

The Florida International University Foundation, Inc. (FIU Foundation) was established in 1969 to encourage, solicit, receive and administer gifts for scientific, educational and charitable purposes for the advancement of Florida International University and its objectives. The department of Information Systems supports the efforts of fundraising professionals to increase private revenue for the FIU Foundation.

To overcome all the physical limitations of technology services, the FIU Foundation migrated and streamlined all enterprise tools into one single portal. All required working tools will be accessible to their full potential from anywhere, regardless of their device, operating system (OS), etc. Enhancing teamwork, productivity, and accessibility on how we operate, increasing value to our constituents. The tools include File-sharing, a CRM, Business Intelligence/ Analytics, a virtual communications platform for unified team collaboration and project management.

This addressed the need for real time access to all the tools in one place. Beneficing the FIU Foundation staff, including the offices of Annual Giving, Alumni Relations, Development/Fundraising, Research and Prospect Management, Donor Relations, Budget and Finance, etc.

With so many flavors of software requirements, incompatibilities of operating systems/browsers, security and VPN requirements, users found that access to technology resources was challenging. This was counterproductive and discouraged users to utilize the existing tools. Now any user with internet connectivity can access all the resources from any device and from any part of the world. This digital portal also acts as a digital FAQ/wiki platform of information that will help in their business processing. For instance, fundraisers have online access to proper guidance on what to do if they receive a donation, how to draft a gift agreement, who to go to for what, etc. It also contains an onboarding section with existing trainings, how to obtain parking passes, how to sign up for health benefits, information on paid holidays, vacation and sick time. Users can also report technical difficulties, check if systems are functional and track national charitable giving trends

The goal with this digital portal was to remove all the physical limitations of accessing technology services regardless of device or operating systems and the use of a single sign-on to access all platforms. This would enable the FIU Foundation to be more effective, manage their time wisely

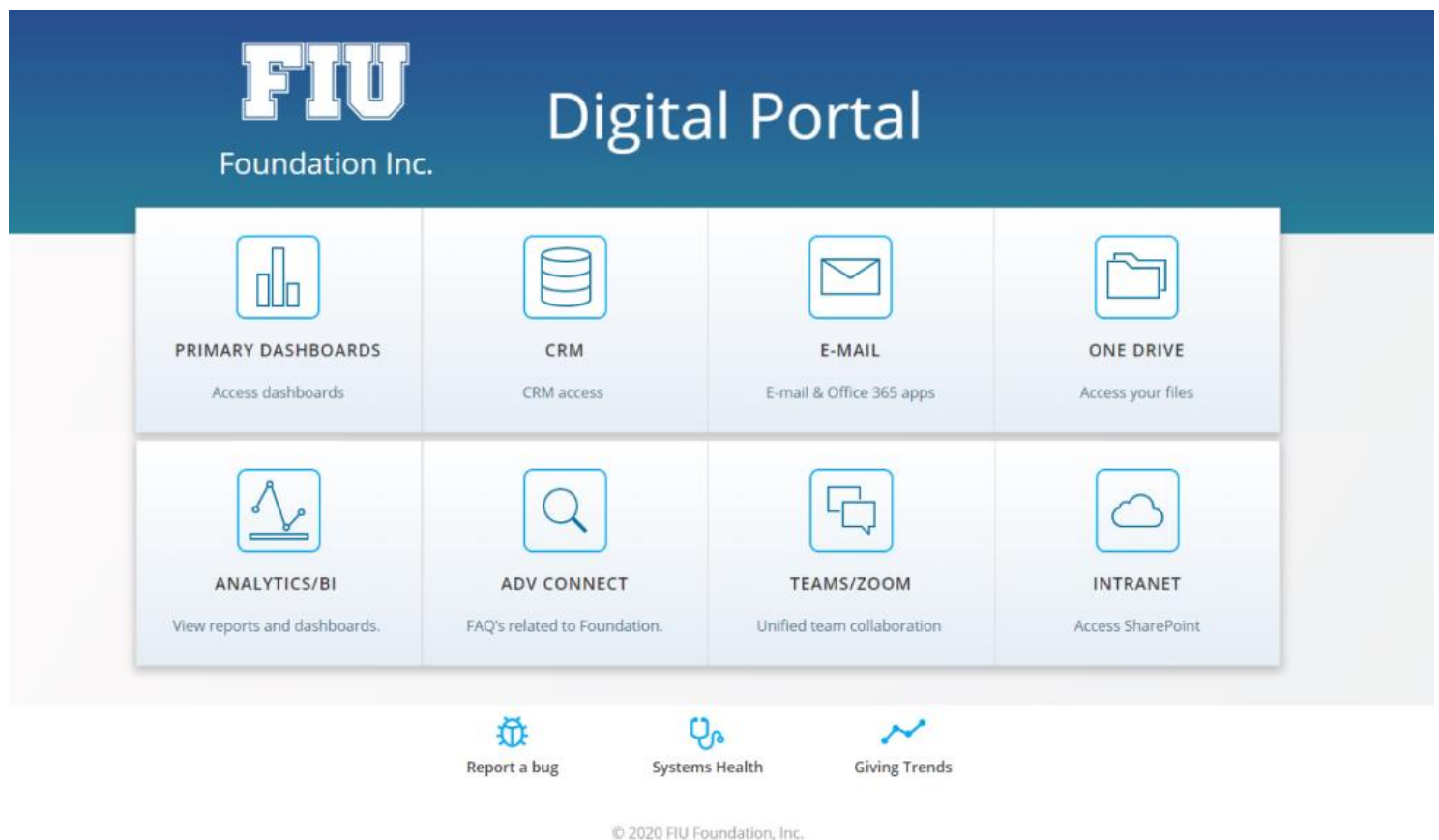
CASE: Best Practices in Advancement Services

Title of entry: New depths of digitalization and mobility in the FIU Foundation

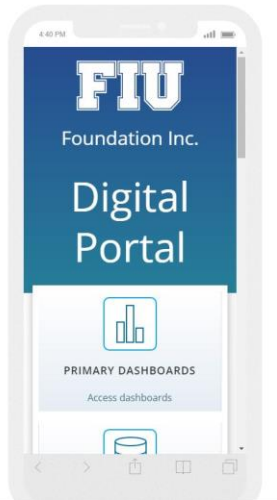
and stay connected. In addition, this digital portal allows everyone to have live reporting at their fingertips.

This tool was created in-house by the IT department. We are using Amazon AWS and WordPress to create the portal and linking the following technologies: Microsoft Office 365, MS SharePoint, MS OneDrive, MS Teams, Blackbaud RE NXT, SSRS and Tableau (Business Intelligence/Analytics).

The following shows a screenshot of the portal



Below is the mobile version of the portal














Here is the FAQ/wiki platform

Home

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The BI portal



This highlights the bottom section of the portal where users report technical difficulties, check systems functionality and track national charitable giving trends

