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Banner Document Management ApplicationXtender: Meeting Evolving Needs

Rich Gegg,
Assistant Director | University of Illinois
March 20,2017
99122



Disclaimer



The views and opinions in this presentation are those of the presenter and do not necessarily reflect the position of Ellucian.

Introduction



The University of Illinois recently reviewed its 14 yr. old system and discovered some strengths and weaknesses in its current Banner Document Management ApplicationXtender installation.

In this presentation we will share the review process, outcomes, and tools you can use to review and refine your own system to keep up with evolving user and governance needs.

Agenda

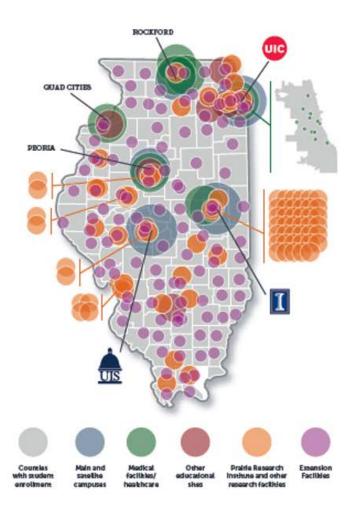


- 1 Who is the University of Illinois
- 2 BDM-Xtender Current Use and Future Need
- 3 How to proceed
- 4 Results
- 5 Next Steps

Who is the University of Illinois?

Who is the University of Illinois





ABOUT THE SYSTEM FALL 2016	
Total enrollment	81,499
Full-time equivalent employees	24,705
Faculty	6,030
Administrative and professional	7,448
Support staff	11,227
Graduate assistant (headcount)	9,474
Degrees awarded (2015–2016)	21,517
Operating budget*	≜ \$5.64 billion
Separately funded research	≙ \$747.3 million
Living alumni**	709,072
Student organizations	1,749

Operating budget includes \$1.12 billion in payments made on behalf of the System for employee benefits and \$36.9 million for the Academic Facilities Maintenance Fund Assessment (AFMFA).

^{**} All are members of the Alumni Association

[☐] Figures from last available budget, 2014–2015

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University of Illinois – BDM-Xtender

Statistics	
Disk Space	2.3 Terabyte
Number of Documents	32.3 million
Number of Pages	40.7 million
Growth	14.8% per month

Configuration	
Custom Applications	17
Users	6,173
Security Groups	41
Functional Units	487
Web Services Applications	5
Multi-Entity Processing (MEP)	4

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University of Illinois – BDM-Xtender

Largest Collections	Document Count	Page Count
B-H-ID	6,651,833	9,521,908
B-F-DOCS	7,912,930	7,920,926
B-S-ADMN	6,740,273	9,348,934
UI-F-INV	5,468,664	6,278,616
B-R-TREQ	3,807,160	5,506,329
UI-S-TRNSCRPT	998,187	1,268,279

Team	
BDM-Xtender	2.0 FTE
App DBA	.5 FTE
Virtual Team	15

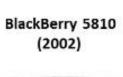
Current Use and Future Need

Define Problem & Scope

Current Document Management Service (BDM-Xtender)

- Modifications needed to meet business processes
- New functionality needed
- New Security needed.







Sanyo SCP-5300 (2002)



Project Plan w/dates



ask	Assigned Resources	Start	Finish
□ Project Plan		1/1/14	2/28/14
Placeholder Task - Replace during planning phase	AITS - Application DBA;AITS - Deployment Specialist;	1/1/14	2/28/14
Discovery Phase	${\tt Cowsert, John; Ledford, Noni; McCarter, Elizabeth; Wile}$	10/8/13	2/14/14
■ AITS Software Development Project		10/1/13	10/31/14
Project Management - Time Reporting	Ledford, Noni	12/16/13	7/31/14
Initiation and Planning		10/7/13	4/14/14
Planning - Time Entry	Cowsert, John;Deyoung, Michelle;Ledford, Noni;McC	10/7/13	4/14/14
Hold Discovery Meeting		10/25/13	10/25/13
Create high-level flows		11/1/13	11/14/13
Determine functionality of front-end		11/14/13	11/29/13
Create Communication Plan		12/31/13	4/4/14
Create Project Charter		12/31/13	4/4/14
Conduct Project Kick-Off Meeting		4/4/14	4/4/14
Develop Project Plan		1/31/14	3/28/14
Hold Project Plan Review		3/31/14	4/4/14
Create Project Baseline		4/4/14	4/4/14
		10/1/13	10/1/14
□ Close		10/2/13	10/31/14

