

Case Study: SharePoint Application for Boston University

Client

The client is a leading private research institution with two primary campuses in the heart of Boston and educational programs around the world.

Challenges

While the university was using SharePoint application internally, the following issues were major roadblocks to their day-to-day operations:

- Error prone workflow system
- InfoPath based forms were malfunctioning
- Sluggish application
- Incorrect and ad-hoc based role assignment to users
- Problem with Agile Point user creation

Solution

Under the leadership of ISHIR's SharePoint experts and Project Manager, the team executed a quick discovery phase to understand the issues, key business objectives, current MOSS environment, workflow engine and the need for other SharePoint site integrations.

The team, with the following key activities, enabled an on-time and on-budget execution of the project.

- Analyzed the Dev, Test and Production environment
- Identified, selected, prioritized maintenance needs and enhancements
- Implemented a ticketing system around this initiative where BU team maintained the business requirements and the ISHIR team suggested proposed solutions
- Defined communication plan and organization chart
- Defined roles and responsibilities of the people engaged in the project
- Defined project workflow on how the requests will be sent and handled by ISHIR team
- Finalized the resource requirements for the engagements
- Defined the Testing and Release process
- Defined comprehensive action plan and priorities to help us move with speed and confidence
- Defined the configuration and deployment plan

The team stabilized the application by fixing the existing defects and added functionalities with new and advanced web features like:

- Developed and updated existing workflow using AgilePoint workflow engine
- Developed and updated existing InfoPath Forms
- Updated existing MS CRM workflows
- Defined testing and release process
- Integration with FileMaker Pro

Results

The client experienced improvement in the following areas:

- Application stabilization and enhanced functionalities for the end users

- Improved tracking of the selection process to closure
- Workflow flexibility for the client's HR team
- Introduction of knowledge library helped the client's HR team to share information with entire institute in a transparent manner

Technologies: Microsoft Office SharePoint Server (MOSS) 2007, ASP.Net, VS 2008 and Microsoft SQL 2005