aid](#)

Kimberly Nicosia, Financial Aid

John Campbell, [Bursar's Office](#)

Jeffrey Waechter, Bursar's Office

Carol McCormack, [Human Resources](#)

Michael Capulong, Human Resources

David Siembal, Human Resources

Brian Slavinkas (Review Team), [Finance](#)

Ellen Kane Munro, [General Counsel](#)

Stacey Hughes, [Advancement](#)

Maria Philipp, Advancement

Ron Iwanski, Advancement

Sam Perry, [Purchasing](#)

Eric Pittenger (Review Team),  
[Registration & Records](#)

Clare Korinek, Registration & Records

Diane Hullinger, Registration & Records

Diane Asaro, [Wellness Center](#)

Paula King, Wellness Center

Wayne Magdziarz, President's Office

Joe Bazeley, ITS

Joe Wardzala, ITS

Kevin Smith, ITS

Larry Adams, ITS

Xiomara Franco, ITS



*Preparing people to lead extraordinary lives*

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# Recommendation

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- Based on the all of the analysis completed it is the unanimous recommendation of the RFP Review Team (Brian, Eric, Tom & Jim) that the **DocFinity product from Optical Image Technology (OIT)** become the enterprise standard for enterprise content management and imaging technologies at Loyola.





# Findings/Value Summary

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- Intra Office

- Enhanced management of records/paperwork
- Process improvements & efficiencies
- Increased records security & protection
- Reduction in physical storage space requirements

- Inter Office

- Improved information collaboration & sharing
- Common language & transferable skills

