



University
of Glasgow

Student Lifecycle Project

Briefing Note : SRC Officers

Introduction

This note provides background information on the Student Lifecycle Project and details of what will be happening as we move into the implementation phase of the project.

Background

In June 2007, SMG considered the case for investing in a new student information system. Over many years, continuous investment has been made in developing the University's in-house student system to meet changing needs. SMG concluded that this model of development was unsustainable. It meant the University was critically reliant on the highly specific knowledge of a small number of internal colleagues, and it involved Glasgow losing ground to its Russell Group competitors, all but one of whom had now implemented a third-party student system.

The analysis and the business case considered by SMG made clear that to maintain the current student information system and develop it at the present rate, will not provide the extra features needed as the competition accelerate ahead by an ever increasing margin. The conclusion reached was that the way forward is to invest in a third party package solution to replace the core student records system in conjunction with a major process improvement programme.

In particular, the University needed to move towards a solution which would better support the delivery of its strategic plans in relation to Recruitment, Retention and Student Centric Services and to ensure the provision of comprehensive Management Information. ¹

Having obtained SMG approval for investment the Student Lifecycle Project (SLP) was established and embarked upon the procurement of a new student information system and associated business transformation activity.

In recent months, the Project Board² has managed a tender process, leading to the selection of Oracle's 'Campus Solutions' as the preferred student information system. The Board has then taken forward a process of due diligence in order that, before making a contractual commitment to the preferred supplier, the University had the opportunity to explore fully the

¹ The new solution will replace Websurf. It will interface with other corporate systems such as Moodle, Accommodation, Library, but not replace these systems. As the project evolves it may become clear that other local systems will also be replaced as a consequence of this new implementation.

² Membership of the Project Board is detailed at appendix 1 to this paper.

supplier's approach to implementation, thus gaining a high level of confidence about timescales and resource requirements.

Oracle has now been formally appointed as the supplier and the implementation phase is about to commence.

The Student Lifecycle Project can deliver significant benefits and efficiencies, and can make a direct contribution to the attainment of the targets set out in the University's Strategic Objectives. However, success in this is reliant upon achieving the business transformation which is a key part of the overall project.

Consultation and Participation

At key stages of the project to date we have been able to involve a broad cross-section of the University community in workshops, system demonstrations, supplier dialogue and consultation. This has provided valuable insight into current practice and helped to identify the areas for improvement, change and standardisation which should be addressed through this project.

We are keen to ensure we maintain and increase this level of involvement, extending the awareness of the project throughout the University and gaining the buy-in of both staff and students to what will be a significant transformation of our business.

Implementation Phase

Having appointed Oracle as the supplier the implementation phase will commence in May 2009. The project management group has now appointed a project team comprising predominantly staff seconded from across the University. A list of the project team and their roles is attached at Appendix 2.

Following the project initiation and training activities scheduled to take place during May, we will embark on a 4 stage series of Conference Room Pilots (CRP). These form a core element of the Oracle project implementation methodology and ensure robust design and testing of the new solution on an incremental basis. CRP1 produces the detailed design for the solution; CRP2 allows a build of the UoG design and configuration to be reviewed and tested; whilst CRP3 and 4 are the testing, training and deployment phases.

We will be seeking to involve members of the student community during this process.

A detailed project plan showing the timing of the CRP activity and where additional input is required will be produced as part of the project initiation. A high level plan is included at Appendix 3 for information.

Ongoing Engagement

Within the project team we have recruited a Student Lead who will be involved in the design and configuration of the system, ensuring that the student perspective is adequately represented and that in all aspects of the project the key strategic objective of enhancing the student experience is addressed. They will also act as a point of contact between the project and the student body.

We will be seeking additional input from other student representatives, particularly during the design phase (CRP1) and user testing (CRP3). More information on the dates and requirements for this will be published as soon as it becomes available.

The SRC President is a member of the SLP Project Board, playing a key role in the oversight and governance of the project. In this position they will also be a conduit between the student community and those directly responsible for the management and delivery of the project.

We have appointed a Change and Communications Manager and a Communications Lead to define a communications strategy for the project and support activities in this area. As part of this we will be working with SRC colleagues to determine the most appropriate points and channels for communicating with the student body and the type of information required.

What Happens Next

In May, we commence the project initiation which will include establishing the structure and governance for the project, including the project management methodology to be adopted.

Training for the project team will also be undertaken during May ready for commencement of the first CRPs in June.

Over the next few months we will be developing the communications, change management and benefits realisation plan for the project. These will help determine the interactions and activities we need to undertake to ensure successful implementation and take-up of the new solution.

Our project website (www.slp@gla.ac.uk) contains further information about the project and is a useful reference point. This will be further developed over the coming weeks to include new sections, such as FAQs, which we hope will be helpful.

Appendix 1

SLP Project Board

David Newall	Secretary of Court & Director of Administration Project Sponsor and Chair of Board
Professor Andrea Nolan	Vice Principal: Learning, Teaching & Internationalisation
Professor Neal Juster	Vice Principal: Strategy & Resources
Robert Fraser	Director of Finance
Professor Paul Hagan	Dean: Faculty of Biomedical & Life Sciences
Professor Stuart Reid	Dean: Faculty of Veterinary Medicine
Carol Clugston	Faculty Secretary: Faculty of Medicine
Tom Guthrie	Associate Dean: Faculty of LBSS
Christine Lowther	Head of Registry & Project Director
Sandy Macdonald	Director of IT & Project Director
Gavin Lee	SRC President ³

³ Note: Gavin will be replaced on the Project Board by Laura Laws at the end of his term of office.

