

# **Innovation and Knowledge Management towards eStudent Information System - iKnow**

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# Sustainability strategy and action plan

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- **Sustainability** of project results can be defined as **the result of a process** which ensures that the outputs of a project are maintained after project funding has stopped.

# Results

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- visibility, networking, policy consensus, user feedback, funding, official recognition, enabling staff with competence about the project, human resources commitment, etc.

# Motivation and socio-economic factors

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- All stakeholders are strongly interested in project sustainability.
- This includes University Management, Ministry of Education and other relevant stakeholders.

# Motivation and socio-economic factors

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- There is a high demand for this project due to the Integrated University approach realized with faculties that use different IT solutions for management of student files.
- Therefore the University Management looks for a solution that will really integrate studies and services, not just as collection of various entities.

# Project level factors

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- enabling sufficient infrastructures and resources,
- enabling human resources to administer the system and
- enabling legislation

# Planned activities

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- Infrastructure and resources
- Human resources
- Legal sustainability

# Infrastructure and resources

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- Developing sustainability strategy and action plan
- Realizing tendering process
- Negotiation and purchase
- Implementation and integration
- Legacy issues (transferring old data)



# Human resources

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- Appointing staff to administer the system (both from technical and content side)
- Training technical personnel for system maintenance
- Training system administrators to use the system

# Legal sustainability

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- Initiating changes in legislation to support electronic documents
- Lobbying and approval of policy level changes
- Enabling budget for maintenance

# Sustainability strategy

Delivery	<b>Sustainability strategy and action plan Booklet</b>
Campaign	iKnow project sustainability strategy and plan
Goal	Know-how transfer
Content	Information about project dissemination activities
Target group	University Management, professors
Quantity	100 pcs
Delivery method	to be disseminated by personal delivery
Preparation	October – December 2010 updated December 2011
Resources	Coordinated by project coordinator

# Staff user manuals

Delivery	<b>User manuals</b>
Campaign	Staff User Manual Booklets
Goal	Know-how transfer
Content	Information about implementation details
Target group	University Management staff, professors
Quantity	500 pcs printed and electronic version distributed
Delivery method	to be disseminated by personal delivery
Preparation	October – December 2011
Delivery	January – March 2012
Resources	Coordinated by project coordinator
Details	info how to use eStudent information system and access relevant possibilities, by those who are going to maintain and administer the system

# Equipment provision

Delivery	Tender procedure for provision of remaining equipment
Goal	<b>Equipment provision</b>
Quantity	3 mobile workstations
Realization	Tender procedure and provision realized
Timeframe	January – March 2012
Resources	Coordinated by project coordinator

# Installation

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Delivery	<b>Deployment of iKnow software for electronic student services</b>
Goal	Testing, data population and production phase
Quantity	1 installation on University level
Delivery method	to be installed on test and production servers
Timeframe	September – December 2011
Resources	Coordinated by project coordinator

# Exploitation phase 2

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Delivery	Exploitation of iKnow software for electronic services
Goal	<b>Exploitation phase #2</b>
Quantity	1 installation on University level
Delivery method	to be tested and exploited for first year students
Timeframe	January – March 2012
Resources	Coordinated by project coordinator

# Exploitation phase 3

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Delivery	Exploitation of iKnow software for electronic services
Goal	<b>Exploitation phase #3</b>
Quantity	1 installation on University level
Delivery method	to be tested and exploited for all students
Timeframe	April – June 2012
Resources	Coordinated by project coordinator



# Exploitation phase 4

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Delivery	Exploitation of iKnow enrollment software
Goal	<b>Exploitation phase #4</b>
Quantity	1 installation on University level
Delivery method	to be tested and exploited for prospective students
Timeframe	July – Augusts 2012
Resources	Coordinated by project coordinator

# Training administrators

Delivery	Training of administrators
Goal	Administrators trained to use the software
Quantity	3 training sessions
Target group	2 main university administrators and 23 faculty administrators
Delivery method	Training session #1 July 2011 – university admin & staff – enrollment Training session #2 August 2011 – resolving open issues – enrollment Training session #3 October 2011 – university admin Training session #4 November 2011 – faculty admin Training session #5 December 2011 – resolving open issues
Timeframe	July – December 2011
Resources	Coordinated by project coordinator