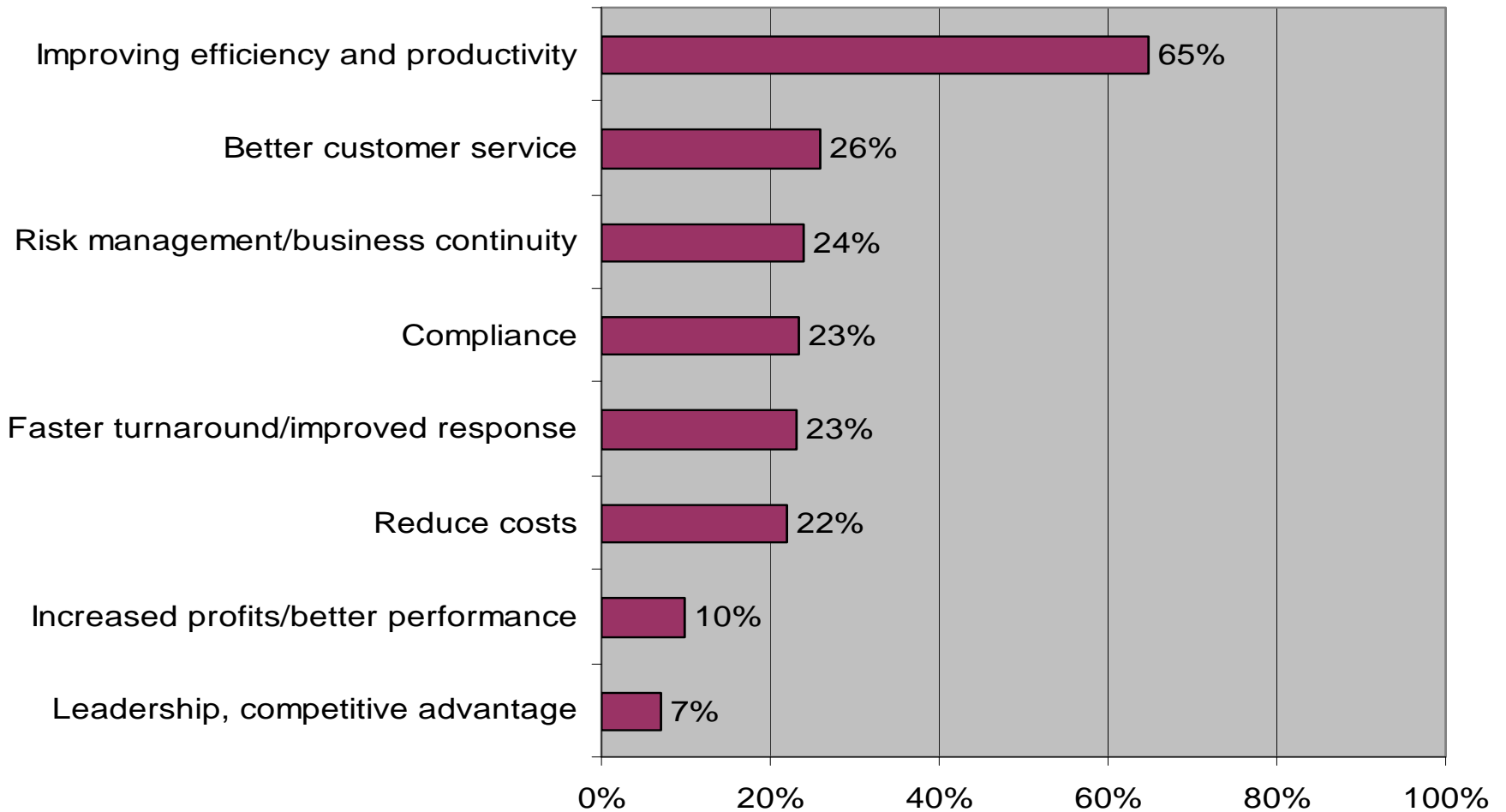
- Broader Institutional Impact

- Support Green Initiatives
- Annual operational savings



# Industry Stats

## Reasons for Document Management - 2007 AIIM Capture Survey



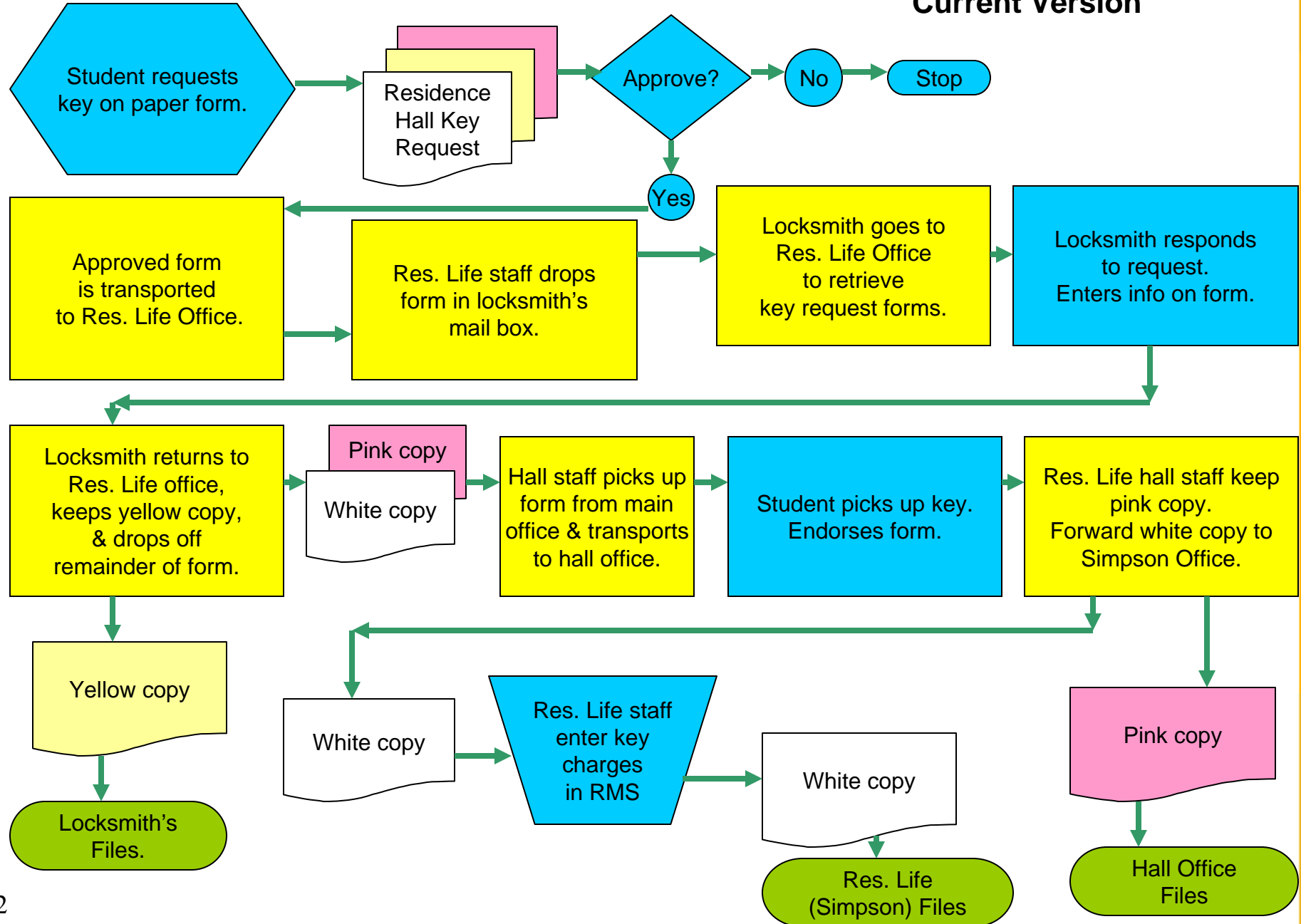
# ECM Agenda

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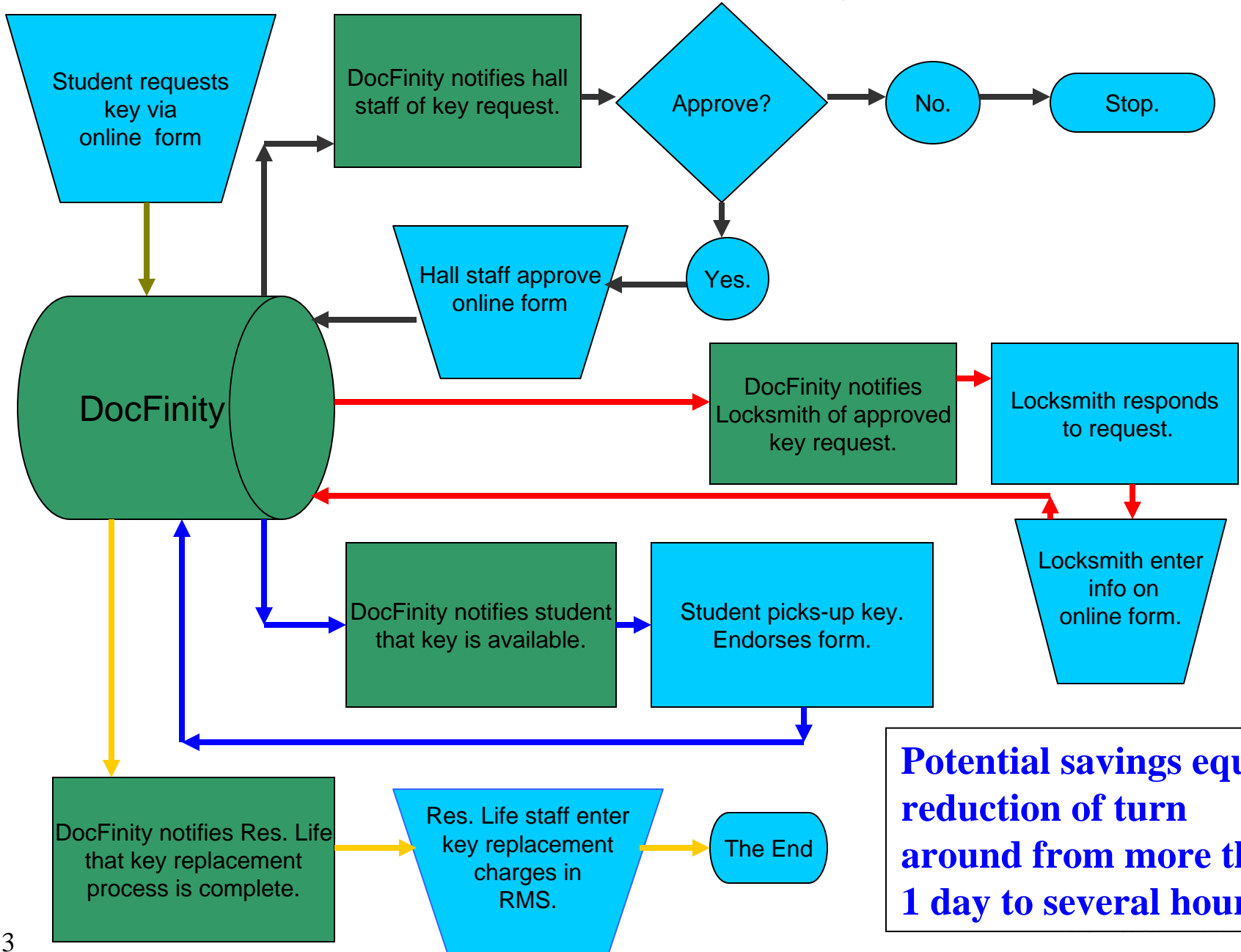
- Scope/Framing
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# Res. Life Key Replacement Process Current Version