Project Plan w/dates



- Weekly status meetings
- Team meetings
 - Working Sessions
 - Status Meetings
- Time reporting and project schedule
- SharePoint for collaboration and documents
- Change to scope will be considered according to process in the Charter
- Issues/Risks reviewed in status meetings

Survey



Enterprise_DMS_Checklist20150514.xlsx

5/14/2015 3:50 PM



Functional_Requirements.xlsx

5/14/2015 4:21 PM



GeneralQuestions.xlsx

5/14/2015 4:29 PM

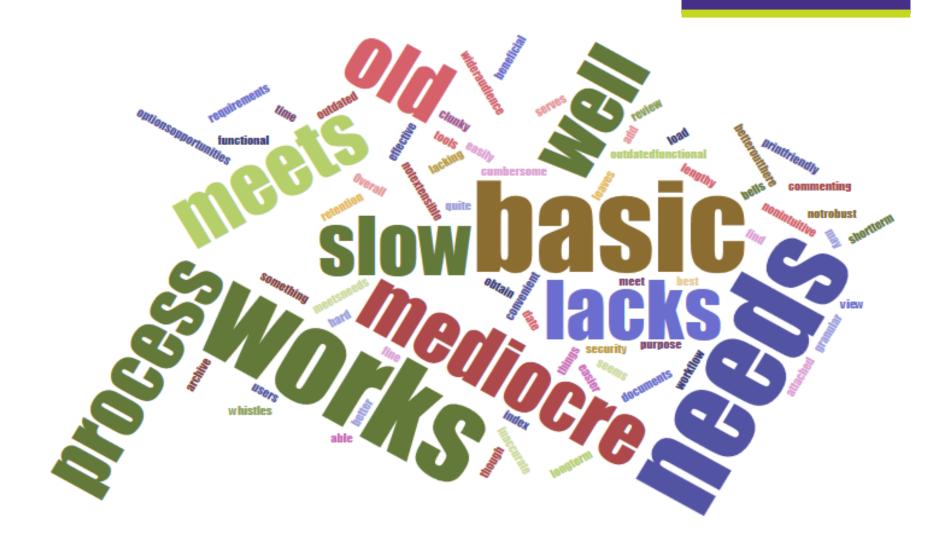


Technical_Requirements.xlsx

5/14/2015 4:26 PM

Document Management Software Requirements	Standard	Optional	Comments
Key System Requirements			
The Document Management System has multiple methods to import existing documents from existing 3rd party applications, desktops, network drives			
and file servers. Importation can be done en masse.			
The Document Management System provides both a Web browser and a Desktop Client Interface.			
The Document Management System allows navigational security, with multiple layers of user definable security to limit access at department, user,			
system, function, and file levels.			
Role based security model includes ability to establish exceptions. Additionally, access can be limited to "read only" at the user level.			
The Document Management System is fully integrated with Microsoft Office applications (Word, Excel, PowerPoint, OneNote, Visio) and add e-mail,			
including attachments (Outlook) to the library.			
The Document Management System allows to attach documents directly to outgoing e-mail using Microsoft Outlook.			
The Document Management System has the ability to classify documents with metadata to make them easier to search and retrieve in the future. The			
number of metatags and document types should be unlimited.			
The Document Management System ensures a mandatory amount of metadata is captured for each document or record in the library. As new			
documents are added, the user is prompted to classify the file using required metadata fields as defined by the controlled vocabulary, menus, and text			
fields.			
The Document Management System has the ability to process e-forms and automatically extract metadata values.			
The Document Management System has the ability to track the location of hardcopy paper documents and physical records. Physical documents can be			
ocated via search.			
The Document Management System has the ability to "check out" both electronic document and physical records.			
The Document Management System has the ability to automatically increase the version number of the document upon check in. Previous versions of			
documents are maintained by the system in the event that a rollback is required.			
The Document Management System provides check in / check out ability preventing documents from being overwritten or deleted as documents are			
updated. The Document Management System librarian can review the status of all documents checked out and check a document back in on behalf of			
another user.			

