The GeorgiaBEST program manages the services associated with both the centralized and decentralized SunGard HE Banner Student Information System, as well as additional products to support an integrated enterprise solution.

History

The GeorgiaBEST program originated as a project to implement Banner, USG’s first externally delivered, packaged system. The project began in 1994 when 17 campuses expressed interest in implementing Banner.

Georgia Modifications were designed and developed to meet Georgia specific needs and campus implementations occurred from 1995 to 1998.

Between 2002 and 2004 surveys were conducted on campus level modifications that may benefit the system as a whole. Many of those modifications were folded into the ITS maintained product in order to offer greater service to our institutions.

By the Numbers

• 34 USG Institutions running Banner asynchronously
• 4 different technical platforms
• 2 major supported versions of baseline Banner (7.x and 8.x)
• 8 institutions running on ITS hosted databases
• 514 Georgia Enhancements maintained
• 23 baseline releases on average per year
• 27 beta sites on average per year
• Delivering Self-Service functionality to a combined 260,000 students

Change Review

The GeorgiaBEST Team has developed a robust internal change review process in which customers may submit changes to be made to the Banner product to further enhance their working relationship with the product. Each request is considered and feedback is solicited from the appropriate peer group for that change request.

All of the information concerning current and past change requests is located on the GeorgiaBEST Production Support Web site; making it accessible at any time to all of our USG institutions.

Since 2008, 62 change requests have been submitted by institutions. In that time, 32 change requests have been resolved.

Communications

The GeorgiaBEST Communication strategy includes a variety of methods designed to disseminate information to our customers.

The GeorgiaBEST Production Support Web site is a rich resource for documentation, FAQs, training presentations and vendor supplied materials. We are continually improving our communications methods and have recently added an online community within edu1world.org.

Trainings

The GeorgiaBEST Team offers a wide variety of training opportunities throughout the year to institutional staff.

• Customer Requested Training – Monthly virtual training sessions are provided on a set, on-going basis determined by the most requested topics from our institutions.
• UPICKIT – Sessions are offered first-come, first-serve on a biweekly schedule. Institutions may register for a session to request targeted support or address training issues on a specific topic.
• Monthly Release Reviews – Sessions are scheduled to coincide with monthly Georgia Enhancement releases and offer institutional staff an overview of released functionality.

Core Operating Principles

• Production Support Comes First – Our top priority is providing high-quality support to USG production services.
• Deliver What We Promise – We will set and meet delivery deadlines.
• Communicate Often – We will continually communicate with our customers to keep them informed of our plans and solicit their valuable feedback.