Web Strategies Application Portfolio
Active Data Calendar

Application Description: Standardized college event calendar and registration (public/private)

Application Type: Enterprise-wide, customer-facing, will be integrated with PeopleSoft  Web Application - External

Business Owner: Cassandra Walker - Marketing/Enrollment Web Content Editor (6287)

Vice Presidential Sponsor: Becky Baumbach – VP Strategic Advancement

TS Contact: Annette Koenig - Web Strategies – Project Leader (4520)

Key Business Processes Enabled: College event calendar and event registration

Overall Business Value: Controls costs and improves efficiencies by streamlining the current process

User Information: Potentially entire customer base (student body, staff, and faculty)

Costs (annual):

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application maintenance</td>
<td>$2,649</td>
</tr>
<tr>
<td>Total</td>
<td>$2,649</td>
</tr>
</tbody>
</table>

Functional Quality: Acceptable/Problematic (A/P)

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Completeness</td>
<td>A</td>
</tr>
<tr>
<td>Data Accuracy</td>
<td>A</td>
</tr>
<tr>
<td>Data Consistency</td>
<td>A</td>
</tr>
<tr>
<td>Data Currency</td>
<td>A</td>
</tr>
<tr>
<td>System Quality</td>
<td>A</td>
</tr>
</tbody>
</table>

MATC Version: 3.4 (currently off-site)
Current Release: 3.4

Vendor: Active Data X (Exchange)

Comments: There is project charter for this project.

Last updated: 06-21-2010
Updated by: Annette Koenig
AskMATC (RightNow)

**Application Description:** FAQ/knowledge base feature for student relationship management used on the MATC web site

**Application Type:** Enterprise-wide (student body views and small group of staff updates), customer-facing  
**Web Application - External**

**Business Owner:** Jennifer Hoege - Enrollment Center  
**NOTE:** James Rockman - Enrollment Center Coordinator (6223) is a super user and publisher of AskMATC

**Vice Presidential Sponsor:** Becky Baumbach – VP Strategic Advancement

**TS Contact:** Vendor support and Chad Draheim - TS Ent. Dev. Proj. Leader (6129)

**Key Business Processes Enabled:** Answers student questions, and eventually used to answer staff questions (reduce helpdesk calls)

**Overall Business Value:** Controls costs and reduces call volume by answering student questions through a centralized knowledge base

**User Information:** Student body views FAQs, and less than 12 staff (Fin. Aid & Enrl. Ctr.) members update FAQs

**Costs (annual):**

<table>
<thead>
<tr>
<th>Component</th>
<th>Cost</th>
<th>Functional Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application maintenance</td>
<td></td>
<td>Acceptable/Problematic (A/P)</td>
</tr>
<tr>
<td>Operations</td>
<td></td>
<td>Data Completeness→ A</td>
</tr>
<tr>
<td>Software</td>
<td>$8,750 (7 - 2-year licenses @ $1,250 each)</td>
<td>Data Accuracy→ A</td>
</tr>
<tr>
<td>Hardware</td>
<td></td>
<td>Data Consistency→ A</td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
<td>Data Currency→ A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$8,750</td>
<td>System Quality→ A</td>
</tr>
</tbody>
</table>

**MATC Version:** N/A - web site  
**Current Release:** N/A - web site

**Vendor:** RightNow Technologies

**Comments:** This is a third party web site/application that is hosted off-site. The RightNow knowledge base uses patented self-learning artificial intelligence technology to provide correct, concise, consistent answers to every customer question. If a question isn't answered, RightNow allows a customer to submit a question (via web or email), initiate a live chat, or request a call back. This product may be used by the MATC Helpdesk in a way similar to Clientele. With the move from Clientele to HP Service Center on the horizon, it will be important to determine if RightNow is being utilized to its capacity in the MATC environment. RightNow may not be the complete helpdesk solution that would eliminate the need for HP Service Center, but it should be reviewed to ensure that is being properly leveraged. There are currently only 7 (2-year) licenses for RightNow in the MATC environment, but there may be a need to purchase more.

**Last updated:** 06-21-2010  
**Updated by:** Annette Koenig
ASP Email

Application Description: Add-on that allows users to write ASP pages to send via email

Application Type: Enterprise-wide, customer-facing  Web Application - Internal

Business Owner: Kim Bethea - Associate Director – Web Strategies (4500)

Vice Presidential Sponsor: Roger Price – VP Infrastructure Services

TS Contact: Annette Koenig - Web Strategies – Project Leader (4520)

Key Business Processes Enabled: Information requests, surveys, etc.