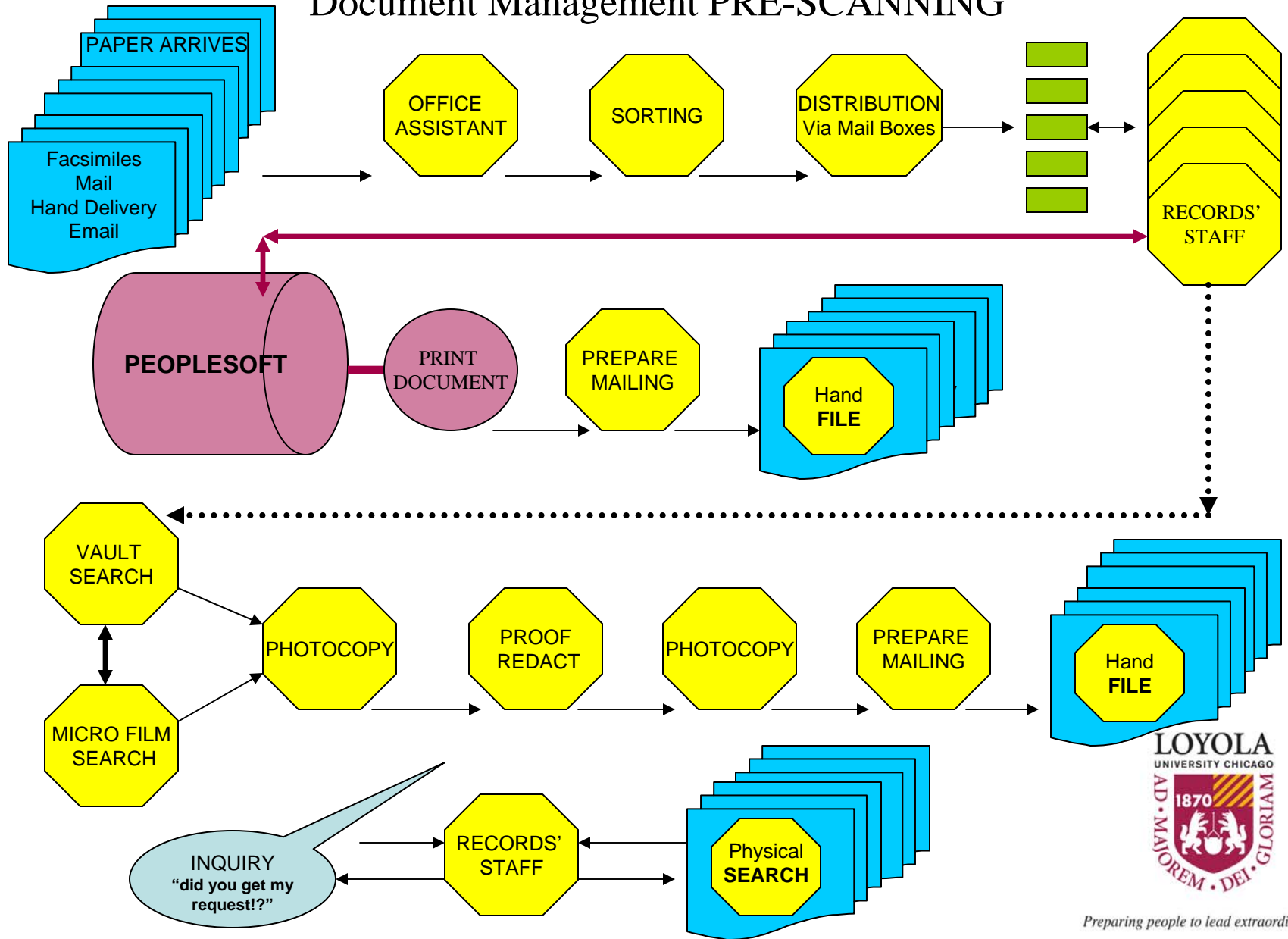
# Possible Key Replacement Workflow Process



