

**European University
Republic of Macedonia**



Faculty of Informatics

Dissemination and Sustainability Plan for iKnow project

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Skopje, December 2010- December 2011

1 Document purpose

The main output of the iKnow project is a web software application which automates and supports almost all business procedures related to students: from enrolment to exam registration to semester registration

The purpose of this document is to define a set of activities that will be undertaken by the iKnow team at EURM in order to promote the iKnow project, and its impact on the business procedures at EURM and also to improve the sustainability.

2 Dissemination Plan 2011

The aim of the dissemination plan is to prepare all interested parties at EURM: university management, academic staff, administrative staff and students for the changes that will be brought by the iKnow software, and also to prepare the production environment where the iKnow software will work.

Social networks, university web site, newspapers, and seminars and other events will be used as promotion vehicles.

2.1 Planned activities

Following activities are planned for the period December 2010- November 2011:

- Information about the iKnow project will be made public on the University web site and on the University's Facebook profile <https://www.facebook.com/evropski>. Ljupco Krstevski, teaching assistant at the Faculty of Informatics, will be appointed to administer the content of the web page and Facebook profile. **Aim:** To keep informed all interested parties on the latest news and events related to iKnow, and to prepare them for the forthcoming changes to business procedures. **Timeframe:** May 2011 – continuous.
- University's management and Chancellor's council will be briefed monthly on the project progress. **Aim:** To keep them informed on iKnow, and to integrate iKnow into the strategy for EURM development. **Timeframe:** January 2011 – continuous.
- Meetings will be held with the administrative staff. **Aim:** Introduce the administrative staff to the benefits of the future iKnow software. These meetings will also help with the requirements analysis and will ensure that the iKnow software will implement the required functionalities, and will thus be embraced by the administrative staff
- Advertising in local newspapers and TV stations as part of the enrolment campaign. **Aim:** Inform prospective students on the services provided to students via iKnow software. **Target group:** Prospective students. **Timeframe:** April 2011 – October 2011.
- Promote iKnow on open days and during visits to high schools as part of the enrolment campaign. **Aim:** Inform prospective students on the services provided to students via iKnow software. **Target group:** Prospective students. **Timeframe:** April 2011 – October 2011.
- Organizes meetings with the legal team at EURM. **Aim:** Familiarise the legal team with the legal aspects of iKnow in order to be able to identify the procedures and rule books at EURM that need to be modified. **Target group:** Legal team at iKnow. **Timeframe:** September 2011 – November 2011.
- Prepare test and production servers where iKnow software will be installed. Train a pilot group of users that will test the software, and provide feedback on its usability. **Timeframe:** June 2011 – November 2011.

3 Sustainability Plan 2011

The aim of the sustainability plan is to define activities that will inform all interested parties on the progress of iKnow project, its benefits and the need for its continuous support and maintenance. It is of utmost importance that iKnow software is embraced by its future users: management, academic staff, administrative staff and students. Its user base and high acceptance rate, and dependence on it are the most important guarantee for the sustainability and longevity of iKnow software. It is expected that the benefits from the iKnow software will soon become obvious to all users. Hence the management will be motivated to continue the further development of iKnow software.

3.1 Planned activities

Following activities are planned for the period December 2010- November 2011:

- A web page will be created as part of the University web site. **Aim:** To keep informed all interested parties on the latest news and events related to iKnow. **Timeframe:** May 2011 – continuous.
- Information about the iKnow project will be made public on the University's Facebook profile <https://www.facebook.com/evropski> too. Ljupco Krstevski, teaching assistant at the Faculty of Informatics, will be appointed to administer the content of the web page and Facebook profile. **Aim:** To keep informed all interested parties with special emphasis on students on the latest news and events related to iKnow. **Timeframe:** May 2011 – continuous.
- University's management and Chancellor's council will be briefed monthly on the project progress. **Aim:** To keep them informed on iKnow, and to integrate iKnow into the strategy for EURM development. **Timeframe:** January 2011 – continuous.
- Meetings will be held with the administrative staff. **Aim:** Introduce the administrative staff to the benefits of the future iKnow software. This meetings will also help with the requirements analysis and will ensure that the iKnow software will implement the required functionalities, and will thus be embraced by the administrative staff
- Advertising in local newspapers and TV stations as part of the enrolment campaign. **Aim:** Inform prospective students on the services provided to students via iKnow software. **Target group:** Prospective students. **Timeframe:** April 2011 – October 2011.
- Promote iKnow on open days and during visits to high schools as part of the enrolment campaign. **Aim:** Inform prospective students on the services provided to students via iKnow software. **Target group:** Prospective students. **Timeframe:** April 2011 – October 2011.
- Organizes meetings with the legal team at EURM. **Aim:** Familiarise the legal team with the legal aspects of iKnow in order to be able to identify the procedures and rule books at EURM that need to be modified. **Target group:** Legal team at iKnow. **Timeframe:** September 2011 – November 2011.

