

Title: Student Information Systems Team plan 2011-12
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REVISION	DATE	REVISION DESCRIPTION
1.0	15/09/11	Draft POW for consideration by Development Board
1.1	02/11/11	Reformatted version for ISDMT

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TEAM PLAN 2011/12

Key Activities	Developments and Ongoing Service Requirements	Expected Start	Expected completion	Priority	Risks	Status
Admissions - Applications	<p>Implementation of Hobsons</p> <p>The purchase and implementation of this out of the box product will replace our internally developed applications processing for PGT and PGR.</p>	Sept 11	Nov 11	A+	Inability to appropriately support the handling of enquiries or processing of applications for PGT and PGR programmes. Loss of market position. Out of the box component	Amber
Admissions - Applications	<p>Admissions: Support for Paperless Processing</p> <p>Full web front end to support the administration of admissions processes (ACD/Decisions processing) to support UCAS's move to reduced paper flow.</p> <p>The University has purchased the software and Tribal will be installing and implementing it, including providing training and support..</p>	May 11	Nov 11	A+	UEA opted to develop paperless processing 12 months in advance of Tribal development and sector requirement. Out of box functionality will be available to meet UCAS requirements if this development is not in place.	Amber
Admissions - recruitment	<p>CMS / Course Catalogue</p> <p>Since the CMS/Course Catalogue went live a number of issues have emerged which require urgent attention as part of ongoing support and maintenance. As part of the working group and as a Team we will review issues and identify development work.</p>	Sept 11	Jun 12	A+	Loss of market position if inaccurate information is provided.	Green
Admissions - recruitment	<p>CMS/Course Catalogue Interface: PGR information (Scoping Exercise)</p> <p>Part of the ongoing development of CMS. ARM would like to be able to display information on PGR courses. Analysis is required as to what information is stored in SITS and what might be available from PPE prior to developing a specification.</p> <p>Following this scoping exercise we will be in a position to advise on the timescales for future development work. Also draws on resource within the web team.</p>	Sept 11	Oct 11	A	Loss of market position due to poor information. Dependent upon information being within SITS	Green

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Assessment	<p>Assessment: Electronic Submission Of Coursework A process to allow students to submit coursework for marking via e:Vision. The system should allow date stamping and support a method of supplying coursework to markers. This is dependent on resource in ISD to setup and manage the uploads and print services for distribution of paper copies. Adds to PLN support role for SITS</p>	Jun 11	Dec 11	A	Footprint in LTS Hubs in week 12 would be unmanageable and have adverse impact on student experience. Breakdown of assessment process. Dependent on Print Services, buy in from academics and training for LTS staff maintaining SITS	Green
Finance	<p>Invoicing Developments in respect of invoice processes (including LIB invoicing) and resolution of a number of issues, including amendments to printing process</p>	Oct 11	Nov 11	A+ - B	Poor student experience Inability of FIN to request payments or impact on FIN workloads due to manual interventions	Green
Finance	Ongoing Maintenance and Support - SAM			A+	System would fail	Green
Finance	<p>Registration Processes Resolution of a number of tuition fee and accommodation fee tasks within the online registration process. Planning for registration 2012/3.</p>	Mar 12	Jun 12	A	Impact on initial student experience. Manual intervention and higher level of support. Dependent on resource from FIN and PLN	Green
Information	<p>Online Marks: Interim Boards Most PGT Boards have Interim Boards which confirm module marks. It has been requested that these are released via e:Vision to match the confirmed mark statements made available to Students.</p>	Mar 12	Apr 12	A	Continuation of manual process through LTS Hubs	Green
Information	<p>Online Marks: Visiting Students Currently visiting students do not receive online notification of confirmed marks. It has been requested that these are released via e:Vision to match the confirmed mark statements made available to Students. Dependent upon initial scoping / options appraisal.</p>	Tbc 12	Tbc 12	B	Continuation of manual process through LTS Hubs	Green

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Information	<p>Online Marks: PGT Final Boards Currently completing PGT students do not receive online notification of confirmed marks, primarily because by the time Boards take place student access has been disabled. It has been requested that these are released via e:Vision to match the confirmed mark statements made available to Students. Development dependent upon identifying an alternative.</p>	Tbc	Tbc	A	Continuation of manual process through LTS Hubs	
Information	<p>Online Marks: Provisional marks for distance learners Request from FMHS for provisional examination marks to be displayed via eVision for MED PGT students. This links to similar requests in this section.</p>	Mar 12	Apr 12	B	Continuation of manual process through LTS Hubs	Green
Module Enrolment	<p>Online Module Enrolment: Extended Rollout Taught Students A request for additional groups to have access to the Online Module Enrolment functionality, including PGT student and new students. A trial took place in HUM to test module enrolment collection via Advance Registration which identified areas which require improvement.</p>	Tbc	Tbc	A	Continuation of paper-based process in LTS. Impact on student experience and academic planning	Green
PGR	<p>Fund Manager: Phase 2 The current Fund Manager functionality can be extended to manage research student finances including financial transactions and an E:Vision interface. This will facilitate the collation of information for REF and other returns / reports</p>	Oct 11	Feb 12	A	Continuation of manual processes in PPE	Green
PGR	<p>Research Student: Training On line form allowing students to complete details of research events attended online, and emailing to the Supervisor for confirmation of details prior to recording in SITS. A record / summary to be produced. Tribal recommend use of new RSC1 screen and a core field (rather than UDF) will be available in future releases.</p>	Apr 12	May 12	B/A	Continuation of manual processes in PPE	Green
PGR	<p>Research Student: Meetings Functionality to allow students to complete questions to annual progress meetings, which would then passed to the Supervisor for confirmation of details.</p>	Jun 12	Jul 12	B	Continuation of manual processes in PPE	Green