**Potential savings equals reduction of turn around from more than 1 day to several hours.**

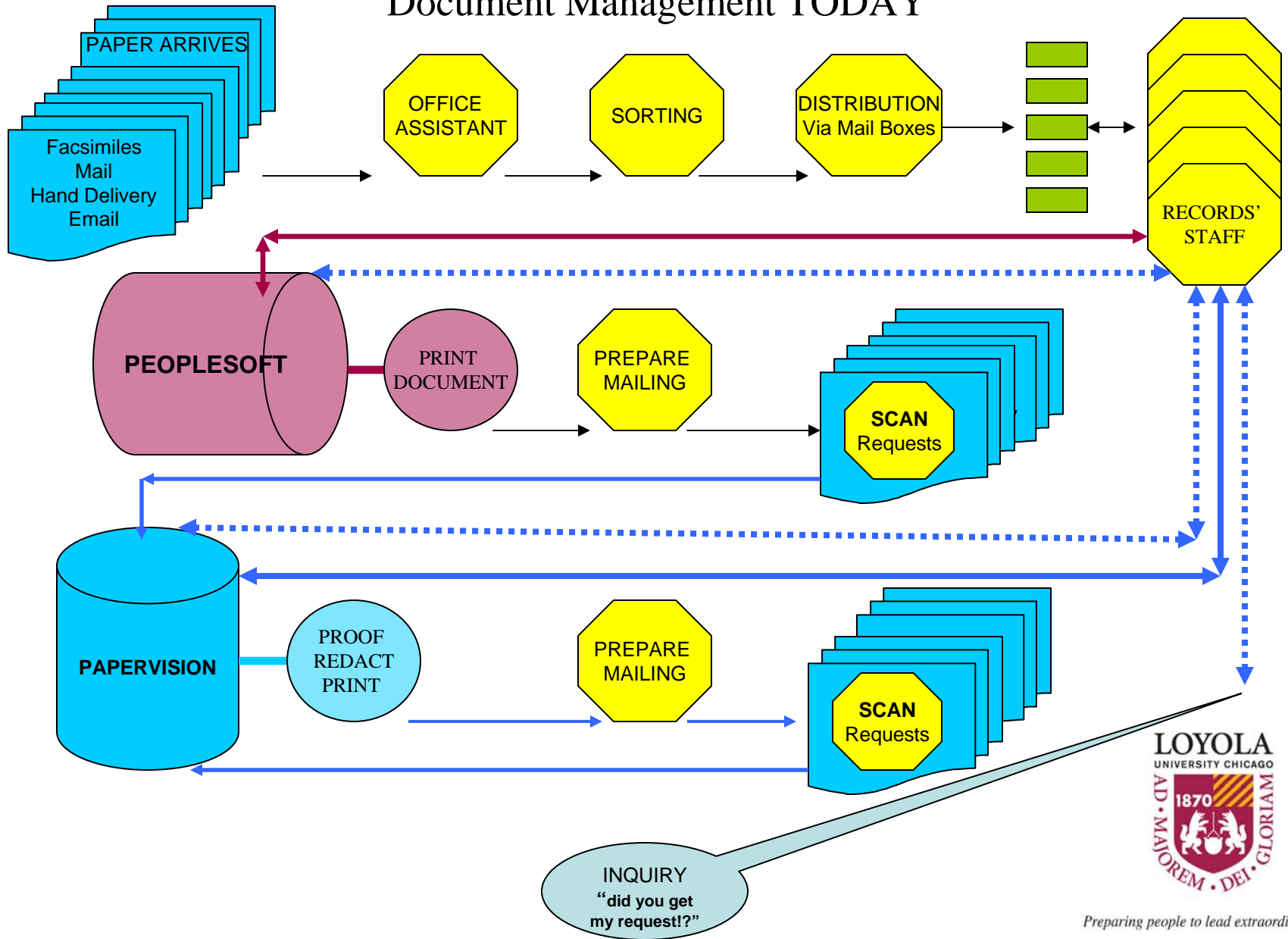
# Registration & Records

## Document Management PRE-SCANNING

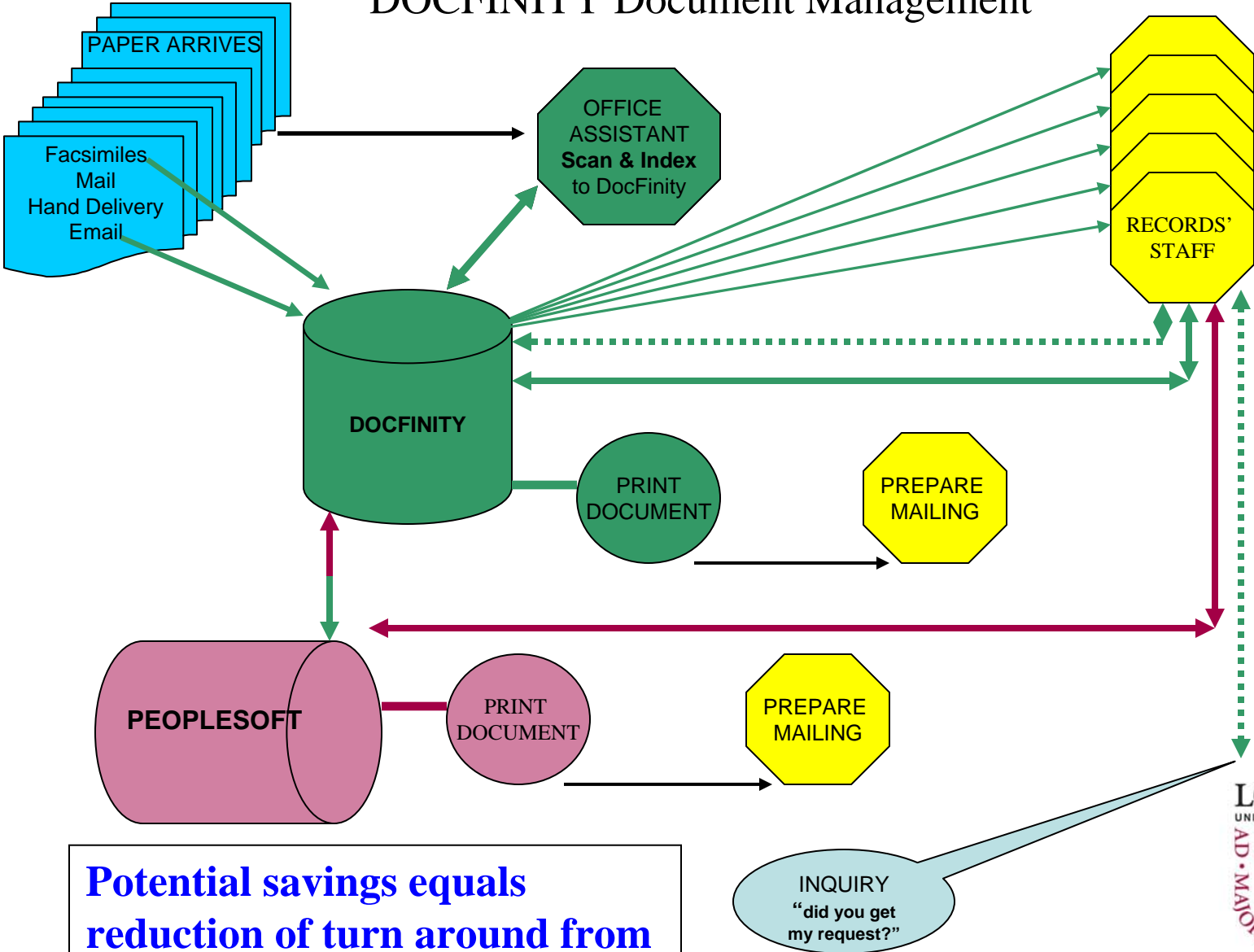


