

## AGIT Project Review Form | 2012

<b>Project Name</b> Teamwork's Database: Idaho Athletics	<b>Request Date</b> 01/30/2013	<b>Project Number (AGIT Use Only)</b>
<b>Project Sponsor</b> Mark Vaught – Asst. AD for Football Operations	<b>Desired Date</b> 02/28/2013	<b>AGIT Owner (AGIT Use Only)</b>
<b>Short description of project / purchase (one sentence)</b> Teamwork's database provides a centralized platform to communicate & organize information on our student-athletes in an effort to improve efficiencies within our department.		

**ALL requested and/or recommended technology projects must complete the checklist below.**

*Definition: A project is a temporary endeavor undertaken to create a unique product, service, change, or result. A project is different from "business as usual" activities (operational work) in that it has a number of distinguishing features: it brings about change, has unknown elements therefore create risk that must be managed, and has a defined start and end (is temporary). In contrast, "business as usual" activities are characterized by having known policies, processes, procedures or precedents which may be followed, virtually no risk is present, the activities are not new but repeated (albeit not necessarily very frequently) and therefore does not offer change.*

### CHECKLIST

YES	NO	CRITERIA
	X	1. Requires new ITS and / or other departmental information technology resources (including new or increased support needs)
		2. List amount of initial plus five-year on-going information technology costs for the project (i.e. first time hardware/software acquisition, professional services, annual maintenance, staffing, etc) \$ <u>140,150</u>
X		3. Requires new integration with existing information technology or electronic data systems such as Banner, FAMIS, R25, and ITS Identity/Access Management.
	X	4. Affects information technology aspects of multiple organizational components of the university.
X		5. Has information security aspects with respect to implementation of the information technology (privacy, confidentiality regulatory or compliance).

- IF checking 'NO' to all criteria above, submit the completed checklist to AGIT for final review and approval.
- IF checking 'YES' to any of the criteria above, the Proposal form (below) must be completed and submitted to AGIT for further review and assessment.

### AGIT Findings

#### 1. Criteria utilized in review process

The review process included several meetings between Athletics, Registrar, EM and IT staff. Among the issues explored, reviewed and discussed were authentication, data interfaces, security, staff resources and roles within Athletics, timelines as well as a review of alternatives.

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#### 2. Findings

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*This project is approved with one purchasing condition related to authentication. Specifically the vendor must confirm the removal of NetID capability in the existing product. In addition and as soon as functionality is available (currently identified as the next release/upgrade of the product) then authentication will be done using UI NetID.*

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### 3. Comments

*In addition to the NetID condition, additional implementation recommendations include: final determination of the timeline as well as the specific interface details will be a collaborative effort between Athletics, Registrar and IT. In addition it is recommended that the system be setup to include administrative access for both the Registrar and IT.*

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## Proposal

### OVERVIEW

1. **University Responsibility** - Identify the name, email and phone number for the following:
  - a. **Sponsoring Department** : University of Idaho Athletics
  - b. **Executive Sponsor** Dr. Rob Spear, Director of Athletics, [rspear@uidaho.edu](mailto:rspear@uidaho.edu) , (208) 885-0204
  - c. **Project Manager** Mark Vaught, Asst. AD for Football Operations, [mvaught@uidaho.edu](mailto:mvaught@uidaho.edu), (208) 669-0407
2. **Description** -- Include in the description the following: the need, opportunity and/or the problem to be solved; the project scope including the definition of success; as applicable, describe the existing process that needs to be automated or enhanced; and for medium to large requests, provide a short description of each feature comprised in the project.

The University of Idaho Athletic department utilizes multiple groups (athletic training services, academic services, weight room, equipment services, administration, etc.) to interact with our student-athletes to help them succeed and achieve their goals. However, we are understaffed and tracking each student-athlete has become a major work load for the few staff members we have. Currently there is no central platform in place where each group can go to review a student-athlete's history (issues, concerns, one-on-one meetings), calendar (class schedule, appointments, practice times, lifting times, etc.), and information (phone number, address, student ID, etc.). More importantly we have an inefficient communication structure.

