

Imaging System Implementation

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Abstract

With increasing budgetary pressures and space limitations, UW-Stout began investigating different options for records storage that would help alleviate these concerns. After months of research and investigation, Chancellor Charles W. Sorensen supported the acquisition and implementation of the ImageNow imaging software. The software is designed to allow customers to capture documents, link them to records, and retrieve them. Once the documents are retrieved, they can be printed, e-mailed, or routed within the software's workflow module.

The project was designed to be implemented organization-wide providing additional benefits than from a sole office implementation. In January 2005, the planning began to implement the imaging software in three pilot offices. The first three offices identified began their implementation in August 2005. Since August 2005, a total of eleven offices at UW-Stout have implemented the imaging software. Each implementation was unique to their area and the offices are all at different stages of their implementation and realizing different degrees of benefits. Some of the significant benefits include improved customer service, cost savings on maintaining a paper-based filing system, time savings for employees, and space savings from the elimination of paper files.

Currently, four offices are in the planning stage of imaging implementation and four additional offices are scheduled to begin planning for implementation in 2007. With the support of administrators and enthusiasm of faculty and staff, imaging will continue to expand on campus with the goals of electronic signature approvals and increased documented savings and efficiencies.

Introduction of the Organization

The University of Wisconsin-Stout (*UW-Stout*) is one of the 13 publicly supported universities in the University of Wisconsin System. The UW System designates UW-Stout as a special mission institution, forged from the heritage of its founder, Senator James Huff Stout, a Wisconsin industrialist. Stout believed that people needed advanced education to prepare them for America's developing industrial society. To implement this vision, Mr. Stout founded a private institution called the Stout Manual Training School in 1891. In 1911, the training school became a public institution named Stout Institute and received teacher-training accreditation in 1928 with programs centered on industrial arts and home economics. In 1932, Stout was accredited as a college and received Master's degree accreditation in 1948. In 1971, UW-Stout became part of the UW System when a State of Wisconsin law combined its two public university systems under one Board of Regents.

University of Wisconsin-Stout, as a special mission institution, serves a unique role in the University of Wisconsin System. UW-Stout is characterized by a distinctive array of programs leading to professional careers focused on the needs of society. These programs are presented through an approach to learning which involves combining theory, practice and experimentation. Extending this special mission into the future requires that instruction, research and public service programs be adapted and modified as the needs of society change.

Statement of Initiative

Like many other institutions, UW-Stout has been faced with budget cuts and pressure to operate more efficiently and effectively with decreasing resources. This combined with a need for more space prompted UW-Stout to investigate ways to save money and space, improve customer service, and improve process efficiencies on campus. These goals fit well with the imaging products on the market. Imaging software solutions alleviate the inefficiencies of manually filing and retrieving documents. The software can also help eliminate space issues associated with maintaining a paper-based process. The imaging software can also improve customer service and productivity by allowing quicker access and distribution of documents.

Design

The imaging project at UW-Stout is supported by the Chancellor which allows for a campus-wide implementation effort rather than separate implementations from units or departments. This implementation strategy enhances the collaboration efforts and use of the imaging system on campus by allowing offices to share more information through the imaging system. Based on a Records Imaging Team's recommendation, the Chancellor approved the acquisition and implementation of the ImageNow software package from Perceptive Software. A campus project manager was hired to manage the project along with an Imaging Implementation Team that consisted of representation from eleven offices on campus. The implementation team established a three-phase implementation schedule and began planning for implementation for the phase one offices: Financial Aid, Registration and Records, and Curriculum. These three offices participated in a series of planning sessions and teleconferences with an assigned project manager from Perceptive Software. In addition to the time spent with the Perceptive Software project manager, these offices dedicated many hours to planning with their staff. Once the

planning was finalized, an implementation consultant from Perceptive Software came to UW-Stout for on-site implementation. This involved server configuration, individual office set-up, and training. By the end of the implementation week, each office was operational. After the successful implementation of the phase one offices, the phase two and three offices began planning and implementation with the assistance of the on-campus imaging team which included IT support staff, the imaging project manager, and the project manager's assistant.

Budget

Items	Incremental Approach		Enterprise Approach
	Phases 1 & 2	Phase 3	Enterprise Phase Provide Access to All Employees
	Amount	Amount	Amount
ImageNow Full & WebNow Software	33,120	29,520	200,480
Maintenance Costs	8,388	7,198	9,022
Software and Maintenance Cost Subtotal	41,508	36,718	209,502
CaptureNow (Scanner Software)	7,475	10,465	Purchased as needed
Cards and Cables (For Scanner Operation)	4,300	4,480	Purchased as needed
Scanners	13,860	12,940	Purchased as needed
ImageNow Software Server	1,000	N/A	N/A
iScript Workflow Engine	3,000	N/A	N/A
Printer Server	2,000	N/A	N/A
Project Planning, Deployment, and Training	37,440	N/A	N/A
Total	\$110,583	\$64,603	\$209,502

