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ImageNow Document Imaging

SISS Enterprise License

The SISS Enterprise License provides unlimited client and web seat access for those Campus and Medical School departments that provide student, faculty and academic services, most specifically those who use SISS as their primary system of record. This license does not include imaging services for corporate administrative units such as Accounts Payable, Human Resources and Payroll.

Vendor/Product

Vendor: Perceptive Software, Inc.
<http://www.PerceptiveSoftware.com>

Product: ImageNow

ImageNow document imaging, management and workflow provide the ability to reduce the cost of paper processes, enhance service and boost staff productivity. Able to stand-alone or to easily integrate with existing applications such as PeopleSoft, ImageNow captures all types of documents -- paper forms, faxes, emails and more into ImageNow's repository for easy access by users. Security allows for different users to have various levels of access to individual documents and notes. Workflow can then be used to improve or reengineer the day-to-day business by automating current manual paper intensive processes. Finally imaging eliminates the need of long-term paper archives.

Product Management and Support

ImageNow will be globally supported by SISS and SISS OIT. After exploring various implementation models, the enterprise model was determined to be the most cost-effective and most beneficial for the user community. The key benefits include unlimited user access, support for production, test and fail-over hardware environment, functional project management and high-level maintenance support.

Each implementing unit will identify and train the appropriate number of local experts ("power users") who will be responsible for managing ImageNow within their unit and serve as a key trainer, trouble shooter and local system owner during implementation planning and after go-live. The individuals will work in partnership with the SISS Team and serve as members of the SISS Imaging Users group.

Training for Power Users will be through the vendor or SISS, depending on level of training needed.

Costs

SISS will provide support for initial implementations unless more advanced services are required. In this case, schools will be expected to fund advanced implementation services provided by the vendor. Schools are also responsible for local hardware/software costs and user training.

SISS Contact

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New Implementation Request Process

For Departments or Schools interested in implementing ImageNow, the following process has been outlined to serve as a guide through the research and implementation process. The current SISS Enterprise license includes those Campus and Medical School departments that provide student, faculty and academic services.

- Step 1: Initial Contact: If you are interested in obtaining more information about ImageNow at Duke or to receive a product demonstration, please contact Wayne Thompson, SISS Imaging Project Manager.
- Step 2: Discovery Meeting: This meeting includes key users from school or department, SISS (functional and technical – if needed) and is designed to review business process, level of interest, needs and goals, possible implementation timelines, general project scope (including expected server storage needs, etc.) and to review the remainder of the planning and implementation process.
- Step 3: Department School Approval for Planning: The designated administrator will provide a written statement or email designating resources available for planning. The planning period will often be needed before any necessary quotes can be obtained from the vendor.
- Step 4: If needed, quotes will be obtained from the vendor and funding approved for vendor quote, Duke annual fee, and any other related costs.
- Step 5: Statement of Work – A Statement of Work will be developed that serves as the project agreement between SISS and the department. Through the development of this document, final details of the project will be gathered and documented including but not limited to: project team members and their roles; purpose statement, goals and objectives, scope of work, technical needs (local hardware and server storage space), budget needs, anticipated implementation dates and any special requirements.
- Step 6: Project Plan Developed indicating planning, development and implementation timelines and responsibilities.
- Step 7: Implementation
- Step 8: Implementation Follow-up

Implementation Options

