



University
of Glasgow

Student Lifecycle Project

Process Design Workshops

Introduction

Having selected Atos Origin, in partnership with Oracle as the preferred supplier, the project is now entering the pre-contract due diligence phase which will be carried out with Atos Origin and Oracle to:

- Ensure detailed understanding of project scope and remove assumptions
- Confirm how each process will be supported
- Confirm responsibilities and develop plan
- Create schedule for inclusion in contract
- Identify and mitigate potential risks.

Workshops & Consultation

One of the key activities of this phase will be a series of process design workshops led by the Project Team comprising Atos Origin, Oracle and University of Glasgow. These workshops are crucial to the success of the project. The intention is that at the end of each workshop there will be agreed new processes to be adopted by the University. This will form the basis of the detailed design to be carried out during the implementation phase. Following the workshops there will be a short consultation period with Faculties and University Services to ensure that agreed outputs meet both strategic objectives and the business needs of staff and students across the University. The agreed new processes will then be signed off for inclusion in the contract with the supplier.

Background to the workshops

The workshops will build on:

1. The “As Is” workshops run last session. These identified current processes and issues and opportunities we would want to address through the project.
2. The University's strategic aims and objectives and vision for the future. (The Project Board will be producing specific guidance for the workshops on the vision for the future and benefits to be delivered by the project.)
3. The Change Principles underlying the project:
 - **Improve student experience** - Become more student centric, designing processes which focus on the needs of prospective and current students
 - **Improve staff experience** – Streamline and integrate processes and systems, and automate processes wherever possible to reduce the burden of administrative tasks.
 - **Improve efficiency** – Simplify processes and find shared solutions which reflect best practice. Introduce some new ways of working, for example Customer Relationship Management. Challenge diversity of practice, eliminating duplication of tasks, records and systems.

Composition of the workshops

A schedule for the workshops, giving a summary of the processes and functions to be covered in each, is attached.

The workshop participants will include the project team and other staff from across the University and will be led by consultants from Atos Origin and Oracle who have detailed knowledge of the Peoplesoft product. As far as possible there will also be at least one student at each workshop.

It is important that the most appropriate people are included in the workshops. There is also a need to keep numbers to a manageable level and it is not proposed to have a member of staff from every Faculty on the majority of teams, although this will be necessary for the Assessment Workshop and Progression Workshop.

The project team has put together suggested membership for each workshop according to the processes to be covered. (Details attached) This has been based on those involved in the "As Is" Workshops last session and discussions with Faculty Secretaries. However, I would ask you to review whether

- a) the names suggested from your faculty are appropriate and whether
- b) there are other names which we should be including.

Where "Faculty to advise" is stated we are seeking the name of a participant from each Faculty.

Please keep in mind that whilst we need to ensure that the workshops do include some staff who have a detailed knowledge of requirements at departmental and faculty level we also need people who can "think out of the box" and will challenge existing processes and working practices.

In order to ensure that there is an overview of strategic issues and to reflect the role which I believe they will need to play in relation to the change aspects of the project, I would also like to include at least one Faculty Secretary in each of the workshops.

Inviting people to participate in workshops

It would be helpful if, having reviewed the names and agreed those of your staff you would wish to be involved you could check with them that they are able to attend on the dates listed. I appreciate that many staff already have heavy commitments at this time of year but getting the right participants at these workshops will be crucial to their success.

Once you have the details of who can attend please return the completed workshop attendee document to Barbara Stewart at barbara.stewart@admin.gla.ac.uk.

It would be greatly appreciated if this could be returned as soon as possible and no later than Friday 10 October. We will then issue briefing documents to the participants.

If you have any queries or wish to discuss who might be the most appropriate attendees for one of the workshops (particularly if your first choice participant cannot attend) please contact me on ext 1678 or Janice McLellan on ext 1679.

Christine R Lowther
Student Lifecycle Project Director
25/09/08