Annual Software Maintenance Costs	
Item	Total
CaptureNow Purchase #1	7,475
CaptureNow Purchase #2	10,465
ImageNow	29,520
ISIR Import	2,000
ImageNow	9,840
Server	1,000
iScript	3,000
WebNow	21,120
Enterprise License	200,480
Total Software Cost	284,900
18 % Annual Maintenance	\$51,282

Miscellaneous Project Expenses	
Item	Total
Administrator Training (2 individuals)	3,500
Project Manager Salary Year 1	2,300
Project Manager Salary Year 2 (Partial)	750
Total Miscellaneous Project Expenses	\$6,550

Implementation

Date	Activity	Details
August 2003	Request to explore imaging systems	<ul style="list-style-type: none"> • Space request made to expand storage area for paper files • Chancellor requests exploration of imaging systems
November 2003	Records Imaging Team Established	<p>The team was charged to:</p> <ul style="list-style-type: none"> • Review the need for an imaging system • Obtain vendor information • Develop recommendations • Develop an estimated budget
November 2003-July 2004	Team works on charge	<ul style="list-style-type: none"> • Reviewed UW-Stout's current records storage facilities • Met with eight vendors • Visited two universities that had implemented imaging • Recommended purchasing software from ImageNow
July 2004	Final report presented	<ul style="list-style-type: none"> • Final report presented to UW-Stout's leadership team • Received Chancellor's approval for implementation and product acquisition
December 2004	Project management established	<ul style="list-style-type: none"> • Hired retired UW-Stout librarian to serve as project manager
January 2005	Imaging implementation team established	<ul style="list-style-type: none"> • Implementation team established to work with project manager to pilot imaging system in three offices by July 2005
January 2005-June 2005	Implementation Team Activities	<ul style="list-style-type: none"> • Determine scope and size of documentation for pilots • Identified software, server, and hardware equipment needs • Established a budget

Date	Activity	Details
January 2005-June 2005, Continued	Implementation Team Activities	<ul style="list-style-type: none"> • Established a three phase implementation schedule • Site visit to St. Cloud State • Identified recommended scanning equipment • Purchased software and hardware • Sent IT representative and project support to ImageNow training
June 2005-August 2005	Planning Activities with ImageNow	<ul style="list-style-type: none"> • Planning teleconferences with ImageNow for phase one offices: <ul style="list-style-type: none"> ○ Registration & Records ○ Financial Aid ○ Curriculum
August 2005-October 2005	Onsite Implementation	<ul style="list-style-type: none"> • Three week-long implementation sessions, ImageNow staff onsite • Phase one offices operational
October 2005-December 2005	Planning and Implementation	<ul style="list-style-type: none"> • Planning and implementation activities continued at UW-Stout without ImageNow assistance. Implementation occurred in: <ul style="list-style-type: none"> ○ Accounting Services December 2005
January 2006	Imaging System User Group Established	<ul style="list-style-type: none"> • User group was established to: <ul style="list-style-type: none"> ○ Facilitate optimum use ○ Provide recommendations for enhancement
January 2006-March 2006	Planning and Implementation	<ul style="list-style-type: none"> • Planning and implementation activities continued at UW-Stout without ImageNow assistance. Implementation occurred in: <ul style="list-style-type: none"> ○ Human Resources March 2006

Date	Activity	Details
May 2006	License Conversion	<ul style="list-style-type: none"> • Due to increase in use and demand, existing ImageNow and WebNow licenses were converted to an unlimited enterprise license
June 2006-December 2006	Planning and Implementation	<ul style="list-style-type: none"> • Planning and implementation activities continued at UW-Stout without ImageNow assistance. Implementation occurred in <ul style="list-style-type: none"> ○ Graduate College June 2006 ○ Student Business Services July 2006 ○ Research Services September 2006 ○ Admissions October 2006 ○ Chancellor's Office October 2006 ○ Vice Chancellor's Office December 2006
January 2007	Project Management Transition	<ul style="list-style-type: none"> • Project management for the project transitioned to the Technology and Information Services department
January 2007	Begin planning for phase four implementation	<ul style="list-style-type: none"> • Phase four includes: <ul style="list-style-type: none"> ○ Physical Plant ○ Procurement & Materials Management ○ University Advancement ○ Affirmative Action ○ Student Life Services ○ Advisement Center ○ School of Education ○ Provost's Office

Benefits

There are many benefits to implementing the imaging software, some of these benefits have been realized and many will emerge as offices use and expand their implementation and as implementation expands on campus. Benefits of the imaging software include more storage space, improved customer service, reduction or elimination of manual filing and retrieving of documents, savings on paper and postage costs, and improved productivity. Since many offices at UW-Stout are at various stages of implementation, the benefits and results vary. Below is a summary of the degree of implementation of each office and the benefits that they are experiencing with the imaging implementation.

