

SalukiTECHNews

THE PROJECT MANAGEMENT OFFICE: AN ORGANIZATIONAL CHANGE AGENT

Since mid-2015, the Project Management Office has provided oversight and project management expertise to the Office of the Associate Provost of Academic Programs. More specifically, the PMO partnered with the Office of Program Review and Assessment and the APAP staff to enhance its relationships and processes related to periodic SIU Carbondale program assessment, accreditations reviews and program reviews.

This organizational change project originated because Dr. Sharon Walters, assistant director of Assessment and Program Review, had learned of a Microsoft SharePoint technology solution from another university and she envisioned a better way to track and monitor all of the campus' more than 200 academic program reviews within her office. Working within a climate of no budget and limited SharePoint expertise, the PMO first clarified an achievable project scope by leveraging its aptitude of:

- Clearly defining each organizational change phase's scope, constraints, desired

outcomes, and initial timeframe.

- Proposing improved communication channels to gain stakeholder buy-in.
- Recommending training strategies to acclimate and support stakeholder involvement and



participation during program assessments and accreditations.

- Piloting organizational changes and then implementing the refined processes to the larger organizations.

Through structured collaboration, the Office of APAP and IT produced the following deliverables:

- Defined how Microsoft SharePoint 2013 could support personnel, while also transferring, monitoring and reporting

assessment review documentation.

- Identified how MS SharePoint could accommodate all of the necessary processes.
- Performed an analysis to capture and automate all of the necessary processes that could be automated.

- Designed, configured and built an MS SharePoint site to support APAP's needs related to Assessment Review.

“While the PMO facilitated the business process analysis and re-engineering, the SharePoint development was actually delivered by Richard Smith of IT,” according to Arden

Lockwood, PhD, PMP.

“Leveraging his technology and organizational expertise, Richard mentored his Computer Science-major student worker, Kyle Walter, with what became very unique programming techniques necessary to achieve the requested user functionality within the standard SharePoint platform.”

Jennifer St. Louis, a Health Care Management-major student worker,

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also assisted with this technology development.

Richard and Kyle also provided SharePoint education and mentoring to Ruth O'Rourke and Rhonda Ferguson of the Office of APAP, so that the functional owners will be positioned to maintain the basic text of their new technology solution in support of Program Reviews, Program Assessments, and Accreditation Reviews.

At the conclusion of the project,

Dr. Walters stated, "The PMO was instrumental in helping the Associate Provost for Academic Programs office improve our processes and revise our existing procedures, as we work to streamline our office functions. The PMO helped us develop systems that hopefully will allow us to streamline our workflow processes. Additionally, they helped us determine what technology will work best to allow us to prepare for our next Higher Learning Commission site visit."

The PMO appreciates the opportunity to work with the

Office of Program Review and Assessment to improve organizational change across campus, as well as the insight, perseverance, and teamwork exhibited by Richard and his student workers.

For more information, check out the evolving websites associated with this project at:
APAP- <http://assessment.siu.edu/>
Assessment- <http://assessment.siu.edu/assessment/index.html>
Accreditation-<http://accreditation.siu.edu/>
Program Review-<http://assessment.siu.edu/program-review/index.html>

INFORMATION TECHNOLOGY NOTES

Information Security Update

In the April issue of *OUCH!*, Guest Editor Samantha Davison, head of security awareness at Uber, discusses the topic "I'm Hacked, Now What." More specifically, she describes clues you can use to tell if your system has been hacked, and, if so, what you can do about it. This is a tough topic to cover, as it can quickly get technical and complex. Find the complete issue at https://securingthehuman.sans.org/newsletters/ouch/issues/OUCH-201604_en.pdf.

SIU Google Drive Reminder

During the past year, all SIU Google email accounts were migrated from Google Apps to Microsoft Office 365. Almost all users on campus made this transition when instructed and are not affected by the following information. However, it is important that faculty, staff and students who still use their

university email address "@siu.edu" to access Google services either migrate their account to a Google account and/or download any stored data to other services such as their SIU Microsoft 365 account or other storage services/devices.



This is important because access to Google Drive and Google services accessed using

"@siu.edu" will be discontinued at SIU on May 14, 2016. Any data accessed using Google Apps or on stored on Google Drive will no longer be available. Similarly, Google credentials established using an "@siu.edu" address will no longer be valid.

There are several simple fixes.

Migrating to Office 365 and storing information on OneDrive is still the preferred option. However, Google lovers can create or use an existing personal Google account and relocate stored data there. And, downloading stored information to an external hard drive is a great method to create a redundant backup for duplicate material stored in the cloud.

Tutorials to help download your Google data and optionally upload it to your SIU OneDrive can be found at <http://oit.siu.edu/salukitech/google/>. SIU Carbondale OneDrive users are provided one terabyte of storage. More information on Google Apps accounts and a link to reset your Google Apps password can be found at <http://google.siu.edu/>.

For additional help, contact SalukiTech at salukitech@siu.edu, 618-453-5155 or 866-718-4357.