Appendix 2

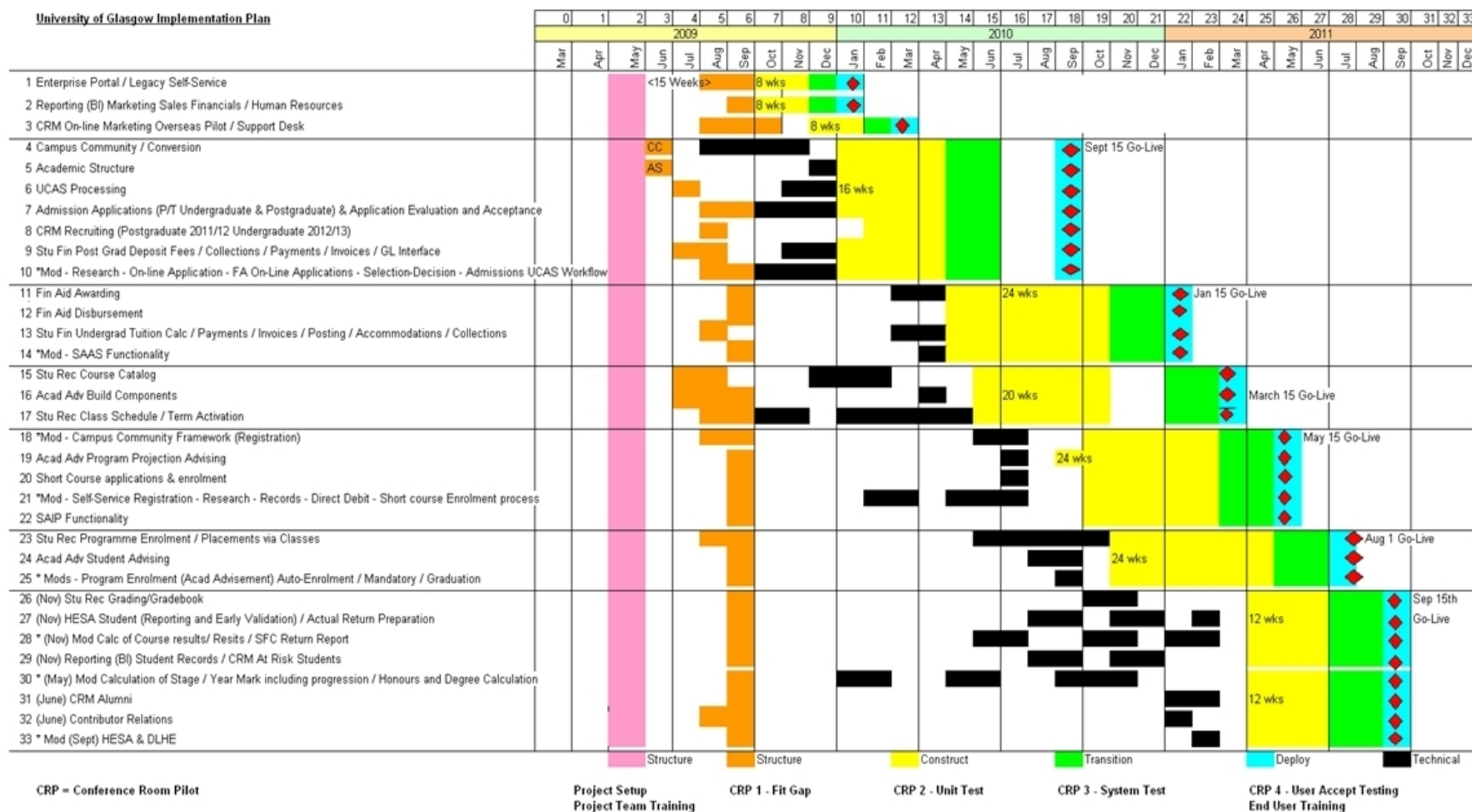
SLP Project Team

Name	Project Role
Christine Lowther	Project Director
Sandy Macdonald	Project Director
Janice McLellan	Project Manager
Barbara Stewart	Project Assistant
Diane Bowman	Project Support Assistant
Alasdair Swan	Project Support Assistant
Ann Don	Change and Communication Manager
Annie Vaz	Communications Senior Expert (part-time)
Helen Macpherson	Records CRM/ Academic Structures Co-Lead
Lillias Robinson	Records CRM/ Academic Structures Co-Lead
Yvonne Marlow	Records CRM Senior Expert
James Coleman	Contributor Relations Expert
Linsay Black	Records CRM Expert
Gavin Lee	Student Expert
Michael Arthur	Reporting Lead
Bernie Welsh	Reporting/ Campus Community Senior Expert
James Brown	Admissions/CRM Lead
Susan Robertson	Admissions/CRM Expert
Dawn McKenzie	Short-Course Senior Expert
Arthur Whittaker	Academic Advisement Lead
Heather Lloyd	Academic Advisement Co-Lead (part-time)
Eleanor Waugh	Academic Advisement Senior Expert
To be confirmed	Student Financials / Financial Aid Lead
To be confirmed	Student Financials Expert
To be confirmed	Financial Aid Expert

This team will be supplemented by a Project Manager (Sonia Turner), Solution Architect Stu Churchill-Hoyer and Functional Consultants from Oracle.

There will also be a technical team comprising both Oracle and UoG staff.

Appendix 3 – This is the published version of the plan from February 2009. A revised version will be available during May 2009.



* The 'lines' in the implementation plan above marked with an asterisk are Functional Gaps and have only been included to indicate the point in the project that they need to be addressed