ESR Enterprise Systems Renewal

Change Coalition Kickoff Meeting

Enterprise Event and Production Management

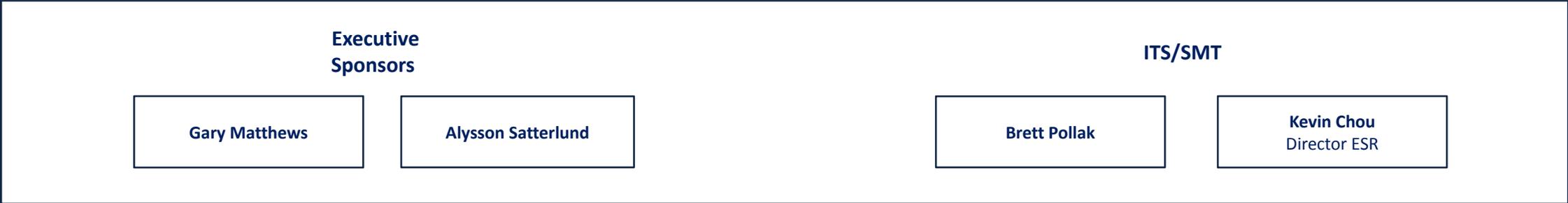February 16, 2021

UC San Diego

Meeting Agenda

- Introductions
- About the EEPM Project
- Roles and Responsibilities
- Critical Success Factors
- Next Steps

About the EEPM Project: Governance

Program

Executive Sponsors

Gary Matthews	Alysson Satterlund

ITS/SMT

Brett Pollak	Kevin Chou Director ESR

Stakeholders Governance

