UCD Community Brainstorm Workshop Outputs: Identifying Access & Reporting Challenges & Opportunities for Improvement for Staff July 2019

The two issues were discussed separately as they are separate and distinct issues as reported by the community from the results of the survey that had been issued in June.

1 Whats happening in UCD currently on Access & Reporting? (7-10 min)

Access is Role Dependent than task dependent for reporting & systems. Is this appropriate or the best criteria for basing access?. Perhaps this should be function related as there is some variance between units as regards to who would carry out a particular function

Are there usage statistics available on what reports are used and by who? Is this tracked or monitored by any group or business owner?

Access is a manual process than automatic

GDPR - is there a standard level of access that should be given to all? Staff need to be aware of access rights

EAG briefed us that there has been a project ongoing and access to reports have been devolved to heads of unit/school managers/etc/

How do we know what reports can or should be accessed and used; when should access be removed; do we monitor access and who gives access (it was noted that there is work ongoing in the area of access provision with EAG)

The group raised was the point that access to systems and access reports are two separate issues.

What are the levels of access? Is it local or central access?

Searchable? By Terms?

The Potential of Tableau once implemented. This an underway University project

Whats working well for staff in Access & Reporting? (7-10 min)

Access: quick once granted for staff

Follows protocol/ structure for safety & risk

Research reporting has improved in recent months and research reports need to be run through URMAN first.

Bespoke & ad hoc reports created recent

Units share knowledge of access & practical reports for usage however dependent on units for this knowledge distribution

Access period is lengthy i.e. yearly but could be longer once approved

Suggestions/Recommendations for Improving? (7-10 min)

Access: Main Request for a Register of all UCD Reports available to staff to include description, business owner for access, approval process & requirements for systems

Futher Discussion: Use of reporting that has required manual intervention may lead to queries around the interpretation of data, errors or inconsistencies, is the data used correctly?

Reporting: Requested Information sessions & workshops for clarity. These should be facilitated by each of the key areas - HR, Finance, Research, Research Finance, International Registry - Admin Services, Assessment, etc are essential for staff for an overview of reporting suites with Q & A incorporated into sessions.

Staff induction was identified as a key point in giving access to reports.

Change of mindset beyond September intakes is needed

Further Discussion: There are a number of projects underway across the university for example GAP review, various green belt projects. Who leads out on these projects? What is the link between UCD Agile work streams and the operations overview? How can schools or colleges take ownership of projects and become business owners?

3 Whats not working? (7-10 min)

Staff not sufficiently briefed on whats available in reporting & systems

Non Standard Student Reporting not supported than Sept CAO starts. Manual Intervention for Schools/Colleges

No warnings of updates available

Updating Policies: where policy is updated the reports should also be updated to reflect the change and support the policy.

Gaps in Reporting for Specific Groups: EDI-HR Reporting issues

It was identified by the group that there's a lack of knowledge and training in the area of access/reports.

Manual manipulation of reports is required in a lot of areas and some areas are working with EAG to create master 'data dump' or merging reports for comprehensiveness on tracking student progress & continuation

Speed of infohub reporting is noted as slowing down and there is a domino effect of infoview being phased out and more reliance on Infohub.

Unclear if reports are integrated or can speak to each other? Use of several methods. Not intuitive or intelligent

Unclear how to get on the workplan for specific needs?

Unknown budget & time constraints