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Enterprise Content Services - OnBase [1]

Overview

An enterprise information platform for managing content, processes and cases

Enterprise Content Services can manage your content, processes and cases on a single platform. This helps to increase productivity, reduce operating costs and minimize risk. Improve your level of service by empowering your employees with the information they need, when they need it.

CU's current application for Enterprise Content Services is OnBase. With one system to support, maintain and upgrade, this offers a low total cost of ownership and minimizes IT sprawl.

- Store your documents in a high-capacity, high-availability electronic content repository
- Manage records throughout their entire lifecycle—from creation to destruction
- Rapid Application Development - low-code rapid application configuration to create content-enabled solutions across the entire enterprise

Benefits

- Faster business transactions
- Increased access to information
- Increased data integration across applications
- Fewer errors

- Central authentication and authorization systems
- Reduced software costs with Enterprise licensing
- Low-code rapid development
- Improved performance of professional staff

Product Features

Core Capability	Details

Capture

- Direct import from various sources (paper documents, electronic documents, forms)
- Automated content classification
- Data extraction and validation

Manage

- Revisions and version control
- Annotations & digital signatures
- Distribute and track documents
- Process automation, workflows and approvals
- Case management
- Communication
- User activity logged

Access

- Personalized user access
- Intuitive search interface
- Full text search
- Collaboration
- Desktop and web clients

Integrate

- Integrations with other enterprise applications including PeopleSoft
- SAML SSO
- Data integrations
- Web services
- APIs

Store

- Encryption
- Retention and destruction policies

Measure

- Reporting and analytics
- Dashboards and reports
- Event and audit logs

Access

By default all university employees (including student employees) will have access to the OnBase platform, but limited or no access to content or processes.

For questions regarding OnBase access to **student content**, please reach out to your respective campus access coordinator [2]. Each campus has module access coordinators that review and provision the appropriate access. To request access, please fill out the CU-SIS Access Request form [3] and indicate OnBase access is needed.

For questions regarding OnBase access to **any other content**, please reach out to the relevant OnBase Certified Department Administrators [4] or the UIS Enterprise Content Service Team [5].

Use Cases

These are examples of the types of solutions built in OnBase. Each solution is custom-built by an OnBase developer/admin.

Use Cases: Content Archives

Historical Records:
Permanent Record Cards (PRCs). All historical student class and grade information from the university's founding until 1988.
Student Content:
Transcripts, applications, appeals, resumes, etc. Content for financial aid, student records, student finance, student advising, continuing education, disability services and more.
Faculty/Staff/Employee Content:
Personnel files, benefits, leave, job data, performance management and other human resource content.
Financial Content:
Contracts, Journal entries, allocation documents, asset tag information and other financial content.
Governmental Content:
Selective Service, DD214, etc.
Business Support Content:
Content that supports operational work of the university such as annual reports, budget proposals, correspondence, meeting materials.

Use Cases: Process Management

Tuition Assistance Benefit:

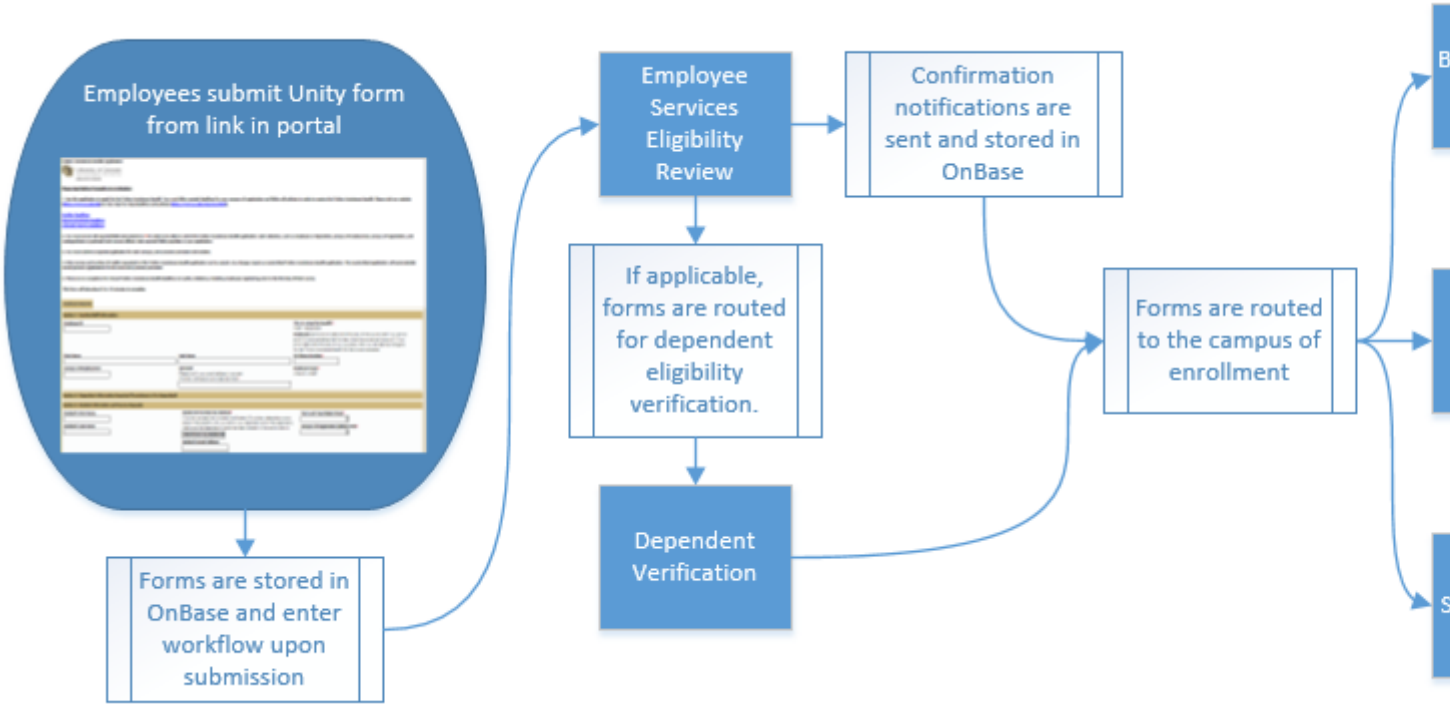
Used by System Administration and all campuses (Student Records and Student Financials) to process tuition benefit applications