Survey



How to proceed?

Identify GAP



GAP Requirement/Criteria	Mission Critical	Desirable	Nice to have	BDM Xtender	Notes
Support content from MS Outlook and Exchange	Х	Desirable	nave	N N	Hotes
Read-only capability be provided through user and group access?	Х			Y	
Ability to ensure most recent version always presented as the first search result?	х			N	
Batch scanning? Paper	х			Υ	
Document formats are supported (i.e. TIFF, PDF, JPEG, MicroSoft, etc.) in native formats	х			Υ	stored as encrypted BIN
Color images	х			Υ	
Support photocopier based networked scanning devices, such as MFD?	х			Υ	
Support downloaded images from the network?	х			Υ	
Ability to monitor network folders for file import automatically?	х			Υ	IndexImageImport Wizard (Polling)
Controls to schedule file monitoring	Х			Υ	AppWorx, WhatsUp and SiteScope
Support File Transfer Protocol (FTP)?	Х			Υ	
Automated removal of blank images for mixed batch duplex scanning?	х			Y-N	NOT Deployed
Image enhancement tools?	Х			Y-N	Not automatic
Support OCR (Optical Character Recognition)?	х			Y-N	NOT Deployed (OCR ANYDOCS)

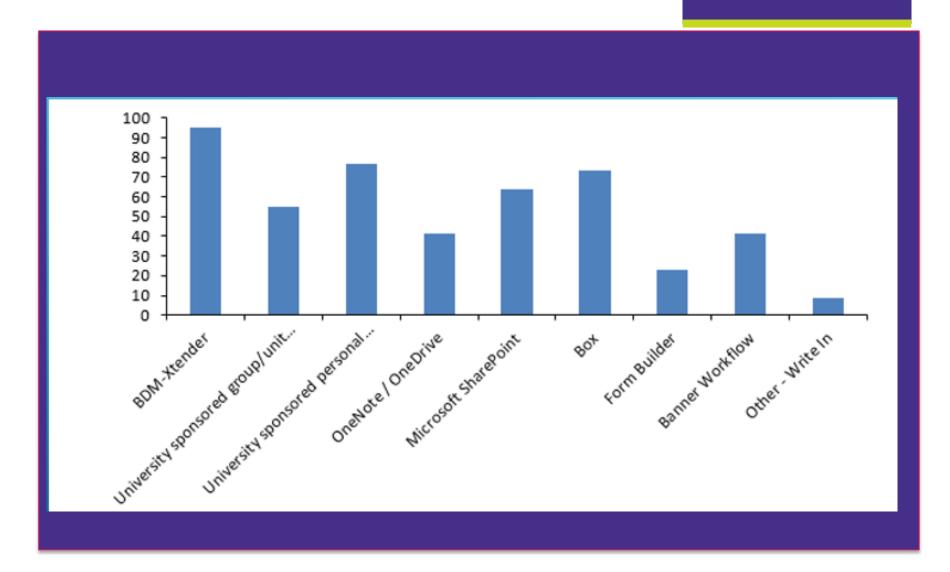
Identify GAP

	Very Important	Important	Moderately Important	Slightly Important	Not Important
Storing various document types (MSWord, emails, PDFs, etc.)	72.7 % 16	13.6 %	0.0 %	13.6 %	0.0 %
Restricting access to certain documents	71.4 % 15	14.3 %	4.8 %	4.8 %	4.8 % 1
Preservation and storage	85.0 % 17	15.0 %	0.0 %	0.0 %	0.0 %
Monitoring who is editing or viewing documents	57.9 % 11	10.5 %	21.1 %	5.3 %	5.3 % 1
Tracking edits being made to documents	42.1 % 8	36.8 %	5.3 %	10.5 %	5.3 % 1
Accessing, editing and sharing document via mobile devices	15.8 %	10.5 %	26.3 %	26.3 %	21.1 %

