Problem / Opportunity Statement: The Student Information Systems (SIS) office receives over 300 requests for data and web development each year. Although requests were entered into a database (dB), the staff had problems using the dB to effectively manage this high volume of work.

Issues Identified: The team participated in a brainstorming/affinity process, responding to the question: What are our concerns about managing all requests coming into SIS? “Managing” involved the intake of information, how it filters through the process, and how it is delivered. Over 70 issues were identified and were grouped into 6 categories:

- Customer specifications (e.g., customers adding to what they want once delivered)
- Request tracking (e.g., no hard deadlines; projects not tracked through entire life cycle)
- Data policies (e.g., is the request FERPA compliant; 3rd party distribution)
- Quality control (e.g., accuracy of data, writing good specifications)
- Utilize prior development (e.g., no centralized historical data)
- External to SIS (e.g., too many departments managing the same request)

The figure below represents issues identified within Request Tracking.

DB development: When SIS users log in, they will be taken to a page which lists all open PCRs. They can also choose to search for a particular PCR via a search page (below):

Measurement example: The success of a project is determined by measurement. Process measures – is the process working as designed?
- Is the date required captured?
- Does developer have clear specs in order to take action?

Outcome measures – are we getting the results we desired?
- On-time delivery rate
- Accurate delivery date

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