



Starting at the top: EDRMS for the top team

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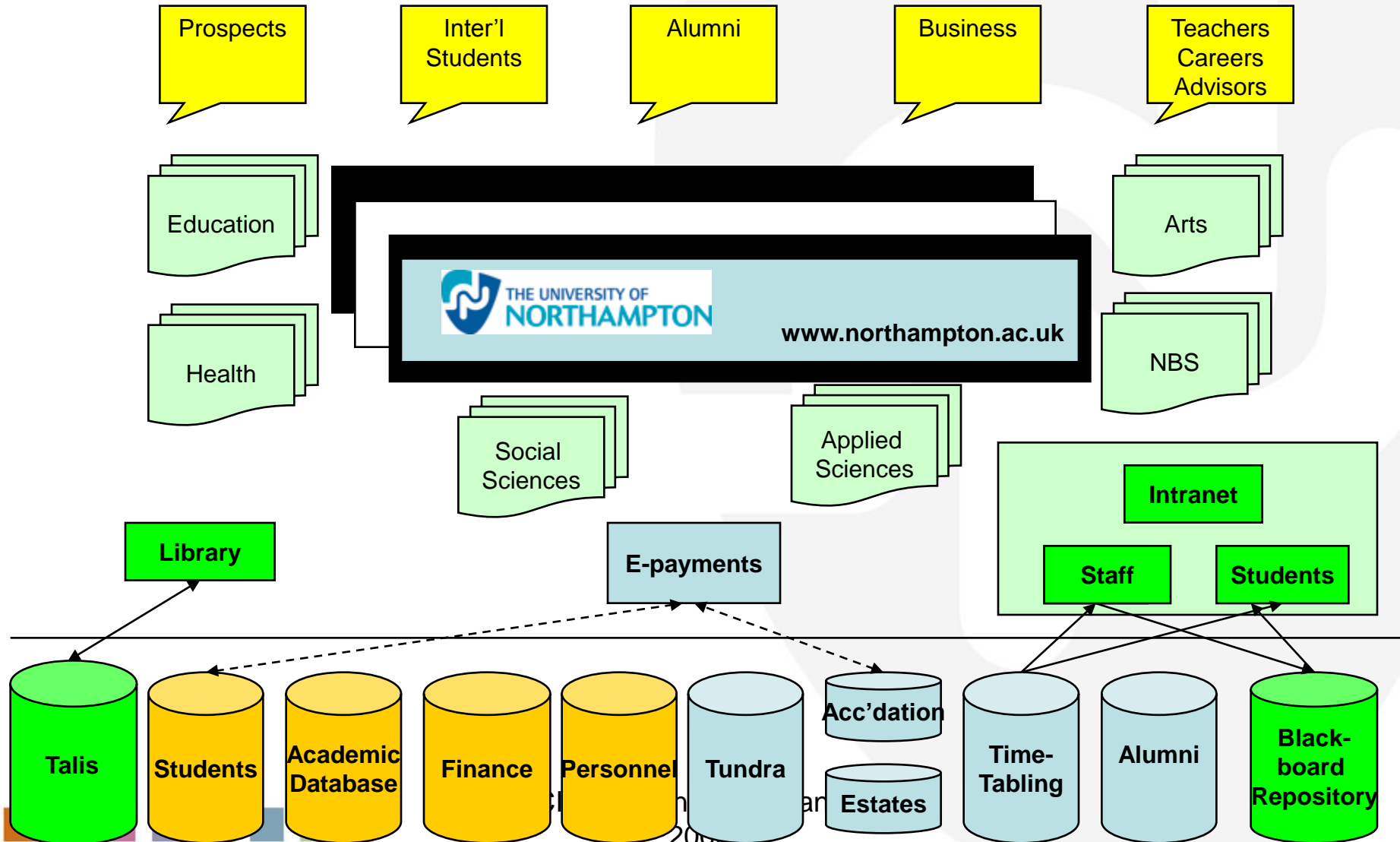
Organisational context

- **University is teaching-oriented with research pockets, and regional engagement and widening participation at the heart of the mission**
- **History of component Schools back into 19th century, 'Nene College' 1975**
- **1100 staff (of which about 500 academic)**
- **11000 students (all kinds, shapes and sizes)**
- **2 campuses in Northampton, partnerships with FE etc**
- **Information Services**
 - **Academic Services**
 - **Customer Services (Library and media and IT services)**
 - **Information Management**
 - **Information systems**
 - **Web team**
 - **IT infrastructure**
 - **Records Management**





Information landscape





E-Strategy 2005 - 2010

- Learning and teaching
- Staff skills development
- IT infrastructure
- Content systems
 - ECM/EDRMS an important component
 - The University of Northampton Document and Records Archive – 'TUNDRA'
- Business systems ('e-administration')





