



Marlita Kahn, UCB
marlita@berkeley.edu



UNIVERSITY OF CALIFORNIA
SANTA CRUZ

Stephanie Nielsen smniel@ucsc.edu

Scott Councilman scouncil@ucsc.edu

Cross-campus Collaboration

On Enterprise Content Management

UCSF

University of California
San Francisco
advancing health worldwide
Erik Wieland, UCSF
Erik.Wieland@ucsf.edu

4 minutes

Music playlist: <https://www.youtube.com/playlist?list=PLHABjAiTLgJli5xthpLOoufAqQnCflj07>

Introduce ourselves and our individual roles.

Steph - Service Manager for Perceptive at UCSC. I provide central coordination for operations between internal customers and the vendor when it makes sense, project management for upgrades and continue to look for ways to improve our users experience by understanding their pain points, their roadmap and look for ways to anticipate their needs in order to provide solutions for them.

Scott - provides technical consultation, workflow development and growing role in iscript development.

Agenda

- What is ECM?
- Collaboration
- Campus ECM Services
- Collaboration Results
- Questions

Stephanie - less than 1 minutes

What's all this about Enterprise Content Management (ECM)?



2.5 minutes

Stephanie:

Enterprise Content Management (ECM) is the strategies, methods and tools 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.

It is more than content as it involves the activities and actions of content that enter the university

Documents come in all shapes and sizes like paper, email, when documents come in they are captured and search criteria are applied so users can search when and where they need to

and after finding they can view it, share it, add notes and annotations or find related documents

these systems use workflows to automate processes on a predefined rule set which can be simple like routing to the right group or complex

these systems also track how long must you retain a document according to university records management schedule

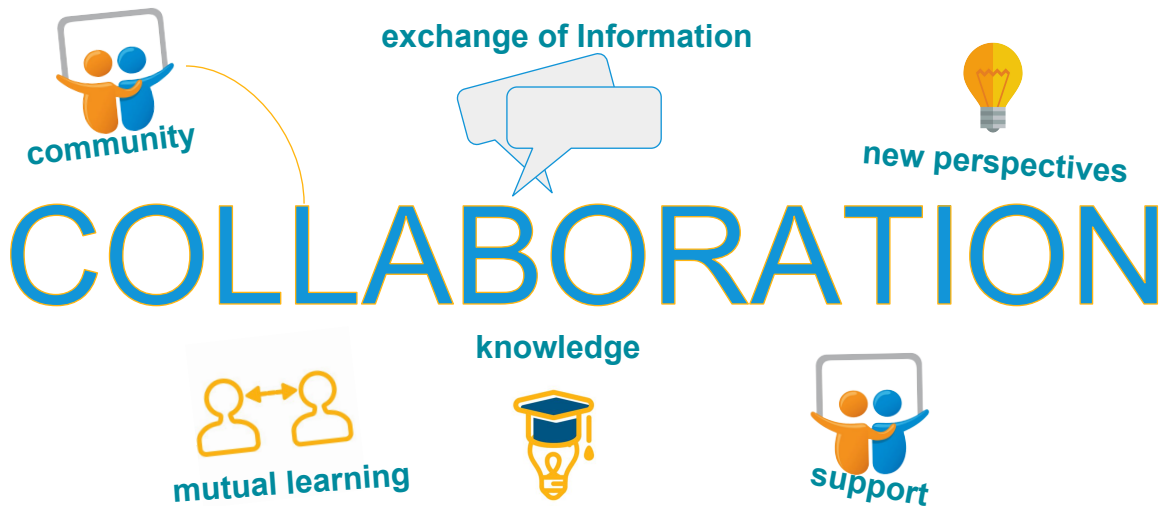
Better than word document is content as the it the data often ends up entered into other applications or they are used to extend other ERP systems

other these tools start in one department and can expanding to enterprise where is where the E comes from and you do this because they have security and access

can be limited to the interact with the appropriate department

Our three campuses use a tool called Perceptive Content formerly referred to as Image and is owned by Lexmark Enterprises, and the company is going through ownership changes and soon to be owned APEX.

Why do we collaborate on ECM and Perceptive Content?



