MERIDIAN

Meridian: What Is It All About?
What is Meridian?

- Re-engineering business processes
- Implementing technology to support electronic processes & document management
- Managing this change across campus
- Exploring shared services
# Meridian Vision

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

- Economic – higher productivity, economies of scale achieved
- Strategic – understands & meets increased demand
- Quality – reduces errors, improves decision making
- Speed – lowers cycle times, develops expertise & innovation
Meridian Results

- Better student, faculty & staff experience
- Efficient administrative processes
- Accurate & timely data for meaningful decisions
- A fresh look at how we do our jobs
Why Should I Care?

- **Students**
  - Electronic approvals
  - Real-time transaction status

- **Faculty & Staff**
  - Ownership of streamlined processes
  - Minimize process redundancies
  - Data quality improvement

- **All of Us**
  - Ability to design, improve & implement business processes
  - Efficient document management & retention
  - Ability to respond to change & new initiatives
MERIDIAN-IMPLEMENTATION

Sponsors
(Vice Presidents)

Meridian Team
(cross institutional and Registrar for implementation)

Project Managers
(David Lee, Angie Reyes, Katy Ginger)
Lexmark Workflow
(Perceptive Content)
Technology Implementation

Project Managers
(David Lee, Angie Reyes)
Document Conversion from BDM to Perceptive Content

Project Managers
(Vicki Nichol, Katy Ginger, Brenda Chergo)
Managing Change

Project Managers
(Vicki Nichol, Katy Ginger, Brenda Chergo)
Governance
What is the Technology?

- Electronic Data Capture
  - Context aware

- Workflow
  - Routing & approvals

- Document Management
  - Includes retention rules
What is the Technology?

- **Vendor** – Lexmark
- **Kickoff** – January
- **Enterprise Content Management software**
  - Perceptive Content (think BDM, workflows)
  - TransForm (redesign forms to populate Banner)
- **Workflows**
  - 1st – Grade Changes
  - 2nd – Class Withdrawal
Meridian Center of Excellence Services

- Understanding what is Meridian
- Managing change when adopting a new process
- Current process mapping
- Process streamlining / re-engineering
- Goal setting to implement the re-engineered process
- Design & implementation of processes within the software
- Training on the software (joint with CCIT)
  - Document conversion
  - Designing forms
  - Designing workflows
  - End user use (search, capture & manage)
How do I.....

- Learn more about Meridian
  https://inside.mines.edu/Meridian-Home

- Request a Meridian service
  https://inside.mines.edu/Meridian-Submit-Request
Meridian: What’s Happening Now?

- Assess & prioritize processes (change management consultants & campus sessions)
- Implement technology (in progress)
- Document conversion from BDM (need to meet with depts)
- Re-engineer processes (in progress for ORA & Registrar)
Facilitate & manage projects that include:
- Process re-engineering & streamlining
- Lexmark workflow implementations
- Managing cultural change associated with re-engineering

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URL: http://inside.mines.edu/Meridian-Home