

**BG@100**  
**BGSU / ORACLE/PEOPLESOFT**

**FINANCIAL MANAGEMENT**  
**SOLUTIONS**

**Communication Plan**  
**May 2006**

## **INTRODUCTION**

In February 2003 BGSU began a review of the administrative computing systems used across campus. The process of examining satisfaction and functionality of currently used systems compared to features desired and needed functionality identified by users resulted in the selection of the PeopleSoft product for implementation at BGSU.

Planning for implementation of the Integrated Human Resources/Benefits/Payroll System began in early 2004. The 'Go Live' of HCM Phase 1 was completed on June 27, 2005 and the focus of project planning moved toward the Financial Management Solutions phase. The FMS 'Go Live' is planned for February 2006 with the implementation of the Student Administration System to follow as the next module for production.

The name of BG@100 for the project was selected to represent the objective of moving to new administrative systems as the centennial of BGSU approaches as well as the desire to achieve 100 percent satisfaction with the services provided through the use of the administrative system.

## **OBJECTIVES**

Communication regarding this project will be an essential part of the success of the project. Objectives for this communication plan include:

- Communication with the campus community to provide an overview of the project and outline progress being completed.
- Communication with current BGSU administrators, faculty, staff, and students to provide information through appropriate methods of communication regarding impact of the project within their area.
- Communication between established committees and teams to facilitate an understanding of work being completed in each area and impact on all aspects of the project.

## **FACTORS FOR SUCCESS**

Communication regarding this project needs to:

- be delivered in a consistent manner from all information sources
- be available to all effected users
- be delivered in a timely manner
- be distributed using the best communication mechanism for the identified message
- emphasize the service provided to the BGSU community by this project

Communicating in a consistent and effective manner will contribute to the success of the project by increasing awareness and understanding of the project and building acceptance, support, involvement, and commitment.

Audiences should be aware of the reasons why the system is being implemented. The expectations of the project also need to be clearly communicated. Change should be expected as a part of implementing the new system. Caution should be given to the expectation that a new system will immediately incorporate all possible features/modules and fix all problems.

## **AUDIENCE**

The following audiences will be targeted with different types of communication:

- University Users
- University Administrators
- Financial "Back Office" Areas
- Technical Support - ITS staff including Technology Support Specialists (TSS) and Help Desk Personnel (TSC)
- Firelands Campus
- Project Team
- Executive Steering Committee
- External Audience

Information presented to each audience type will need to be customized for the impact it will have on that group. Messages should be written with the target audience in mind, be clear, concise, and created with an appropriate amount of detail.

## **PROJECT WEB PAGE**

The BG@100 web site will be the primary location for project related information. Information to be available on the project web page at [www.bgsu.edu/BGat100](http://www.bgsu.edu/BGat100) will include:

- Project History
- Executive Steering Committee
- BG@100 Action Items
- BG@100 Information Items
- BG@100 Project Organization
- BG@100 Training
- BG@100 Timeline
- BG@100 Frequently Asked Questions
- BG@100 Project Related Documents
- BG@100 Communications
- Glossary of Terms
- Links
- HCM Specific Information
- FMS Specific Information
- Student Administration Specific Information

## **BG@100 PROJECT ORGANIZATION**

Information regarding the project members and their roles is available on the project web page at: <http://www.bgsu.edu/offices/cio/page5262.html>



<b>AUDIENCE</b>	<b>MESSAGE AND/OR TOOLS TO COMMUNICATE</b>	<b>TIMETABLE</b>	<b>INFORMATION SOURCE</b>	<b>RESPONSIBLE FOR COMMUNICATING</b>
Project Team	Weekly Meetings	Every Tuesday at 8:00 a.m.	Project Manager & Project Director will provide update to group at each meeting.	Project Manager and Project Director
Chief Information Officer (CIO)	Project Status Report Project Status Meeting	Every Tuesday Every Tuesday @ 1:30 p.m.	Project Manager Project Director & Project Manager	Project Manager Project Director & Project Manager
Financials "Back Office" Users	Monthly meetings with Financials "Back Office" users and Project Team representatives	Monthly	Project Director	Project Director
BG@100 Technical Team members & Technical ITS Staff members as needed	Technical Update	Every other Wednesday @ 11 a.m.	Project Manager	Project Manager