1 minutes

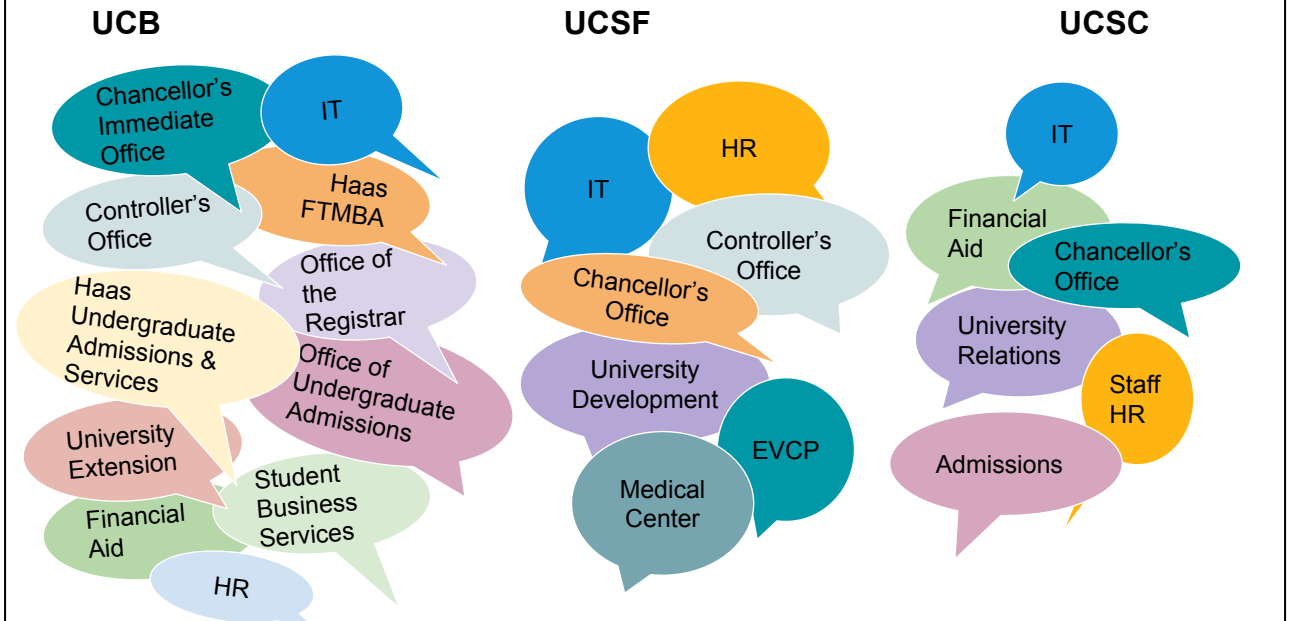
Stephanie: We like to share. We like to create. We want the best outcomes for our campus or medical centers.

Complexity of the technical system & multiple cross department implementations combined with a critical need to have mature a strategic partnership with the vendor encouraged the three of us to communicate and reach out....

We started to collaborate first by sharing lessons learned and experiences, getting to know each other's implementations, and finally to grow into developing some shared best practices, and a strong goal to develop a cross functional community of ECM practitioners.

Collaboration right now is sharing information and learning from each other on how best to use the system or not use the system.

Campus ECM Services



30 seconds

Stephanie:

Two types of collaboration going on - IT but also with functional end users that share information about business processes as relevant to the tools and their own processes.

We are collaborating because we need to and because our customers are too.

Examples - (financial aid dept., UC Davis consulting, UCSB calling UCSF about controller's office, UCSF UR/UCSC UR, Staff HR, our contract people talking to UCSF/UCB/UCSC.

Like Information technology, the departmental counterparts across each university will reach out to each at times to work on a issue and get ideas from each other.