Identify Alternatives



Identify Alternatives (we own)



Define Strengths & Weaknesses



<u>Pro</u>

works best as an archive system

serves it's purpose

fine for what we use it for

functional, effective

works well

meet the basic needs of its users

<u>Cons</u>

basic commenting tools.

lacks the granular security

leaves a lot to be desired

slow and non-intuitive

cumbersome seems very basic;

more workflow

options/opportunities would be

beneficial.

not an overly robust system

Primary needs



	Very Important	Important	Moderately Important	Slightly Important	Not Important
Storing various document types (MSWord, emails, PDFs, etc.)	72.7 % 16	13.6 %	0.0 % 0	13.6 %	0.0 %
Restricting access to certain documents	71.4 % 15	14.3 %	4.8 %	4.8 %	4.8 %
Preservation and storage	85.0 %	15.0 %	0.0 %	0.0 %	0.0 %
Monitoring who is editing or viewing documents	57.9 % 11	10.5 %	21.1 % 4	5.3 %	5.3 % 1
Tracking edits being made to documents	42.1 %	3 6.8 %	5.3 % 1	10.5 %	5.3 %
Accessing, editing and sharing document via mobile devices	15.8 %	10.5 %	26.3 % 5	26.3 % 5	21.1 %



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Results



Findings

	Function	*	Xtender (AS-IS)	Xtender (w/baseline)	Xtender (w/Add-ons)	Xtender (Version FY18)
	Repository	1	✓	✓	✓	✓
Management	Imaging	2	✓	✓	✓	✓
lgen	Capture/Viewing	3	✓	✓	✓	✓
Jana	Web/Cloud Ready	4	✓	✓	✓	✓
	Library (Records Mgmt.)	5	✓	✓	✓	✓
Oocument	Browser Support	6	✓	✓	✓	✓
Doct	ERP Integration	7	✓	✓	✓	✓
	Auto-Data Capture	8	✓	✓	✓	✓
	Workflow	9	✓	✓	✓	✓
	Microsoft Integration (Mail, Word)	10	√	✓	✓	✓
Electronic Processing	Function	*	(AS-IS)	(w/baseline)	(w/Add-ons)	(Version FY18)
ÖÇE	OCR		✓	✓	✓	✓
ic Pr	Native file format		✓	✓	✓	✓
tron	3rd Party Application Integration		✓	✓	✓	✓
Elec	Full Text Indexing		✓	✓	✓	✓
	eForms		✓	✓	✓	✓
	Process based Security		✓	✓	✓	✓
	Cost**		✓	✓	✓	

Findings

Document Management Service Analysis	Key Business Functions					nctions	Cost
Option Evaluation Grid	CONNECTS TO ERP/BANNER	WORKFLOW	Access	Auto Data Capture	Browser Support	Budget Impact	Production & Test Licenses and First Year Maintenance
Option 1 – DO nothing	х	e*	-	-	-	-	\$0
Option 2 – Upgrade Baseline BDM-Xtender toolset(s)	х	e*	х	e*	e*	\$	\$5K-\$6K
Option 3 – Add additional Ellucian related tool(s)	x	e*	x	x	x	\$	\$5K-\$52K
Option 4 – Replace BDM-Xtender with Laserfiche	С	x	x	x	x	\$\$\$, ,
Option 5 - Replace BDM-Xtender with Hyland-OnBase	С	х	x	х	х	\$\$\$	
Option 6 - Other							

Next Steps



Customization

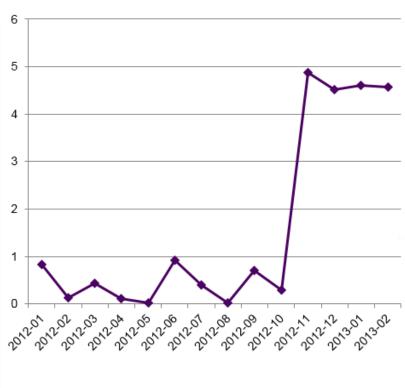


- Xtender is excessively flexible, create a base plan and implement that for everyone.
 - Supporting, Repository or Business Initiating object
 - Address Retention (Life-cycle need)
 - Review after 30-90days, too big or too entrenched.
- Adjust as needed, only after use

