



# IR Efficiencies for Small Colleges

DISCUSSION OF THREE FAVORITE PRACTICE AREAS

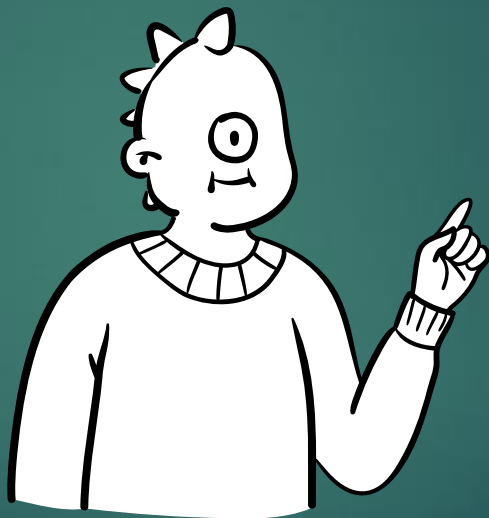
# Austin College



- ▶ In Sherman, 50 minutes NNWE
- ▶ 1100 student liberal arts college
- ▶ 11:1 student:faculty ratio
- ▶ 175 years old this year!



# Small College? Small Office!



# Three Mini-Discussions



Data Wrangling



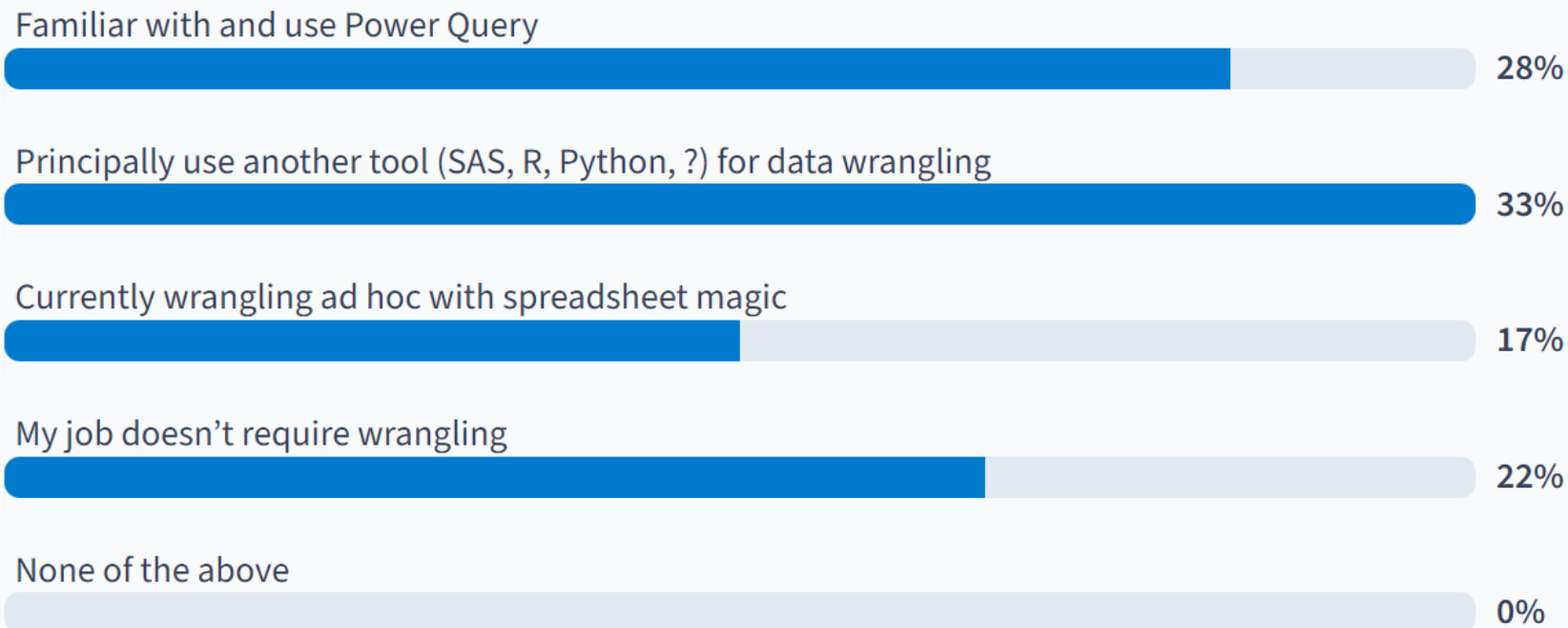
Data Quality



Service  
Management

Poll results from March 27

## How do you wrangle?





Quick Demo!

