CREATING THE PERFECT PROJECT TEAM

—

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AGENDA

- What is SICAS?

- History

- The Project Problem

- Moving Forward

- Where Are We Now?

- Where Are We Going?

- Closing Summary

WHAT IS SICAS?

- "The SUNY SICAS Program supports the administrative software, service and training needs for campuses using offerings from Ellucian's™ product line. This includes Ellucian™ software, enhancements to the Banner baseline, ODS, Extender, Workflow, Argos, documentation, consulting and training. A Governance Board and Executive Committee comprised of member campus administration and staff helps guide the philosophy, policy, direction, and accountability. With various membership options, the program serves state operated campuses, community colleges and private institutions statewide."

HISTORY- EVOLUTION OF THE SICAS CENTER

1990

- 13 state operated member campuses
- Staffing – 4 programmers
- Provide software solutions and support to member campuses for the Banner SIS

2023

- Service 75 New York colleges in a variety of ways
- Over 50 employees with a variety of technical/high education backgrounds
- Technical and Functional Support as a Service Options
- Program Support for Degree Works
- Provide software solutions and support to full/associate member campuses for the Banner SIS

THE PROJECT PROBLEM

- Projects were development driven

- Deadlines were not heard of

- People were working in silos

- Developers were at times doing functional testing

- Once development finished the software everyone else was expected to drop all to get software out

MOVING FORWARD

- Who decides what projects we work on?

- Who sets project deadlines?

- How do we overcome the current "control" of the programmers?

- How do we incorporate our new functional specialists?

- Where does our documentation specialist fit in?

- Where does our technical/packaging team fit in?

- How can we communicate better between teams?

WHERE ARE WE NOW

- Newly established Project Governance Committee

- New Project Coordinator position

- Testing new project tools to help with tracking and communication

WHERE ARE WE GOING

· Improving staff retention

· Embracing diversity

· Improving communication

· Reducing redundancies

· Moving from operations to strategic planning

CLOSING SUMMARY

- Setting and defining clear project expectations, priorities, and deadlines must be a priority.

- Having the correct people work on the appropriate pieces of a project is critical to its success. Technical users don't speak the same language as functional users.

- Project team meetings to solicit input from all groups (development, functional, technical) involved is necessary to efficiently produce a product that meets the need of the functional users, is easy to use, and well documented with minimal defects.

- Campus involvement; our customers are the key to our success.