MERIDIAN

Information pathways for everyday operations

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http://inside.mines.edu/Meridian-Home
What is Meridian?

Campus Initiative to Improve Processes

- Re-engineering business processes
- Implementing technology to support electronic processes & document management
- Managing change across campus
- Creating a cohesive services model to best meet delivery of business processes
Meridian Results & Benefits

Improvement of processes

- Better student, faculty & staff experiences
- Efficient administrative processes
- Accurate & timely data for meaningful decisions
- Higher productivity & economies of scale
- Reduce errors, faster processing, greater expertise
- A fresh look at how we do our jobs
## Business Process Vision

<table>
<thead>
<tr>
<th>Mines of Today</th>
<th>Mines using Meridian</th>
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<tbody>
<tr>
<td>Paper-based forms</td>
<td>Re-engineered processes with stakeholder involvement</td>
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<tr>
<td>Poor data accuracy caused by missing or incorrect</td>
<td>Reduced waste</td>
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<tr>
<td>data/signatures</td>
<td>Added value, increased accuracy</td>
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<tr>
<td>Questionable timeliness &amp; veracity of form delivery</td>
<td>Improving route &amp; transit times</td>
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<tr>
<td>Few posted instructions for processes</td>
<td>Improved transparency &amp; communication</td>
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<td>Little to no notification of progress</td>
<td>Campus environment dedicated to improving the student experience</td>
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<td>Staff have diverse duties (‘jack of all trades’)</td>
<td>Staff with deeper expertise in operation functions</td>
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What is the Technology

Electronic Data Capture

- Context aware

Workflow

- Routing and approvals

Document Management

- Includes retention rules
How Can I Be Involved?

- Experience business process re-engineering
  - 20 minute exercise can be scheduled for your group
- Do you want to be a champion for your department?
- Determining best methods to manage this change across campus
- Business process re-engineering. Think about:
  - Why am I doing this?
  - Does this need to be done?
  - Can this be improved?
  - Who should be involved?
Next Steps

- Engage a change management firm
- Implement technology
- Training
- Re-engineer processes
- Assess where & what cohesive service models to use