4 Dissemination Plan for 2012

The aim of the dissemination plan is to prepare all interested parties at EURM: university management, academic staff, administrative staff and students for the changes that will be brought by the iKnow software, and also to prepare the production environment where the iKnow software will work.

Social networks, university web site, newspapers, and seminars and other events will be used as promotion vehicles.

4.1 Planned activities

Following activities are planned for the period November 2011- October 2012:

- Install iKnow software on test and production servers. Train a pilot group of users that will test the software, and provide feedback on its usability. **Timeframe:** January 2012 – february 2012.
- Deployment of iKnow software on EURM infrastructure. Migration of existing data to the new software. **Timeframe:** March 2012 – June 2012.
- Training events will be held with the administrative staff. **Aim:** Introduce the administrative staff to the benefits of the future iKnow software. This meetings will also help with the requirements analysis and will ensure that the iKnow software will implement the required functionalities, and will thus be embraced by the administrative staff.. **Timeframe:** January 2012 – October 2012.
- Organizes meetings with the legal team at EURM. **Aim:** Familiarise the legal team with the legal aspects of iKnow in order to be able to identify the procedures and rule books at EURM that need to be modified. **Target group:** Legal team at iKnow. **Timeframe:** February 2012 – October 2012.
- Advertising in local newspapers and TV stations as part of the enrolment campaign. **Aim:** Inform prospective students on the services provided to students via iKnow software. **Target group:** Prospective students. **Timeframe:** April 2012 – October 2012.
- Promote iKnow on open days and during visits to high schools as part of the enrolment campaign. **Aim:** Inform prospective students on the services provided to students via iKnow software. **Target group:** Prospective students. **Timeframe:** April 2012 – October 2012.
- Update of iKnow information on EURM's web site and Facebook profile. **Aim:** Inform students and other interested parties on the project progress. **Target group:** Current and prospective students. **Timeframe:** Continuous.
- Email campaign: All EURM students have email addresses from the domain @live.eurm.edu.mk. Email will be sent to all EURM students informing them about the new software and its benefits. **Aim:** Inform students on the project progress and new functionalities and services being made available to them. **Target group:** Current students. **Timeframe:** Jan 2012 – October 2012.
- Promote iKnow on conferences, seminars and other events organized by EURM. Prepare manuscript/articles on iKnow projects. **Aim:** Present EURM as a modern university dedicated to providing highest-quality for to its students, and a modern working environment for its staff. Create new possibilities for cooperation between EURM, other universities and the industry. **Target group:** Industry and other universities. **Timeframe:** December 2011 – October 2012.
- Change management: Adopt legislation to support electronic documents. EURM rule books will have to be changed in order to support electronic documents: exam applications, student cards, etc. Procedures will have to be modified: exam application, payment for exams, publication of exam results etc. Prepare user manuals for the iKnow software for staff and students. Organise training events for management, staff, and students. **Timeframe:** January 2012 – October 2012.

5 Sustainability Plan 2012

The aim of the activities proposed in this sustainability plan is to improve the awareness about the iKnow project, its benefits and to assure wide acceptance by its user base thus building dependence on it. Making the benefits obvious and the wide acceptance are the most important guarantee for the sustainability and longevity of iKnow software.

5.1 Planned activities

Following activities are planned for the period December 2011- October 2012:

- University's management and Chancellor's council will be briefed monthly on the project progress. **Aim:** To keep them informed on iKnow, and to integrate iKnow into the strategy for EURM development. **Timeframe:** December 2011 – continuous.
- Organise meetings with the legal team at EURM. **Aim:** Familiarise the legal team with the legal aspects of iKnow in order to be able to identify the procedures and rule books at EURM that need to be modified. Legal team also needs to be able to recognize the law changes which might be related to iKnow and might require adaptive changes to iKnow. **Target group:** Legal team at iKnow. **Timeframe:** February 2012 – October 2012.
- Through training events for administrative and academic staff, and user manuals promote the functionalities and benefits of the new software, and ensure high acceptance of iKnow software. **Aim:** Inform and train staff on the functionalities and services provided via iKnow software. **Target group:** Administrative and academic staff. **Timeframe:** February 2012 – October 2012.
- Ljupco Krstevski, teaching assistant at the Faculty of Informatics, and Dimitar Mladenovski, EURM's IT administrator will technically support the iKnow system and serve as help desk.