

SIS PROJECT BOARD
Wednesday 28 October 2009

A C T I O N P O I N T S

Minute	Action	Lead	Deadline
2009.51	Allocate resource on SISPT to begin work for data collection on parallel systems and processes.	SM	25/11/09
2009.53.1	Write a paper on the risks of failure to centralise process management in SITS, with a focus on the existence of duplicate sets of data.	WA	25/11/09
2009.55.1	Send a list of departments that missed the data collection deadlines to the VP T&L. Liaise with non-respondents on how to move forward.	SM MS	25/11/09
2009.58.2	Invite Academic Secretary and Senior Assistant Registrar to session on HESA/HESES reporting.	SM	25/11/09
2009.60.1	Add students as a stakeholder group in the communications plan, and liaise with the Week Zero Working Group over how to reach students at this time.	JR	25/11/09
2009.60.3	Notify HoDs of responsibility to update contact lists to take account of staff turnover.	JR	25/11/09
2009.60.4	Begin work on a monthly SITS digest for HoDs.	JR	Ongoing
2009.60.5	Circulate key contacts list to Project Board.	JR	25/11/09
2009.61	Publish a Bulletin article on the online form.	JR	25/11/09
2009.62	Publish a Bulletin or e-Bulletin article on parallel systems and processes.	JR	25/11/09
2009.63	Discuss Academic Board Advisory Group actions with the SIS Project Coordinator and communicate relevant sections to staff.	JR	25/11/09
2009.64	Add information on training and system milestones to the SIS website.	JR	25/11/09
2009.65.1	Prepare proposals for testing and monitoring of project communications.	JR	25/11/09
2009.66	Investigate SITS countdown application.	JR	25/11/09

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M I N U T E S

Present

Mr Dean Curtis (in the Chair)		
Ms Wendy Appleby	Mr Sam Cunningham	Dr John Holman
Ms Deborah James	Mr Stefan Milik	Ms Mangal Patel
Dr Patricia Revest	Mr James Roberts	Dr Liz Smith
Dr Tony Stockman	Mr Nas Tarmann	Ms Carron Windsor

In attendance

Mr Simon Hayter	Ms Kerry Noble
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Apologies

Mr Sam Brenton	Dr Alastair Owens	Mr Nigel Relph
Professor Julia Shelton	Professor Morag Shiach	Mr Leigh Ward

Minutes of the previous meeting

2009.41 The Board **approved** the minutes of 1 October 2009 as an accurate summary of proceedings subject to the following emendation:

2009.24.3: 'SITS User Review' to become 'Admissions Group'.

Matters arising

- 2009.42 The Board **noted** that the Admissions user subgroup had been established, and that the user review was underway (re: 2009.24.3).
- 2009.43 The Board **noted** that development work was underway in project communications (re: 2009.25.5.1) (see below, 2009.59-66).
- 2009.44 The Board **noted** that a research exercise would be undertaken on College issues surrounding process management and the use of parallel systems (re: 2009.29 and 2009.31.1) (see below, 2009.50-53).
- 2009.45 The Board **noted** that the details of departments, institutes and schools that failed to meet the academic model data collection deadlines would be passed to the Vice-Principal for Teaching and Learning in order to expedite proceedings (re: 2009.35.1).
- 2009.46 The Board **noted** that meeting dates for 2010 had been posted online (re: 2009.39).
- 2009.47 The Board **noted** that Tribal had engaged fully in discussions regarding HESA and HESES reporting in SITS (re: 2009.40.2) (see below, 2009.58).

Postgraduate online application form

- 2009.48 The Board **noted** that the online postgraduate application form and departmental recommendation system had gone live in October 2009 for all postgraduate taught and research programmes.
- 2009.48.1 The Board **noted** that the new applications had received very positive feedback from departments, students and applicants.
- 2009.48.2 The Board **noted** that over 850 users had logged-on to the online form in the weeks since it went live, and that applications were entirely paper-free and had been turned-around in as little as four days.
- 2009.49 The Board **noted** that future developments to the online application form would be treated as business-as-usual extensions.

Parallel systems

- 2009.50 The Board **considered** the need to identify all core processes operating in the College, and to identify where these were carried out (i.e. central systems or local departmental systems).
- 2009.51 The Board **agreed** that resource within the SIS Project Team would be allocated to collect information on processes and systems, including specific information on the following:
- What are the processes?
 - Where does the process operate (SRS or a local system)?
 - What is the nature of the local system (bespoke IT system, spreadsheet, pen and paper, etc)?
 - Who is the process owner?

Action: SM

- 2009.52 The Board **noted** that all core processes that could be brought into SITS would be brought into SITS, and that the use of parallel systems would be discontinued in these areas.

