

## **Implementation Write-Up**

Summary/Purpose- By implementing a new portal software program we hope to improve L-connect in these areas:

- Consolidated tabs in order to introduce a more user friendly interface, so information is easier to find and readily available.
- Better graphic interface thus making the site more visually appealing.
- Software compatible with all other software that Wentworth uses, Banner is an example of what the new software must be compatible with.
- More secure system-password tied into banner to discard having to log in with different usernames and passwords.
- More frequent and easier to update

System Overview- The current L-connect system is based off of banner and is currently outdated and is difficult to navigate. DTS offers support for any problems allocated with L-connect and manually updates it when needed. The anticipated product after being integrated with the new system will be able to benefit L-connect and improve the system by maintaining and fixing the above listed areas to create an up-to date user friendly portal interface.

By implementing this new software we have confidence that the new system will meet all of our requirements. For the requirements that are not met we hope to work something out with the vendor to customize the software in ways to try to obtain the 100 percent requirement status.

After intensive research we have found that the best solution to fixing our system would be to implement Campus EAS'S new software. This system outsourced our other potential vendors in many ways and also covered almost all of our requirements. Campus AEI offers many features such as:

- Work with: ellucian banner, blackboard, Microsoft exchange, live@edu, Gmail, etc.
- 24/7x365 support- Service Desk provides full technical support to institutions, including holidays, weekends, and scheduled institution-wide breaks.
- Hides complex HTML (specialized software and expertise is not required to create and manage content)
- Can publish contents including: calendars, directories, information, announcements, etc.
- Surveillance of vital system components
- Saves time and money

Major Tasks- For the project to run smoothly we will need both Campus EAI's support team working alongside DTS's support team the entire time. We do not want the current system shut down during the process so we will need to make sure the implementation will take full affect while the current system is up and running. Along with that we will need to focus on the three major areas of the implementation; the testing, the development, and the deployment.

Scheduling- After extensive research and talking with the vendor we have come up with the time span of about 3 months with a maximum of 4 months to complete the process. We believe that the timeframe for the implementation process should only take a month at most.

Development- Since we already have a foundation with our current system and Campus EAI's program is similar in many ways, we believe that the development stages shouldn't be too hard. With the help of our internal implementation team working with the vendor's implementation team we should be able to get this done in the time estimated.

Testing- Campus EAI allows you to test their program prior to purchasing so that you can see how it works. Along with that the site offers trials of the program so that you can test it out ahead of time.

Training- Campus EAI offers various supports for the training process. One way to obtain the training information would be to access their web-based training opportunities on myCampus. The other way is a more hands on approach from the vendor implementation team. This team is trained in their specific areas and will teach our internal implementation team. This training should go pretty smoothly since both sides have knowledge on the wants and needs for this.

Internal Implementation Team- Our internal implementation team will be responsible for managing and executing the implementation of the system. By working with the vendor hands on during this process we hope that our team will be able to gain all the knowledge needed for this process. We have already designated roles to each of our members for their specific tasks that they have been solely focusing on to gain as much knowledge as possible to help assess and problems.

External implementation teams- After signing contracts and the scheduled process is given the go ahead, the vendor will assign a team of specialized individuals whose job is to implement their solution. These members will have designated areas to address during the implementation and to also provide support for our team in gaining knowledge. During the entire process along with after the system is implemented we will maintain a good working relationship. This will benefit our team in case we run into any problems down the line and we need additional support. It is important to make sure that we have a smooth take off so that we can create a good relationship with the vendor for later work.