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if you wish

UCISA-Infrastructure Group Case Study

Case Study Title

1. Introduction

The Introduction should outline the reasons for the work being carried out. This should include

- Why the work is being carried out – e.g. to address a particular problem, to deliver a strategic aim of the department or institution, etc;
- Scope of the work;
- Contextual information - background information to help the reader to understand the environment in which the work was carried out.

2. Description of the work

The bulk of the case study should focus on the work that was carried out. This should include

- details of what was done (in terms of the approach adopted and tasks undertaken) and the length of time it took;
- when the work was carried out;
- who (roles not individuals) was involved in the project and the level and nature of their involvement;
- involvement of sponsors or wider supporters and stakeholders, particularly their role within the institution and how they were engaged in the project;
- problems and issues encountered and how they were tackled.

3. Conclusion

The conclusion should include

- analysis of the benefits (or otherwise) that have been realised as a result of the work taking place, including some assessment of how the improvements have been measured;
- An assessment of the cost of the work involved – this need not include capital costs but some estimates of staff time would be of benefit;
- If the benefits have been recognised either within the institution or externally, the nature of that recognition should be included (this can include quotes from a stakeholder or sponsor on the improvement).
- Details of any lessons learned as a result of carrying out the work.

4. Contact

Contact details for the author should be included together with an indication as to whether the author is willing to be contacted further about the work outlined.