Multiple NetIDs

Kick-off Date: 08/16/18—Completion Date: 10/25/18

**Project Charter**

<table>
<thead>
<tr>
<th>Charter Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Goals &amp; Objectives</td>
<td>Identifying and analyzing all of the circumstances that result in a multiple NetID. Improvement plans can then be developed for each category.</td>
</tr>
</tbody>
</table>
| Project Assumptions & Constraints | • Obtaining SSNs from the Liaison CAS systems may be outside UTHSC’s control.  
• Data available in the BlackBox is very limited.  
• Identification of multiple NetIDs is currently limited to those reported through Footprints.  
• No unique identifier provided on all NetID requests, however, the BlackBox was developed with this as a key element. |

**Quantifying the problem**

FootPrints data was collected for each occurrence of a multiple NetID over a six year period.

What changed in 2014?

**Data Collection & Analysis Plan**

Using 180 days worth of FootPrints ticket data, we tried to figure out why each multiple NetID instance happened.

**Control Steps**

- Customer Tech Support IT Team Lead will compile data monthly and review dashboard with CIO
- Purpose of the review is to determine if team follow-up or future projects are necessary

**How do we fix this?**

1. Change when we create NetIDs
2. Map out a different Blackbox process for UTHSC
3. Require that (check accuracy) SSN for all sponsored NetIDs
4. Make BBQery tool for Blackbox available to Helpdesk team
5. Re-create the “Sponsor Request/Newwalk for a Network Identifier” web form and process
6. Review this project with Student Affairs & Enrollment Services
7. Develop a dashboard to track multiple NetIDs by category, so that future action can be taken, if problem area persists.
8. Eliminate duplicate tickets at the Helpdesk, through reinforced training
9. Be more detailed when creating tickets. Add additional categories in FootPrints for more detailed classification

**Multiple NetID Dashboard**

**Project Team**

[Image of project team members]