CSE/ISD Partnership

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ISD

- The Information Services Division is:
  - Computing Services
  - Library
  - Telecommunications
  - Student Information Systems
ISD Partnership Goals

- Opportunity to rethink what we do & how we do it
- Broadens ISD’s approaches to problem solving
- Develop software that solves or enhances service options
- Results: product, prototype, specifications, feasibility

Past Successes

- Serials Control Records
  - 1,250 hrs of manual record creation reduced to 5 min.
- Statistical Charts
  - Select & format tabular data for graphical display
- Hancock Museum Virtual Tour
  - Easy authoring for web viewing of rooms & objects
- Business School Working Papers
  - Interface for managing access to dept. working papers
Year In Progress

- 18 Projects/21 teams
  - ISD sponsored 15 projects/17 teams
- 7 projects in development this spring -
  - 6 are ISD-sponsored
- ISD to develop at least 3 more internally

Types of Current Projects

- Digital Library and User Interface Design
  - World War I
  - Hispanic Digital Archive
- Program Conceptualization & Implementation
  - Dissertation Access Enhancement
  - Seaver Auditorium Scheduling
  - Data Mining the Library Catalog
- COTS Elaboration
  - Voice Conversion to Text for DL Record Creation
Fall ‘98 Client Profile

- 19 total clients -- 14 from ISD
  - 3 clients had 2 teams
  - 1 client had 2 projects
  - 8 were experienced clients!
  - 11 clients public/academic service
  - 8 clients programming/technology

Client Evaluation Analysis

- Rating on “Client’s Learning” - Varied
  - 1st time or public service clients rating their own learning experience as very high
- “Value of Participating” - Consistent
  - Very High Ratings
  - Regardless of background or previous participation
- Interest in Participating Again - Consistent
  - Even clients whose projects did not carry forward
  - Repeat clients every year
Benefits Clients Reported

- Team’s questions resulted in rethinking operations, systems, or assumptions
- Students brought time & attention to a project that otherwise wouldn’t have been available
- Learned to recognize there is complexity even in a seemingly simple project
- Illustrated need for communication, negotiation, & compromise in software development

What ISD Has Learned

- Client Empowerment: Projects are most likely to be put in use if client has control over area/system in which program will operate (e.g., Serials Control; S-Charts)
- Coordination Essential: Client, team, and ISD infrastructure support (i.e., lack thereof results in the demise of a good project — Interlibrary Loan processing)
What ISD Has Learned

- **Double Teaming**: There's value in having 2 teams on the same project; compare approaches; increase likelihood of continuation (e.g., World War I; Auditorium Scheduling)

- **Broad Participation**: Seek input from others with similar needs to make the product re-usable; single client tends to result in a more narrowly focused product (e.g., Hispanic Digital Archive reviewed by East Asian Library staff)