# Training staff

Delivery	Training of student services staff
Goal	Student services staff trained to use the software
Quantity	6 training sessions
Target group	2 main university administrators and 23 faculty administrators
Delivery method	<p>Training session #1 July 2011 – enrollment software</p> <p>Training session #2 August 2011 – resolving open issues – enrollment</p> <p>Training session #3 October 2011 – electronic student services</p> <p>Training session #4 November 2011 – entering study programs</p> <p>Training session #5 November 2011 – transferring study programs</p> <p>Training session #6 December 2011 – staff and schedules</p> <p>Training session #7 December 2011 – resolving open issues</p> <p>Training session #8 January 2012 – exam applications, students</p> <p>Training session #9 February 2012 – semester activities</p> <p>Training session #10 March 2012 – resolving open issues</p> <p>Training session #11 April 2012 – transferring student files</p> <p>Training session #12 May 2012 – resolving open issues</p> <p>Training session #13 June 2012 – academic records and other services</p>
Timeframe	October 2011 – October 2012
Resources	Coordinated by project coordinator

# Legal sustainability

Delivery	Meetings with government representatives
Campaign	<b>Introducing electronic student services in law and legislation</b>
Goal	Enable legal conditions for implementation
Content	Enable electronic versions of student files in law for high education and establish possibility to use electronic student services
Target group	Ministry of Education
Quantity	Several meetings and discussions for lobbying and persuading relevant instances to adopt law and legislation which will enable realization of the electronic student services
Delivery method	Meetings and discussions
Realization	Project period 16 October 2010 – 15 October 2012
Content	Change existing legislative that forces usage of paper based documents with possibility that electronic document versions are also valid and can be used instead of paper based documents.
Resources	Coordinated by project coordinator

# Legal sustainability

Delivery	Meetings with government representatives
Campaign	<b>Interoperability of electronic student services and government data</b>
Goal	Raising awareness and Know-how transfer
Content	Information about project deliveries and possible ways to establish interoperability of electronic student services and government information systems
Target group	Ministry of Education
Quantity	Preparation of relevant documents, setting a meeting and discussion about possible solutions
Delivery method	Meeting
Realization	In project period 16 October 2011 – 15 October 2012
Content	essential information about possible exchange of data for prospective and existing students and usage of electronic services, solving technical problems
Resources	Coordinated by project coordinator

# Legal sustainability

Delivery	Meetings with government representatives
Campaign	<b>Enabling sustainability of electronic student services</b>
Goal	Solving open issues of old fashioned delivery of paper documents instead of electronic exchange
Content	Problems in implementation of electronic services include legislation changes and understanding of possibilities for new technical solutions including web service electronic exchange of data instead of paper document report delivery
Target group	Ministry of Education
Quantity	Preparation of relevant documents, setting a meeting and discussion about possible solutions
Delivery method	Meeting
Realization	In project period 16 October 2011 – 15 October 2012
Content	essential legislation enabling only electronic versions of document instead of paper oriented approach used in archive law, enabling usage of electronic documents instead hand written master books, enabling electronic payments for government institutions etc.
Resources	Coordinated by project coordinator

# Legal sustainability

Delivery	Meetings with government representatives
Campaign	<b>Spin-off initiatives for establishing national services</b>
Goal	Raising awareness and Know-how transfer
Content	Information about project deliveries and possible ways to establish national enrolment strategy and exchange of relevant statistical data by electronic means
Target group	Ministry of Education
Quantity	Preparation of relevant documents, setting a meeting and discussion about possible solutions
Delivery method	Meeting
Realization	In project period 16 October 2011 – 15 October 2012
Content	essential information about new possibilities and initiation of new projects
Resources	Coordinated by project coordinator

# Legal sustainability

Delivery	Meetings
Campaign	<b>Meetings with University Management</b>
Goal	Raising awareness and Know-how transfer, organizational aspects, sustainability measures, legal aspects
Content	Information about project objectives and deliveries, implementation details, solutions for efficient exploitation
Target group	University Management, professors, staff
Quantity	at least 1 meeting monthly
Delivery method	Oral presentations and posters
Preparation	16 October 2010 – 15 September 2012
Realization	at least 1 meeting monthly
Content	Coordination with University Management, enabling sustainability, business process changes, solving technical and other implementation details, legal aspects
Resources	Coordinated by project coordinator