Teamwork's platform allows us to communicate with each individual student-athlete in an efficient manner through text, email, and voice mail. Further, Teamwork's database allows us to see if the text was successfully sent or if the email and voicemail were received AND if those messages were seen/listened to. Our simple definition of success will be realized when we are able to communicate and interact with our student-athletes more efficiently and document that communication, so that all parties can follow a student-athletes progress. Teamwork's allows us to communicate efficiently; it eliminates duplication, minimizes resource consumption, and provides a central platform for all users to access. Currently each group is responsible for tracking down a student-athlete and scheduling an appointment, meeting, or weight room lift without knowing their class schedule or appointments. Each time we make an appointment we have to check with each group to see what times/dates will work. Also, we spend a lot of time on paperwork (University and NCAA paperwork). Teamwork's allows us to upload those documents for review so that we cut down on man power and resources. Teamwork's allows us to do all of the aforementioned via the following platforms:

1. Communication: (text, email, & voicemail)
2. Profile(s): (Individual profiles for each student-athlete containing a class schedule, contact information, and a history/notes section)
3. Forms: Upload documents for student-athletes to review and to fill out

### 3. Required Costs and Resources

- a. **Budget estimate** -- \$140,150 over 5 years (more information can be found in the TCO from IT Services)  
**\*It should be noted that the cost is high over a five year period because I took into account the fact that the athletic department may buy platforms from Teamwork's for the entire department.\***

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- b. **Financial commitments /resources for above** – 5 year term (Teamwork’s does allow shorter commitment terms).

## PROJECT BACKGROUND

1. **Context** – Teamwork’s addresses specific needs to the Department of Athletics and also the Strategic Plan of the University of Idaho. Specifically, Teamwork’s helps address Goal #4, Objective C, #4 in which Teamwork’s helps; create efficiencies through innovative collaboration, shared goals, and common experiences.
2. **Value proposition** – Teamwork’s would allow us to minimize resource consumption by moving many of the physical forms we use to electronic forms and would have the capability to store them in one central place that was accessible to multiple users (once granted permission to view the form). Teamwork’s would also create value by freeing up some of the time our support staff spends on tracking our student-athletes by centralizing student-athlete information.
3. **Beneficiaries** – Athletics Department, including individual sport staff’s, academic services, compliance, training room staff, weight room staff, equipment services, and administration within Athletics.
4. **Risks** -- Teamwork’s does store sensitive information (student names, numbers, class schedule, student-ID, etc.). Also, the data is on a cloud so it is NOT stored on campus. Further, security concerns need to be addressed with the University of Idaho IT Services in respect to student information as well as any forms we may upload to the database. The Registrar’s office may have its own concerns in regards to how we get student-athlete class schedules.
5. **Alternatives Considered** – Grades First was a system that the Athletic Department worked with some years back but it did not have the communication or forms platforms that Teamwork’s does. Further, Grades First does not offer adequate support or unlimited training. Both training and support carry additional cost for a department our size. ACS (Assistant Coach Systems) offers some of the same products however it comes in a bundle with some platforms that we are not seeking, such as a compliance platform. Because ACS is NOT a la carte, we would over spend for system that would not be used.
6. **Timeframe and Urgency** – We seek approval as soon as possible. We would like to implement for the start of classes for Fall 2013.
7. **Constraints** – Finding the \$15,000 + dollars annually in the athletic department budget. We also do not want to create undue burden on any entity within the university.

## CONNECTIONS

1. **System impacts / dependencies** – The biggest impact would be the registrar’s office. Without the ability to either synchronize or download class schedules from banner the calendar portion of Teamwork’s is useless thus defeating one of the major value added platforms of Teamwork’s. The day-to-day maintenance of the system would be up to the specific sport using the database (i.e. individual staff manages student-athlete profiles, academic staff updates student-athlete academic information, and weight room updates their specific information).

2. **Enterprise Systems Integration** – Teamworks’ architecture does not support the ITS’ currently preferred user authentication protocol, LDAPS. Teamworks does support system-centric authentication and Shibboleth federated authentication. Unfortunately, system-centric user auth is not advised given the highly sensitive nature of the student data

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residing in the system. ITS does not currently provide a Shibboleth auth environment, but does provide Microsoft's federated authentication means, Active Directory Federated Services. In brief conversations with the vendor, they claim to be developing bridging middleware that would allow for ADFS to talk to Shibboleth. The vendor's timeline was summer 2013. The vendor asked if ITS was interested in being a test case for this middleware. Given the timing and ITS summer project load, ITS may not be prepared for testing until fall 213 at the earliest. Another possibility, if the vendor is able to accommodate on their end, is an established, UI-developed, authentication means utilizing VandalWeb's authentication. Integration will occur through the myuidaho.edu account to insure data security. Additional communication with the vendor is needed to explore this timelier authentication possibility.

- 3. Stakeholders -- impact and/or buy-in** – IT Services (buy-in with little or no work/maintenance required). Office of the Registrar (buy-in with banner for student-athlete class schedule). What we propose for the Office of the Registrar is to allow Teamwork's to actively synchronize with Banner on nightly bases so there is not duplicate information AND all student-athlete information is current. Athletics Department personnel, including individual sport staff's, academic services, compliance, training room staff, weight room staff, and administration within Athletics (these are all buy-in users who will use the system daily). Student-athletes will also benefit with a centralized communication system that allows for comprehensive planning and schedule coordination. Accountability for all is inherent in this system.