

Persona



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Dana N. Tyree

Administrative Liaison

63 *"I could work more effectively if I didn't have to copy and paste information between systems."*

Objectives

- To provide a more than satisfactory level of service to faculty, students, and others served by the Department.
- To ensure productive integration with the business processes and systems of other departments and, if needed, external agencies.

"I think if we had access to real-time data from all the systems we could serve more students better."

Scenario

Generating high volume batches

The Department prepares a "batch" of accounts receivable transactions to be sent for processing. KSA requires a batch number, a source (the department), count, sum and count of credit transactions and sum and count of debit transactions. These control totals are provided, usually by email, alerting the cashier's office to process the transactions. If there is an error, the Department will correct the error and resubmit the batch. This process is typically used when there is a large volume of transactions.

Processing single transactions

The Department may have situations where single transactions are processed. Some departments will have online access to enter transactions directly into KSA. The Department Liaison is responsible for developing the business processes, assisting staff, and monitoring the resulting control totals for entries and those posted in KSA.

Integrating work flow

Although the department is responsible only for its own transactions, a transaction may be based upon actions taken in another system. The Departmental Liaison is responsible for collaborating with other departments, developing the businesses processes, and training staff on the combination of systems.

Monitoring processing for compliance

The Department and those departments with which it collaborates will need to comply with a number of different laws, regulations and practices. The Department Liaison can be the person who is responsible for monitoring activities to ensure compliance. This implies broad knowledge of the regulatory environment.

Information Integration provides a way to consolidate real-time information from multiple sources into a single interface, as if all the information came from a single source. Customer and self-service solutions can be made much more user-friendly from a single view of customers and other business entities.

Concerns

- Depending upon the business processes, the department may have access to several different systems (e.g. student records, financial aid, student financial services, and memoranda). The authentication and authorization processes will need to be able to support access as needed yet maintain security of the administrative systems external to the Department.
- The systems should be integrated as envisioned by the Quali architecture. This can be done if each system is integrated vs. combined into a single system.
- Training for the Department Liaison and staff will need to be kept current with the functions of other systems that apply to their work.

KSA Rating: 3.8