# Registration & Records

## Document Management TODAY



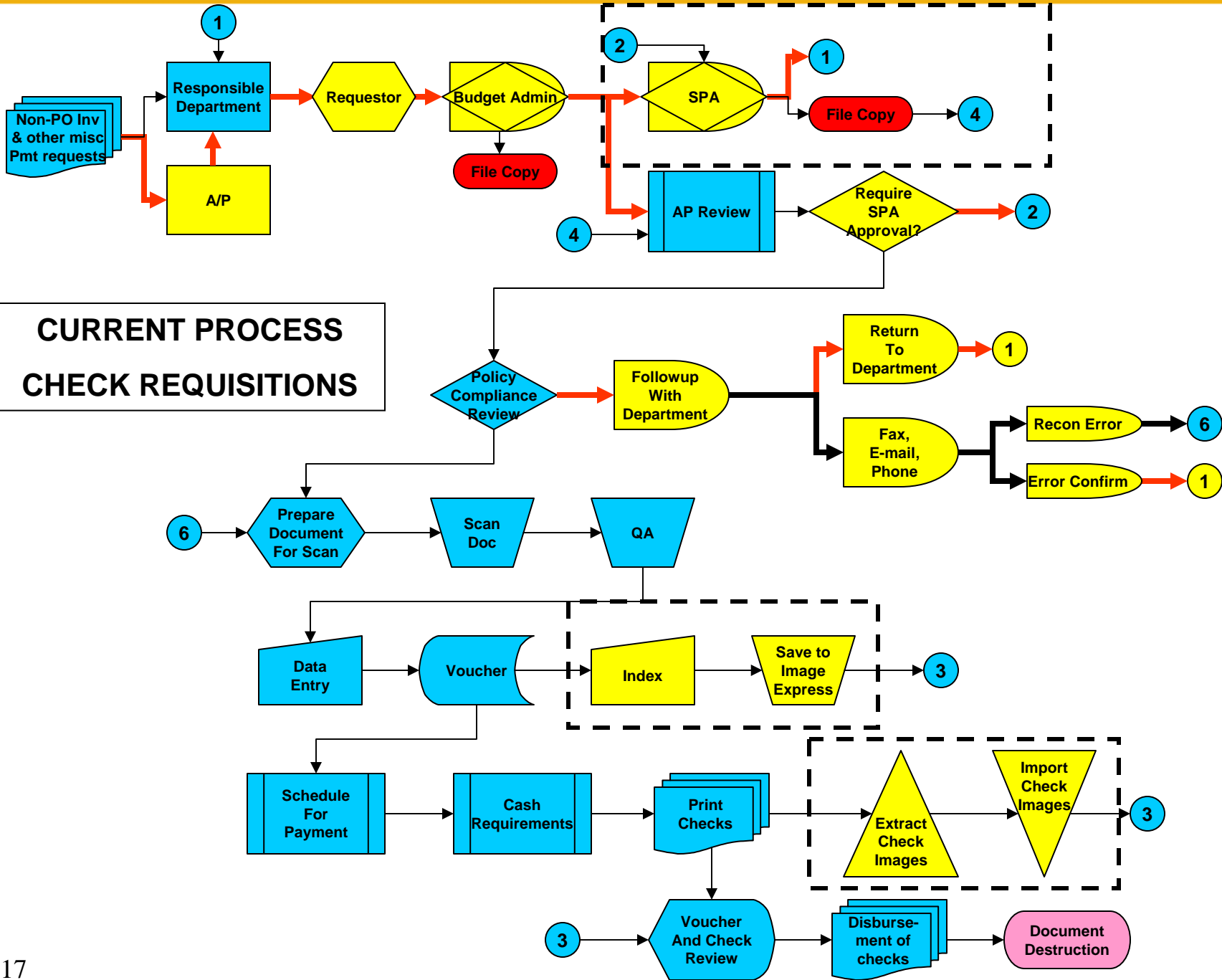
# Registration & Records DOCFINITY Document Management



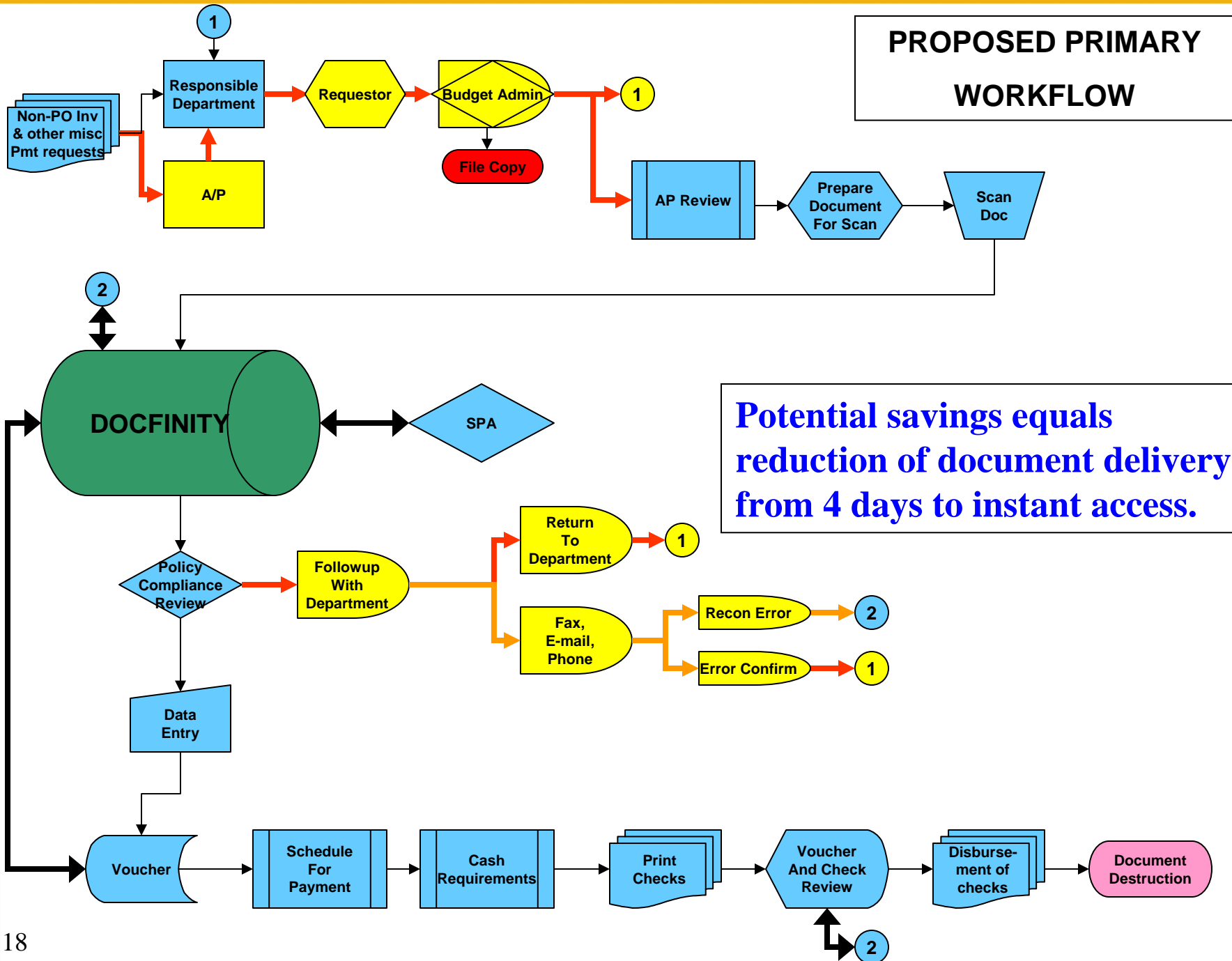
**Potential savings equals reduction of turn around from 5 days to 1 day or less.**





