

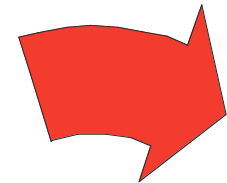
# Designing an Office of Management Information and Research: Lessons Learned

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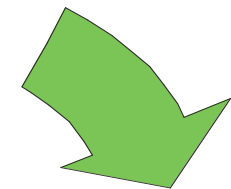
# 1. Establish the Project

- **Create Office Mission**
  - *Provide information products and services that are timely, reliable, relevant, and easily obtained, to support the operations and decision-making of the University leadership and all University departments and offices.*



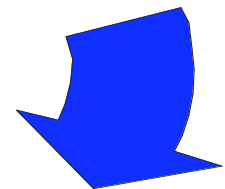
## 2. Identify Stakeholders

- **Primary customers/information suppliers**
  - President and cabinet
  - Academic deans and academic departments
  - Enrollment Management offices
  - Human Resources
  - Student and University Affairs
  - CSU System Office; state & federal authorities
  - Information Technology (IT)
- **Secondary customers/info suppliers**
  - Other divisions/departments at University
  - Other external agencies



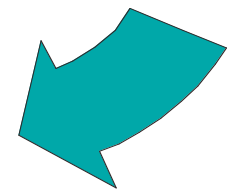
## 3. Determine Needs

- Reports and analyses of institutional data (both standardized and specialized research products)
- Design/Development/Maintenance of information products and services
- End-user training and support



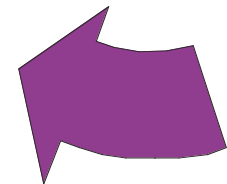
## 4. Create Features

- Monitor continuously customer needs for information products and services
- Create and maintain library of standard reports that can be accessed by appropriate offices
- Establish and maintain a web-based report generator that offices can use on their own
- Provide training and support to end-user offices and departments



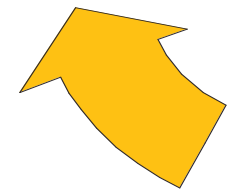
## 5. Develop Process

- **Maintain a mutual and flexible customer/supplier relationship with IT as new products/services are developed**
- **Conduct continuous training and cross-training of staff in best software to meet current and emerging information needs**
- **Aim to increase the self-sufficiency of University office in meeting their management information needs**



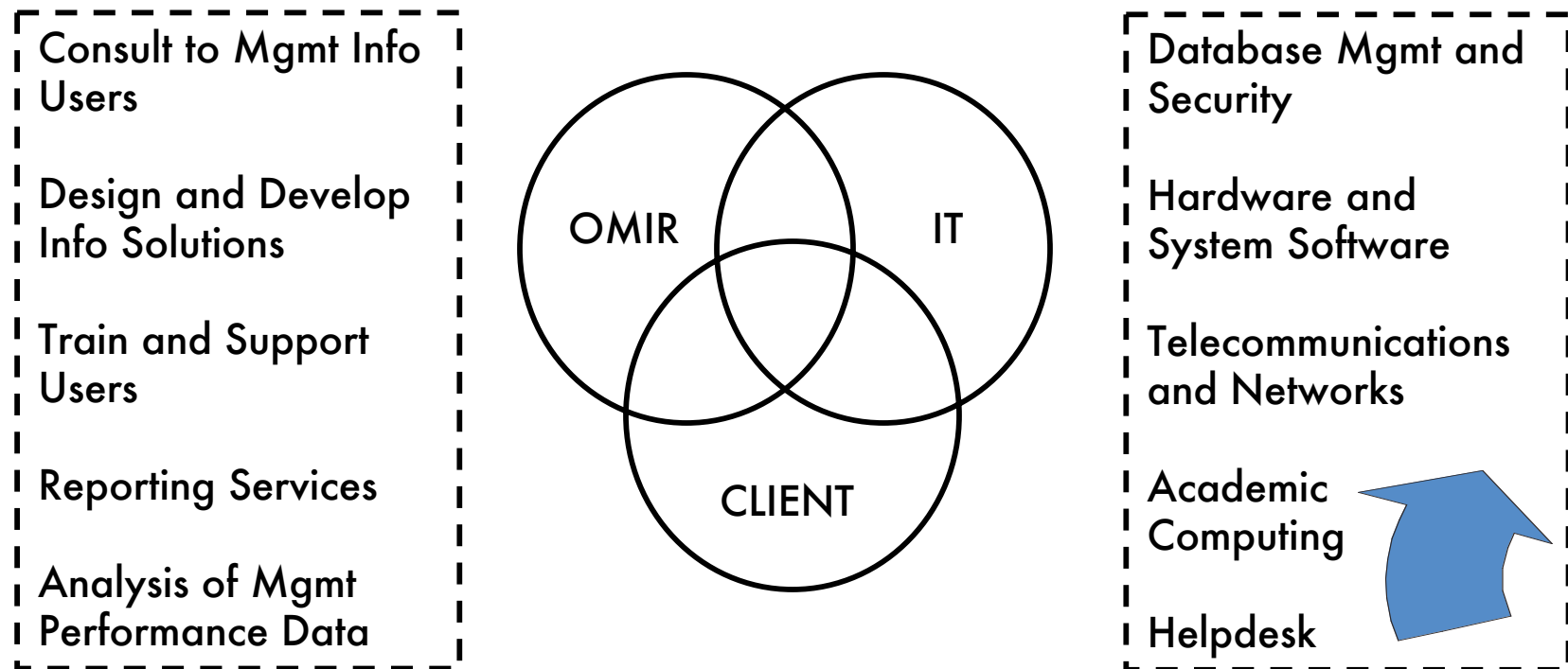
## 6. Pilot and Adjust

- **Utilize existing staff into new structure:**
  - Director: coordinate activities and ensure effective working partnership with end users and with IT and System Office
  - Institutional Research: meet University reporting responsibilities, generate standard reports, conduct specialized research and analyses based on operational data
  - Development: analyze end user information needs, design/develop/implement products or services to meet needs
  - Training and Support: train end-users in use of products and services, support their use, and monitor customer satisfaction