# Pros and Cons



- ▶ Everyone already has it? 💰
- ▶ Integrates with existing practices
- ▶ Gentle learning curve
- ▶ Very Large library of connectors



- ▶ Can be slow
  - ▶ Probably not for large enterprises
- ▶ Not great for code-reuse
- ▶ Peculiarities in Excel
  - ▶ Brittle?
  - ▶ Plus limited on Mac



What is  
**YOUR**  
wrangling tool of choice?



## 2. Enhancing Data Quality

- Does anyone **not** need it?
- What do you do?  
Proactive?  
Reactive? Mix?



# Data Integrity Checks

- ▶ Enabled by the report server!
- ▶ Our setup: Informer over Colleague / UniData + ODS

## Active Schedules

 Edit  Delete  Change owner

 Description	Owner	Schedule
 IR - Active Student with no Admit Status	Amon Seagull	Every weekday beginning 1/4/23, 8:30 AM

Report: IR - Active Student with no Admit Status

Schedule

Archive

Email

Export

Saved-List

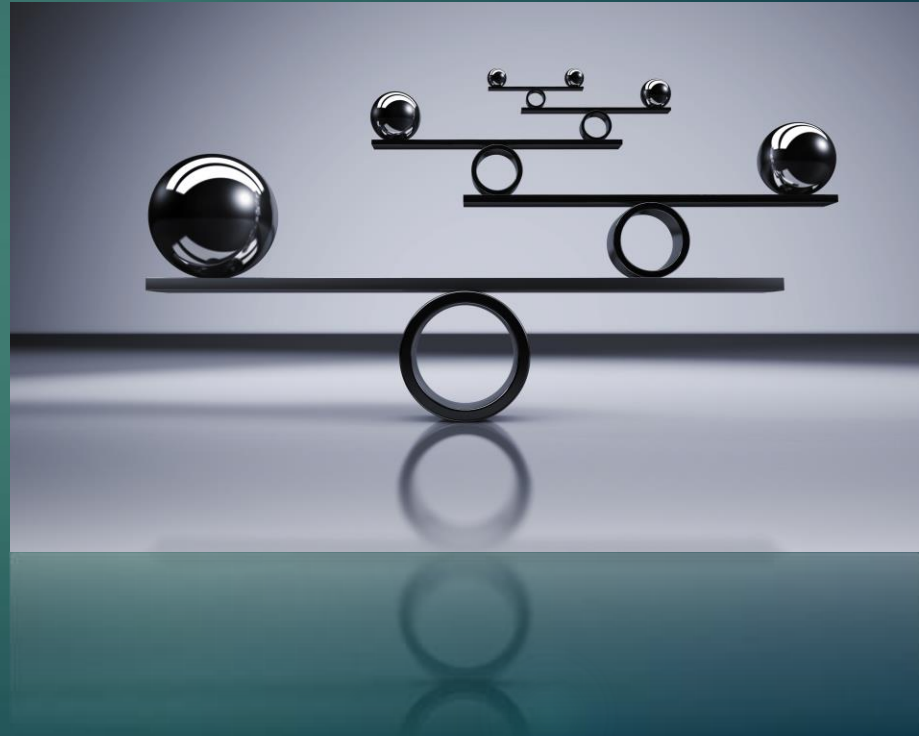
Format

Email results as attachment when  or more record(s) are selected

# Summary of Checks



- ▶ As of March 7: 43 active checks.
- ▶ Most run weekly.
  - ▶ More critical ones run daily
  - ▶ A few run just 2 or 3 times per year
- ▶ All but **six** notify Reg/IR
  - ▶ Positive response!
- ▶ Last 12 months:
  - ▶ 28 different checks fired
  - ▶ 78 total records fixed!





# Other Approaches to Enhance Data Integrity?

# 3. Service Management



- ▶ Google/Bing “IT Service Catalogue”
- ▶ Think about IR: services and products
- ▶ Service catalogs can feed quality initiatives like maturity models
- ▶ Situation in IR at AC
  - ▶ Lots of new artifacts
  - ▶ Lots of dependencies
  - ▶ Lots of bug fixes. :)



# IR Product Catalogue



- ▶ Inventory of any artifact published to a user
- ▶ Records artifact name, description, and
  - ▶ Audience
  - ▶ Link to the resource (if applicable)
  - ▶ Type of resource
  - ▶ Maintenance (none, annual, etc)
  - ▶ Change history
  - ▶ Dependencies
  - ▶ "Active" flag
  
- ▶ PSA about SharePoint Lists!



[Link to Catalogue](#)

# IR Product (and Service) Management

- Is this feasible in your enterprise?  
Would it have value?
- Paradoxically, is this more  
feasible in a *smaller* office?
- Are services more important in  
your office?



AUSTIN  
COLLEGE