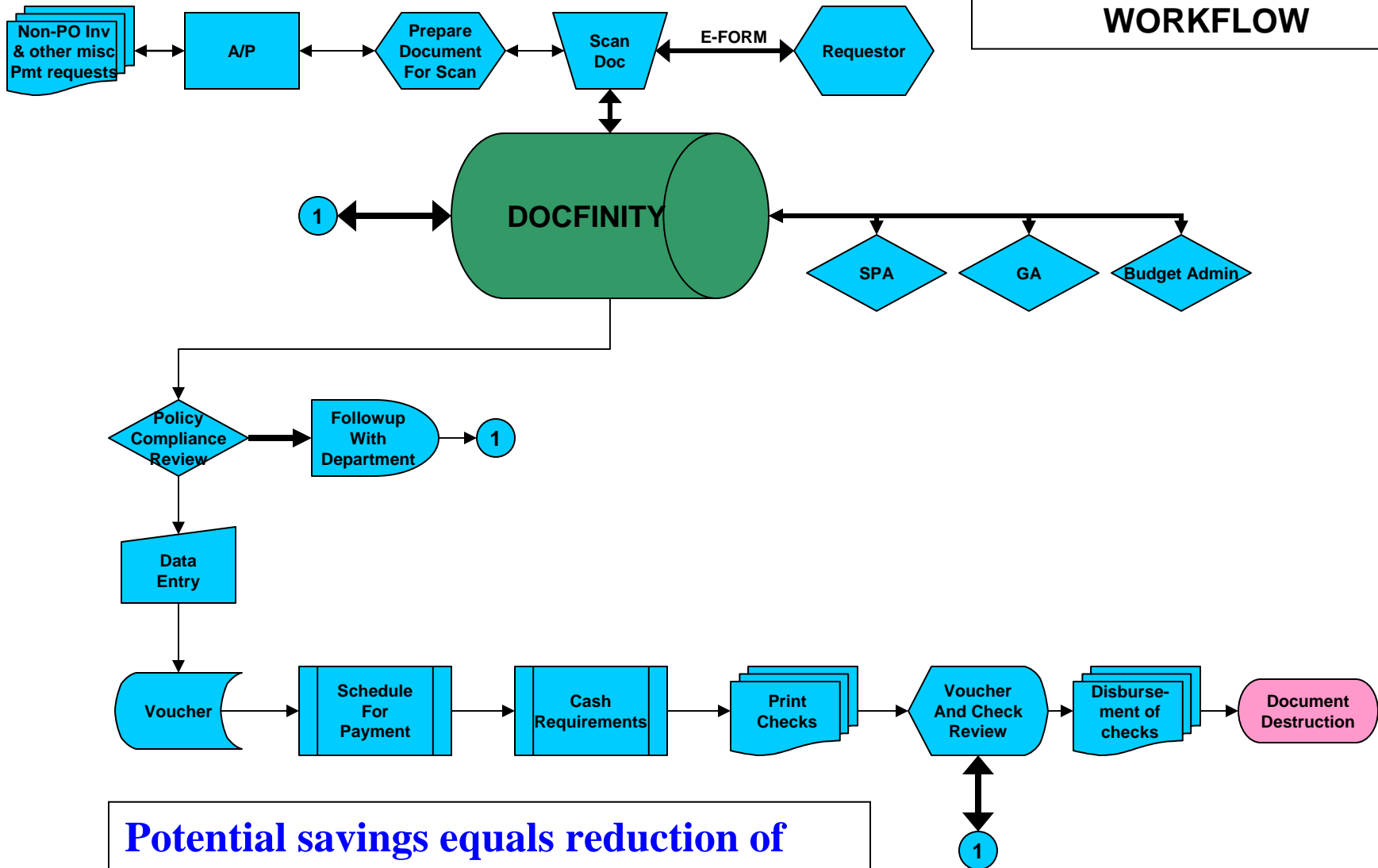


# PROPOSED PRIMARY WORKFLOW



Potential savings equals reduction of document delivery from 4 days to instant access.

# PROPOSED SECONDARY WORKFLOW



**Potential savings equals reduction of document delivery from 6-10 days to instant access.**

# Link Docs to PeopleSoft

LOYOLA UNIVERSITY CHICAGO

Home | My Worklist | Add to Favorite

Menu

- Self Service
  - Personal Information
  - Class Search / Browse Catalog
  - Academic Planning
  - Enrollment
  - Campus Finances
  - Campus Personal Information
  - Academic Records
  - Degree Progress/Graduation
  - Transfer Credit
  - Admissions
  - Student Admission
  - Outreach
  - Student Recruiting
  - Involvement
  - Student Center
  - Faculty Center
  - Gradebook
  - Request Information

my advisees | student center | general info | transfer credit | academics

View My Advisees

Advisee Roster

[View FERPA Statement](#)

Select display option:  Link to Photos  Include photos in list

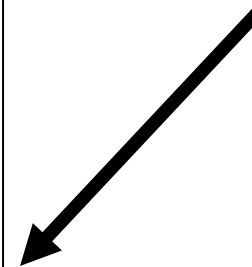
Notify	Photo	ID	Name	View Student Details
<input type="checkbox"/>		[REDACTED]	<a href="#">Abella, Winelyn Kave Santiago</a>	<a href="#">View Student Details</a>
<input type="checkbox"/>		[REDACTED]	<a href="#">Agra, Timothy James</a>	<a href="#">View Student Details</a>
<input type="checkbox"/>		[REDACTED]	<a href="#">Ahern, Cleary Ann</a>	<a href="#">View Student Details</a>

