



Project Overview Statement

Executive Summary

Project Title: Automate Print Shop Service Requests
Project Leader: Wanda Sims
Department: Print Shop
Executive Sponsor: Bill Pennell
Project ID: 144 **Last Updated:** August 18, 2008
Mandated: Federal State Accreditation **Date Required:**
 Other

PROJECT BUSINESS CASE

Project Overview
<p>The Print Shop needs to automate the current manual process for requesting and managing these requests. This will entail:</p> <ul style="list-style-type: none"> • Web based form for entering requests with the ability to attach documents with an additional form for Business cards/Letterhead. • An interactive price estimation form. The completed form converted to our CID disbursement process for approvals. • Ability for Departments to query the status of their current and past requests in the printing processes. • Extract approved requests in a format which will allow quick adding to the Print Shop spread sheet used to control request. • Monthly extract completed requests and format a file for automated generation of the charge back General Ledger transactions. • Ability to use the FTP server
Business Goals
<ul style="list-style-type: none"> • Reduce the time and effort required for the process of requesting a service. • Automate manual process • Reduce use of our inter-office mail system • Replace time consuming phone calls to determine status of printing requests
Success Factors
<p>Successful automation</p>

Criteria Ranking	Supporting Information	Score*
Significantly improves student success		(5=High 1=Low)
	



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Improves customer service or transforms a business practice (increase productivity/time saving)
Aligns with college-wide strategic initiative
Meets state, federal, accrediting or other mandate (identify mandate)
Affects a large number of stakeholders (define stakeholders: students, business, employees...)
Supporting information for "Date Required"
Financial Impact (saves money, earns money,
Increases enrollment/retention (reduces attrition)
Impact if not accomplished
Quick Win (accomplish in short time frame)
Overlap with another project
Consortium project

* Criteria scores will filled in by Technology Advisory Committee