Functionality: OnBase Unity forms, workflow, data integrations, notifications, reporting dashboards, ShareBase

Description: Employees submit forms to use the Tuition Assistance Benefit [6] in the portal. Upon submission, forms are saved in OnBase and enter workflow. Employee Services reviews employee and dependent eligiblility (if applicable). Once Employee Services processing is complete, forms are routed to the campus of enrollment. There, course eligibility is reviewed. If approved, workflow aids in processing of waivers in Campus Solutions depending on the campus process.

Confirmation notifications are sent and stored in OnBase associated with either the employee file or the student record as applicable.

OnBase Reporting Dashboards provide information on benefit usage by campus, term, waiver type, outcome, and more.



Course Request Form:

Used by Boulder Continuing Education Student Records

Functionality: OnBase Unity forms, workflow, data integrations, notifications, reporting dashboards, ShareBase

Description: Students submit forms to request course enrollment. Campus Solutions data is used to help students complete the form with accurate course information for the selected semester. Upon submission, forms are saved in OnBase and enter workflow. Staff review student requests and students receive a notification that indicates the outcome for each class they've requested.

If additional documentation is needed, staff can request more information using a link to a personal, secure folder where students can add their documentation. Submitted documentation is imported to OnBase and associated with the student record, easily

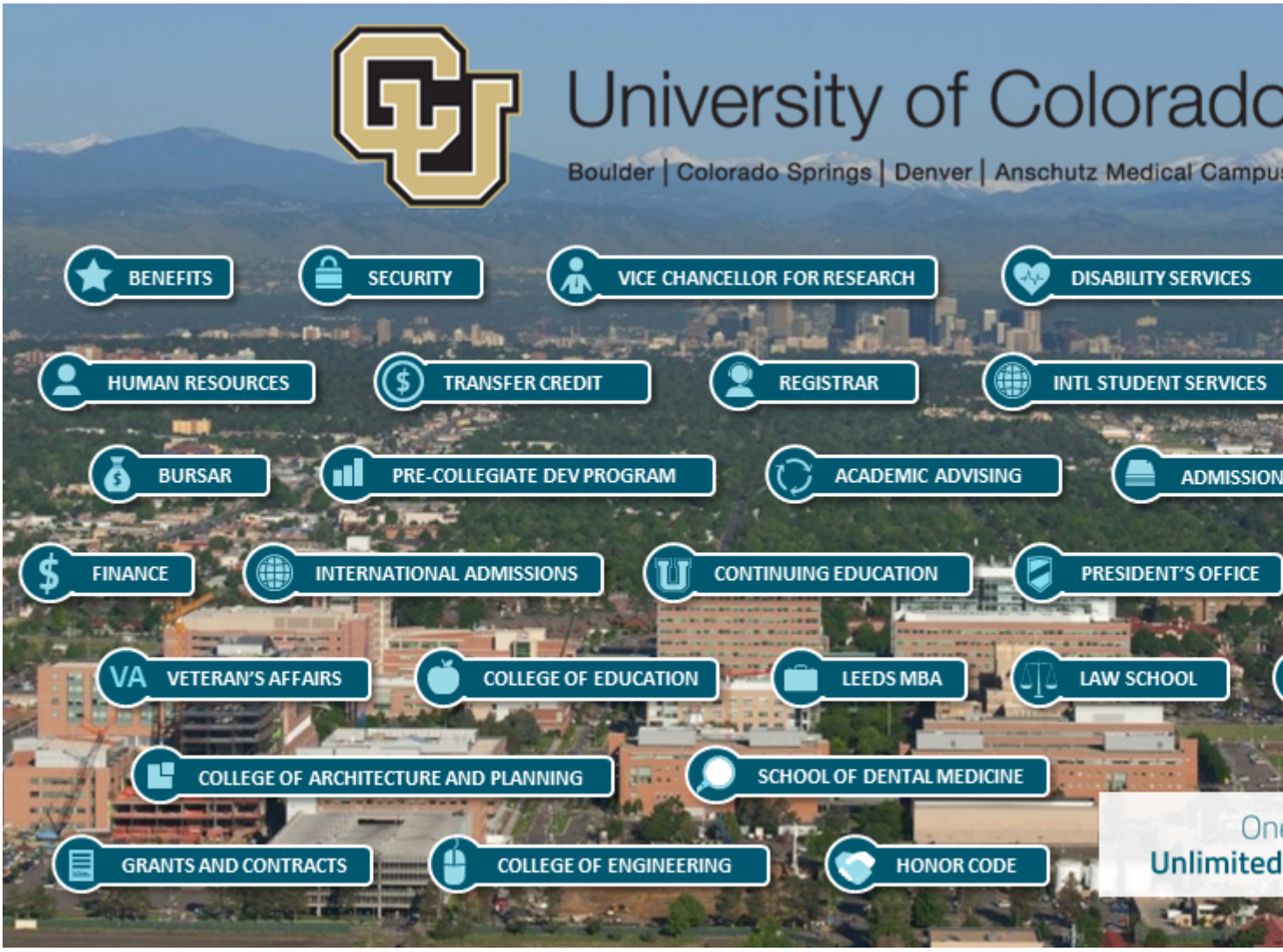
accessible to staff as they review requests.