Monitor

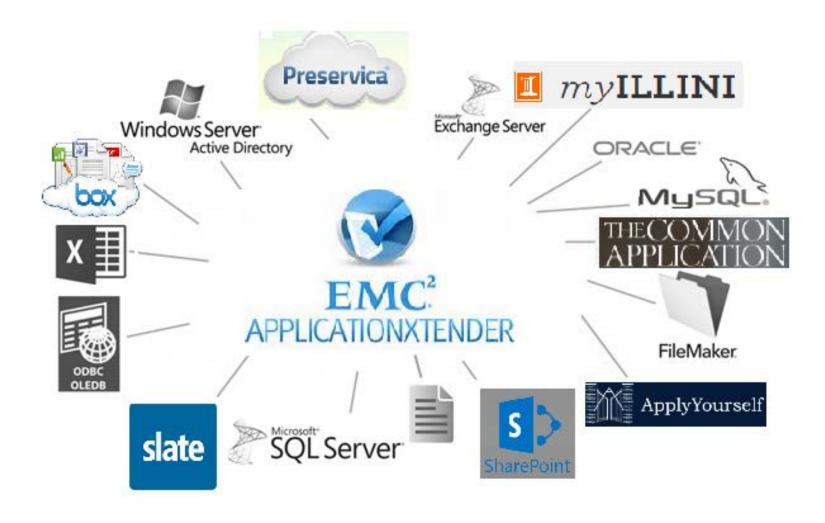
Look for unexpected growth

			Avg
# files	total file size	date	Size
3,254.00	275,711,251.00	2012-01	0.8274
5,783.00	77,571,715.00	2012-02	0.131
463.00	20,742,541.00	2012-03	0.4375
184.00	2,020,542.00	2012-04	0.1072
3,509.00	6,234,165.00	2012-05	0.0173
660.00	62,031,578.00	2012-06	0.9178
416.00	17,114,271.00	2012-07	0.4018
1,107.00	2,353,390.00	2012-08	0.0208
8,203.00	59,396,995,536.00	2012-09	0.7071
22,401.00	6,896,860,803.00	2012-10	0.3007
22,760.00	11,343,874,211.00	2012-11	4.8673
43,214.00	19,967,387,501.00	2012-12	4.5123
66,215.00	31,215,175,869.00	2013-01	4.6037
21,078.00	9,869,333,062.00	2013-02	4.5725



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Integrate



Communicate



ApplicationXtender 8.0

AVAILABLE NOW!

Communicate

Error message: I am in ApplicationXtender Web Access WebXtender (WX); how do I check what components are installed.

Solution: You need to click Help on the ApplicationXtender Web Access .NET toolbar



You should get the following screen displaying the Current install status at the bottom as in Panel 1, if your Current install status panel looks like Panel 2 you will need to install the Component Check viewer.





Develop Governance



University of Illinois System » Chief Information Officer » Services » Records and Information Management Services

Records and Information Management Services



The purpose of the Records and Information Management Services (RIMS) office is to provide a cohesive approach to the effective management of records and information resources throughout the University of Illinois, across all departments and campuses.

This approach requires close coordination with other units as well as individuals with departmental and technical expertise. An effective program will help protect vital University records, reduce legal liability, support the preservation of historic records, promote scholarship and teaching excellence, and improve operational efficiencies.

The RIMS office consists of several core staff members, an Advisory Committee, and an ad hoc virtual team of functional and technical experts from across the University that are available for input on issues related to their areas of expertise.

For more information about the work of the RIM Advisory Committee please visit the Advisory Committee page.

✓ Policy and Recommendations

Familiarize yourself with important information policies and recommendations for scanning records or planning a move.

Training

Browse training that RIMS offers and view training modules. Also, learn about how you can become a Records Liaison.

Retention and Disposal

How long must you keep your records and what should you do with them if you are no longer required to keep them?

· Retention Schedules

Forms and Other Resources

View forms, tools, and other resources that can assist you with your records and information management.

Operations since...