Overall Business Value: Controls costs by automating requests for information

User Information: Potentially entire customer base (anyone who chooses to use the feature)

Costs (annual):

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application maintenance</td>
<td>$369 (one-time fee) Not on Jody's list</td>
</tr>
<tr>
<td>Operations</td>
<td></td>
</tr>
<tr>
<td>Software</td>
<td>$369</td>
</tr>
<tr>
<td>Hardware</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$369</strong></td>
</tr>
</tbody>
</table>

Functional Quality:
- Acceptable/Problematic (A/P)

<table>
<thead>
<tr>
<th>Quality</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Completeness</td>
<td>A</td>
</tr>
<tr>
<td>Data Accuracy</td>
<td>A</td>
</tr>
<tr>
<td>Data Consistency</td>
<td>A</td>
</tr>
<tr>
<td>Data Currency</td>
<td>A</td>
</tr>
<tr>
<td>System Quality</td>
<td>A</td>
</tr>
</tbody>
</table>

MATC Version: 5.0.0.4  Vendor: Persits

Current Release: 5.0.0.5

Comments:

Last updated: 06-21-2010  Updated by: Annette Koenig
**ASP Upload**

**Application Description:** Add-on that allows users to upload content and send to server via email

**Application Type:** Enterprise-wide, customer-facing  
*Web Application - Internal*

**Business Owner:** Kim Bethea - Associate Director – Web Strategies (4500)

**Vice Presidential Sponsor:** Roger Price – VP Infrastructure Services

**TS Contact:** Annette Koenig - Web Strategies – Project Leader (4520)

**Key Business Processes Enabled:** Communication

**Overall Business Value:** Controls costs by automating process for uploading to server

**User Information:** Potentially entire customer base (anyone who chooses to use the feature)

**Costs (annual):**
- **Application maintenance**
- **Operations**
- **Software**  
  $349 (one-time fee) Not on Jody's list
- **Hardware**
- **Depreciation**

**Total** $349

**Functional Quality:**
- Data Completeness→ A
- Data Accuracy→ A
- Data Consistency→ A
- Data Currency→ A
- System Quality→ A

**MATC Version:** 2.1  
**Vendor:** Persits

**Current Release:** 3.0.0.6

**Comments:**

Last updated: 06-21-2010  
Updated by: Annette Koenig
BICS (Business Industry & Community Services)

Application Description: Homegrown SQL database of MATC’s contracts to the college for training (i.e. MATC’s training customers)

Application Type: Subset of enterprise, customer-facing Web Application - External

Business Owner: Marla Gamoran - Business, Ind & Comm Svc, Non Instructional Coordinator (4480)

Vice Presidential Sponsor: Terry Webb – VP Learner Success

TS Contact: Molly Peterson - Web Strategies (6670)

Key Business Processes Enabled: Tracking MATC’s training customers

Overall Business Value: Controls costs by automating the tracking of MATC’s training customers

User Information: Less than 10 users between the BICS dept. and the downtown Financial Resources office

Costs (annual):

<table>
<thead>
<tr>
<th>Application maintenance Operations</th>
<th>(Setup fee for the new system TBD) Software</th>
<th>$400 (8 users @ $50 per month) Hardware Depreciation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Functional Quality:</td>
<td>Acceptable/Problematic (A/P)</td>
<td></td>
</tr>
<tr>
<td>Data Completeness→</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Data Accuracy→</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Data Consistency→</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Data Currency→</td>
<td>A</td>
<td></td>
</tr>
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<td>System Quality→</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>$400</td>
<td></td>
</tr>
</tbody>
</table>

MATC Version: In-house developed. Vendor: In-house developed.

Current Release: In-house developed.

Comments: The system was built on Win98 and is not compatible with XP. There are a couple of leave behind (kiosk) machines in the BICS department with the database since it can’t be put on the new machines after a refresh. The faculty member that developed this system has retired, and a replacement system has been selected. The selected replacement system (esalesforce.com by Intellium) will be hosted externally, and is set to go-live on 9/1/07. It would be a good idea to strengthen the TS relationship with this department since TS should be familiar with this replacement for BICS and the department’s web site that is also managed and hosted by a third party.

