



FON University - Skopje
Faculty of information and communication technologies

iKnow

Project Tempus JPGR 511342

Dissemination and Sustainability Strategies

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1. Document purpose

This document contains dissemination and sustainability strategies for realization of iKnow project at FON University. These strategies are for promotion of the Project results and establishment of conditions for long-term exploitation of these results.

2. Dissemination Plan

The main goal is awareness raising campaign offering essential and detailed information about project deliveries. The main output of the iKnow project is a web software application which automates the business procedures related to students from their enrolment to the University until their graduation.

The purpose of this section is to report the activities that are planned by the iKnow team at FON in order to promote the iKnow project.

The target group is prospective and existing students, but also tackles all stakeholders including professors, administration, University Management and Ministry of Education.

Dissemination Activities

This section contains the main dissemination activities planned for realization of iKnow project.

Delivery	Web publishing
Content	A web page as a part of University web site containing an information for increasing awareness for existence of the project and its deliverables
Target	Existing and prospective students, wider audience
Delivery method	Web site (http://iknow.fon.edu.mk)
Timeframe	16 October 2010 – 15 October 2012

Delivery	Social Networking
Content	Information for increasing awareness for existence of the project and its deliverables, and know-how to use electronic services
Target	Existing and prospective students, wider audience
Delivery method	Facebook channel (http://www.facebook.com/FONUniversity)
Timeframe	16 October 2010 – 15 October 2012

Delivery	Web publishing
Content	FON University is partner within the Balkan Distance Education Network – BADEN (http://www.baden.edu.rs), formally established, as part of the sustainability strategy of DL@WEB TEMPUS project (No. 511126-TEMPUS-1-2010-1-RS-TEMPUS-SMGR) and officially introduced at MoodleMoot 2011 in Belgrade on 10 December, 2011. Interconnection between this project and iKnow is established for dissemination through the web sites of both projects.
Target	Scientific community, international audience
Delivery method	Web site (http://dlweb.fon.edu.mk)
Timeframe	10 December 2011 – 15 October 2012

Delivery	Web publishing
Content	FON University is partner within Video Conferencing Educational Services – ViCES TEMPUS project (No. 144650-TEMPUS-2008-IT-JPGR). Interconnection between this project and iKnow is established for dissemination through the web sites of both projects.
Target	Scientific community, international audience
Delivery method	Web site (http://vices.fon.edu.mk)
Timeframe	16 October 2010 – 15 October 2012

Delivery	Web publishing
Content	FON University is partner within Developing and setting up measures for initiating, enhancing and sustaining Higher-Education-Society Cooperation - INTERFACE TEMPUS project (No. 511224-TEMPUS-1-2010-1-AT-TEMPUS-JPHES). Interconnection between this project and iKnow is established for dissemination through the web sites of both projects.
Target	Scientific community, international audience
Delivery method	Web site (http://interface.fon.edu.mk)
Timeframe	16 October 2010 – 15 October 2012

Delivery	Presentations
Content	The iKnow team from FON University has updated the presentation, used for introducing the University to candidate students in the Enrolment campaigns, with information about the iKnow Project and its deliverables
Target	Prospective students
Delivery method	Oral presentations, delivery of promotional materials
Timeframe	01 April 2011 – 01 July 2011, 01 April 2012 – 01 July 2012

Delivery	Presentations
Content	Information about the iKnow Project and its deliverables
Target	Talented prospective students
Delivery method	Oral presentations, delivery of promotional materials at presentations within annual "I vo Makedonija se moze" campaigns
Timeframe	01 February 2011 – 15 May 2011, 01 February 2012 – 15 May 2012

Delivery	Presentations
Content	Representatives of the iKnow team from FON University will held monthly briefings to the University management staff, teaching staff, administrative staff and FON's legal department to keep them aware about project progress and new way of the business processes after receiving the Project deliverables
Target	Prospective users of the system, management, professors, administrative staff
Delivery method	Oral presentations
Timeframe	16 October 2010 – 15 October 2012

Delivery	Media Advertising
Content	Information about the electronic enrolment via iKnow system
Target	Existing and prospective students, wider audience
Delivery method	Delivery of promotional materials and broadcasting commercials via newspapers, TV and radio channels
Timeframe	01 April 2011 – 01 July 2011, 01 April 2012 – 01 July 2012 (Enrolment campaign)

Delivery	E-mail Marketing
Content	Information about the electronic services at the start of the academic year
Target	Existing students
Delivery method	e-mail
Timeframe	September/October 2011, September/October 2012

Delivery	Presentations on workshops
Content	Information about the electronic services
Target	Scientific community, wider community, third part companies
Delivery method	Presentations on workshops within annual “Factory of Knowledge” campaign (http://fabrikanaznaenje.mk)
Timeframe	October 2010 – March 2011, October 2011 – March 2012

3. Sustainability Plan

The main goal is to provide sustainability of the implemented iKnow deliverables. The system is integrated software system consisted of multiple information technologies and hardware and software components that are functioning together, in order of delivering full service to all end users. This represents complex environment with large number of end users with different privileges, implemented complex business processes and procedures according to the internal and state legislation and their interaction.

FON University has its own software department where many services, not included in the iKnow system, are developed and still developing. This team with the system administrators at the University are consisting the staff group which will maintain the system and it is assembled with 4 high experienced .NET programmers and 2 high experienced system administrators.

It is expected that the benefits from the iKnow software will become obvious to all users, including the management of FON, which is proved by setting the maintenance team for further developments and upgrades of the system. This is a guarantee for the sustainability and longevity of iKnow software.

Sustainability Activities

Several activities are planned:

Delivery	Provision of HW equipment
Content	3 (three) servers were provided for deployment of the iKnow system
Goal	Equipment provision
Timeframe	January - March 2012

Delivery	Provision of SW solution
Content	iKnow software
Goal	Equipment provision
Timeframe	April - May 2012

Delivery	Electronic enrolment software
Content	Deployment on test and production servers
Goal	Testing
Timeframe	July – August 2011

Delivery	iKnow software for e-student services
Content	Deployment on test servers
Goal	Testing
Timeframe	September – December 2011

Delivery	Exploitation of enrolment system
Content	Testing and exploitation on prospective students
Goal	Exploitation of enrolment system (phase 1)
Timeframe	August 2011

Delivery	Integration of enrolment system
Content	Testing and exploitation of the system and its integration with the existing e-student services system
Goal	Integration of enrolment system (phase 2)
Timeframe	September – November 2011

Delivery	Exploitation of enrolment system
Content	Testing and exploitation on prospective students
Goal	Exploitation of enrolment system (phase 3)
Timeframe	July - August 2012

Delivery	Exploitation of iKnow software
Content	Testing the services of iKnow software on selected students
Goal	Enriching the FON's e-student system with additional processes on behalf of iKnow system, and vice-versa
Timeframe	January 2012 - continuous

Delivery	Training of administrators and software developers
Content	3 training sessions
Goal	Administrators and software developers trained to use the software
Timeframe	January – March 2012

Delivery	Training of software developers
Content	3 training sessions
Goal	Software developers trained to maintain and upgrade the software
Timeframe	January – March 2012
Delivery	Training of student services staff
Content	3 training sessions
Goal	Student services staff trained to use the enrolment system
Timeframe	July - August 2011