James Watson
[request-17xxxxxxxxxxxx@xxxxxxxxxxxxxx.xxx]

22 September 2009

Our Ref: FOI 2009/145–F0068743

Dear Mr Watson,

Re: Freedom of Information (Scotland) Act 2002 – Request for Information

Thank you for your email which was received by the University on 26 August 2009 timed 12:24 hours, requesting the following:

In response to a previous FoI request see:

http://www.whatdotheyknow.com/request/structure_of_student_lifecycle_p#incoming-36179

You replied:

"During the due diligence phase consultancy was also provided by a specialist IT consultancy working in partnership with the supplier. The costs of this were £293,982."

In relation to the above I would like to know:

1. A breakdown of £293,982?

2. Who was the University's chief negotiator for the due diligence?

3. A list of areas of concern that were addressed during the due diligence phase?

4. Who authorised the expenditure?

5. Was this level of expenditure (i.e. £293,982) planned prior to the due diligence phase?

DATA PROTECTION AND FREEDOM OF INFORMATION OFFICE
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The University of Glasgow, charity number SC004401

University's Response

"During the due diligence phase consultancy was also provided by a specialist IT consultancy working in partnership with the supplier. The costs of this were £293,982."

In relation to the above I would like to know:

1.   A breakdown of £293,982?

This figure covers the consultancy costs of running a series of process workshops and producing output documents on each functional area within the scope of the project.

£286,794.48 covered the costs of 300 man days of consultancy for workshops/associated work for the process areas listed below:

1. Enquiry Management
2. Marketing & Recruitment Management
3. Applications and Admissions – General Requirements
4. Admissions and Applications – UCAS Admissions
5. Applications & Admissions – Other On-line/Electronic Applications
6. Applications & Admissions – Paper-based Applications
7. Applications and Admissions – Visiting Undergraduate Admissions
8. Applications and Admissions – Short-Course Admissions
9. Applications and Admissions – Interview Management
10. Registration & Course Enrolment
11. Pre-Registration – Student Record Creation
12. Pre-Registration – Student Responsibilities
13. Pre-Registration – Accreditation of Prior Learning
14. Pre-Registration – Allocation of Academic Advisors
15. Registration
16. Course Selection
17. Academic Advising
18. Course Enrolment
19. Curriculum Management
20. Course Timetabling
21. Allocation of Staff
22. Room Booking
23. Progression and Assessment– Coursework and Exam Marking
24. Progression and Assessment – Annual Progression
25. Progression and Assessment – Honours Progression
26. Progression and Assessment – Final Degree Classification
27. Progression and Assessment – Special Circumstances
28. Academic Appeals
29. Student Discipline and Academic Complaints
30. Faculty Transfer
31. Managing Withdrawals

32. Exam Management
33. Exam Management – Creation of Exam Papers
34. Exam Management – Exam Timetabling
35. Exam Management – Creation of Candidate Records
36. Exam Management – Invigilation
37. Exam Management – Internal Examiners
38. Exam Management – Exam Boards
39. Exam Management – Disabled Student Adjustments
40. Management of Research Students
41. Post-Graduate Research Students
42. Management of Research Supervisors and Examiners
43. General Research Management
44. Fees and Student Finance
45. Fee Setting and Prediction
46. Invoicing/Sponsors
47. Interface to prospective students and students/Payments
48. Financial Aid, Bursaries and Scholarships
49. Debt Management
50. Attendance Recording
51. Absence Management
52. Graduation and Transcripts
53. Graduation Management
54. Production of Graduation Documentation and Transcripts
55. Honorary Graduates
56. Alumni
57. Course & Programme Management
58. Placements
59. Students with Disabilities
60. Employability, Careers Management and Personal Development Planning (PDP)
61. Student Support Services
62. Collaborations & Data Exchange
63. Publications

£7,187.50 covered the costs of consultancy/workshops on Customer Relationship Management (CRM).

2.   Who was the University's chief negotiator for the due diligence?

There was not a role of chief negotiator. Project Team members and all members of the Project Board were involved in the due diligence process.

3.   A list of areas of concern that were addressed during the due diligence phase?

The due diligence phase was used to confirm the strategic and functional fit of the Oracle Campus Solutions product, the implementation model and the resource plan.   Areas of concern were addressed during process workshops. A list of these issues is attached in **Appendix A**.

4.   Who authorised the expenditure?

Expenditure was part of the Senior Management Group (SMG) approved budget for the project.

5.   Was this level of expenditure (i.e. £293,982) planned prior to the due diligence phase?

The Project Board agreed that appropriate due diligence work should be completed prior to contract signing. The work was undertaken on a "time and materials" basis and not as a "fixed price" contract.

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http://www.ipo.gov.uk/copy.htm

Your right to seek a review

Should you be dissatisfied with the way in which the University has dealt with your request, you have the right to require us to review our actions and decisions. Please refer to the Review Procedure (http://www.gla.ac.uk/services/dpfoioffice/policiesandprocedures/foisa-complaintsandreview/) for further information. All complaints regarding requests for information will be handled in accordance with this procedure.

Yours sincerely,

Data Protection and Freedom of Information Office