Last updated: 06-21-2010 Updated by: Annette Koenig
**BICS Dept. web site**

**Application Description:** Third party web application/site for BICS

**Application Type:** Subset of enterprise, customer-facing  
*Web Application - External*

**Business Owner:** Marla Gamoran - Business, Ind & Comm Svc, Non Instructional Coordinator (4480)

**Vice Presidential Sponsor:** Terry Webb – VP Learner Success

**TS Contact:** Molly Peterson - Web Strategies (6670)

**Key Business Processes Enabled:** External communication with customers

**Overall Business Value:** Improves efficiencies by providing a central location for BICS customers

**User Information:** BICS customers that contract with the college for training

**Costs (annual):**

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application maintenance</td>
<td>$29,000</td>
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<tr>
<td>Operations</td>
<td></td>
</tr>
<tr>
<td>Software</td>
<td></td>
</tr>
<tr>
<td>Hardware</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$29,000</strong></td>
</tr>
</tbody>
</table>

**Functional Quality:** Acceptable/Problematic (A/P)

<table>
<thead>
<tr>
<th>Quality</th>
<th>Grade</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Completeness</td>
<td>A</td>
</tr>
<tr>
<td>Data Accuracy</td>
<td>A</td>
</tr>
<tr>
<td>Data Consistency</td>
<td>A</td>
</tr>
<tr>
<td>Data Currency</td>
<td>A</td>
</tr>
<tr>
<td>System Quality</td>
<td>A</td>
</tr>
</tbody>
</table>

**MATC Version:** 1.6  
**Vendor:** Learn Points

**Current Release:** 1.6

**Comments:** This is a third party web site for BICS that is hosted off-site by Learn Points -- product is called Training Matrix. Currently there is State funding for the annual cost, but there may not be in the future.

**Last updated:** 06-21-2010  
**Updated by:** Annette Koenig
# Career Cruising

**Application Description:** Third Party web application/site for career guidance

**Application Type:** Enterprise-wide, customer-facing  
**Web Application - External**

**Business Owner:** April McHugh - Student Development Center Educational Support Spec IV (4275)

**Vice Presidential Sponsor:** Terry Webb – VP Learner Success

**TS Contact:** Julie Frasier

**Key Business Processes Enabled:** Career guidance

**Overall Business Value:** Centralized career guidance beyond web resources

**User Information:** Potentially all students

**Costs (annual):**

<table>
<thead>
<tr>
<th>Component</th>
<th>Description</th>
<th>Functional Quality:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application</td>
<td>maintenance</td>
<td>Acceptable/Problematic (A/P)</td>
</tr>
<tr>
<td>Operations</td>
<td>$600 (annual subscription)</td>
<td>Data Completeness → A</td>
</tr>
<tr>
<td>Software</td>
<td></td>
<td>Data Accuracy → A</td>
</tr>
<tr>
<td>Hardware</td>
<td></td>
<td>Data Consistency → A</td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
<td>Data Currency → A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>System Quality → A</td>
</tr>
</tbody>
</table>

**Vendor:** Career Cruising

**MATC Version:** N/A - web site

**Current Release:** N/A - web site

**Comments:** This is a third party web application/site with a subscription fee. There is no license limit, and it is advertised on the MATC web site, which makes it more accessible than WisCareers. WisCareers and Career Cruising serve the same function, but WisCareers is a better resource. However, Career Cruising has a Spanish language option/feature and WisCareers does not. The main site used between WisCareers and Career Cruising is WisCareers.

**Last updated:** 06-21-2010  
**Updated by:** Annette Koenig
Compass (Testing)

Application Description: Placement testing software Provided by American College Testing (ACT)

Application Type: Enterprise-wide, customer-facing  Web Application - External

Business Owner: Sue Carter - Student Learning Support Ctr Non Instructional Coordinator (6330)

Vice Presidential Sponsor: Terry Webb – VP Learner Success

TS Contact: Vendor and Mike Gabriel - TS Infrastructure Project Leader (4120)

Key Business Processes Enabled: Course placement testing

Overall Business Value: Controls costs and improves efficiencies by automating course placement process

User Information: Enterprise-wide (perspective students and current students)

Costs (annual):
- Software: $40,000 (approx. annual expense)
- Hardware
- Depreciation

Total $40,000

Version: N/A - web application
Current Release: N/A - web application

Functional Quality: Acceptable/Problematic (A/P)
- Data Completeness → A
- Data Accuracy → A
- Data Consistency → A
- Data Currency → A
- System Quality → A

Vendor: ACT - American College Testing

Comments: This is a third party web application from ACT (American College Testing) for placement testing. An installed software version is used only when the web app. has issues or is down. The software version will not be supported by ACT in 2 years. This is not an issue since the web application will be used exclusively. The test allows MATC to determine if a student is qualified for a course -- access to the course will be blocked if the student is not qualified, and access will be granted if the student is qualified. These assessment reports have been automated by Lori Sebranek. Currently the scores are manually entered into PeopleSoft -- a process that should be automated. Additionally, AccuPlacer from ETS is used for apprentices at the Commercial Avenue facility. There isn't really an alternative to ACT due to the testing requirements. MATC is also an ACT testing center - administering the actual ACT exam.

