

Singularity to OnBase Roles and Responsibilities Document

Project participants have specific responsibilities to perform based on their role within the Singularity to OnBase project. This document outlines these expectations.

Role	Responsibility	Person
Document Management Advisory Council (DMAC)	<ul style="list-style-type: none"> • Makes high-level decisions that affect the scope, timeline, budget or quality of the project. • Reviews institutional policy issues that occur on the project and determine the best way to handle them. 	https://www.cu.edu/uis/document-management-advisory-committee
Document Management Project Team (DMPT)	<ul style="list-style-type: none"> • Supports the rollout of the project and are the key contacts for each campus. • Partners with the UIS project team to perform tasks based on the project timeline. • Validates and signs off on accuracy of deliverables. • Partners with the UIS project team to perform testing to ensure accuracy of integrations between OnBase and other systems (e.g., Campus Solutions (CS), Master Data Management (MDM), Online Admissions Offering (OAO), etc.). • Partners with the UIS project team to ensure conversion of documents. • Partners with UIS project team to develop and implement communications and organization change plan. • Provides training and support to downstream users and post-go-live. • Develops custom training materials based on business process and procedures specific to the business. 	https://www.cu.edu/uis/document-management-project-team
OnBase Vendor	<ul style="list-style-type: none"> • Partners with the UIS project team to ensure accurate conversion of documents. 	Hyland

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	<ul style="list-style-type: none"> • Serves as primary developer for the search match and Campus Solutions integrations. • Provides training and support for OnBase rollout. • Provides timely response to support issues identified during rollout. 	
UIS Project Manager	<ul style="list-style-type: none"> • Develops project plan for rollout. • Partners with vendor and project team to keep project on track. • Assists with resolving any issues that arise that could jeopardize the timeline. 	Julie Sharpe julie.sharpe@cu.edu
UIS Document Management Project Team	<ul style="list-style-type: none"> • Acts as UIS liaison with DMAC. • Supports DMPT members with technical go-live tasks. • Provides pre-go-live project support to DMPT members. • Partners with vendor to ensure CU's needs are heard and advanced. • Provides training for OnBase administrators. • Provides OnBase basic training as part of the project roll-out. • Provides post-go-live support for OnBase administrators. • Maintains and manages the OnBase environments (DEV, TST, STG, PRD). 	Alan Vidmar Patrick Whetsel uis_dm_support@cu.edu
UIS Technical Team	<ul style="list-style-type: none"> • Performs analysis and technical tasks related to database, infrastructure, integrations and application-specific work OAO, MDM, CS, etc.). • Supports components of the OnBase environments or integrated systems. Monitors performance and performs troubleshooting, as needed. 	Database Administrators, Infrastructure team, Integrations team, Application Managers, Developers
UIS Communications Program Manager	<ul style="list-style-type: none"> • Develops and delivers communications materials for delivery at the program level. 	Sharon Grant sharon.grant@cu.edu

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	<ul style="list-style-type: none"> • Develops communications and organizational change go-live package templates. • Develops Quick Reference Guides and other basic training materials • Develop and maintain project public website. • Partners with DMPT key contacts in each department to assist with communications and organizational change planning and consultation for roll-out. • Ensures campus service desks are prepared to support go-live. 	
Document Management Users	<ul style="list-style-type: none"> • Attends training as assigned by DMPT lead. • Reviews training materials appropriate to their role. • Seeks support for issues that arise post-go-live. 	Approximately 2,000 users cross-campus
Campus Service Desks	<ul style="list-style-type: none"> • Attends training as provided by UIS project team. • Is prepared to support campus questions. 	<p>CU Boulder help@colorado.edu</p> <p>CU Colorado Springs helpdesk@uccs.edu</p> <p>CU Denver UCD-OIT-HELPDESK@ucdenver.edu</p> <p>UIS help@cu.edu</p>

