

## Global Workshop Questions and Feedback

### 1. What Works Well

Workshop attendees positively noted the following points about access and reporting for Global-related information:

Category		
Operational and management reports	<ul style="list-style-type: none"> <li>• Reports are easy to access</li> <li>• A lot of information is provided.</li> <li>• There is good level of detail and contextual graphics.</li> <li>• Reports are accessible at School level.</li> </ul>	
UCD Global Service	<ul style="list-style-type: none"> <li>• Good response time and very professional level of service from Global staff.</li> </ul>	
Rowan	<ul style="list-style-type: none"> <li>• Very good source of information.</li> <li>• Graphic presentation makes it very user friendly.</li> <li>• Intuitive.</li> <li>• Provides 'Big Picture' reporting.</li> </ul>	

### 2. Opportunities for Improvement

Workshop attendees identified the following opportunities to improve access and reporting for Global-related information:

Category		
Directory of available reports	<ul style="list-style-type: none"> <li>• There should be a collated list of all reports available (what they do, who they are relevant to, what they are useful for) and who to ask for access.</li> <li>• A list of reports that are the most relevant during certain times of year could be made available.</li> </ul>	<p>UCD Global is organizing a cross team to address issues raised in reporting by colleagues across the University.</p> <ul style="list-style-type: none"> <li>- Create an Inventory of our Current State Excel Reports (link to infohub or where they are accessible)</li> <li>- Identify what 'data sources' Global has</li> <li>- Identify how to share this with colleagues as required</li> <li>- Identify a method of Devolving Access Roles &amp; Services as required and allow functional teams to take on requests for</li> </ul>

		<p>access and provide access to their functional area as required</p> <p>This inventory can suggest the 'most relevant' timeframe of using reports etc. Process maps can be developed as required.</p>
Operational reports and management reports	<ul style="list-style-type: none"> <li>Both clearly fill different purposes, but it is not always clear for new staff.</li> </ul>	An inventory of reports will explain what purpose they fill and how to request this access.
Training	<ul style="list-style-type: none"> <li>Continuous updates/training on new developments would be useful (e.g., reports, Rowan, etc.).</li> <li>There should be training of champions at School/College level.</li> </ul>	<p>We will continue to offer training.</p> <p>How should champions at School/College level noted to Global?</p>
Streamlining processes	<ul style="list-style-type: none"> <li>Online PDARFS should be introduced.</li> </ul>	
Access	<ul style="list-style-type: none"> <li>Access to reports should be extended to more staff.</li> <li>Situations arise where different information is available depending on your role access rights, which can cause issues (e.g., School rights vs programme rights vs College rights vs Unit rights).</li> <li>There is a ongoing need to submit JIRAS to get issues addressed when arise.</li> <li>People do not know what they do not have access to with respect to reports.</li> <li>International admission reports should be available to all units.</li> </ul>	<p>Global will create an Inventory of reports and investigate a standard process with EAG for requesting access where required (e.g. Identity Manager)</p> <p>This can be done by functional area so ROWAN, Admissions, Recruitment are all separate to allow tailored access to meet needs.</p>
Communications	<ul style="list-style-type: none"> <li>There should be a prompt to renew a report before the expiry date.</li> <li>If an enhancement is made in a certain area, everyone who uses those reports should be notified of the enhancement.</li> </ul>	Targeted Communications for various 'Roles' & 'Services' on Identity Manager could be investigated to update staff who have access to reports when changes are made. This would need to be discussed with EAG as an enhancement.

### 3. Priorities for Improvement

Of the identified opportunities to improve access and reporting for Global-related information, workshop attendees prioritised these as follows:

Category		
Report presentation	<ul style="list-style-type: none"> <li>Possible use of graphics for other reports could be considered.</li> </ul>	Once Tableau is adopted, this will ideally meet any visualisation needs for colleagues.
Report directory	<ul style="list-style-type: none"> <li>A full catalogue of reports should be created.</li> </ul>	A summer project has been launched to address this need.
Access	<ul style="list-style-type: none"> <li>An automated access request process should be introduced (e.g., request button and authorisation by report owner).</li> </ul>	This will need to be investigated with EAG - but we agree this would be ideal for all University reports (not just Global ones)