Last updated: 06/21/2010  Updated by: Annette Koenig
Drupal

Application Description: Content Management System for the MATC external marketing web site.

Application Type: Enterprise, customer facing (via website)  **Web Application - External**

Business Owner: Kim Bethea - Associate Director – Web Strategies (4500)

Vice Presidential Sponsor: Roger Price

TS Contact: Chad Draheim

Key Business Processes Enabled: Organization of content on website, allowing editing and version control

Overall Business Value: Improves efficiencies

User Information:

<table>
<thead>
<tr>
<th>Costs (annual):</th>
<th>Functional Quality: Acceptable/Problematic (A/P)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application maintenance</td>
<td>$0</td>
</tr>
<tr>
<td>Operations</td>
<td>Data Completeness→ A</td>
</tr>
<tr>
<td>Software</td>
<td>Data Accuracy→ A</td>
</tr>
<tr>
<td>Hardware</td>
<td>Data Consistency→ A</td>
</tr>
<tr>
<td>Depreciation</td>
<td>Data Currency→ A</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>System Quality→ A</td>
</tr>
<tr>
<td></td>
<td>$0</td>
</tr>
</tbody>
</table>

MATC Version: 6.17 (multiple installations)  Vendor: 
Current Release: 6.17

Comments: Organizes content and allows for content management and workflow; reduces web author support by eliminating the need for Dreamweaver use for web authors by centralizing all content edits using the Wysiwyg interface in Drupal.

Last updated: 06-21-2010  Updated by: Chad Draheim
Faculty Transfer Request

Application Description: Content Management System for the MATC external marketing web site.

Application Type: Subset of enterprise (usage by full time faculty and facilities). Web Application - External

Business Owner: Lori Stier.

Vice Presidential Sponsor: Roger Price – VP Infrastructure Services

TS Contact: Chad Draheim

Key Business Processes Enabled: Faculty office transfer request submission and management.

Overall Business Value: Improves efficiencies

User Information:

Costs (annual):

<table>
<thead>
<tr>
<th></th>
<th>$0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application maintenance</td>
<td></td>
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<tr>
<td>Operations</td>
<td></td>
</tr>
<tr>
<td>Software</td>
<td></td>
</tr>
<tr>
<td>Hardware</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$0</strong></td>
</tr>
</tbody>
</table>

Functional Quality: Acceptable/Problematic (A/P)

<table>
<thead>
<tr>
<th></th>
<th>A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Completeness</td>
<td></td>
</tr>
<tr>
<td>Data Accuracy</td>
<td></td>
</tr>
<tr>
<td>Data Consistency</td>
<td></td>
</tr>
<tr>
<td>Data Currency</td>
<td></td>
</tr>
<tr>
<td>System Quality</td>
<td></td>
</tr>
</tbody>
</table>

MATC Version: In-house developed.

Current Release: In-house developed.

Vendor: In-house developed.

Comments: Moves entire Faculty Office Transfer Request system to an online system, eliminating all paperwork and allowing archiving and reporting on faculty office transfer requests; requests are also automatically based upon seniority, eliminating the need for human sorting/management of office transfer requests.

Last updated: 06-21-2010 Updated by: Annette Koenig
IUAdmin

Application Description: Provides web-based management of and access to eDirectory as well as the NetWare file system

Application Type: Subset of enterprise, non-customer-facing  **Web Application - Internal**

Business Owner: Rod Byers - Tech Svcs-Tech Infrastr Associate Director (6124)

Vice Presidential Sponsor: Roger Price – VP Infrastructure Services

TS Contact: Mike Gabriel - TS Infrastructure Project Leader (4120)

Key Business Processes Enabled: Home access for end-users and TS

Overall Business Value: Controls costs and improves efficiencies by providing users outside access to files

User Information: Enterprise (MATC staff)

