In 2011, the ImageNow implementation was refined to address the concerns around flexibility and search. The Imagine team implemented a functionality called “Tasks”, which provides user-specific, real-time alerts and “to do” lists, making it clear to end-users what is expected of them. Tasks also enables the Chancellor’s office to run tracking reports. In addition, the team improved the search function to the point where manual search requests to the Chancellor’s office have been reduced to almost none.

The reimplementation project improved the CCRC’s overall business process by ensuring key end-users took part in the implementation process, which in turn, generated buy-in and adoption; and by assigning an expert CCRC functional owner to manage operations and provide user support.

The system is now more robust and trusted as a result of these refinements. Users no longer use work-arounds, the Chancellor’s office has clear visibility on document status, and almost all requests can be handled through the system.