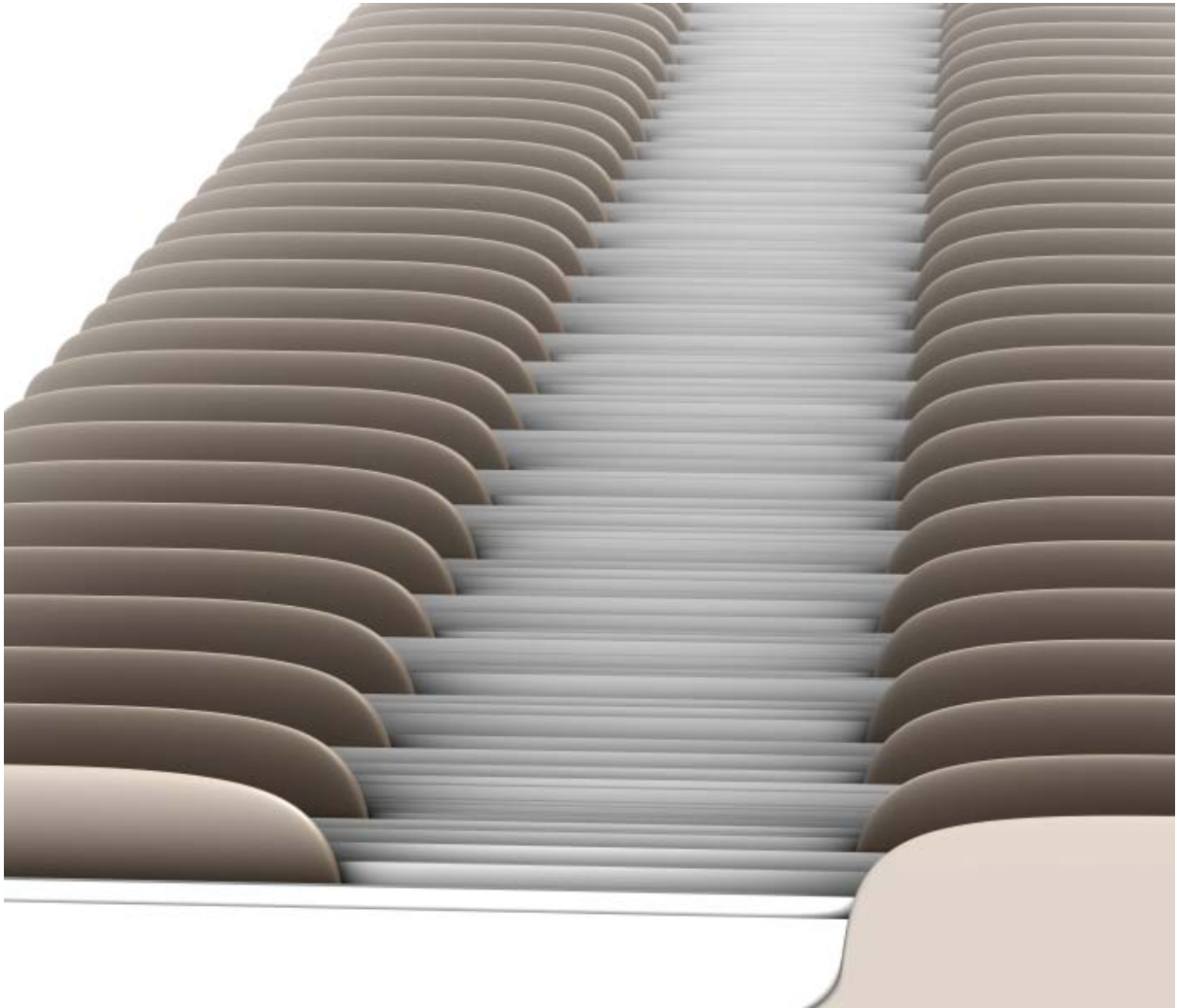# Administration Systems Plan

Administrative Systems Plan

All administrative areas within UCD have benefited from the deployment of a range of administrative "back-end" systems over the past ten years. Furthermore, over the past three years, most of our main high-volume processes have been replaced with new online services – many provided by standard packages.

