

**European University
Republic of Macedonia**



Faculty of Informatics

Implementation report for 2011 for iKnow software

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1 Document purpose

The purpose of this document is to report on several aspects of the iKnow implementation EURM: activities finished by the EURM, identified risks, and measures to mitigate the risks.

2 Implementation report

2.1 *Finished tasks*

- EURM's iKnow team was actively involved in all parts work packages of the iKnow project.
- A web page has been created which is part of the University web site <http://www.eurm.edu.mk/fakulteti/fakultet-za-informatika/iknow-tempus-project.html>. It contains information on the iKnow projects.
- Information about the project is made public also on the University's Facebook profile <https://www.facebook.com/evropski>.
- iKnow project was also part of the University's enrolment campaign. Promotional information on iKnow was included in the enrolment campaign advertisements published in the daily newspaper "Vecer" in the period May-September 2011.
- University's management, Chancellor and Deans have been continuously informed on the project during the meetings of the Chancellor's Council.
- Several interviews and meetings dedicated to requirements analysis were held with the administrative staff from the Student Services department in the period December 2010 to March 2011. During these meetings, administrative staff was introduced to the benefits of the future iKnow software, and paperless and automated business procedures.
- Test environment has been setup. Remote access to the test environment is given to Neokom. A representative from the Student Services department has been informed in details the iKnow project, and testing procedure.
- EURM's legal team has been given documentation on the iKnow project, its aim and expected outputs. It is ready to start working on the new rule books, and modification of procedures in order to support electronic documents.

2.2 *Risks and measures to mitigate the risks*

- Staff from student services department might be reluctant to support and accept the iKnow software. They are afraid that the automation of business procedures which are currently paper-based and require human intervention might put their jobs at risk. During the meetings with the Student Services staff, EURM's iKnow team tried to explain that the administrative staff can concentrate on providing higher-quality service without their job positions being made redundant.
- Frequent changes to the Law for Higher education, and related legal acts might require frequent changes to the iKnow software. The fact the EURM and other universities will have access to the software's source code will enable the universities to keep the cost of implementing these changes low.