OnBase Reporting Dashboards provide information on volume by term, outcome, and status of pending requests.

Use Cases: Case Management

Graduate Appointments:
Used by Boulder Graduate School
Used to track appointments to advisory committees and when those appointments expire.

Current Service Users



If your department would like to begin using OnBase, please go to our New Customer Information page [7].

Metrics

nce uments	% of Finance Documents	Access Documents	% of Access Documents	Misc. Documents	% of Misc. Documents	Document Totals	% of Total

30,228	43%	27,000	35%	420,740	17%	15,194,936	47%
17,519	25%	12,935	17%	0	0%	5,277,491	16%
13,205	19%	0	0%	813,227	32%	991,649	3%
293	0%	5,672	7%	199,136	8%	3,145,900	10%
9,101	13%	31,526	41%	965,224	38%	5,971,079	19%
0	0%	0	0%	109,082	4%	1,409,191	4%
70,346	0%	77,133	0%	2,507,409	8%	31,990,246	

Updated: 11/13/2024

Support Model

A **Decentralized Administration** model allows departments the flexibility and independence to build their own solutions while also contributing to the overall service. Select users can be trained and certified by Hyland Software [8] to become OnBase Certified Department Administrators [4] that can manage the OnBase configuration process, Workflows, Unity forms and other related responsibilities at the departmental level. There are now many OnBase Certified Department Administrators across the university system supporting student, employee, administrative and research solutions. The UIS Enterprise Content Services Team [5] plays a consulting role with these certified administrators and a direct support role for all other areas that do not have a certified admin on staff. We encourage new customers [7] to consider the certification option for their implementation.

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Funding Model

There is no cost to CU departments to utilize Enterprise Content Services. This system is funded through the campuses like other enterprise apps.

Eligibility to use the service

Administrative, Academic and Research groups are welcome to participate if they have a direct University affiliation

Alias Information/Service History

DMO, OnBase is a product of Hyland Software, replaces Singularity (DMS)

Groups audience:
University Information Services
Right Sidebar:
OnBase Training and Support
UIS - OnBase Online Training and Certifications
UIS - Enterprise Content Services Campus Contacts
UIS - Request Enterprise Content Services

Source URL:https://www.cu.edu/uis/service-catalog/enterprise-content-services

Links
[1] https://www.cu.edu/uis/service-catalog/enterprise-content-services [2] https://www.cu.edu/campus-access-coordinators
[3] https://ping.prod.cu.edu/idp/startSSO.ping?PartnerSpId=SP:EnterprisePortal&TargetResource=https%3A%2F%
[4] https://www.cu.edu/uis/onbase-certified-department-administrators
[5] mailto:UIS_DM_SUPPORT@cu.edu [6] https://www.cu.edu/employee-services/tuition-waiver-benefit
[7] https://www.cu.edu/uis/onbase-new-customer-information
[8] https://training.hyland.com/certifications/customer