

UW System FY16 Innovation Program Project Report

- Due on 11/23/2015
- Email completed report to Sasi Pillay, CIO, UW System: spillay@uwsa.edu (cc: dtrendt@uwsa.edu)
- Please Note: All reports will be posted on the Innovation Program Project Reports web page.

*(*Not to exceed two pages)*

Project Name: UW KnowledgeBase		
Report Preparer: Sean Bossinger, UW-Madison		
Date: 11/23/2015	Report Interval: 60 90 120-Final	
<p>1. Briefly recap project objectives. Have implementation tasks to date caused any meaningful adjustments to the project's original objectives?</p> <p>The project objective was to get three new UW System schools signed onto the UW-Madison KnowledgeBase for a period of two years.</p>		
<p>2. What is the status of in-progress project tasks?</p> <p>We have one customer, UW Colleges, that is in the process of being on-boarded through the help of this project. There are two other potential UW System schools that we are working with to determine the viability of the KnowledgeBase as a knowledge management tool: UW Stevens Point and UW Whitewater. UW Whitewater has expressed interest, and we will keep working with them throughout the remainder of the 90-day period; UW Stevens Point had expressed prior interest.</p>		
<p>3. Compare the current status of the project with regard to scope, schedule and cost with the original submission. Please also describe the cause for any significant variance from the original plan.</p>		
	Original Proposal	Actual Status
Scope	Three additional UW System KnowledgeBase Users	We've got one moving forward, and are working with two others.
Schedule	Original schedule did not outline specific schools during portions of the 90-	We're looking at a 90 to 120 day implementation schedule.

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	day period.	
Cost	\$20,100	No deviation
<p>4. Risk Assessment</p> <p>a. Describe any significant new or anticipated risks to the project’s successful outcome with regard to scope, schedule or cost.</p> <ul style="list-style-type: none"> • The KnowledgeBase is a voluntary solution. Customers often choose to use their own ITSM system’s knowledge management functionality. It’s likely that schools that have not adopted the KB to date are in this camp. • Holiday work schedules may make it difficult to meet the original 90-day timeline, because of the coordinated nature of implementing the KnowledgeBase across multiple institutions. • Local resources (resources at the constituent schools) may be impeding adoption and implementation. <p>b. Describe the mitigation strategies to address these new or anticipated risks.</p> <ul style="list-style-type: none"> • Education of potential customers about how the KB can extend beyond an Information Technology environment much easier than an ITSM solution can will help us address this issue. • Project management available from UW Milwaukee will help us coordinate work schedules so that the holiday period does not impede our potential implementations • Identifying those items at the local level where we can assist with implementation will help overcome these impediments. 		