Special Events and Protocol	University Communications	VC Student Affairs	VC Resource Management & Planning	Academic Affairs	Marine Sciences	Extension	Advancement	Housing and Dining	ITS
Jill Townsend	Anne Buckley Matt Hale Kim Kennedy	Sharon Van Bruggen	Kimberly O'Connell Eliud Escobedo	Theater and Music- Tad Linfesty	Donna Shabkie	Erin Chambers Smith	Christy Bliss	Jackie Campbell	Kevin Chou Brett Pollak

Coordination

Project Coordination
Actively shares, coordinates, and communicates.

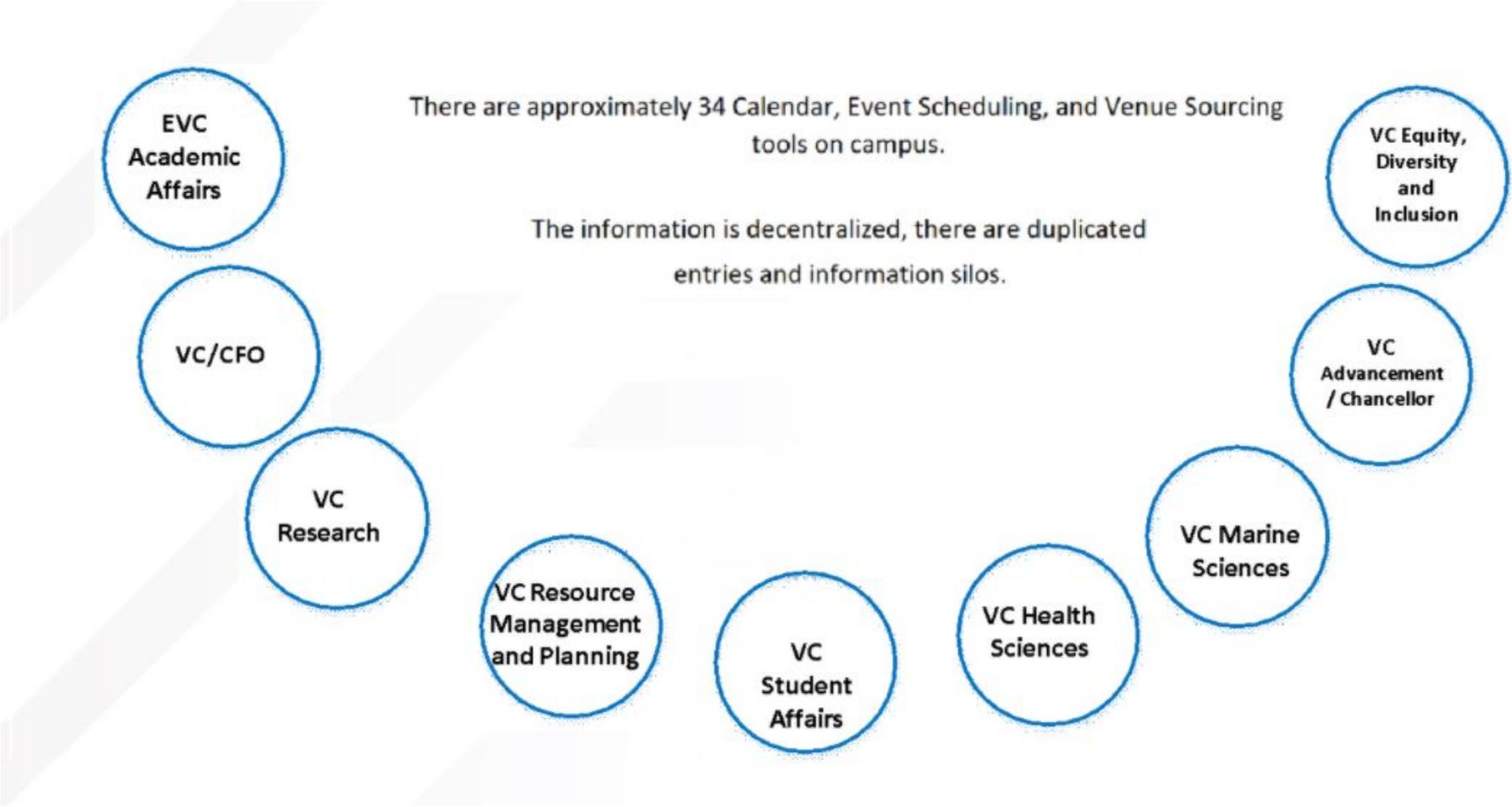**Process Leader/Facilitator:** Jill Townsend/Eliud Escobedo

