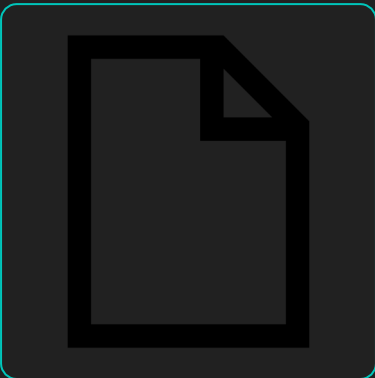


Implementing a Print Shop Store Front and Billing System

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2020 CIO Leadership Academy

Introduction/Background



- Issues:
 - Overall usage of the campus print shop has decreased
 - Manual clerical processes take up a large portion of staff time

Objectives

INCENTIVIZE THE
CAMPUS COMMUNITY
TO UTILIZE THE PRINT
SHOP FOR ALL
PRINTING NEEDS

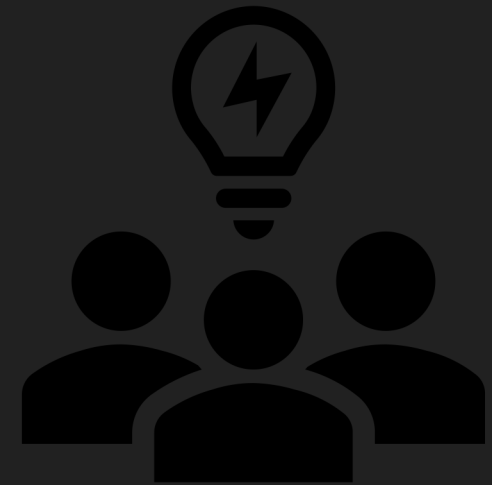
EXPAND THE WORK
CAPACITY OF THE
PRINT SHOP STAFF

Implementation Process

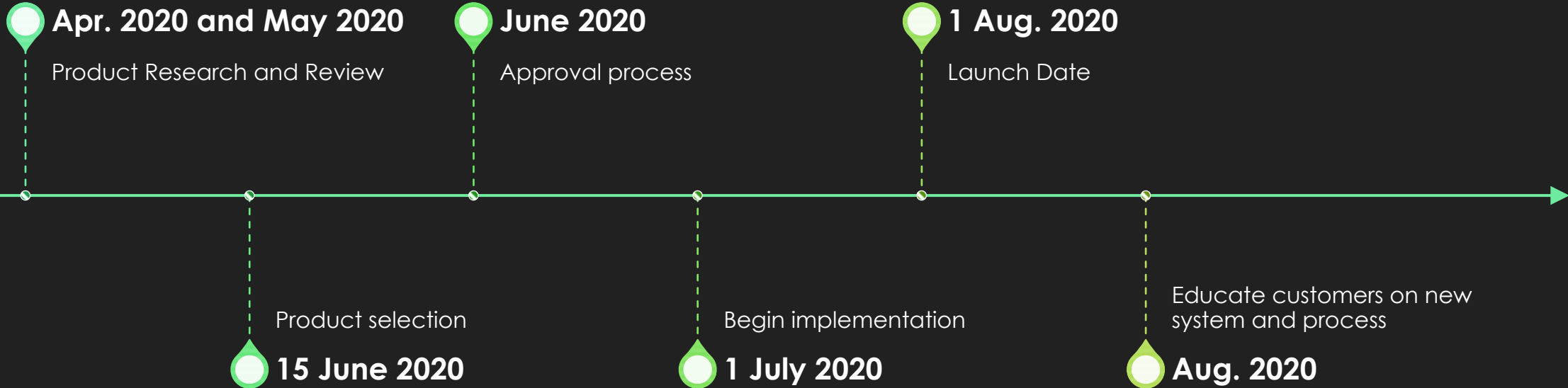
- Gain stakeholder buy-in
- Determine a timeline
- Evaluate solutions
- Determine budget
- Consider project risks
- Develop communication plan
- Evaluate project outcomes

Implementation: Gain Stakeholder Buy-In

- Print Shop Staff – the main users of the new system
- Administration – final approvals and budget allocation
- Business Office – our new system has to work with their system for billing
- Peers/Colleagues from other departments – users from the customer side



Implementation: Determine a Timeline



Implementation: Evaluate Solutions



RESEARCH PRINT AND
SOFTWARE VENDORS



CHECK WITH COLLEAGUES
AT OTHER SCHOOLS FOR
RECOMMENDATIONS



REACH OUT TO VENDORS
FOR DEMONSTRATIONS



EVALUATE OPTIONS
INCLUDING PRICING,
BENEFITS, FEATURES

Implementation: Determine Budget

- The funding source will be the IFR account
- This is an account that is directly funded by print jobs



Implementation: Consider Project Risks



- Will the campus community adopt the new system?
- Will the cost of the system be worth the benefits?

Implementation: Develop Communication Plan



June

Message to campus community to inform them of new system and proposed start date
Send out reminders every couple of weeks until implementation is complete



July

Work with frequent Print Shop customers to get feedback on system before final launch
Create process documentation and videos – post to website



August

Announce the launch
Create a script for Print Shop staff to use when working with customers
Develop a live demonstration for professional development week

Implementation: Evaluate Project Outcomes

Did we increase the number of print jobs in-house?

Did the staff reduce the number of hours spent on repetitive, manual tasks?

Did we achieve a broad adoption of the new system?

Leadership Reflections



CHANGE
MANAGEMENT



CONSENSUS
BUILDING



COMMUNICATION
PLANNING



Questions