

Roundtable Discussion Notes

For IT Professionals Conference Talk “From Handrolled to 3rd Party ...”

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Julie Zachman

Group 1

Criteria in Evaluating (Elizabeth S)

1. Identify high impact business practices that have to come forward
2. Core functionality in original system
3. Interperability with other systems – duplication etc. “Look around, left, right, forward”
4. Prioritize, categorize
5. Identify support issues
6. Meet the needs of 80% of the users

Group 2

Challenges and experiences implementing a 3rd party system that was in-house (Becky T.)

- Expect revolt from users who are used to having the devs close by to talk to/choke if things are not what they expect/want
- Opportunity to improve processes and get something you couldn't get through in-house
- Get end users excited
 - Other universities
 - Cool features

- Set people thinking outside their muscle memory
- Let users vent about issues they think are involved with the new thing
- Figure out what needs are not met
- Work together to overcome
- Concern about people asking for unimportant details/changes not related to new thing, e.g. button color, or function that was only needed the old way

Group 3

Strategic workflows, Different Roles (Mehrnaz)

- User acceptance testing involvement early on
- Stakeholder audience identification
- Hard to gain time from stakeholder
- Mock-up – Helpful but hard
- Leverage of blueprint from current and future state
- Broader invite outside core needs
- Change management support
- Steering committee or senior leadership