Organizational Change Management Team: Jill Townsend, Darlene Schlueter and Adam McKinney

Service Owner: Michael Howell

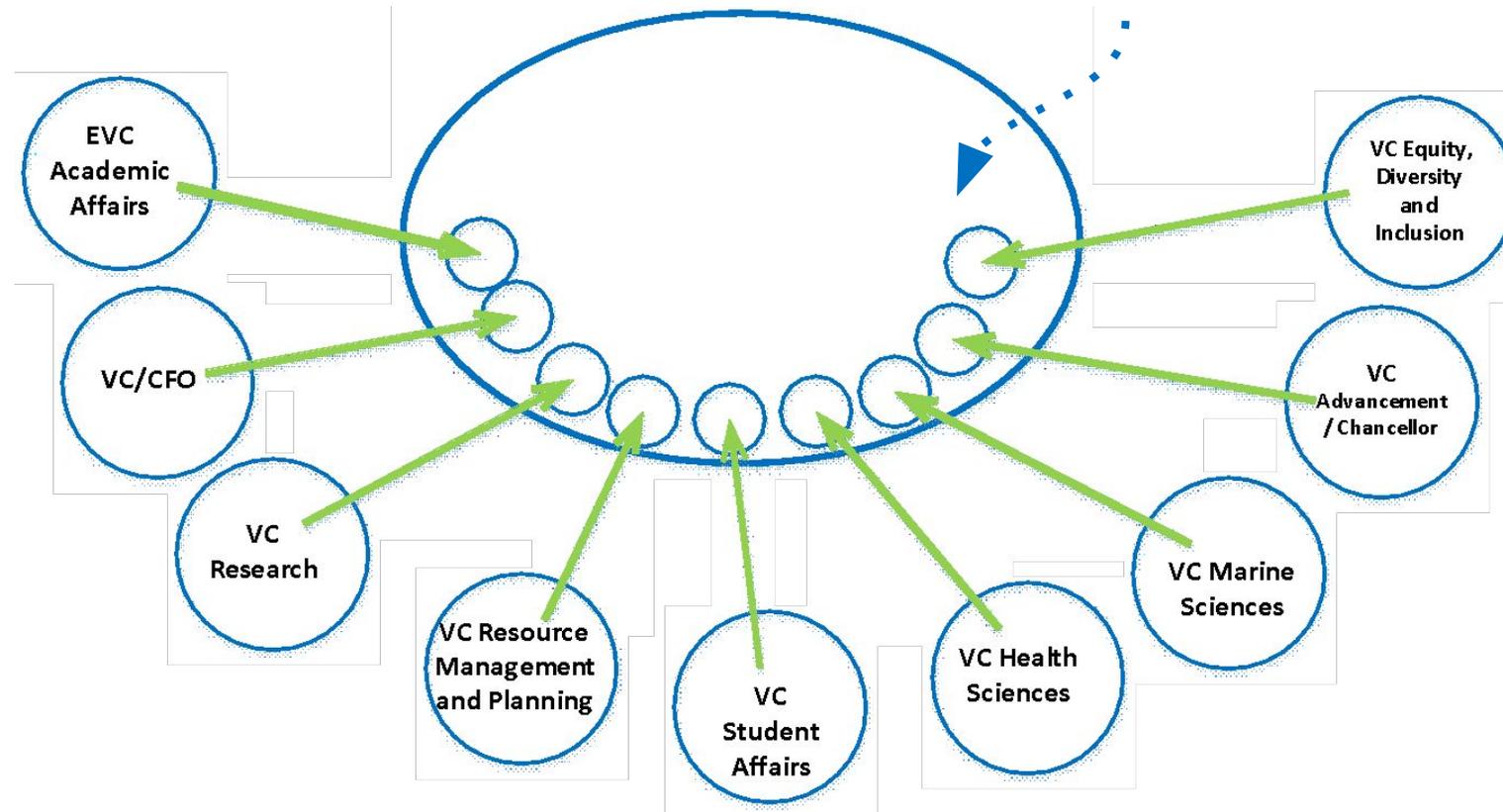**ITS Project Manager:** Jessica Pohle

Business Systems Analyst: Julie Steele

About the EEPM Project: Background and Goals

There are approximately 34 Calendar, Event Scheduling, and Venue Sourcing tools on campus.

The information is decentralized, there are duplicated entries and information silos.

EVC Academic Affairs

VC/CFO

VC Research

VC Resource Management and Planning

VC Student Affairs

VC Health Sciences

VC Marine Sciences

VC Advancement / Chancellor

VC Equity, Diversity and Inclusion

About the EEPM Project: Background and Goals

Project Goal: *Identify an enterprise process and supporting technology to improve the management, compliance, analysis, and user experience for events.*

Integrate event data and utilize rich datasets to curate information.

About the EEPM Project: Project Scope and Phases

Phase 1	Phase 2	Phase 3
Immediate scope	**Mid-term scope**	**Long-term scope**

Phase 1 — Immediate scope

- Event Initiation/Registry workflow and form development
- Includes communication and change management
- Includes venue safety protocols
- Clear expectations around process adoption
- Health & safety review and workflow
- Event metadata reporting to Covid-19, Construction and Safety teams

Reporting on data captured as part of this process. New requirements drive additional information that needs to be reported on.

Phase 2 — Mid-term scope

- Event publication process
- Public/private calendar
- Marketing and communications
- Risk management
- Tririga integration (building/location information)
- *Considerations for student-centric experience and visibility*
- *Integrate initiation process with the publication process*

Phase 3 — Long-term scope

- Event management process
- Registration and Ticketing
- Venue Scheduling & Sourcing
- Event data analytics

