

Student Lifecycle Project

Briefing Note

Subject Matter Experts

Introduction

You have been selected to help shape the way the University operates in the future, by contributing to the £13.2M Student Lifecycle project as a Subject Matter Expert (SME). You will be attending meetings, consulting with colleagues, obtaining further/ specific information, and actively contributing to the development of our new product. Your first engagement with the project will be participation in a series of Conference Room Pilots (CRPs) – the meetings which will shape our future processes - using Oracle's Campus Solutions Student Information System. A high level plan can be found in Appendix 1.

CRP 1 – Guiding principles

In designing our new processes, our top line objectives are to:

- 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. Challenge diversity of practice and standardise wherever possible and appropriate, eliminating duplication of tasks, records and systems. Introduce some news ways of working for example Constituent Relationship Management (CRM)

Pre CRP 1 activities

About a week before each group of CRP sessions, the Functional Lead responsible for the group will send you a detailed agenda and any relevant background papers for review prior to the start of the sessions.

What to expect during Conference Room Pilots

- A structured forum providing us with dedicated time to determine the best design
- Walk through Campus Solutions standard processes and see how they satisfy UoG business requirements
- Identify any issues or gaps with the proposed design
- Discuss the roles involved in each particular process, and cross-over points
- Gain a better understanding of change requirements and what will need to be done to address them.

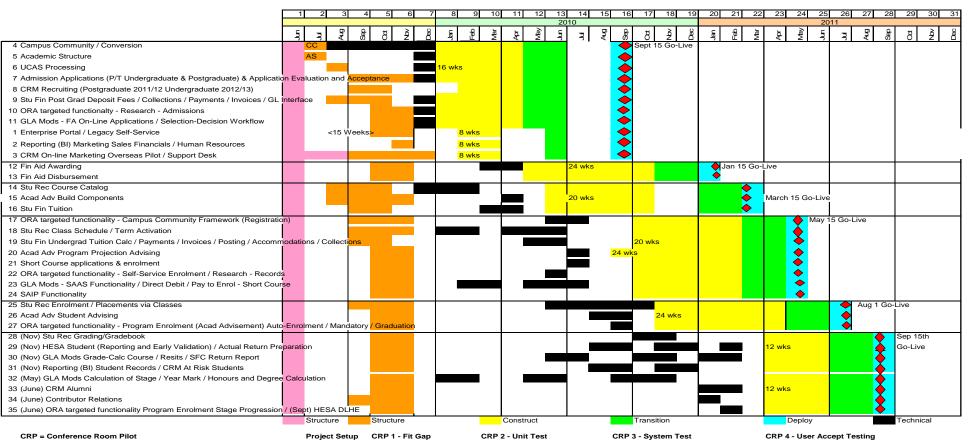
This will be the main opportunity to raise issues, concerns and/or additional requirements for the design process.

Post CRP 1 activities

- The SLP Project team will complete CRP1 Output Documents
- Workshop outputs will be published to attendees and other appropriate staff for feedback –with tight timescales
- Agree next steps for open items / issues
- Preparation for CRP 2
- There are 4 sets of CRPs;
 - o CRP1 Fit/gap analysis
 - o CRP2 Construct
 - o CRP3 Transition
 - o CRP4 Deploy

More detailed information at http://www.gla.ac.uk/studentlifecycleproject/

Appendix 1 - High Level Plan



*Safe Harbour Statement for 'targeted future Oracle functionality'

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