From: Alec Scrimgeour

Sent: 15 November 2010 16:08

To: smg@gla.ac.uk

Cc: smg-info@gla.ac.uk; smg-support@gla.ac.uk; Christine Lowther; Sandy MacDonald

Subject: FW: SLP Slides

Colleagues

Please find attached the SLP presentation which one or two of you requested.

Regards

Alec

Alec Scrimgeour Executive Assistant to the Principal University of Glasgow Glasgow G12 8QQ UK

Tel: +44 (0)141 330 5358 Fax: +44 (0)141 330 4947

Email: Alec.Scrimgeour@glasgow.ac.uk

The University of Glasgow, charity number SC004401

From: Sandy MacDonald [mailto:Sandy.Macdonald@glasgow.ac.uk]

Sent: 15 November 2010 13:43

To: Alec Scrimgeour **Subject:** SLP Slides

Hi Alec

Please find attached the slides used today in the SLP presentation.

Thanks Sandy

Sandy Macdonald Director of IT Services Gilbert Scott Building University of Glasgow G12 8QQ

Tel: 0141 330 4860

The University of Glasgow, charity number SC004401







SLP Update Agenda

- 1. SLP: Why?
- 2. SLP Overview
- 3. Project Status and Plan
- 4. Risk Summary

- 5. Benefits
- 6. Budget
- 7. Change Management
- 8.SMG's Role



SLP: Why?

In- house System is Unsustainable

Benefits

- Applicants / enquirers market advantage
- Students accessible and reliable Information
- Staff more efficient processes
- Managers better-informed decisions



SLP Overview

Detailed Plan in Place, Implementation is running on Schedule Changes will occur starting in May through September

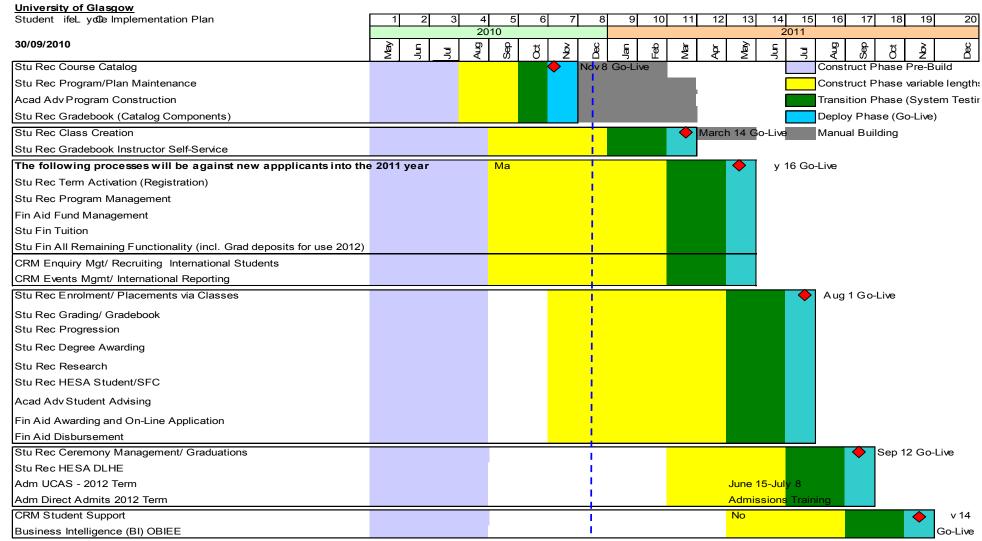
- May 2011 Tuition Calculation and New Applicant billing
- Aug 2011 Enrolment into Classes, Records and Fin Aid
- Sep 2011 2012 All Application Processing

Legacy systems will be de-commissioned during those times Support team for system and future expansion will be in place:

- Staff and Students Must Participate
- Business Processes Will need to Change



Project Status and Plan



^{*} Life Long Learning and Research Students are integrated into each area's functional Go-Live date.



Risk Summary

Institutional Change Risks

- Rolling Out New Standardised Processes Across the University (24)
- End Users Not Included or Resistance to New Processes (12)
- System Does Not Deliver Expected Benefits (16)
- Knowledge Transfer of New Skills to Staff Not Completed (12)

Project Execution Risks

- Quality of Data Migrated from Current Legacy Systems (24)
- Team Members and Consultants Leave the Project Early (8)
- Resistance to the Project from Key University Stakeholders (8)



Benefits Realisation: Students

Student Recruitment - Competitive advantage through outreach to applicants and management of recruitment efforts.

- Enquiry and Event management using CRM functionality
- Integrated On-line Application and Admissions Process

Student Experience - Enhanced quality and accessibility of information for students, including greater self-service.

- Flexible On-line Advising Capabilities
- On-line Enrolment into Classes
- Single Student Account and On line Payment for all Fees



Benefits Realisation: Staff

Introduction of CS/CRM will deliver best practice processes which are more consistent and efficient: estimated savings of over £500K on admin support, with additional savings in academic staff time.

- Auto evaluation at application and confirmation for UCAS
- Automated awarding and disbursement of financial aid
- Automated accounts receivable and collections processes
- Comprehensive Course Catalogue integrated with advising and class enrolment

Improved management information

- Single source of data with comprehensive Query availability
- Tracking/Communication with At-Risk Student Population
- Scholarship tracking through financial aid data



Future (Post Go-Live)

Going Live is the Beginning of Process Improvement

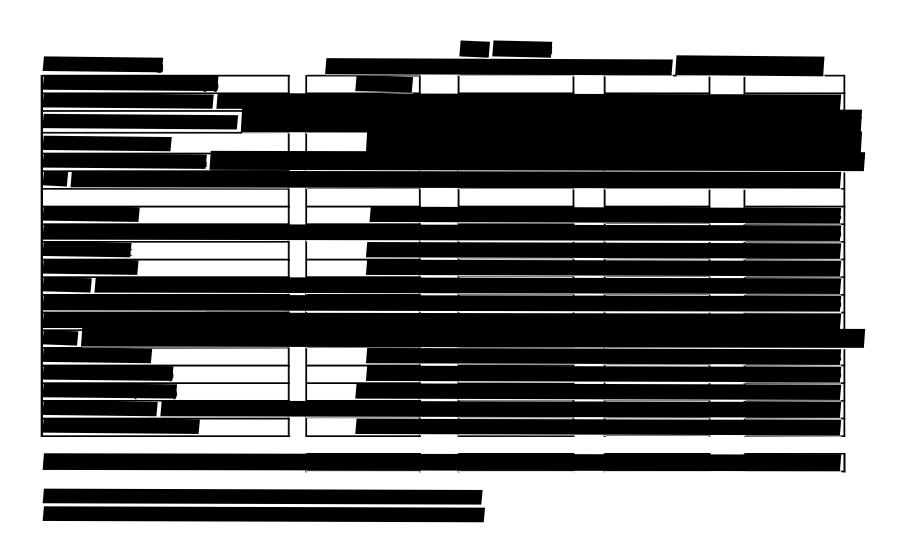
Ongoing Exercise to Extend Use of Productivity/End User Tools

- Automated Workflow Processing
- 3Cs (Checklists, Communications and Comments)
- Business Intelligence (BI) Reporting System
- Customer Relationship Management (CRM) system



Budget

SLP Project Board 3rd November 2010





Change Management and SMG's Role

Change Management

- Network of SLP Coordinators and programme of training
- Business model documents (Jan '11) define new processes
- Standard processes must be fully adopted
- Current ad hoc systems must stop

SMG's role

- Maintain the University's strong commitment to SLP
- Ensure School/service managers implement new processes
- Realise benefit of reduced resource requirement