Business Systems Strategic Plan

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AIM OF THE BUSINESS SYSTEMS STRATEGIC PLAN

Outline the fundamental principles and characteristics underpinning the management of the portfolio;

Identify the key issues affecting the operation and function of the services;

Develop partnered approaches to support and supplier engagement, governance (system and data ownership and management) and financial management; and

Shape a (business-led) programme of work for the years ahead, balanced with operational requirements.

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DEFINING A BUSINESS SYSTEM

For the purpose of bounding the scope of this plan, a Goldsmiths' Business System is defined as:

An IT system which stores, manipulates, provides access to and reports on University data; supports operational, administrative or academic processes; and is used by a significant number of staff, students, or external stakeholders

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# RAISING AWARENESS ON BUSINESS SYSTEMS

UCISA Corporate Information List

Produce Background Report
Review each system on the following:
1. System Name
2. Supplier
3. Current Ownership of Contract
4. Infrastructure – On Premise, SaaS
5. Version
6. How long system has been in place
7. Who uses the system
8. Future improvements
9. Revenue costs paid to supplier

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INTERDEPENDENCIES OF THE BUSINESS SYSTEMS
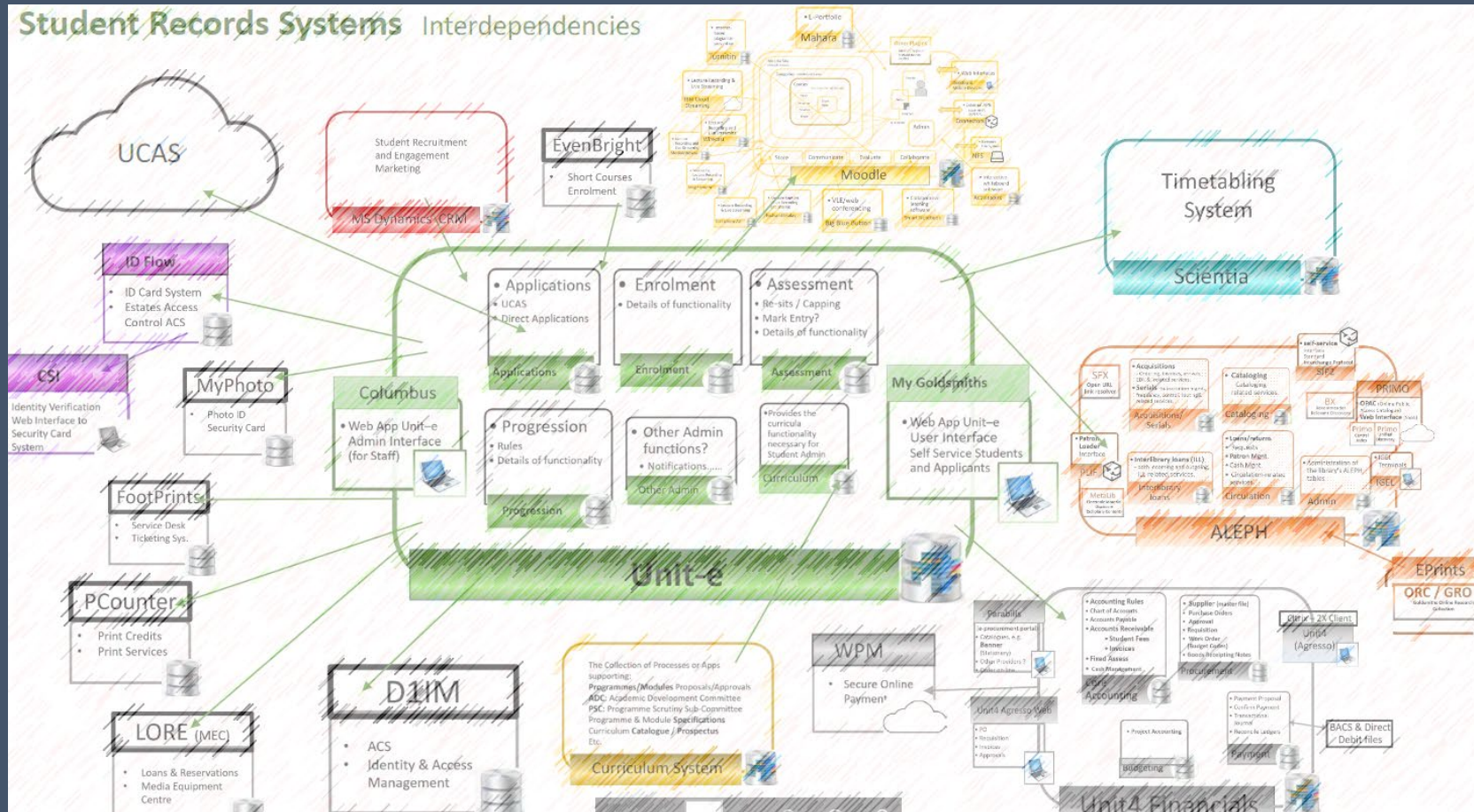
SERVICE ROLES AND RESPONSIBILITIES