UC Perceptive Content Platform Summary

	UCB	UCSF	UCSC
Vendor-Hosted/In-House	In-house	Both	Hosted
Initial Implementation	2007	2008	2012
# Customers/Implementations	20	6 plus 4 coming	3 with 2 more projected
Funding Model	Central campus funding (since FY 2012-13) Customers fund special needs and scanner licenses	Funded by Controller, Medical Center, HR, EVCP (enterprise licensing)	Funded by Departments

30 seconds

Stephanie: Jump to summary of the operational structures for Perceptive Content -

A quick look at the operational structure of Perceptive Content on each platform

UC Berkeley: Application Environment & History



Perceptive Content Environment

- Introduced to campus in 2007
- 20 different implementations
- Current version: 6.7
- Extensive customization and sophisticated workflows
- Integrations with campus enterprise and local applications/data stores

“Imagine” Team

- Business Analyst (2007)
- 2 System Admins (2007, 2014)
- Service Manager (2011)

Enterprise Environment

- PeopleSoft
 - Campus Solutions (Student Information System)
 - PeopleSoft Financials (several modules)
- Cal Central Student Portal
- SciQuest (BearBuy)

External Professional Services

- Additional bandwidth
- Additional tech knowledge
- Specialized services

Marlita

- 2 years ago received OK to hold sensitive data. Major breakthrough for our ability to serve campus.
- In last few years have moved from siloed customer implementations to shared access and workflows across departments and implementations. Becoming a real enterprise service. That is exciting but also much more complex for integrations, maintenance and upgrades.
- We see lots of opportunity to serve campus.
- Also we have more demand than team bandwidth - sort of a good problem to have.



UC Berkeley: Application Environment & History

eForms

- Introduced to campus Fall 2012
- Runs new student application review process for Haas Full-Time MBA Program
- Supported Office of Undergraduate Admissions "Finalization" Process

Departments using eForms

- Haas School of Business
- Office of Undergraduate Admissions

Marlita

- What the eForms are used for re integrations and business process
- No outward facing eForms

UC Berkeley: Application Environment & History



Integration Server

- Introduced to campus Fall 2014
- Greater flexibility and simplified maintenance for integration with other campus applications
- Wider variety of document ingest options, particularly via online
- Ability to securely ingest documents from a webpage
- Ability to move beyond outdated analogue fax technology to Fax Over IP (FOIP)
- Expose ImageNow functions to external applications to support automation within ImageNow

Departments using Integration Server

- Environmental Health & Safety
- Financial Aid
- Haas School of Business
- Office of the Registrar

Marlita

- Brought us into the “modern age”
- Unexpectedly positioned us for new generation of platform based on HTML5 which requires integration server
- Works via API Central service which publishes APIs and handles security and load balancing



UC Berkeley: Future Roadmap

- Utilizing CalGroups (LDAP management tool) for empowering departmental users to manage their own group access
- Upgrade to 7.1.5 and take advantage of Perceptive Experience and departmental management
- Leverage additional exposed features through Integration Server for inbound integration
- Extend service to additional campus departments
- Partner with departments to enable shared design, build and management
- Encourage customers to develop retention management policies

Marlita:

- Speak about how to think about and roll out Experience



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UC San Francisco: Overview

Deployment History

- **2008** – Controller’s Office
- **2014** – MedCenter inpatient, ambulatory
- **2015** – Human Resources, Chancellor’s Office, Executive Vice Chancellor
- **2016** – 7.1 upgrade, Payroll, Development, University Relations, MedCenter community clinics, Children’s Hospital, SF General

ECM Team

- Started with 1 FTE, 2-3 contractors
- Currently 3 FTE, 2 “loaners”
- Growing to 5 FTE by 2017
- Professional Services, contractors

Environment

- Architecture: Mix of physical, virtual servers
- Servers: Content, Integration, Business Insight, Forms, Interact for Epic, WebNow, (Enterprise Search)
- Clients: Full desktop, Interact Desktop (via Citrix), WebNow, Perceptive Experience (iOS, web)
- Integrations: Epic (via Cloverleaf), DocuSign (via Kryptiq/Enli), RightFax, Oracle, PeopleSoft, (Salesforce)

Erik: Who uses what, who does what, how has our environment scaled (or not)

UC San Francisco: Service Model



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	Campus	MedCenter
Decision-Making	CIO, EVCP, HR, IT Governance	MedCenter leadership, Clinical Systems, CIO, OCMIO, IT Governance
Funding	Core funds, UC PATH, EVCP, HR, (Recharge?)	Capital Projects, Core funds, Clinical Systems funds
Staffing	Manager, Operations Lead, 50% Project Manager Total: 0.8 FTE + PM	2 ECM Administrators, 40% Project Manager Total: 3.2 FTE + PM
Governance	IT Roadmap, Committee on Business Technology, Project Teams, ECM Working Group	Care Technology Group, ECM Steering Committee, ECM Working Group