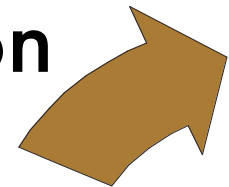
# 7. Implement

- Relationships of OMIR, IT and Clients

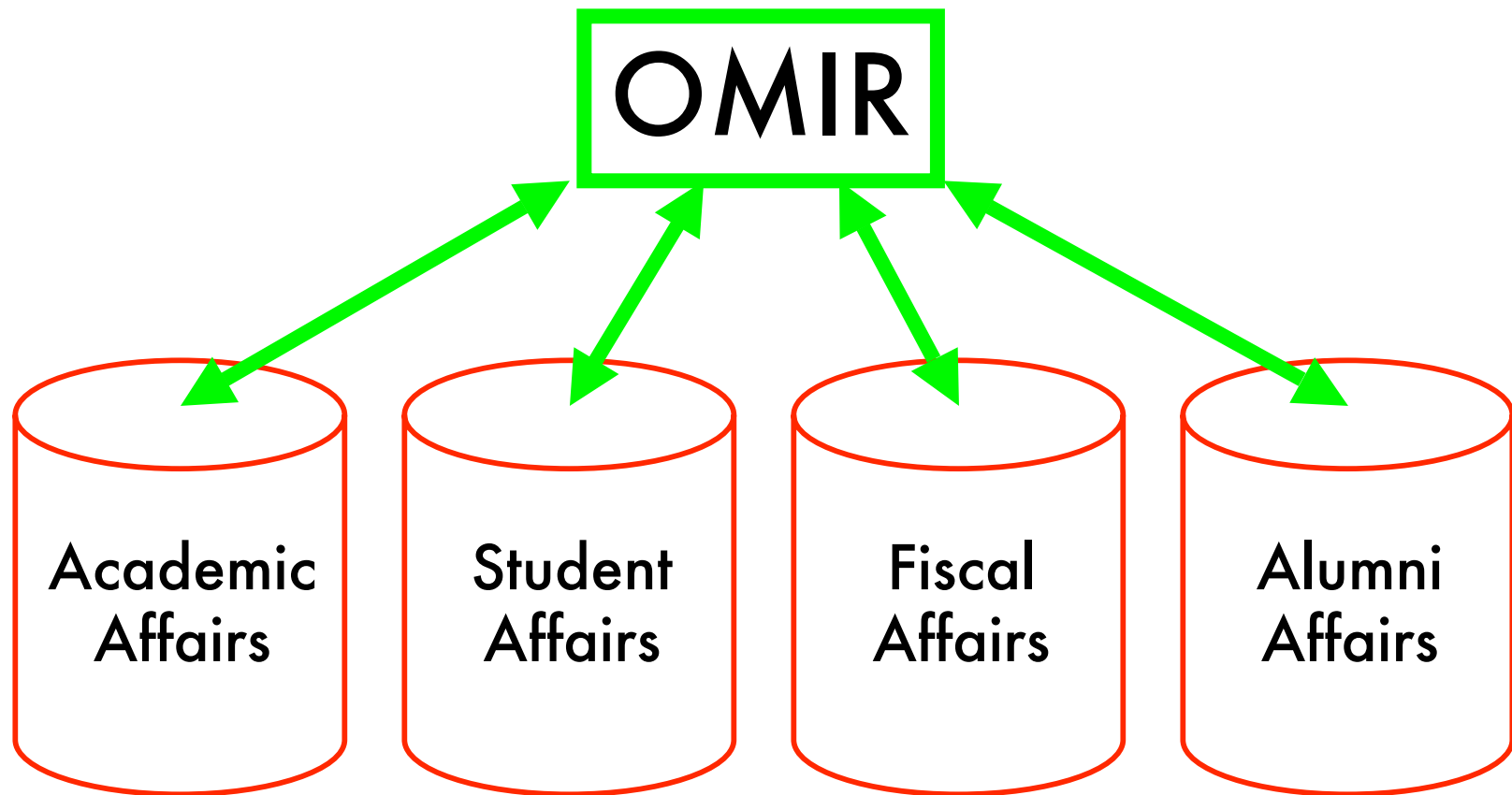


## 8. Monitor and Improve

- Assess and increase the timeliness, reliability, accessibility and relevance to customers' needs for information products and services
- Assess and increase efficiencies of time and cost at the University through improved management information



# Concept Information Over the Silos



# Reality: What Works

- Ability to view the University in a cross-functional manner
- Involvement in major projects that affect students in a positive manner
  - Registration One-Stop Shopping
  - Optimized Course Scheduling
  - Strategic Planning
  - End-user Reporting

# Reality: What Doesn't Work

- Stressful relationship with IT
  - Perception that office is "doing their job"
  - Data security (need modify access to provide true solutions)
- Data requests have increased in volume and complexity exponentially
- Never enough resources
  - Time
  - Money
  - People