Role	Business Service Owner (BSO)	Service Owner (SO)	Business Service Operations Manager (BSOM)	Service Operations Manager (SOM)
Role Type	**Strategic**	**Strategic / Operational**	Operational	Operational
Typical Job Function	The Business Service Owner is typically a director or senior manager whose core business processes are delivered by the service.	The Service Owner is typically a senior manager within IT & IS who has overall management responsibility for delivering the service.	Business Service Operations Managers are normally team leaders or support staff for a business function where the service is critical to delivering their related business outcomes. This person is typically thought of as the person with the most working knowledge of the service. (Can also be a BSO)	Service Operations Managers are normally team leaders or support staff for a technology team. This person is typically thought of as the person with the most technical knowledge regarding that service. (Can also be SO)
Example: HR System	**Director of HR**	**Head of Business Systems**	**HR Data and Management Information Manager**	**Application Delivery Manager**

CATEGORISATION CRITERIA

22 Business systems – how do you manage all of them?

Created a set of criterial factors that allowed us to categorised our systems, with a view to diversifying the way in which we approach their management, development and resourcing.

Critical Factors (score 1 to 3)

Authoritative Data Source

Income Generation

Used to produce compliance reporting/submissions
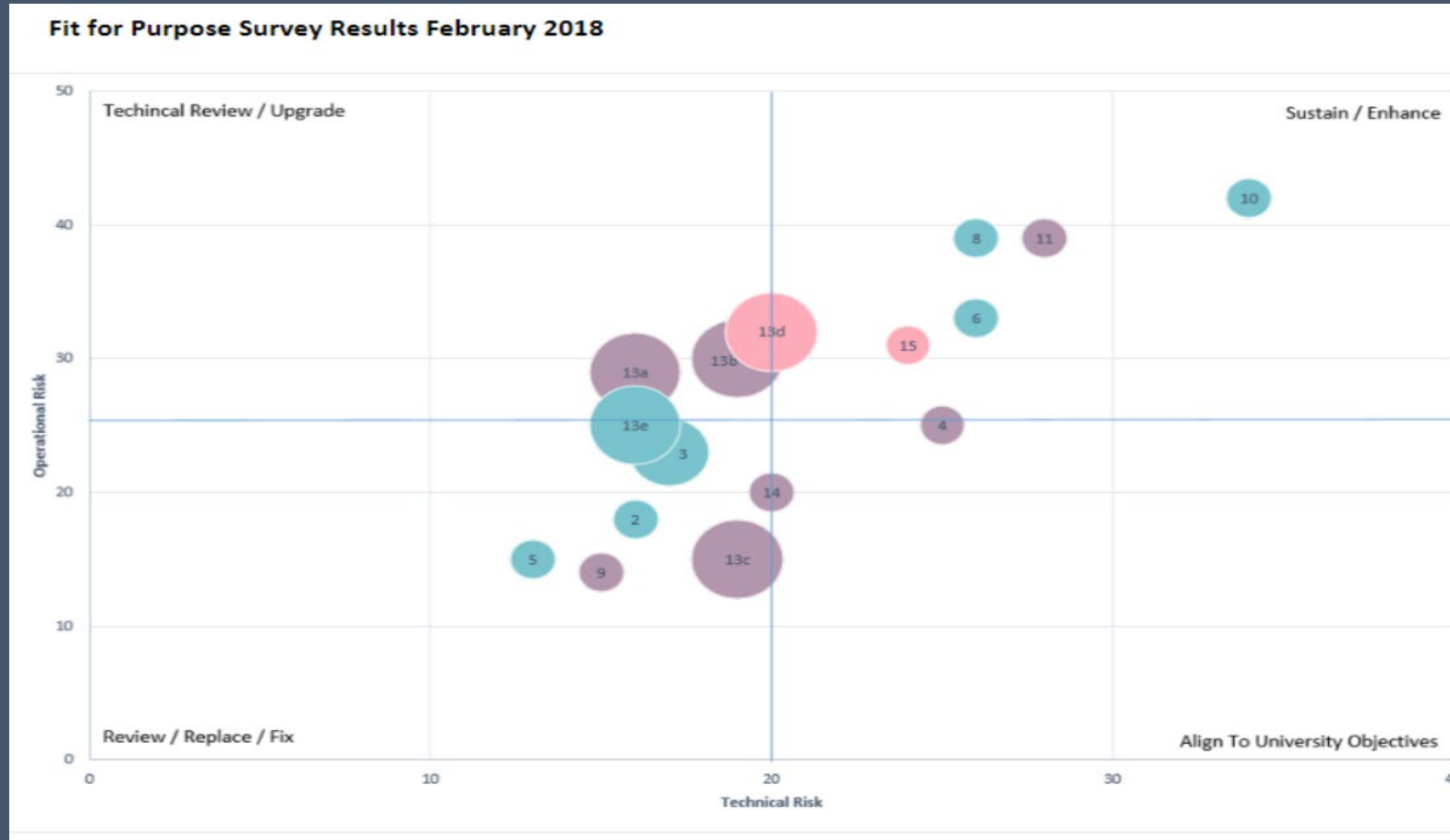
Student Experience

Staff Experience

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BUSINESS SYSTEMS FIT FOR PURPOSE

Using a Gartner Toolkit – a survey was undertaken by the Business Service Owners.