Erik: Discuss future plans: autoprovisioning, photo enhancements, folder level workflow canned solution for campus

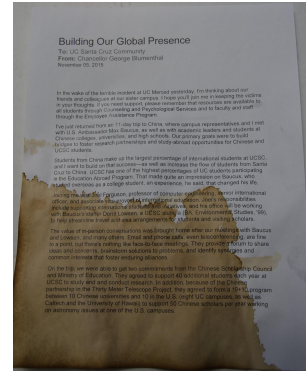
UC Santa Cruz - Space, Access, Integrity



Space



Accessing the stream of data was slow



Data integrity was at risk

Scott: At UC Santa Cruz, we faced a set of challenges in dealing with a growing paper-based information stream. The first of these is storage space. This is a picture of a wall in the Financial Aid Office before the adoption of Perceptive Content.

Searching for paper (that someone else may have) hampered our ability to act in a nimble fashion.

Paper originals are subject to damage and loss.

UC Santa Cruz - Collaborative Engagement Builds Solution (Robust Document Management Solution)



Strategic Purpose: Business Process Workflow (Reporting on workflow efficiency for productivity), Central document repository (to share documents), Records Management, security and freeing up of space.

Deployment History

- **2012** – Financial Aid Office (FAO)
- **2013** – University Relations (UR)
- **2014** – Executive Vice Chancellor (EVC)

ECM Collaborative Projects

- **2015** – 7.1 upgrade
- **2016** - Service Definition 1.0

Environment

- Managed Hosted Environment using Lexmark enterprise services
- Clients: Full desktop, WebNow, using VPN tunnels
- Integrations: PeopleSoft (Student Information Systems), Ellucian Banner (University Relations), Shibboleth, LDAPS

Scott:

In 2012 the Financial Aid Office implemented Perceptive Content, and set the stage to make this tool available to other campus departments. By deciding to use a vendor hosted model and licensing structure they allowed for technology expansion as needed.

In 2013/2014, the Perceptive Community grew by two more departments, the UR and EVC offices.

Each new department funded new modules, resulting in a full-featured document management system. In 2015 the UC Santa Cruz Perceptive community completed a major upgrade across departments. The upgrade was challenging, as the vendor was facing strategic organizational changes and the loss of critical staff.

Anticipating the growth of the Perceptive Community on campus, ITS partnered with the three departments to complete a service definition 1.0. The service definition helped to establish the ground rules on how to work with each other on the platform, and to help new departments on-board in order to maintain stable and secure operations.

Service improvements included centralizing a VPN service, and easing financial complexities within purchasing. We provide central coordination where it makes

sense, while maintaining distributed management performed by the departments.

A key component of the service is a partnership with the campus records manager who consults with the departments in order to help establish a shared information taxonomy across the organization and accurate implementation of retention policies.

The current capabilities of the platform include:

- capture methods such as electronic forms, and mail agent
- Business intelligence reporting
- Retention policy management
- Central storage with robust search and retrieval capabilities
- Full text optical character recognition and full text indexing

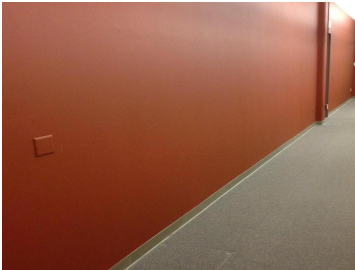
Our internal departments are also able to link the documents to the records in our Student Information Systems and Donor Systems using automated tools.

	Campus
Decision-Making	Steering Committee/Working Group
Funding	Individual Departments
Staffing	Department workflow designers, 2 ITS FTE @ 50% , Vendor Hosting

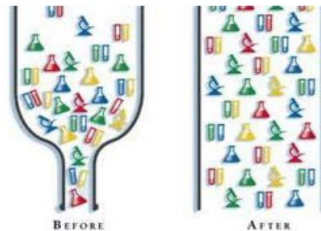
Scott: Regarding governance, we have established two groups, a steering and working group to help make decisions for operations. We intend to grow this as a campus wide service as funding becomes available.

