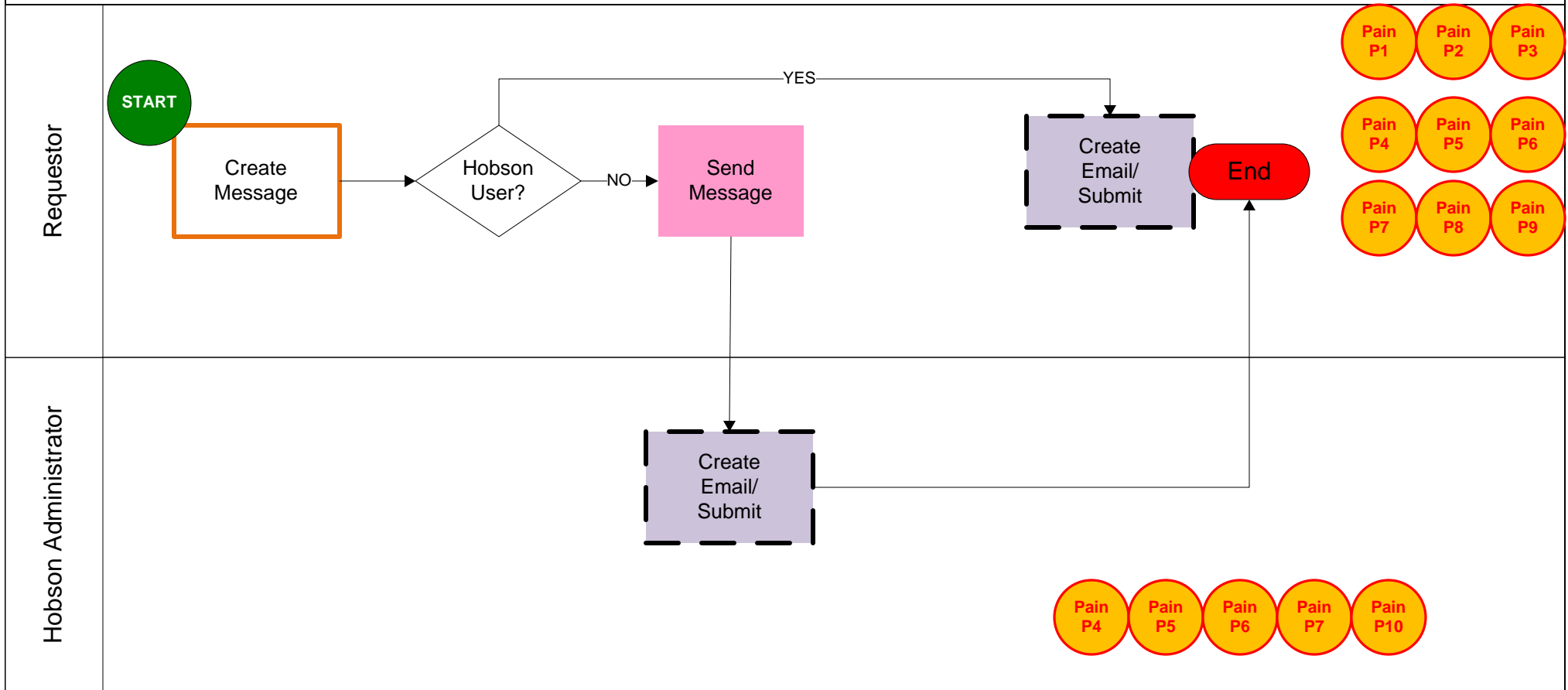
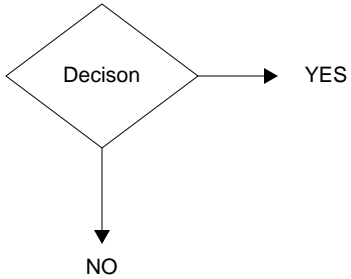
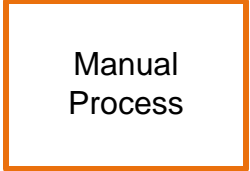
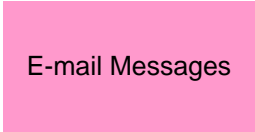


# Hobsons Retain – AS IS



# Legends



## Pains & Issues:

### Please Read First:

The issues and pain points identified during the As Is Process Mapping workshop and the Analysis workshop are noted below. The Issue is numbered and its Root Cause Analysis is in red text, preceded by **RCA** prefix.

1. Campus generally does not know about Hobsons

**RCA: Word of mouth – Advisors learn about Hobsons**

2. No documented structure how one request access to Hobson to send messages

**RCA: There has not been an official administrator/office designated to manage Hobson**

3. There isn't a process in place to review messages before messages are sent to students

**RCA: No one is authorized to review, correct or make suggestions before emails are sent**

4. There isn't any documentation/guideline for users

**RCA: No one was assigned to create documentation**

5. There isn't any structured training provided (face-to-face or web based)

**RCA: There isn't anyone assigned this responsibility**

6. No one has been assigned official responsibility to be full administrator of product and training

**RCA: With implementation of Hobson commencement office staff was assigned to learn product and assist with sending emails**

7. Departments/Colleges are not aware who in their area has access to use Hobson retain for communication

**RCA: Not communicated or displayed**

8. IT Helpdesk does not have any information about Hobsons – who to contact with questions

**RCA: No one has thought to provide this to helpdesk**

9. There isn't any entries on Hobson in ASK TOM

**RCA: No official administrator has been assigned to product**

10. Hobson users are not removed whenever their role changes are they leave the university

**RCA: Current Admin does not receive the daily Banner report with a list of people leaving the university**