BUSINESS CASE

Proposed Project	UR Lost & Found
Date Produced	22nd January 2026
Background	The University of Regina's Protective Services ensures the safety and well-being of all students, staff and visitors on-campus. This includes helping out with lost and found items reported around campus grounds. At this point in time however, individuals who lose items have no way to determine whether their belongings have been found without physically visiting the university or contacting Protective services directly.
Business Need/ Opportunity	UR Lost & Found aims to provide a centralized, digital solution that allows campus staff to effectively track lost and found items. A web-based system would reduce friction in this process and improve accessibility and delight for users and staff alike.
Options	- A Web-based Application - Maintain the current manual process

Cost-Benefit Analysis

Option 1: Web-Based Application
Costs:

- Time required for design, implementation and testing.
- Feedback meet-ups and improvements/updates.
- Data accuracy depends on staff input.
- Basic user training for staff required.

Benefits:

- Minimizes redundant inquiries and in-person visits.
- Scales reliably and easily with campus growth..
- Enhances user experience and service transparency.

- Provides better visibility and control over lost and found items throughout their lifecycle.

Option 2: Do Nothing - maintain the current process
Costs:

- Continued inconvenience and time spent for physical visits.
- Growing dissatisfaction with service.
- Increased workload as campus population and area scales further.
- Unsecure item handling

Benefits:

- No cost for developing & implementing a centralized system.
- No requirement for change in existing workflow
- Minimal short term operational disruptance
- No onboarding effort on staff

Recommendation

It is recommended that the University of Regina's Protective Services proceed with Option 1: the development of a web-based Lost & Found application. This option offers significant improvements in operational efficiency, accessibility, scalability, and overall service quality, while providing staff with a streamlined and user-friendly system to manage lost and found processes effectively.