Office	Degree of Implementation	Benefits Received
Financial Aid	Converted paper-based FAFSA processing to electronic workflow processing.	<ul style="list-style-type: none">• Notable reduction in printer paper and ink costs. At least \$265 annually on paper and \$500 on ink. No longer need to print approximately 36,000 pages of student ISIR's because they are now automatically indexed into the imaging system.• Eliminated the need for approximately 7,500 file folders, approximately \$750 savings.• A 15% increase in the complete rate of student Financial Aid applications in January 2007 compared to January 2006.• Reduced costs for binders, photocopies, staples, staplers, pens, pencils.• Greater accuracy with electronic filing verses paper filing.• Enhanced service to students, more time for personal interaction and faster response time in application processing.• Quieter, more organized work environment.• Counselors can quickly and easily access student data at their computers that results in shorten phone calls and more satisfied customers.

Office	Degree of Implementation	Benefits Received
Registration and Records	Retrospectively scanning in transcript files and scanning current add/drop cards. Will be expanding implementation to electronic workflow processing for course approvals.	<ul style="list-style-type: none"> • Able to preserve transcripts. Some date back to the late 1800's which are fragile and deteriorating in condition. • Improved customer service with the ability to quickly access information. • Reduces the time dedicated to manual filing and retrieval of documents. • Improved accuracy of filing compared to the paper-based system.
Curriculum	Retrospectively scanning in curriculum documentation.	<ul style="list-style-type: none"> • Improved faculty and staff satisfaction. They can receive requested information via e-mail within seconds rather than days. • Dollar savings from the reduction of copying. • Time savings for employees. No longer need to copy materials and prepare mailing envelopes. • Improved accuracy of filing compared to the paper-based system.
Accounting Services	Scanning in invoices and travel information.	<ul style="list-style-type: none"> • Eliminating paper copies that are sent to offices. • Improved customer service with the increase turnaround time of information. Offices receive information in seconds. • Dollar savings from the reduction of copying. • Time savings for employees. No longer need to copy materials and prepare mailing envelopes. • Improved accuracy of filing compared to the paper-based system.
Student Business Services	Scanning in program plan sheets and agreements.	<ul style="list-style-type: none"> • Improved customer service. • Improved accuracy of filing compared to paper-based system.

Office	Degree of Implementation	Benefits Received
Human Resources	Retrospectively scanning in personnel files. Completing current scanning on limited term employee information. Planning on implementing workflow processing in the future.	<ul style="list-style-type: none"> • Currently e-mailing approximately 30 documents per week to faculty/staff rather than making copies. • Improved customer service with the increase turnaround time of information. Offices receive information in seconds. • Dollar savings from the reduction of copying. • Time savings for employees. No longer need to copy materials and prepare mailing envelopes. • Improved accuracy of filing compared to the paper-based system.
Graduate School	Retrospectively scanning in files. Planning to implement current information in the near future.	<ul style="list-style-type: none"> • Anticipated space savings. By May 2007, expect to eliminate five 5-drawer filing cabinets of archived student information. • Records are more easily accessible to staff. • Improved accuracy of filing compared to the paper-based system.
Admissions	Implemented electronic workflow processing system for transfer applications. Electronic access for Program Directors and Advisors. Planning to implement workflow processing of all applications.	<ul style="list-style-type: none"> • No longer need to make copies and mail transfer equivalency reports or transcripts for advisors or program directors. • Dollar savings from the reduction of copying. • Time savings for employees. No longer need to copy materials and prepare mailing envelopes. • Advisors and Program Directors have immediate access to student information. • Records are more easily accessible to staff. • Improved accuracy of filing compared to the paper-based system. • Improved customer service.

Office	Degree of Implementation	Benefits Received
Vice Chancellor's Office	Retrospectively scanning in audit files. Currently scanning in personnel information and recruitment requests. Plan to scan in all paper files and expand to workflow processing of forms.	<ul style="list-style-type: none"> • No longer copying recruitment requests. Dollar savings from the reduction of copying. • Time savings for employees. No longer need to copy materials and manual file recruitment requests. • No longer printing payroll reports, these are now electronically indexed into the imaging system. • Anticipated future space savings.
Research Services	Scanning in grant and contract documentation. Planning on implementing a campus-wide workflow system for processing grants and contracts.	<ul style="list-style-type: none"> • Records are more easily accessible to staff. • Improved accuracy of filing compared to the paper-based system. • Improved customer service. • Anticipated faster processing times for grants and contracts.
Chancellor's Office	Retrospectively scanning in documents.	<ul style="list-style-type: none"> • Records are more easily accessible to staff. • Improved accuracy of filing compared to the paper-based system. • Time savings for staff.

Imaging is a year and a half into implementation at UW-Stout and there are many future implementation plans and benefits that have yet to be realized. As offices continue to make progress with their own implementations, the benefits and cost savings will only increase. UW-Stout is also anxious to implement workflow processing of campus-wide forms such as travel expense reports, recruitment forms, travel authorizations, course approvals, and grant and contract approvals, to name a few. In 2007, Perceptive Software will be releasing its newest upgrade of their ImageNow software. This upgrade will include the functionality of secure digital signatures. This functionality will allow UW-Stout to implement the electronic workflow processing of the forms mentioned earlier.