

# BANNER SYSTEM EVALUATION - BACK-TO-BASICS



CLIENT	UNIVERSITY OF MEMPHIS
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Service Dates	Initiated 2012 - Current
Institution Size	21,000 Total Enrollment

## BENEFIT/VALUE

SIG assisted the University in assessing its utilization of Banner, gaps, challenges and opportunities. This project is on-going. A consensus vision for the future state has been established and work has begun on implementing a realistic improvement plan.

## PROJECT DESCRIPTION

Assess the utilization of the Banner system modules including student, financial aid, student accounts, human resources/ payroll and finance. The project was to develop a shared understanding of the current state, identify gaps, and evaluate challenges and opportunities.

## SCOPE OF SERVICE

SIG used its Banner Back to Basics (B2B) framework to assess:

- Business processes alignment with the Banner inherent technology
- Institutional knowledge and staff training in regard to systems and tools
- Underutilization of Banner software
- Adequacy of reporting and getting information out of Banner
- Shadow systems and duplicate data maintenance in multiple systems (e.g., Excel, Access)
- Utilization of process efficiency tools such as imaging and workflow
- Scope of system modifications