Find | View 100 | First 1-10 of 421 Last

	LID	SSN	L Name	DOB	DOC TYPE	DOC DATE	DOC ADD DATE
<input type="checkbox"/>	123456789	111-11-1111	Smith	07/10/1988	APPLICATION	12/11/2007	12/11/2007
<input type="checkbox"/>	123456789	111-11-1111	smith	07/10/1988	APPLICATION	12/11/2007	12/11/2007
<input type="checkbox"/>	123456789	111-11-1111	Smith	07/10/1988	APPLICATION	12/11/2007	12/11/2007
<input type="checkbox"/>	123456789	555-55-5555	SMITH	07/10/1988	APPLICATION	10/31/2007	11/02/2007
<input type="checkbox"/>	123456789	555-55-5555	SMITH	07/10/1988	RECOMMENDATION	10/31/2007	11/02/2007
<input type="checkbox"/>	123456789	555-55-5555	SMITH	07/10/1988	TRANSCRIPT	10/19/2007	11/02/2007
<input type="checkbox"/>	123456789	555-55-5555	SMITH	07/10/1988	WRITING SAMPLE	01/31/2007	11/02/2007

Rows: 1 - 7 Total: 7

Add DocFinity look-up buttons directly to PS screens



# Link Docs to PeopleSoft

**LOYOLA UNIVERSITY CHICAGO**

Home | MyWorklist | Add to Favorites

**Menu**

- Self Service
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  - Academic Planning
  - Enrollment
  - Campus Finances
  - Campus Personal Information
  - Academic Records
  - Degree Progress/Graduation
  - Transfer Credit
  - Admissions
  - Student Admission
  - Outreach
  - Student Recruiting
  - Involvement
  - Student Center
  - Faculty Center
  - Gradebook
  - Request Information
  - Request Official Transcript
  - View My Advisees
  - Class Search
  - Class Search
  - Browse Course Catalog
  - Browse Course Catalog
  - Evaluate My Transfer Credit
  - Community Directory

**my advisees** | student center | general info | transfer credit | academics

**View My Advisees**

**Advisee Roster**

Select display option:  Link to Photos  Include photos in list

Find | View 100 | First 1-10 of 421 Last

	Notify	Photo	ID	Name	View Student Details
1	<input type="checkbox"/>		[REDACTED]	<a href="#">Abella, Winelyn Kave Santiago</a>	<a href="#">View Student Details</a>
2	<input type="checkbox"/>		[REDACTED]	<a href="#">Agra, Timothy James</a>	<a href="#">View Student Details</a>
3	<input type="checkbox"/>		[REDACTED]	<a href="#">Ahern, Cleary Ann</a>	<a href="#">View Student Details</a>
4	<input type="checkbox"/>		[REDACTED]	<a href="#">Ali, Rubina</a>	<a href="#">View Student Details</a>
5	<input type="checkbox"/>		[REDACTED]	<a href="#">Allen, Melissa Rae</a>	<a href="#">View Student Details</a>
6	<input type="checkbox"/>		[REDACTED]	<a href="#">Anaya, Brittany Christine</a>	<a href="#">View Student Details</a>
7	<input type="checkbox"/>		[REDACTED]	<a href="#">Anderson, Amanda Grace</a>	<a href="#">View Student Details</a>

[View FERPA Statement](#)

**Freshman Application for Undergraduate Admission**

Chicago's Jesuit University  
LOYOLA UNIVERSITY CHICAGO

Please type or print in ink

**AUTOBIOGRAPHICAL INFORMATION**

**APPLICATION TYPE**  
 U.S. Freshman Admission  International Freshman Admission

**NAME**  
 Kristin Marie Mathewson  
first last middle initial p. etc. nickname

social security number 03-01-84  male  female

**PERMANENT ADDRESS**  
 424 Dogwood Terrace 847-541-4940  
number and street telephone fax  
 Buffalo Grove IL 60089 USA  
city state zip code country

**MAILING ADDRESS (if different)**  
number and street telephone fax  
city state zip code country  
 This mailing address and telephone are effective until: month/day/year

**E-MAIL ADDRESS**  
 RWGRL5@aol.com

**ARE YOU A U.S. CITIZEN?**  Yes  
 no, but I am a permanent resident (green card holder) and my alien registration number is \_\_\_\_\_  
 no, but I do have the following type of visa:  F-1 Student (using a Form I-20)  F-2 Dependent of an F-1 Student  
 J-1 Exchange Visitor (using a Form IAP-66)  J-2 Dependent of J-1 Exchange Visitor  
 Other (please explain): \_\_\_\_\_

Place of Birth (city/state/country) \_\_\_\_\_ country of citizenship \_\_\_\_\_  
 If already in the U.S., date of entry: \_\_\_\_\_

**RELIGIOUS PREFERENCE (optional)**  
 Catholic  Hindu  Islam  Jewish  Orthodox  Protestant  none  other \_\_\_\_\_

**ETHNIC/RACIAL GROUP (optional)**  
 Asian  African American  Caucasian  Hispanic or Latino  Multi-Racial  American Indian or Alaska Native  
 Puerto Rican  Native Hawaiian or other Pacific Islander  
 Do you regularly speak a language other than English at home?  No  Yes If yes, please specify: \_\_\_\_\_

01 OCT 2011 11:05:59

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# Cost Framing

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- Existing systems (4) total to approximately \$82,000 annually in operating costs.
- Imagio costs will increase to \$86,000 in FY09 taking the annual ECM outlay to \$93,000.
- 5 year incremental investment is between \$400,000 - \$500,000.
- One FTE is operationally required.
  - Cost already included in approved FY09 ITS operating budget.



# 1 Year Costs

ECM Project Costs - FY09 Implementation (Year 1)					
	Budget	OIT	OIT Diff	Perceptive	Perceptive Diff
Software	170,000	117,000	53,000	173,969	(3,969)
Hardware	50,000	67,355	(17,355)	67,355	(17,355)
Vendor Services	90,000	56,350	33,650	115,030	(25,030)
Training	20,000	45,900	(25,900)	14,970	5,030
IMERGE Services	20,000	20,000	0	20,000	0
Conversion	-	39,600	(39,600)	39,600	(39,600)
<b>Sub Total</b>	<b>350,000</b>	<b>346,205</b>	<b>3,795</b>	<b>430,924</b>	<b>(80,924)</b>
Annual Maint Yr1	45,000	25,854	19,146	41,568	3,432
<b>Vendor Total</b>	<b>395,000</b>	<b>372,059</b>	<b>22,941</b>	<b>472,492</b>	<b>(77,492)</b>
Contingency (~5%)	-	20,000	(20,000)	20,000	(20,000)
<b>Project Total</b>	<b>395,000</b>	<b>392,059</b>	<b>2,941</b>	<b>492,492</b>	<b>(97,492)</b>

## Summary

- OIT fits into the year 1 budget, \$100,000 less than Perceptive.
- Conversion numbers are ball-park only.
- Scanner & monitor requirements need to be verified.





