

BACKGROUND

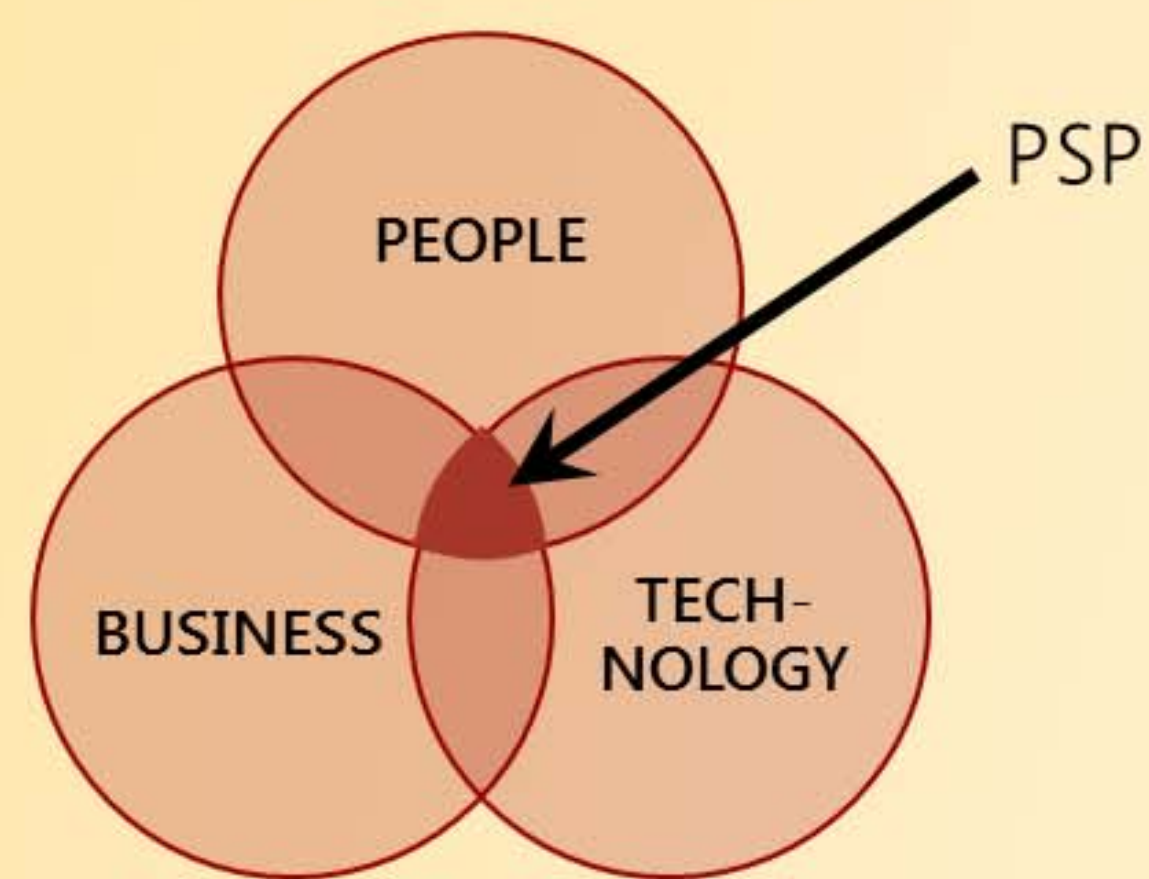
Capitalizing on the new resources being developed daily in all realms of technology would enable the Office of Development (OUD) to direct far more of our effort into our real business and eliminate much of the busy work that can eat away at our productivity.

But technology is changing faster than ever, making adoption of new tools and processes ever more daunting. So how can we keep up?

SOLUTION

After much trial and error, we grew to recognize the equal importance of knowing your business, your people and your technology when endeavoring to implement new process solutions.

We assembled a team representing all 20+ areas of OUD, with strong skills in each of these 3 arenas, to collaborate on technology support and learning.



This team is made up of curious, open, and creative individuals who are:

- Learning by doing, not by training, and then adapting concepts learned to the needs of your business.
- Leading by example. Exposing their teams to new tools and strategies by embracing these methods themselves.
- Serving as an incubator for new technology solutions.