Looking forward, the IT strategy for UCD outlines five new objectives to build upon this foundation of existing administrative systems and online services. These are:

3.14 Provide web-based user-driven services for key processes

3.15 Address the need for management information and reports

3.16 Provide staff with comprehensive office productivity tools

3.17 Develop a prioritised information systems plan in conjunction with users

3.18 Ensure integration of information across systems

The following four programmes of work are proposed to meet these objectives and bring administrative systems in UCD to the next stage of development. They focus more strongly on enhancing services to our many user communities than on developing infrastructure or backend capabilities. The four priority programmes are:

(1) Online Services for Staff and Student Programme

(2) Management Information Programme

(3) Office Productivity Programme

(4) Identity Management & Access to Services Programme

1. Online Services for Staff and Students Programme

This programme of work will deliver consistent, high-quality, online services to three targeted communities - academic staff, administrative staff and students - in support of the T&L objectives of the university. It supports strategic objective 3.14 – *provide web-based user-driven services for key processes.* The programme comprises the following specific projects:

Service Delivery Projects

1.1 Curriculum Management Module (underway)

1.2 Upgrading the user interface to Online Applications (for both applicants and staff)

1.3 Provision of systems support for graduate recruitment

1.4 Upgrading the user interface to SISWeb to enable academic staff to view class lists and contact their students in an easier way

1.5 Upgrading the user interface to Gradebook and including reporting within a single interface

1.6 Providing system support for the management of student contact (administrative and academic)

1.7 Making the user interface to SISWeb and Online Registration more consistent for students

Projects to Build Capacity

1.8 Definition of a "service orientated architecture" which provides the technical underpinning to support the above

It complements existing work on the delivery of web services to researchers and has the potential to extrapolate into Finance and HR services.

2. Management Information Programme

This programme aims to provide clear, timely, relevant information to support processes and decision-making at all levels in the organisation. It supports strategic objectives

3.15 – *address the need for management information and reports* and

3.18 – *ensure integration of information across systems.* It comprises the following projects: Service Delivery Projects

2.1 Refocusing the delivery of information at specific roles (e.g. Head of School) rather than the functional approach.

2.2 Developing an information portal – UCD InfoView - with a high-quality user interface which provides an easy-to-access location for all information within the university

2.3 Develop a more service-orientated approach to communication, support and training in the area of information availability. Projects to Build Capacity

2.4 Developing and deploying a data warehouse to improve the speed of reporting and reduce the effort required to deliver information to end-users

2.5 Investment in integration to cover known information gaps and inconsistencies between different systems – e.g. in the areas of space, energy, library, IT facilities

2.6 Development of new data sources – particularly qualitative information such as student satisfaction, staff satisfaction, quality in teaching & learning etc

3. Office Productivity Programme

Our office productivity software (primarily Microsoft Office suite) is our most pervasive application in UCD and management of documents and emails remains our largest administrative activity. This programme aims to utilise UCD SharePoint to provide a rich set of tools and processes which allow all areas of the university to improve the way they manage documents and emails. It supports strategic objective
3.16 - *provide staff with comprehensive office productivity tools*. It comprises the following projects:

Service Delivery Projects

3.1 Definition of a "model office" within UCD SharePoint covering document management, email management, calendaring and common administrative activities such as procurement, project management, staff management

3.2 Deployment of the model office to HR and other early adopters

3.3 Automation of processes within HR

3.4 Investigating requirements for calendaring and other Microsoft Exchange functionality

3.5 Rollout of the model office across the campus

3.6 Replacing existing legacy document management systems including (XTender & Adest)

Projects to Build Capacity

3.7 Infrastructure build-out to full production environment of UCD SharePoint

4. Identity Management & Access to Services Programme

This programme is about understanding who our users are, what their roles in UCD are and what services and information they should have access to. It will enable quicker and easier access to online services within the UCD network and is an important enabler for the other three programmes of work. It supports strategic objectives 3.14 – *provide web-based user-driven services for key processes* and 3.18 – *ensure integration of information across systems.* It comprises the following projects:

Service Delivery Projects

4.1 Simplifying the process which creates accounts (& identities) for users

4.2 Implementing a new single password / sign-on mechanism for all systems

4.3 Providing a mechanism to record non-staff / non-students consistently along with the services they require

4.4 Providing a mechanism to consistently record roles which people play within the university and use them to drive access to information and services

4.5 Providing each staff member with an ability to manage key personal information such as location, contact details etc.

Projects to Build Capacity

4.6 Implementation of an "identity management" product to provide the foundation for the delivery of online services

4.7 Creation of a central identity repository to ensure a consistent understanding of all users in UCD, their roles and the services they require.

Ongoing Information Systems Planning

Objective 3.17 of our IT strategy requires that we *develop a prioritised information systems plan in conjunction with users.*

IT Services undertake an annual work programme planning process that prioritises projects to address the needs of all areas of the university. Each year, an overall superset of such projects is drawn up in consultation with our users. This list includes regular upgrade and maintenance projects as required. This superset is then prioritised and approved by the Administrative IT Steering Group.

All projects are managed using the Project Management Framework methodology which was adopted in 2007.

A formalised Change Request process is also in operation for smaller pieces of work (<10 days). The JIRA system tracks all such requests and a fortnightly meeting with users is held to decide priorities.