

ENTERPRISE PROJECT GUIDING PRINCIPLES



BE FORWARD THINKING

and adapt to the iterative nature of implementing new technology.



Adopt streamlined, simplified,

INDUSTRY-LEADING BUSINESS PRACTICES.



Foster an environment of

COLLABORATION AND TRANSPARENCY.



Proactively engage the university community through

CHANGE MANAGEMENT AND COMMUNICATION.



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ENTERPRISE PROJECT OPERATIONAL DESIGN VISION GUIDING PRINCIPLES

The operational design stakeholder experience:



SIMPLIFY AND STREAMLINE SUPPORT

A simplified process and systems footprint is enabled by using common tools, metrics and services and through collaboration between business units and operations.



SERVICE AVAILABILITY AND QUALITY SUPPORT

Centralized monitoring, availability and technical support is delivered through use of industry leading practice models.



QUALITY DATA OUTCOMES

A central data model and reporting governance supports a single source of truth to ensure consistent data and metrics are securely delivered.



ENGAGE AND INFORM USERS

Training and organizational change management are woven into daily operations. Transparency with users and supporting groups is ensured through training, job aids, metrics and just-in-time help.



PROACTIVE WORKFORCE MANAGEMENT

Best practice models for staffing, training and support processes are employed and reinforced across the university.



ALIGNMENT TO UNIVERSITY GOALS

Business units and operations form a governance model that evaluates and adapts to changing business requirements while ensuring sufficient support resources and staffing.



UP-TO-DATE PROCESS AND PRODUCT SUPPORT

Business units and operations collaborate to evaluate new Workday releases and identify implementation plans.



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