Records Management

- Incorporation in 1989 - variable administrative arrangements with some local government 'hangover'
- Growth of institution outstripped administrative capacity so lots of local variation
- University Archive established 1998
- Triggered mostly by FOI Act 2005, produced RM policy and implementation plan
- Appointed Records Manager (interim 2005 and then substantive 2006)
- Formally given DP Officer role as well from mid-2007
- Early designation of possible Enterprise Content Management as a strand of the university 'e-Strategy' development 2005 - 2010





Project TUNDRA

- Pilot project as a way of testing the water and developing understanding of the business and technologies that could be used
- JISC work, visits, demos and web site scrutiny to ascertain most likely players during 2006
- Pilot group – ‘Directorate’ members and their admin staff – start at the top of the organisation to get ‘buy-in’ from VC and immediate colleagues
- Small scale tender process with invited participants, mid-year
- Choice of ‘Hummingbird’ RKYV product
- ‘Live’ October 2006 with 25 user licences
- Cost £45k





Project

- Originally 6 months; 3 months to initial launch
- Using JISC Fileplan
- Approx 800 documents in first 6 months (3500 Dec 08)
- Office documents, mainly Word, scanned letters, emails
- Integrated with Microsoft Office, icons on desktop
- 'Flat file' structure, not DBMS (to keep costs down)
- Implementation hit by take-over of supplier – lack of communication



The system hardware: 4 servers

- **Role: TUNDRA Document Server**
Hardware/OS: HP Proliant DL380, Intel Xeon 3.40Ghz Processor, 3.50GB RAM, Microsoft Windows Server 2003 Standard Edition
- **Role: Search Engine**
Hardware/OS: Hosted on VMWare, Intel Xeon 3.00 Ghz Processor, 1.19 GB RAM, Microsoft Window Professional Version 2002
- **Role: Adlib Express & Envision OCR Server - Creates PDFs on the Fly**
Hardware/OS: Hosted on VMWare, Intel Xeon 3.00 Ghz Processor, 3.75 GB RAM, Microsoft Windows Server 2003 Standard Edition
- **Role: Public Access Portal - Public Access Web Interface**
Hardware/OS: Hosted on VMWare, Intel Xeon 3.00 Ghz Processor, 1.00 GB RAM, Microsoft Windows Server 2003 Standard Edition, Internet Information Server V6.0
- 1.89GB storage





The experience (1)

Good points

- Does what it says on the tin - System functionality good
- Secretarial staff found it easy to use and understand (except ...)
- Version control good
- Reliable ('doesn't go down as often as other systems')
- Demonstrably secure (an initial concern from the top team)

Not so good points

- New supplier problems
- Supplier not used to HE environment or culture
- Some hiccups in configuration
- Supplier expects Folder structure to relate to organisational hierarchy
- FilePlan needed to be 'tweaked'
- Security practices needed to be learned





The experience: the client group

- The top team – VC, 3 PVCs, Director of Finance and Registrar and Clerk and respective PAs and administrative support – locus of activity in Senate Building
- Training – initial supplier-led training followed up by Records Manager training.
- One Senate PA lead person for 'hand-holding'
- Extended later to Office of Learning and Teaching, Information Services Executive team and some Student Support and Administration (QA people)
- Training needs to encompass RM basics
- Sharing philosophy not necessarily strongly appreciated





What since

- Added more users to pilot group to test functionality with broader range of documents and processes
- Tried to look at workflow – difficult!
- Web public access portal has been main recent priority
- Embed into organisation the idea of sharing documents – already using shared drives and some web repositories





Lessons learned

- Need to 'warm people up' to good RM practice - Awareness of RM as well as system training is important
- Find champions/early adopters
- Engage key university processes to bring about usage
- Demonstrate e.g. security functions work to instil confidence
- Would recommend a pilot exercise to develop understanding of underlying principles and how the technology puts these into operation
- Supplier management important as most have no background in HE (slowly changing)





General Issues

- Scale – cost of site license hefty and involve greater h/w and s/w costs
- Rich functionality not necessarily needed?
- Difficult to quantify benefits and translate into ££
- Systems suppliers not aware of HE culture and priorities – something UCISA and JISC can help with – compounds cost problems





Issues for Northampton: what next?

- Not everyone needs the full functionality – calls into question the need for a site license approach
- Supplier relationship not settled
- Cost of a shift to relational database approach is significant, even without a site license
- Other competitors offering more/same for less cost
- Could assist with workflow but needs a lot of time and energy
- Squeezed out of priority for development by other drivers – CRM being one such

