

## Project Charter – 25Live at UW Tacoma

<b>PROJECT NAME:</b> Implementing 25Live at UW Tacoma	<b>DATE:</b> Updated 11/8/2018
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<p><b>PROJECT DESCRIPTION:</b></p> <p>Implementing 25Live is a tri-campus effort to improve the outdated systems that support quarterly academic scheduling and daily non-course space scheduling that occurs mostly out of the registrars’ offices at each of the UW campuses. Other UW Tacoma departments, such as IT, Facilities, Campus Safety, and Conference Services, will benefit from 25Live’s event modules that support resource requests, workflow assignments and processing, pricing, invoicing, and event registration. UW Tacoma will move ahead of the other two campuses by leading the pilot.</p> <p>The implementation at UW Tacoma specifically will occur in phases, rolling out the easiest deliverables first (such as space availability views). The end goal of the local implementation team is to phase out the UUF system while streamlining processes around space and resource scheduling. Once 25Live is functional at UW Tacoma and has completely replaced the UUF system, the Registrar’s Office will continue to work with UW Seattle regarding the academic scheduling process, ensuring that 25Live can seamlessly work with the Student Database and Time Schedule Construction and will likely involve a separate project charter and work team.</p>
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<b>PROJECT START DATE:</b> Autumn quarter 2017	<b>25LIVE IMPLEMENTATION MILESTONES:</b> Configuration starts June 2018 Phase 1 – Launch Sept 2018 Phase 2 – Launch Dec 2018 Phase 3 – Begin Jan 2019
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<p><b>PROBLEMS TO SOLVE/OBJECTIVE:</b></p> <ul style="list-style-type: none"> <li>- Eliminate duplicated work and the need for multiple, independent systems</li> <li>- Provide viewing access to room schedules for staff/faculty, allowing transparency of space use and availability especially for security and energy efficiency</li> <li>- Support self-service conference room scheduling</li> <li>- Centralize space and event scheduling needs at UWT; streamline processes for departments involved with space and resource scheduling</li> <li>- Display event costs to requestors at submission</li> </ul> <p><b>TRANSPARENCY, CENTRALIZED, EASILY ACCESSIBLE</b></p>
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<p><b>DELIVERABLES/TIMELINES:</b></p> <p><b>Phase 1   Timeline: June – Sept 2018 – launched to campus on 9/17/2018</b></p> <ul style="list-style-type: none"> <li>- Publish space availability for general assignment spaces</li> <li>- Update space information (photos, layouts, etc.) to provide a centralized location for space details (instead of having multiple website, with the exception for Conference Services)</li> <li>- Create simple meeting event wizard, which allows self-service reservations in conference rooms and triggers requests for academic spaces (classrooms, computer rooms, breakout rooms)</li> <li>- Introduce campus to 25Live and provide timeline updates online at <a href="http://www.tacoma.uw.edu/uuf">www.tacoma.uw.edu/uuf</a>.</li> <li>- Produce online training module for simple meetings; develop auto-management of users, if possible</li> </ul> <p><b>Phase 2   Timeline: Sept – Dec 2018 – aiming to launch at the start of WIN/2019</b></p> <ul style="list-style-type: none"> <li>- Create event wizards and workflow processes for event spaces (WPH, PLT, UWY, Dawg House, UWY, outdoor, atrium, GWP 320) and resources (Media Services, Facilities Services, Campus Safety, Conference Services, Auxillary Services)</li> <li>- Introduce “event approvers” to UW Tacoma departments and create event user request form in Drupal</li> </ul>
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- Produce online training module for event scheduling
- Develop Reference Guide webpages for schedulers and support departments
- Finalize RSO scheduling implementation (Jan 2019)
- Begin UWT Conference event type implementation (for external events only)

**Phase 3 | Timeline: January 2019 and beyond – launch dates TBD**

- Begin Trumba/25Live integrations
- Begin event pricing implementation
- Adding IT as admin to update features listed in classrooms; feed data from 25Live to room webpages (IT, Conf.)
- Transition out the UUF system
- Add departmental spaces to 25Live for internal and event scheduling (SCI 109, TLB 307B, Whitney, etc.)
- Restart conversation with Library RE: student study spaces in 25Live
- Explore student employees as users submitting simple meetings
- Revisit UWT Course Breakout event type

**SUCCESS ASSUMPTIONS**

- Decreased phone calls and emails about space availability
- Self-service space reservations may improve user satisfaction and will improve scheduler’s productivity
- Costs regarding space and resources will be transparent and available when reservations are confirmed
- Elimination of duplicate systems

**RISKS**

- Existing scheduling timelines may conflict with the project timelines
- Policies and procedures for managing 25Live at UW Seattle may affect how 25Live will be used at UW Tacoma
- Duplicate systems will be used during pilot – 25Live and UUF system
- Possibility of no new UUF users/training during pilot
- UUF users may be resistant to change
- Culture shifts (e.g. moving away from UUF numbers & UUF statuses; dept approvals may hold up reservations)
- Abuse of self-service reservations – users “blocking” rooms for others to use
- 25Live issues that only CollegeNET can resolve; delayed fixes
- calendaring issues-multiple platforms

### ROLES

**PROJECT TEAM MEMBERS:**

CORE

Ana Marie Alameda, Office of the Registrar  
 BrieAnna Bales, Advancement  
 Jeremy Homolka, Student Involvement  
 Bill Fritz, IT  
 Hal Tippens, IT  
 Chelsea Kastelnik, Conference Services

SUPPORT DEPTS

Mark Depaul, Media Services  
 Sgt. Bailey; Sgt. Whitfield; Dayna Barr, Campus Safety  
 Tessa Coleman; Robin Baker, Facilities Services  
 James Sinding; Zachary Hasemann, Auxillary Services  
 Tyler Pederson; Jet Hegenauer, Conference Services

**PROJECT SPONSORS:**

Andrea Coker-Anderson, Office of the Registrar  
 Pat Clark, Campus Planning and Real Estate/Chair of UUF Committee

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<p><b>25LIVE TEST USER GROUP:</b></p> <p>When to involve: A month prior to each phase launch date</p> <p>Individuals from every department who regularly submit requests of that type will be invited to the testing sessions. Actual attendance varies. At the end of every session, feedback will be gathered via survey and used to improve system before launching to the rest of campus.</p>	<p><b>MUST INFORM:</b></p> <p>Mark Pagano, Chancellor Mentha Hynes-Wilson, Student and Enrollment Services Tye Minckler, Finance &amp; Administration Joshua Knudson, Advancement Patrick Pow, IT Jill Purdy, Academic Affairs Karl Smith, Enrollment Management Alina Solano, Office of the Chancellor Academic Deans &amp; Directors</p>
<p><b>EXTERNAL CRITICAL PARTNERS:</b></p> <p>CollegeNET Office of the University Registrar, UW Seattle Kirk Knittle, WA State Board for Community &amp; Technical Colleges Alen Behret, Lane Community College UW Health Sciences</p>	