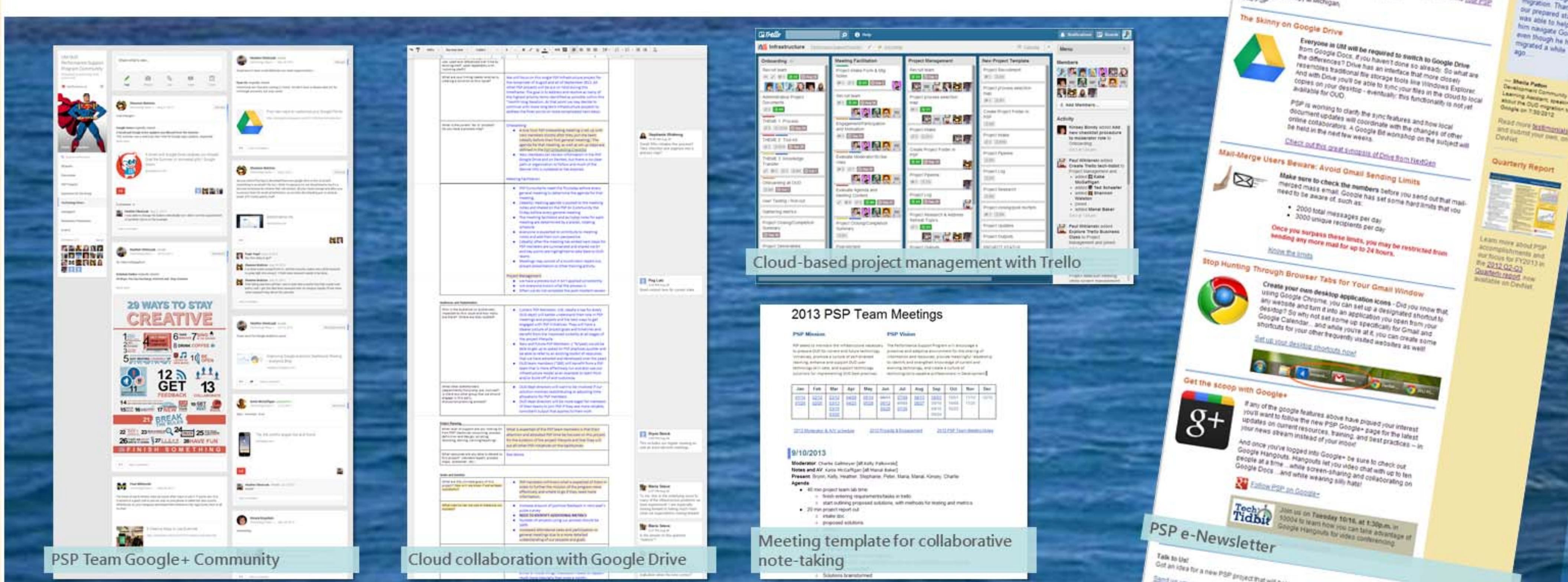
Teach Them To Fish!

The **Performance Support Program (PSP)** was established in January 2011 in order to develop and maintain the infrastructure necessary to:

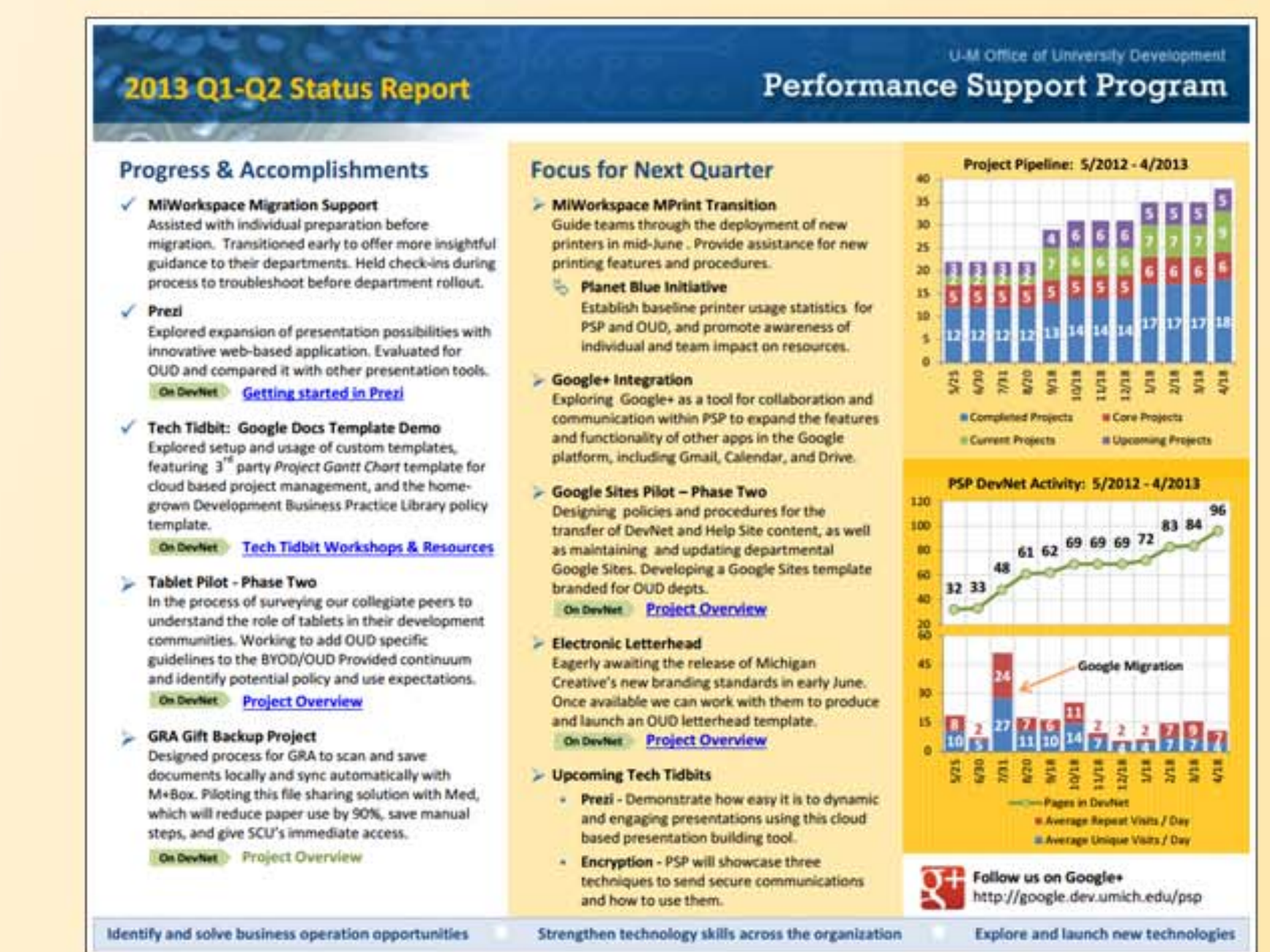
- Prepare** the Office of Development for current and future technology initiatives
- Promote** a culture of self-directed learning
- Strengthen** technology skill sets across the organization
- Identify** and resolve business operation challenges
- Explore** and infuse new technologies

Performance Support Program
University of Michigan | Office of Development

psp-information@umich.edu
<https://sites.google.com/a/umich.edu/psp/>



RESULTS



Progress dashboards are shared with community & leadership team.

We've removed barriers between teams to foster collaboration and innovation

We have a defined process for managing projects, meetings and metrics, so new technology initiatives can hit the ground running.

- We've been really busy!
- ✓ 25+ new technologies infused
 - ✓ 22+ completed projects
 - ✓ 5 Tech Tidbit* sessions hosted
* 30 minute, hands-on tech demonstrations

Our success has led the team to be regarded as a go-to resource, positively impacting the business of Development in a diverse variety of ways.

WHAT'S NEXT?

More collaboration with university-wide IT initiatives

Continue to refine our processes to ensure we are leveraging results in the community

Focus on knowledge transfer – How do we package and share the tools and strategies we've developed?

Expand our Tech Tidbit offerings