Phase 1

Completed: *January 2021*

Phase 2

Target: *February 2021 - June 2021*

- Requirements gathering

Phase 3

Target: *Post June 2021*

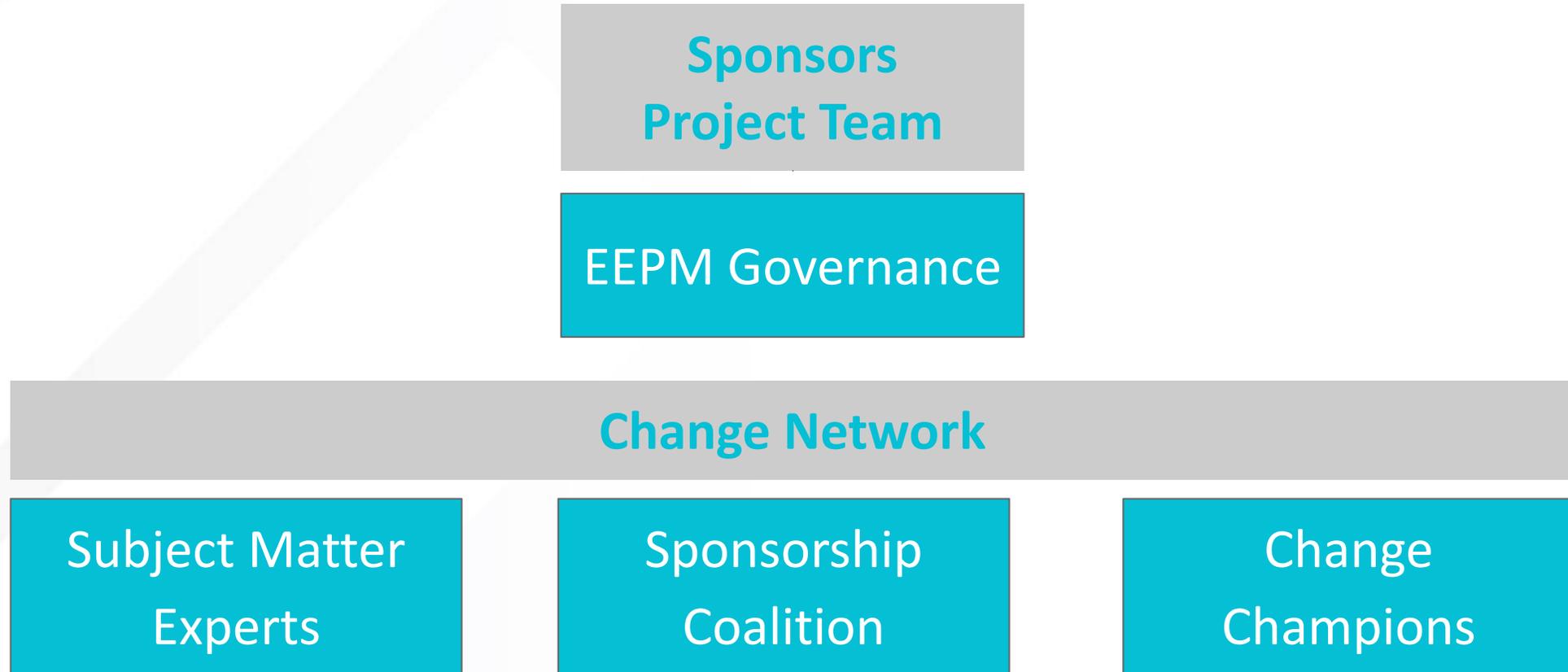- Requirements gathering
- Procurement process

About the EEPM Project: Current State

target timeframe		February 2021		March 2021		April 2021
Kick-off Change Network	▓	▓				
Launch in-person and distribution event forms			▓			
Gather requirements for event publishing and tableau dashboard			▓	▓		
Launch filming and virtual event forms				▓		
Launch tableau dashboard with event stats					▓	
Gather requirements for Tririga reservation module (to enable reservation of event spaces)					▓	
Launch co-curricular event form						▓
Publish events to mobile app						▓
Publish events to digital signage						▓

We are here
Note: Dates are subject
to shift

Roles and Responsibilities: Change Structure

Our goal is to organize leaders at all levels of the University, to coordinate communication, so end users hear the right messages from the right people at the right time. Change Network members are local sponsors and serve as an extension of the project Change Leads.

**Sponsors
Project Team**

EEPM Governance

Change Network

Subject Matter Experts

Sponsorship Coalition

Change Champions

Roles and Responsibilities

Roles

- Serves as **extended sponsorship** for program and project sponsors
- Serves as **organizational sponsor** (one per Vice Chancellor area)
- **Primary point of contact** for the Change Lead and other Sponsorship Coalition members
- Serves as **leader, executor, and communicator** for their Division and/or Department

Responsibilities

- **Supports changes** in words, behaviors and actions
- Provides **leadership guidance** to individuals or groups as they recognize the need
- Attends periodic informational sessions
- Conducts **presentations, facilitate meetings** to inform Change Champions and staff
- Establishes **two-way communication** and feedback loops within local networks.
- In partnership with project Change Leads and Practitioner, **escalates and de-escalates** organizational change resistance and conflicts.

Critical Success Factors

- Regularly attend monthly meetings

- Provide communication and feedback

- Be prepared to share information with relevant teams/team members

- Serve as a champion for the changes

- Ask questions along the way; share concerns you hear about the project

Next Meeting

Tuesday, March 16, 2021
11:00am - noon