



JCC
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CIO Leadership Academy Applied Learning Project



SAIL INSTITUTE

*Empowering Strategic, Academic,
and Innovative Leadership*



Raising our Banner for Student Success

Kyle Brown – Jamestown Community College

Project Goal and Drivers

Project Goal

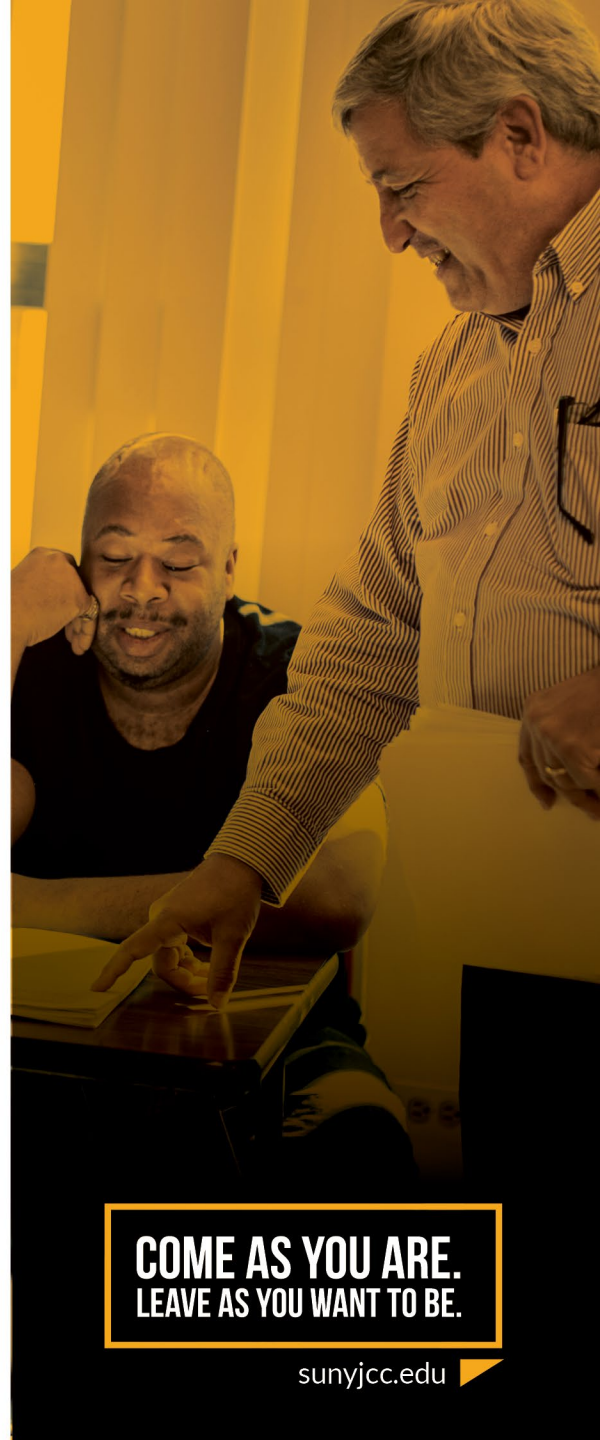
Upgrade Self-Service Banner (SSB) from version 8 to 9