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ITS Staff including Technology Support Specialists (TSS) and Help Desk Personnel (TSC)	<p>Monthly Update Sessions</p> <p>General project updates via web page, specific questions directed to Project Director, meetings if requested</p>	<p>Monthly</p> <p>As requested</p>	<p>Project Director</p> <p>Project Director</p>	<p>Project Director</p> <p>Project Director</p>
Firelands Campus	General project updates via web page, update information to be communicated to Julie Rogers at Firelands and Julie will distribute	Continuous, updated as information is available	Project Director	Project Director and Communications Coordinator
External Audience	Project Web Pages	Continuous, updated as information is available	Project Manager, Project Director, CIO, Executive Steering Committee, Project Team	Communications Coordinator

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University Administrators	Council of Deans	To follow scheduled meeting times - at least twice per semester	Executive Steering Committee Member - Ron Lancaster / Bruce Petryshak	Executive Steering Committee Member - Ron Lancaster / Bruce Petryshak
	Strategic Planning Meeting - Directors Level	Every other Wednesday	CIO & Project Manager to provide an update to group	CIO and Project Manager
	BG@100 Power Users	2nd Wednesday each month	Project Manager to provide an update to group	Project Manager
	Office of Executive Vice President Staff Meetings	Provide update at division meeting as requested	CIO	CIO
	Division of Student Affairs	Provide update at division meeting as requested	CIO	CIO
	<i>Monitor</i> - faculty and staff publication	Published weekly	Communications Coordinator	Communications Coordinator

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University Administrators <i>(continued)</i>	Information Technology Committee (ITC)	Monthly meetings (may change by semester)	CIO to provide an update to group at meetings	CIO
	Listproc - - additions to listproc made by user request	Minimum of monthly as web page updated	Project Director	Communications Coordinator
	<i>Connect</i> Newsletter	Published 5 times per year	prepared by Communications Coordinator reviewed by CIO	Communications Coordinator
	Training Opportunities	Training Sessions to be offered as appropriate in the months prior to 'Go Live'	Training & Documentation Specialist and Project Team	Training & Documentation Specialist and Communications Coordinator
	Training Reference Materials	Training Documentation as developed in the months prior to 'Go Live'	Training & Documentation Specialist and Project Team	Training & Documentation Specialist and Communications Coordinator
Change Management Documentation	Change Mgmt details identified in the months prior to 'Go Live'	Training & Documentation Specialist and Project Team	Training & Documentation Specialist and Communications Coordinator	

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University Users	<p>Listproc - additions to listproc made by user request</p> <p>Specific questions to BGat100@bgnet email address - select questions to be used to develop FAQ for project web page</p> <p><i>Connect</i> Newsletter (faculty &amp; staff)</p> <p>Open forums - select questions to be used to develop FAQ for project web page</p> <p><i>Monitor</i> - faculty and staff publication</p>	<p>Minimum of monthly as web page updated</p> <p>Published 5 times per year</p> <p>Sessions to be offered approximately once a month and continuing as demand indicates.</p> <p>Published weekly</p>	<p>Project Director</p> <p>Communications Coordinator and Project Director</p> <p>prepared by Communications Coordinator reviewed by CIO</p> <p>Project Director</p> <p>Communications Coordinator</p>	<p>Communications Coordinator</p> <p>Communications Coordinator and Project Director</p> <p>Communications Coordinator</p> <p>Project Director and Communications Coordinator</p> <p>Communications Coordinator</p>

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University Users <i>(continued)</i>	<p>Training Opportunities</p> <p>Training Reference Materials</p> <p>Change Management Documentation</p>	<p>Training Sessions to be offered as appropriate in the months prior to 'Go Live'</p> <p>Training Documentation as developed in the months prior to 'Go Live'</p> <p>Change Management details identified in the months prior to 'Go Live'</p>	<p>Training &amp; Documentation Specialist and Project Team</p> <p>Training &amp; Documentation Specialist and Project Team</p> <p>Training &amp; Documentation Specialist and Project Team</p>	<p>Training &amp; Documentation Specialist and Communications Coordinator</p> <p>Training &amp; Documentation Specialist and Communications Coordinator</p> <p>Training &amp; Documentation Specialist and Communications Coordinator</p>