

**Build an online inventory of campus software and experts to eliminate the information barrier between specialized software (experts and expertise) and the regular employee.**

**CURRENT CHALLENGE:**

Building an online inventory of campus software and experts. There are all kinds of computer software or applications on campus. However, many of them are specialized in certain areas and used by certain employees. These employees have accumulated enough expertise to use these software and become an expert in these software. On the other hand, most employees may occasionally conduct some tasks that need these specialized software but don't have enough time to learn them, or it is not worth taking long time to learn them, even worse they are not aware of these software available on campus at all. Thus, there is an information barrier between specialized software (including experts and their expertise) and the regular employees who don't have expertise but occasional need these software.

**PROPOSED SOLUTION:**

We need to build an online inventory of campus software and experts to break this barrier. This can simply be an online list of specialized software/applications available on campus, the power users or experts, the corresponding expertise, and their contact information. The underlying database allows employees to dig down to get the detailed information related to the software and experts. The whole system is much similar to that used by the library to check books and can be posted on the website of Help desk.

**BENEFITS TO FRESNO STATE:**

All employees can benefit from this system. They can search for some software and experts on campus to make their work more efficiently. Also, it can encourage the collaboration among employees or offices. In addition, Fresno State possibly receive cost saving. Employees may temporarily share the software, get free installation of the software if the license is university-wide, or purchase it at a discounted price.

**ADDITIONAL INFORMATION:**

I often use SPSS for statistical analysis but occasionally I need SAS because some advanced procedures are not available in SPSS. By chance, I knew we had the university license for SAS and then I requested IT to install it on my computer. I knowing we has SAS on campus is by chance and from some person I knew. Thus, I think we need an open system that allows employees to search software/applications on campus and to contact experts for helps. Another example is from one of my clients. He took a couple hours to fix a chart re-formatting problem but could fix it. He asked me but I couldn't do it neither. I forwarded his problem to one of my co-workers because I knew she was a design expert. She took only a few minutes to fix it. Both cases show how we can fully utilize our existing resources including tangible and intangible capital to make our work more efficiently by building an online inventory of campus software and experts.