- 2009.52.1 The Board **noted** that SITS would be the system in which all core processes operated, and that if any processes were uncovered that could not be satisfactorily replicated in SITS, resource would be allocated to achieve the required functionality as soon as possible.

- 2009.53 The Board **noted** that the changes resulting from the introduction of SITS as the central process management system would need to be addressed from a corporate policy perspective, as well as through system implementation, in order that understanding and regulation of the new process management system was clear to all staff.

- 2009.53.1 The Board **agreed** that a paper would be drawn up on the potential risks arising from a failure to properly centralise process management in SITS, with a focus on the existence of duplicate sets of data.

Action: WA

Project Office infrastructure

- 2009.54 The Board **noted** that changes might be required to the infrastructure of the SIS Project Office in order to accommodate a larger than anticipated number of new staff.
- 2009.54.1 The Board **noted** that data input to the office posed a particular problem, as there were limits on the available capacity for wiring. Possible solutions to this problem were in development.

Project implementation

- 2009.55 The Board **noted** that the Project Team was still suffering from delays by departments, institutes and schools in returning data on modules and diets for the academic model.
- 2009.55.1 The Board **agreed** that the Vice-Principal for Teaching and Learning would address this matter directly with non-respondents.
Action: SM (provision of data), MS
- 2009.56 The Board **noted** that Tribal consultancy had been arranged to consider the need to upload Points-Based Immigration data to the UK Border Agency from February 2010.
- 2009.56.1 The Board **noted** that a working group led by the Head of Recruitment and Admissions had been established to address this issue.
- 2009.57 The Board **noted** that all other areas of implementation were moving ahead as per schedule, though the use of key-staff resources for SITS-work was putting pressure on the College in other areas.

HESA and HESES returns

- 2009.58 The Board **noted** a number of concerns regarding the capability of SITS to deal with HESA and HESES reporting.
- 2009.58.1 The Board **noted** that the key issue concerned the identification of final elements of module assessment to monitor completion rates.
- 2009.58.2 The Board **noted** that Tribal had engaged with the issue, and that consultancy had been arranged. The Academic Secretary and the Senior Assistant Registrar would be invited to attend the consultancy.
Action: SM

Project communications

- 2009.59 The Board **considered** the SIS Project communications strategy, and in particular a number of new communications proposals.
- 2009.59.1 The Board **noted** that the full communications strategy had been distributed in May 2009. The Board further **noted** that changes to the format of the Principal's Open Meeting meant that alternative forums were required for communications work.

- 2009.60 The Board **noted** that work was underway to complete a list of key contacts across the College for each work-area in the project in order to allow tailored communications, training and meetings.
- 2009.60.1 The Board **agreed** that 'students' would be added as a key stakeholder group, and that discussions on their communications requirements would be held with the Week Zero Working Group.
Action: JR
- 2009.60.2 The Board **noted** that all mailings would need to clearly specify what was required of the contact in response to the message.
- 2009.60.3 The Board **agreed** that heads of departments would be made responsible for updating the list to account for staff turnover.
Action: JR
- 2009.60.4 The Board **agreed** that a monthly digest of SITS information would be mailed to all heads of departments, schools and institutes.
Action: JR
- 2009.60.5 The Board **agreed** that copies of the contacts list would be distributed to the Board by the Communications Manager. The Board **noted** that this list would also be utilised in the e-HR project.
Action: JR
- 2009.61 The Board **agreed** that an article on the online application form and departmental recommendation system would be placed in Bulletin as an example of success in the project, and to demonstrate to staff how the implementation process would work in other project areas.
Action: JR
- 2009.62 The Board **agreed** that an article on parallel systems (see 2009.50-53) would be placed in Bulletin or the e-Bulletin.
Action: JR
- 2009.63 The Board **noted** that the Academic Board Advisory Group had made a number of far-reaching policy decisions, and **agreed** that the Communications Manager would liaise with the Project Coordinator and communicate the relevant elements across the College.
Action: JR
- 2009.64 The Board **agreed** that information on system roll-out and training would be added to the website, but **noted** the difficulty of sending out detailed information on training dates at this stage.
Action: JR
- 2009.65 The Board **noted** that testing was required to determine whether key messages were reaching staff.
- 2009.65.1 The Board **agreed** that proposals for testing would be incorporated into a revised version of the communications strategy.
Action: JR
- 2009.66 The Board **agreed** to implement a 'countdown to SITS' application.
Action: JR

Risk log

2009.67 The Board **noted** that there were no significant changes to the risk log.

Next meeting

2009.68 The Board **noted** that the next meeting would take place at 13.00 on Wednesday 25 November 2009, in the Robert Tong Room.

Simon Hayter
SIS Project Coordinator
October 2009