We have plans to expand ITS's limited role with workflow and potentially add iScript development, as we expand our Perceptive Community on campus.

UC Santa Cruz - Results



Success is visible



Improved
searchability/
Shareability



Strengthened
compliance =
peace of mind.

Scott: In summary

1. Success is visible (FA file cabinets removed - paper documents removed)
2. Connecting people to the content digitally eliminates the bottleneck of paper process by improving searching and sharing. Example: UR gathers metrics on processing a gift from the date it is received to the acknowledgement letter, and all development staff can view the paperwork concurrently to guide the gift to the proper place.
3. Strengthened compliance with organized information and updated retention policies.

Results from cross campus collaboration

- Helped us make decisions on the structure and management of our service models
- Helped us decide on what new functionality, hosting, professional services to leverage
- Helped us work with the vendor by sharing strategies and stories (sanity check, collective wisdom, negotiations)
- Learn and share findings from customer portal, rumors, complaints, solutions
- Collected what to avoid, negotiation techniques, lessons learned
- Overall reality check

All:

Each come up with an example to illustrate each item. We talked to our colleagues about xyz and then we did this....

UCB - include non-UCB university collaboration/ learnings also such as RUG and Inspire; actively learning from UCSF and UCSC about upgrade to Content 7 and ways to organize and roll out the service.

UCSF - Heard from UCSC about communications problem with hosting team, discussed with Lexmark before hosted upgrade. Talked to UCB when hiring to level set on skills, availability, train vs. hire expertise.

Upgrade notes - insist on shared documentation to help mitigate the impact of the inevitable (and, in Lexmark's case, interminable) turnover on both sides!

UCSC - defining on-boarding process consulted with UCB and adopted a questionnaire that would help new implementations and speed the process up. , document stewardship comparisons,, Staff HR project proposal relies heavily on the UCSF's successful scanning approach,

Marlita: Results from cross campus collaboration

· Questions are amazing food for thought – wow, I hadn't thought about that, better look into it, how can I

apply that perspective to our situation?

- Ideas for structuring the service
 - Rollout and pipeline management
 - Customer training and support
 - Documentation
 - Distributed responsibilities (team/customers/departments)
 - Team staffing options
 - Funding models
 - Business cases
- Application Modules, Tech Pros and Cons, gotcha's
 - Search module - UCSF
 - Hosted implementation – UCSC and UCSF
 - Integrations with campus systems/applications
 - ???
- Vendor relations
 - Contract management
 - Technical support management
 - Professional services
 - Account reps and Lexmark management
- Upgrade to Content 7
 - When
 - How'd it go? What should we do that you did? What should we avoid?
- Share what we learn from broader community of practice
 - RUG
 - Customer Portal
 - Listserves
- Overall reality check

Take aways



Join the UC ECM listserv!
uc-ecm@listsrv.ucsf.edu



vendor user groups

COLLABORATION

Web sites



<https://wikihub.berkeley.edu/display/istds/Imagine+Services>

UCCSC Conference



- Come to UCCSC and get ideas (Steph)
- Join the list serve (Erik)
- Attend RUGs (Marlita, websites)
- Reach out to the other campus/build the network

UC Enterprise Content Management listserv: uc-ecm@listsrv.ucsf.edu.

To subscribe please follow the instructions here: <http://it.ucsf.edu/services/ucsf-listserv/tutorial/subscriber-information?page=2>. The short version:

Send a one-line email message from the address that you want added to the subscription list.

- In the To field, enter: listserv@listsrv.ucsf.edu;
- Leave the Subject field blank;
- In the body on the message, enter: subscribe uc-ecm first name last name (e.g., subscribe uc-ecm Erik Wieland)

The list is meant to be a place to discuss all enterprise content management (aka, document management) solutions used across the UC system. Examples include Lexmark (fka Perceptive) ImageNow, OnBase, OpenText, FileNet, etc. The goal is to share strategies, talk candidly about vendors, and help each other store UC's vast amount of paper.



QUESTIONS?