**Costs (annual):**

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application maintenance</td>
<td>$1,280</td>
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<tr>
<td>Operations</td>
<td></td>
</tr>
<tr>
<td>Software</td>
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</tr>
<tr>
<td>Hardware</td>
<td></td>
</tr>
<tr>
<td>Depreciation</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,280</strong></td>
</tr>
</tbody>
</table>

**Functional Quality:** Acceptable/Problematic (A/P)

- Data Completeness → A
- Data Accuracy → A
- Data Consistency → A
- Data Currency → A
- System Quality → A

**MATC Version:** 1.50e  
**Vendor:** Condrey Corporation

**Current Release:** v1.6

**Comments:**

Last updated: 06/21/2010  
Updated by: Annette Koenig
Application Description: Screen reading program - job access with speech

Application Type: Subset of enterprise, customer-facing

Business Owner: Kevin Carini - Student Development Center Disability Resource Spec (4612) (Good Resource)

Vice Presidential Sponsor: Terry Webb – VP Learner Success

Key Business Processes Enabled: Disabled student services (more or less a mandatory service for disabled students)

Overall Business Value: Provides disabled students and staff with ability to use a PC

User Information: 12 users and 1 staff member

Costs (annual):
- Application maintenance: $1,200 (every 2-3 years)
- Operations
- Software
- Hardware
- Depreciation

Total: $1,200

Functional Quality: Acceptable/Problematic (A/P)
- Data Completeness: A
- Data Accuracy: A
- Data Consistency: A
- Data Currency: A
- System Quality: A

MATC Version: 8.0
Current Release: 8.0
Vendor: Freedom Scientific

Comments: Money for offering this application and other accommodations to disabled students is provided by the government through the Americans with Disabilities Act (ADA). Window Eyes is also used for this function, but JAWS is what is used by most users. Windo
ListServ (L Soft)

Application Description: Signup, removal, post, respond to email lists (over 100 lists, including faculty, staff and students)

Application Type: Enterprise-wide, customer-facing Web Application - Internal

Business Owner: Gwen Torkelson - Human Resources Director (4137)

Vice Presidential Sponsor: Becky Baumbach – VP Strategic Advancement

TS Contact: Chad Draheim - TS Ent. Dev. Proj. Leader (6129)

Key Business Processes Enabled: Communication

Overall Business Value: Controls costs by automating communication process

User Information: Faculty, staff, and students

Costs (annual):
- Application maintenance $2,500
- Operations
- Software
- Hardware
- Depreciation

Total $2,500

MATC Version: 14.1 Vendor: L Soft
Current Release: 15.5 (upgrading)

Functional Quality: Acceptable/Problematic (A/P)
- Data Completeness → A
- Data Accuracy → A
- Data Consistency → A
- Data Currency → A
- System Quality → A

Comments: The function provided by this application could possibly be replaced by Blackboard's Academic Suite. With a decision on Academic Suite and Outcome System, and some application/project coordination, there could be opportunities to improve efficiencies and reduce costs.

Last updated: 06-21-2010 Updated by: Annette Koenig
MATCMatters

Application Description: MATCMatters web site (employee newsletter) externally hosted

Application Type: Enterprise-wide, customer-facing, blogging

Business Owner: Diane Walleser - Marketing/Enrollment Dev. Director (6550)

Vice Presidential Sponsor: Becky Baumbach – VP Strategic Advancement

TS Contact: Chad Draheim - TS Ent. Dev. Proj. Leader (6129)

Key Business Processes Enabled: Communication

Overall Business Value: Controls costs by automating communication

User Information: Enterprise-wide (employee newsletter)

Costs (annual):

<table>
<thead>
<tr>
<th>Cost</th>
<th>Data Completeness</th>
<th>Data Accuracy</th>
<th>Data Consistency</th>
<th>Data Currency</th>
<th>System Quality</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application maintenance</td>
<td></td>
<td>A</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Operations (Off-site hosting fee)</td>
<td></td>
<td>A</td>
<td></td>
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</tr>
<tr>
<td>Software $0 (Open source)</td>
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<td>A</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>Hardware</td>
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<tr>
<td>Depreciation</td>
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<td></td>
<td><strong>A</strong></td>
<td><strong>A</strong></td>
<td><strong>$0</strong></td>
</tr>
</tbody>
</table>

MATC Version: 1.9
Current Release: 2.2

Vendor: WordPress

Comments: We are updating to 2.1. The external host for MATCMatters will also be used to host the Technical Services (TS) web site. MATC could set a standard for blogging between WordPress and DotClear, or continue to allow for a choice of blogging applications i

Last updated: 06-21-2010  Updated by: Annette Koenig
Parking

Application Description: Homegrown Visual Basic database used for tracking parking for students and staff

Application Type: Subset of enterprise, customer-facing, interfaces w/ PeopleSoft   Web Application - Internal

Business Owner: Jim Bottoni - Chief of Security

Vice Presidential Sponsor: Roger Price – VP Infrastructure Services

TS Contact: Patrick Roe - Technical Services

Key Business Processes Enabled: Tracking of parking information

Overall Business Value: Possibly move into PeopleSoft

User Information: Less than 5 users.