Operations



Daily

- PJ-jobs (IndexImageImport.exe)
- Better to have 1 file with 1000 entries than 1000 files.
 - 1:3 (txt, log, rej); 1000 becomes 3000 (txt, log, rej)

Operations



Daily

PJ-COMMONAPP

```
/U "xspollstu" /W "xxxxxxx"

/A "B-S-ADMN"

/S "OAR_COMMONAPP_POLLING_IMP"

/P 330

/F "\\docmgt\uic\comapp\appl\image\*.txt"

/C /M /I
```

Operations



650974665|LTRS OF REC|Gomez|1|220138|1|CATE|||2UIC|2960|20GF5150BS|||PERM|YE S||@@\\docmgt\uic\comapp\appl\image\B082_2_14_2013_1SCF_94 47509.pdf

653513158|AppInfo|Gonzalez|2|220138|1|HSCF|||2UIC|2680|20FR02 65BA|||PERM|YES||@@\\docmgt\uic\comapp\appI\image\B083_2_14 _2013_1SCF_10046586.pdf



Daily

- Define Destruction
 - Set post-import & delete guidelines

Review & Communicate reject files (*.rej)



Daily

Production scheduler - ApplicationManger (AppWorx a.k.a. UC4)

- Define Ingestion
 - Do not store source objects on repository
 - Limit access
 - Outline capture directives set capture rules / Check size





Weekly

- Review / Correct reject file causes
- Verify compliance on all guidelines
- Check space allocation
- Apply post-import guidelines
 - o zip & remove



Monthly

- Communicate monthly objectives
- Storage size review
- Reports

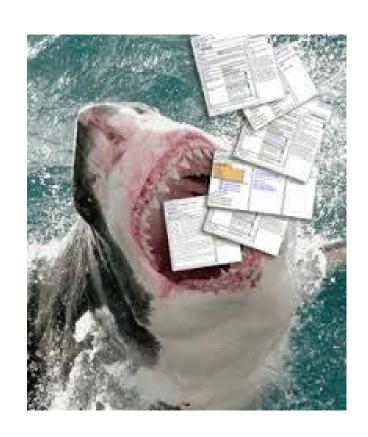


Ad-Hoc

- Growth plan
- Records Schedule and Records Disposition
- Change Process
- Create Reporting Roles

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Operations – Feeding the Beast



Maintenance SQL and various scripts we run

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Ad-Hoc

- o SQL script
- o Reject (*.rej) reporting
- re-process
- return to user
 - Review User-defined Lists
- look for unused
- look for unexpected growth





```
COL RecCnt
                        HEA '# Records Imaged'
                                                            FOR A20 TRUNC
                        HEA '# Currently Imaged'
COL ImageCnt
                                                            FOR A20 TRUNC
COL ImageMonth
                        HEA 'Image Month'
                                                            FOR A20 TRUNC
CLEAR BREAKS
select substr(field10,1,7) AS PurchaseOrders, COUNT(field3) as RecCnt,sum(numobjects) as ImageCnt from
otgmgr.ae dt506
     where substr(field10,1,7) > '2011-12' and substr(field10,1,7) < '2012-12'
      group by substr(field10,1,7)
union
      select 'Total',sum(RecCnt),sum(imagecnt)
      from (
       select substr(field10,1,7), COUNT(field3) as RecCnt,sum(numobjects) as ImageCnt from otgmgr.ae_dt506
            where substr(field10,1,7) > '2011-12' and substr(field10,1,7) < '2012-12'
            group by substr(field10,1,7) order by substr(field10,1,7)
           );
```



PURCHASEORDERS	# Records Imaged	# Currently Imaged		
2012-01	411	833		
2012-02	416	770		
2012-03	350	658		
2012-04	314	556		
2012-05	940	1339		
2012-06	302	636		
2012-07	347	758		
2012-08	595	963		
2012-09	430	799		
2012-10	373	840		
2012-11	<u>273</u>	<u>506</u>		
Total	4751	8658		
12 rows selected.				

