

University of Glasgow: Current Process Review Briefing Paper

1.1 Introduction

As part of the recently launched project to improve the way we record, use and manage student information in support of our teaching, learning and research objectives, it has been agreed to review the current student lifecycle management associated with a range of in-scope processes as shown below:



This review will deliver significant early benefits to the organisation by starting to map the current 'as is' processes which will be the baseline for identifying opportunities for business transformation and improvement as well as gathering requirements for input to the specification of a new Student Information System (SIS).

As part of your involvement in the review, you will be expected to attend a consultation session that will define and map this current position.

This paper has been developed to manage your expectations and help you prepare for these sessions.

1.2 Consultation Session Objectives

The consultation session you are invited to will cover:

- An introduction to the key functions associated and relevant to the process under review;
- Development of current process models that include information flows, computer-based/manual processing, sources and recipients of information, for each function within the scope;
- Review of the issues and problems associated with the current process models and current systems within the scope;
- Identification of opportunities for applying process and system improvements and requirements;
- Capturing relevant and appropriate requirements for the replacement SIS.

Following these consultation sessions, the Project Team will fully document the outputs in a current process review paper and issue it to the attendees for their comment and informal review. We will also circulate this paper more widely to ensure staff throughout the University who have knowledge and experience of the process have the opportunity to comment.

1.3 Documentation to be provided

You should bring along to the session any documentation that you feel would be of use.

Examples of such documentation include:

- Forms that you use within your department. These may range from University forms through to locally developed forms;
- Procedures, process maps and other documentation that describes the activities that you undertake as part of the process under review and the interaction you have with other areas within the University and the outside world;
- Documentation that describes issues and problems associated with the current computer systems and technology. These may range from minutes of meetings through to formal requests for system changes;
- Any documentation that describes future plans that are likely to have an impact on the areas under review.