Survey looked at how the system meets business and technical needs.
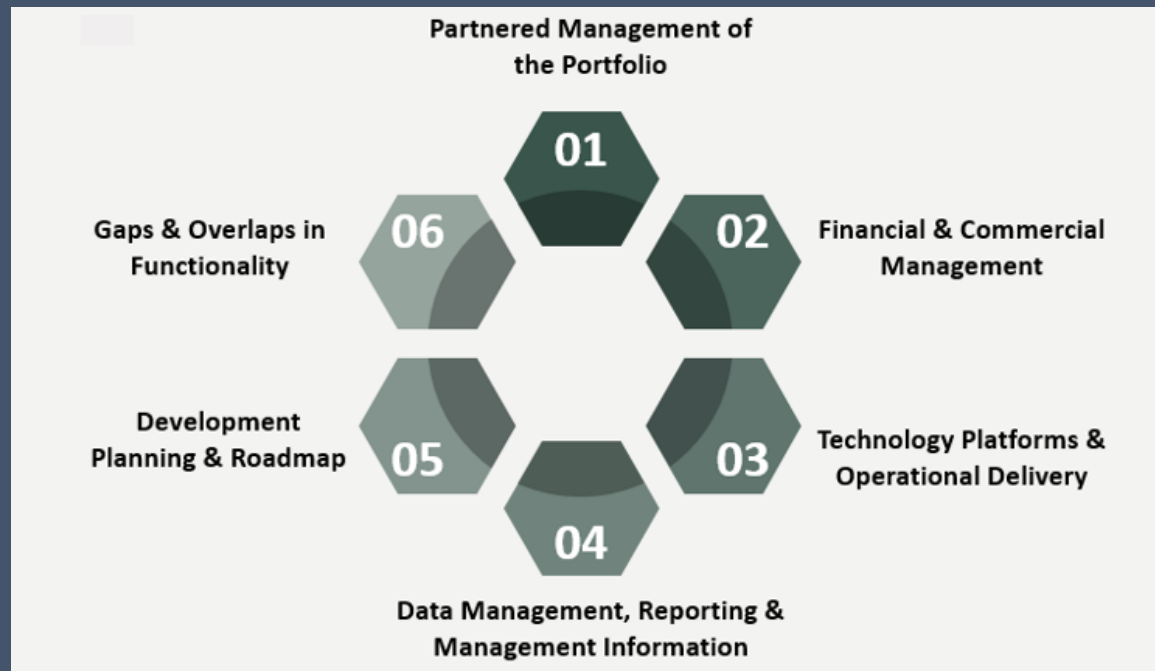
BUSINESS SYSTEMS FIT FOR PURPOSE

Fit for Purpose Survey Results February 2018

BUSINESS SYSTEMS ROADMAP

System	Category	18/19	19/20	20/21	21/22	22/23
Academic Systems						
Student Record System – Unit-E	S	Maintain			Replacement & Retire ?	
Customer Relationship Management System – Microsoft Dynamics	S	Upgrade?	Maintain			
Library System – Aleph	S	Retire				
Staff and Student Timetabling – Scientia	S	Maintain		Review		
Accommodation System – Occam		Upgrade?	Maintain			
Student Engagement System		Implement				
Corporate Systems						
HR & Staff Recruitment System – Agresso & Hireserve	S	Upgrade	Develop & Enhance	Maintain		Upgrade
University Website / Content Management System – Terminal 4 CMS	S	Maintain	Upgrade	Maintain		Review
Development & Alumni Management System – Raisers Edge	S	Maintain				
University Intranet – Sharepoint		Maintain	Review			
Finance System – Agresso		Upgrade	Develop & Enhance	Maintain		Upgrade
Payroll System – Agresso		Upgrade	Develop & Enhance	Maintain		Upgrade
Procurement System – Agresso		Upgrade	Develop & Enhance	Maintain		Upgrade
Access Management System – Microtrak		Retire				

Legend:

Replacement & Retire
Review
Fix
Develop & Enhance
Maintain

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PORTFOLIO MANAGEMENT FRAMEWORK

The activities required for the future strategic and management of the portfolio, have been brought together into a management framework consisting of a number of themes and objectives:

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QUESTIONS?