Primary Drivers

Improve Student and Employee Experience

Stay within support lifecycle

Preferred name compliance



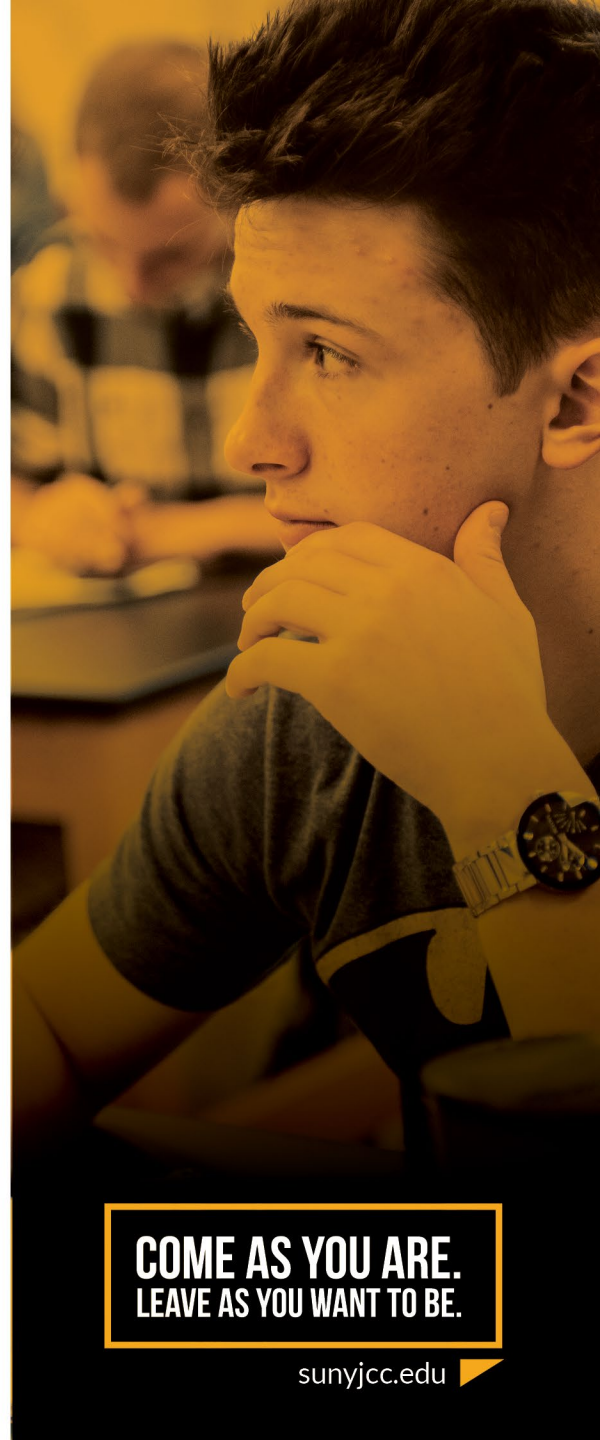
Long-term vision

- Functional area experts
- Student-centered
- Workflows that “work” for student and employees
- Move to proactive integrated multi-disciplinary projects



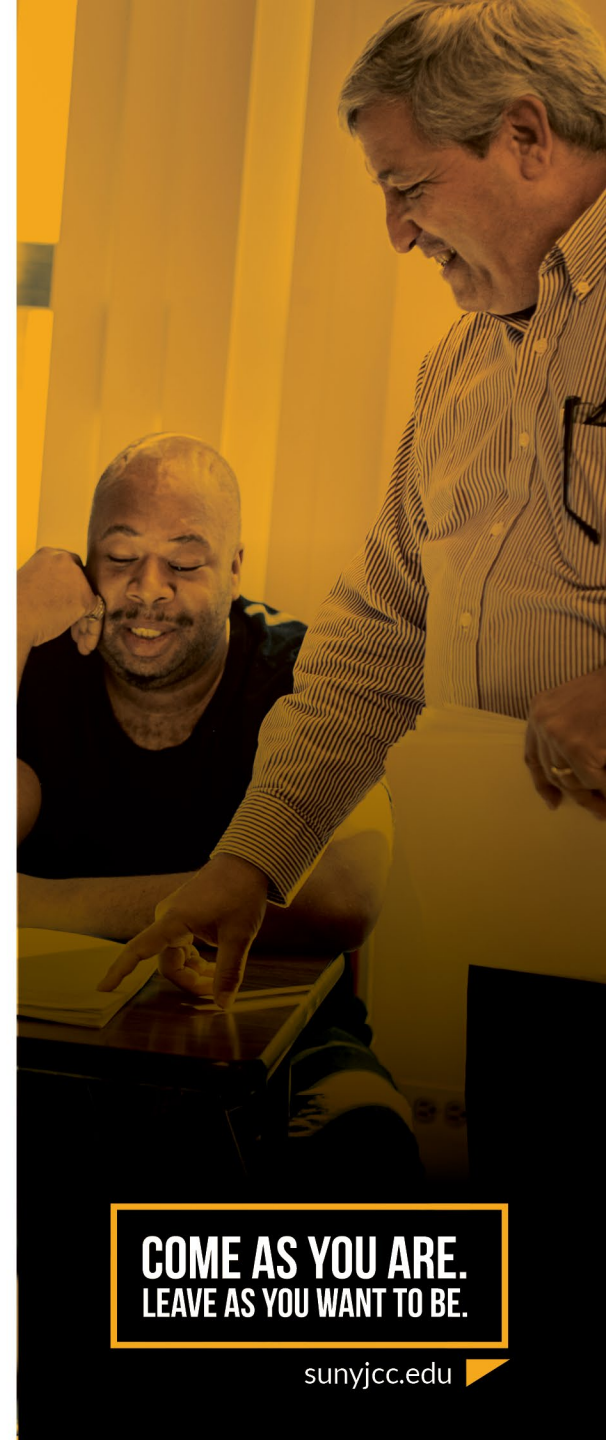
Growth Areas

- Team Building
 - Use existing Banner team structures
 - MS Teams for collaboration and internal communication
 - Creatively assembling teams with managers
 - Moving forward with working groups
- Communication Plans
 - Developing plans to communicate with stakeholders
 - Software testing
 - Feedback and process correction
 - Training opportunities



Challenges

- Keeping teams focused
 - Regular check-ins
 - Manager buy-in
- Identifying the right people for each working group
- Appropriate scheduling
 - Understand business calendar
 - Develop timeline with all stakeholders
- Coordinating each working group with MIS
 - MIS involved in all working groups
 - Rely on director to coordinate



**COME AS YOU ARE.
LEAVE AS YOU WANT TO BE.**

Final Thoughts

- Project is 20% complete - Scheduled to finish 10/1/2023
- Reinforced vision building for technology and institution
- Pushed me to better understand how to bring departments and stakeholders together in a meaningful way
- Strengthening the institutions “network”



Questions?



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