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Monthly Report

	- 0			_	
DOCUMENT				Population	RDA
ТҮРЕ					Item No
(category)	Code	Document Description	count		
ADMISSIONS APP				0	1,2
ADMISSIONS REQS				0	1,2
ALIEN REG CARD				0	6
APPLICATION				83,972	1,2
APPLICATION - GRADUATE				0	1,2
APPLICATION - PRIOR TO JULY04				106,689	1,2
APPLICATION - UNDERGRAD				0	1,2
APPLICATION DOCS	OGAP	Grad App Summary	4		1,2
APPLICATION DOCS	AF60	Application Fee \$60	2		1,2
APPLICATION DOCS	CASP	UIC Supplement - Common App	1		1,2
APPLICATION DOCS	DEGP	Proof of Awarded Degree	1		1,2
APPLICATION DOCS	MRKS	Marksheets from Foreign Appls	1		1,2
APPLICATION DOCS	MRKU	Marksheets Foreign Unofficial	1		1,2
APPLICATION DOCS		none specified	10,977	10,987	1,2 ?
APPLICATION INFO	OGAP	Grad App Summary	3,066		1,2
APPLICATION INFO	OSPM	See SPACMNT	3		1,2
APPLICATION INFO	CAAP	Common Application	14,751		1,2
APPLICATION INFO	CASP	UIC Supplement - Common App	14,654		1,2
APPLICATION INFO	GGRS	GRE - Subj Score Dept Request	1		1,2
APPLICATION INFO	HSCF	School Form-High School CA	19,825		1,2
APPLICATION INFO	MISC	Miscellaneous	29		1,2



Application	Specification Name	Fieldname	Len Format	REQ
B-F-DOCS	BFDOCS-IMP	DOCUMENT ID	8	 Yes
B-F-DOCS		BANNER DOC TYPE	40	
B-F-DOCS		DOCUMENT TYPE	40	Yes
B-F-DOCS		ROUTING STATUS	40	
B-F-DOCS		UREF1	30	
B-H-ID	HRIS_BATCH_POLLING_IMP	ID	9	Yes
B-H-ID		DOCUMENT TYPE	41	Yes
B-H-ID		LAST NAME	60	Yes
B-H-ID		ACTIVITY DATE	20 yyyy-mm-dd hh:mm:ss	Yes
B-H-ID		CAMPUS CODE	5	
B-H-ID		SUBMISSION ID	40	
B-H-ID		SUBMISSION DATE	20 yyyy-mm-dd hh:mm:ss	Yes
B-H-ID		DOCUMENT LABEL	40	



2. Admission Records - Enrolled

Admission Records – Enrolled are those documents that are part of the Admissions file for student applicants who subsequently enroll and are considered enrolled students. Examples include letters of recommendation for admission, waivers of right of access, credit by examination, entrance examination reports and test scores, high school transcripts, and general correspondence related to the admission process.

These records are generally retained for a longer period of time than those in an Admission Records - Non-Enrolled file, at least throughout the academic career of the student and usually longer.

Retention

Retain letters of recommendation for admission and waivers of right of access (admissions) until admitted, and then **obtain State approval to dispose**.

Retain credit by examination and test scores for five (5) years after the application term has ended, and then **obtain State approval to dispose**.

Retain all other application materials for five (5) years after graduation or date of determination of non-attendance, and then **obtain State approval to dispose**.

Document Types

A list of documents included in this records series, can be found on the Student Records Retention Schedule page.

Note: Document types in 1. Admissions Records - Non-Enrolled and 2. Admissions Records - Enrolled may repeat, but they are treated differently according to the applicant's status.

Student Records Retention and Management Manual

- 1. Admission Records Non-Enrolled
- 2. Admission Records Enrolled
- 3. Student Academic Records
- 4. Publications, Statistical Data, and Institutional Reports
- 5. Family Educational Rights and Privacy Act (FERPA) Records
- 6. Federal Disclosure Records
- 7. Student Financial Aid Records

Student Records Retention Schedule

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Ad-Hoc

- SQL script
- o Reject (*.rej) reporting
- re-process
- return to user
 - Review User-defined Lists
- look for unused
- look for unexpected growth

Summary

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- Re-Evaluate
- Adapt
- Move Forward

Questions & answers

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Thank you

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Presenter: Rich Gegg

Presenter email: rgegg@uillinois.edu

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