

UW System FY16 Innovation Program Project Report

- Due on 12/23/2015
- 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: Encouraging the use of UW-Madison's KnowledgeBase		
Report Preparer: Sean Bossinger, UW-Madison		
Date: 12/23/2015	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 encourage three new UW System institutions to commit to two-year agreements to use the UW-Madison KnowledgeBase for their knowledge management needs.</p>		
<p>2. What is the status of in-progress project tasks?</p> <p>We continue to work with UW Colleges to onboard them onto the KnowledgeBase. We are also working with UW Extension to offer this agreement to them, and will be moving forward with that engagement. We currently have invitations out to UW Stevens Point, UW Whitewater, and UW Superior to join as part of this endeavor.</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 partners	We're moving forward with UW Colleges, UW Extension, and hope to hear back from other invitees (UW Stevens Point, UW Whitewater, and UW Superior) regarding their interest shortly after the new year.
Schedule	The original schedule did not outline specific schools	While we anticipate having three (or more) institutions signed by the end of the 120 day

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	during portions of the 90-day period	project, training, onboarding, and use activities will continue for two years thereafter.
Cost	\$20,100	No deviation

4. Risk Assessment

a. Describe any significant new or anticipated risks to the project's successful outcome with regard to scope, schedule or cost.

- The KnowledgeBase is a voluntary solution. Customers often choose to use their own ITSM system's knowledge management functionality. It's likely that institutions that have not adopted the KB to date are in this camp.
- Holiday work schedules will make it difficult to meet the original 90-day timeline, because of the coordinated nature of implementing the KnowledgeBase across multiple institutions.
- Local resources (lack of identified responsible resources at constituent institutions) may be impeding adoption and implementation.

b. Describe the mitigation strategies to address these new or anticipated risks.

- We have opened up invitations to additional institutions who had not previously expressed interest, and reached out to them (UW Superior, for example), broadening the pool of schools that may be willing to choose our solution for knowledge management.
- Project management from UW Milwaukee continues to help us coordinate work schedules to mitigate the holiday risks.