Costs (annual):
Application maintenance (FTE support costs)   Functional Quality: Acceptable/Problematic (A/P)
Operations   Data Completeness→ A
Software   Data Accuracy→ A
Hardware   Data Consistency→ A
Depreciation   Data Currency→ A

Total $0

MATC Version: In-house developed.   Vendor: In-house developed and on a MATC server
Current Release: In-house developed.

Comments:
This VB database seems pretty antiquated. It interfaces with PeopleSoft, but maybe the tracking of parking information is simply something that can be housed in PeopleSoft altogether, or maybe something web based could be used when MATC rolls out their intranet.

Last updated: 06/21/2010   Updated by: Annette Koenig
Survey Monkey

Application Description: Third party web site used for surveying

Application Type: Externally hosted web site/application, customer-facing  Web Application - External

Business Owner: Kim Bethea - Associate Director – Web Strategies (4500)

Vice Presidential Sponsor: Roger Price – VP Infrastructure Services

TS Contact: Kim Bethea - Associate Director – Web Strategies (4500)

Key Business Processes Enabled: Surveying and research with information from surveys

Overall Business Value: Controls costs and improves efficiencies by automating much of the survey process

User Information: TS - Kim Bethea

Costs (annual):
Application maintenance
Operations
Software  $400 (annual subscription fee)
Hardware
Depreciation

Total  $400

Functional Quality:
Data Completeness: A
Data Accuracy: A
Data Consistency: A
Data Currency: A
System Quality: A

MATC Version: N/A - web site
Current Release: N/A - web site

Vendor: SurveyMonkey

Comments:
SurveyMonkey and Zoomerang are both used at MATC for surveying. A standard could be chosen between the two, or there could continue to be a choice for surveying at MATC. The other option is Blackboard's Academic Suite. If Academic Suite is introduced to the MATC environment, it could be set as the single standard for surveying, or at least eliminate the need for SurveyMonkey or Zoomerang.

Last updated: 06/21/2010  Updated by: Annette Koenig
**Unit Plans**

**Application Description:** In-house developed - Unit Planning Database

**Application Type:** Enterprise-wide (staff and faculty), customer-facing  
**Web Application - External**

**Business Owner:** Rebecca Baumbach - Strategic Advancement VP (6081), Kelly Schulte - Strategic Advancement AA (6718)

**Vice Presidential Sponsor:** Becky Baumbach – VP Strategic Advancement

**TS Contact:** Chad Draheim - TS Ent. Dev. Proj. Leader (6129)

**Key Business Processes Enabled:** Unit planning

**Overall Business Value:** Controls costs and improves accuracy through automating the unit planning process

**User Information:** All staff and faculty

**Costs (annual):**

<table>
<thead>
<tr>
<th>Component</th>
<th>(FTE support hours or development hours)</th>
<th>Functional Quality:</th>
<th>Acceptable/Problematic (A/P)</th>
</tr>
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<tbody>
<tr>
<td>Application maintenance</td>
<td></td>
<td>Data Completeness→</td>
<td>A</td>
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<tr>
<td>Operations</td>
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<tr>
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<tr>
<td>Hardware</td>
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<td>Data Currency→</td>
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<tr>
<td>Depreciation</td>
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<td>System Quality→</td>
<td>A</td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
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<td>$0</td>
</tr>
</tbody>
</table>

**MATC Version:** In-house developed.  
**Vendor:** In-house developed.

**Current Release:** In-house developed.

**Comments:** Currently being developed internally by Chad Draheim. There might also be a possible solution with Blackboard's Academic Suite / Outcome System. With a decision on Academic Suite and Outcome System, and some application/project coordination, there could be opportunities to improve efficiencies and reduce costs. This database will be expanded to include the budget request process and will include the budget analyzer in the implementation stage.

**Last updated:** 06-21-2010  
**Updated by:** Annette Koenig