# 5 Year Costs

LOYOLA: ESTIMATED EXISTING IMAGING ANNUAL MAINTENANCE COSTS							
		Year 1 Totals	Year 2 Totals*	Year 3 Totals*	Year 4 Totals*	Year 5 Totals*	GRAND TOTAL 5 YEARS
OPERATING	TOTAL HW/SW MAINTENANCE	\$93,000	\$97,650	\$102,533	\$107,659	\$113,042	\$513,884

\*Assumes 5% annual increase

OIT: ECM ESTIMATED PHASED PROJECT TOTAL COSTS FOR CONCURRENT USER PRICING							
		Year 1 Totals	Year 2 Totals	Year 3 Totals	Year 4 Totals	Year 5 Totals	GRAND TOTAL 5 YEARS
CAPITAL	TOTAL HARDWARE/SOFTWARE	\$184,355	\$118,830	\$42,420	\$25,620	\$29,920	\$401,145
	ECM IMPLEMENTATION	\$161,850	\$25,400	\$15,000	\$10,000	\$5,000	\$217,250
	TOTALS	\$346,205	\$144,230	\$57,420	\$35,620	\$34,920	\$618,395
OPERATING	TOTAL HW/SW MAINTENANCE	\$25,854	\$53,280	\$60,603	\$74,698	\$82,920	\$297,354
	TOTAL PROJECT	\$372,059	\$197,510	\$118,023	\$110,318	\$117,840	\$915,749

Maint. Savings  
\$216,530

	Re-Purpose Maintenance Budget**	\$45,000	\$97,650	\$102,533	\$107,659	\$113,042	\$465,884
	Incremental Budget Investment	\$327,059	\$99,860	\$15,490	\$2,658	\$4,798	\$449,865

\*\*Assumes existing System(s) Shutdown in 6 months

- Incremental budget investment of only \$450,000.
- Operating cost savings of \$216,000 over 5 years.
- OIT five year cost is \$335,000 less than Perceptive.



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# Needs Analysis Process

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- Face to face interviews with Core Departments to determine institutional needs.
- Request For Information (RFI) created with 4 “knock-out” items.
  - Higher Education experience
  - Ability to integrate with PeopleSoft, R+ and Lawson
  - Regulatory & compliance
  - Infrastructure integration (Novell, etc.)
- RFI Finalists
  - Critical Technology-Imagio
  - Nolij-Nolij Web
  - Optical Image Technology-DocFinity
  - Perceptive Software - ImageNow





# Request for Proposal

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- 3 vendors – Nolij dropped out
- Detailed Proposal Reviews
- On-Site Demos
- Customer Reference Checks
- Scoring of Each
  - OIT scored the highest
  - Critical Tech ruled out as an enterprise solution
- Resulting Slogan
  - “We understand better now!”



# Head to Head Review

Item	OIT DocFinity	Perceptive ImageNow	Comments
Vendor Viability/Stability*	✓	✓	Both are strong & stable
Vendor experience with Higher Education*	✓	✓✓	Perceptive's HE experience is unsurpassed
Vendor Staff	✓		OIT offers a more proactive, personalized, partnering approach
Fit for Loyola	✓		Right sized organizational match
Software meets technical functionality*	✓	✓	Both fit into Loyola's infrastructure
Technology foundation	✓		OIT technology is "fresher", Perceptive facing re-engineering in the future
Systems integration	✓	✓	Both offer proven integration options
Software meets business functionality*	✓		Scored best in functionality on the RFP
eForms	✓		Perceptive's product is <u>not</u> a true electronic form
Costs*	✓		OIT meets short term and long term costs, operational cost savings

# Implementation Stages

*Based on Dept. Readiness & Skills*

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## Stage 1 - Convert & Continue

- Training & Awareness
- Storage/Security Design
- Conversion
- Imaging continuation (apples to apples) - existing docs

## Stage 2 - Systems Integration

- Integration/database lookup
  - PeopleSoft
  - R+
  - Lawson (screen scrape)

## Stage 3 - Imaging of New Docs

- Multiple Documents Identified

## Stage 4 - Tools Integration

- Bar Codes
- Email Integration
- Facsimile Integration
- eForms Processing

## Stage 5 - Workflow

- Multiple Processes Identified

## Stage 6 - Full ECM

- Full ECM – (scanning, workflow, some eForms, fax, email & systems integration)



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# Next Steps/Q&A

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- Next Steps
  - Your Support & Approval
  - Vendor Communication
  - BRT Discussion on 5/7
  - Budget Approval
  - ITESC Prioritization
  - Systems Administrator Placement
  - Contract
  - Detailed Planning
  - Q1 FY09 Kickoff
  - Training & Awareness
- Questions?





# Addendum's

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- Awards
  - I Cubed Award – Penn State
  - 2008 Ace Award
- Higher-Ed Quotes



# OIT Recent Awards

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- Optical Image Technology (OIT), creator of the DocFinity suite, is very pleased to announce that The Pennsylvania State University's Administrative Information Services (AIS) department won the I-Cubed Award from *Integrated Solutions* magazine. The award, which was presented during a ceremony at the AIIM Conference in Boston on Wednesday, March 5, recognizes Penn State's AIS department for their innovative centralized implementation of DocFinity document management software, which serves the differing needs of its Pennsylvania campuses.



# OIT Recent Awards

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- In addition, at the awards ceremony on Wednesday, ECM Connection presented OIT with the 2008 ACE Award in the banking and finance category for their product line and its contributions to the insurance industry. ECM Connection's ACE Awards program recognize vendors who are making extra efforts to promote the education and adoption of ECM technologies within specific markets beyond their overall horizontal offerings.



# HE Quotes - OIT

- *“An average time for pulling a document was 20 - 30 minutes. Now, it's seconds. And, since it's all indexed, you pull up exactly what you want.”* Kim Smith - Vanderbilt University [OIT Since 2000](#)
- *“DocFinity allows us to be more efficient and customer-focused We are able to manage critical processes within Student Services by leveraging staff to meet the higher volumes during peak registration cycles and offer streamlined services for document intake for our students. Budget cuts have limited our staff resources; consequently we need to be more efficient with the staff resources that we have.”* Chuck Zettler - Palm Beach Community College [OIT Since 2006](#)
- *“DocFinity gave us immediate access to mission-critical data, improved customer service, and gave our customers an on-campus solution with strong off-campus support.”* Steve Mullins - The Ohio State University [OIT Since 2001](#)
- *“Can you imagine that this room full of file cabinets all fit on just these two cds?”* Shelley Butler –  
The Pennsylvania State University [OIT Since 1997](#)