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Progression & Awards	<p>New Academic Model As the detail of the New Academic Model emerges consideration to be given to the implications for SITS and specification of development requests. Some work (such as amendment to award rules) will be undertaken by CAMS in PLN, other work to be undertaken by LTS (update course profiles). Implications for SIS likely to include:</p> <ul style="list-style-type: none"> • Amendments to module enrolment processes (eVision) • Analysis of what is and is not possible to achieve through SITS functionality and identification of solutions / options • Possible amendment to course maintenance processes to support changed course structures • Contribution to amending CMS feeds to reflect new structures • Updating of underlying tables to reflect new structures • Testing • Training for new processes • Amendments to New Course Approval in Process Manager <p>Associated developments looking at feed to VLE (IEB)</p>	Oct 11	Jul 12	A+	<p>NAM will be unsupported by SITS or LTC will approve regulations that cannot be supported</p> <p>Dependent upon confirmation by LTC of planned new regulations and requirements</p>	Green
Registration	<p>Advance Registration: Academic Year 2012/3 The annual review and development of the task in preparation for 2012/3 entry.</p>	Jun 12	Jul 12	A+	<p>Process in place and requiring continuing support. This development covers further refinements as well as SITS support</p>	Green
Statutory Reporting	<p>HESA: Assessment Deadlines in SITS From 2010/1 students must complete all assessments within 13 months of starting the stage of study to be fully fundable. Initial discussions have shown that the majority of students can be identified by the use of an error check. Recording of assessment deadlines is required functionality in order to support electronic submission of coursework and delivers a more accurate method of checking submission date. This development will also be of benefit to the Library who would like to be able to pre-empt and manage the peak service usage times. Additional training will be required.</p>		Nov 11	A+	<p>Failure to comply with statutory reporting, with risk to funding for taught programmes</p> <p>Manual process requiring resources from PLN and LTS</p>	Green

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Statutory Reporting	Support for Statutory Returns (including Tier 4) Resources to support mandatory changes to external reporting as specified by HESA, HEFCE, UKBA and any other returns.			A+	Failure to comply with statutory requirements	Green
Statutory Reporting	Key Information Set (KIS) Development work may be required in order to satisfy the external requirements of KIS (proposed deadline for publication being start of 2012 academic year). Sector wide issue. Information currently held in a number of different locations, including SITS. Development may draw on SITS but not be led by SIS Team. Some development of SITS may be required if additional data is required to be recorded and published. Tribal are developing an off the shelf component	Jan 12	Jun 12	A+	Failure to comply with statutory requirement Dependent upon the University agreeing an approach to KIS	Green
Statutory Reporting	Higher Education Achievement Record (HEAR) Development required to meet external requirements. Tribal have developed an out of the box solution – SITS: Graduate Opportunities, Dependent upon LTC Working Group	Nov 11	Jun 12	A+	Failure to comply with statutory requirement and to provide key document to graduating students University purchasing out of box product supported by Tribal Dependent upon LTC working group agreeing an approach to the HEAR / information to be included and processes for compiling information	Green
Student Record	Tier 4: Refinement of e:Vision Task Refinement of E:Vision task for Tier 4 engagement logs to record notes and categorise absences.	Sept 11	Nov 11	A	Process already in place. Refinements will improve service.	Green
Student Record	Attendance Monitoring Amendments to attendance recording processes and reporting to support new process within LTS	Jul 11	Aug 11	A+	Unwieldy process and lack of academic buy in to new process. Impact on ability to apply Attendance and engagement regulations	Complete

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Student Record	<p>Attendance Monitoring: Training</p> <p>The development of on line training tools to support academic staff in completing attendance monitoring records.</p> <p>This supports the team objective of developing more on line / flexible training and support materials.</p>	Aug 11	Sept 11	A	Poor engagement with completion of attendance registers and consequent inability to maintain regulations	Complete
Student Record	<p>INTO Tracking</p> <p>A development to track progression information of students from INTO UEA (Norwich and London) to and through UEA.</p> <p>Dependent on Discoverer Team and INTO</p>		Nov 11	A	<p>Absence of management information on progress of former INTO students</p> <p>Was required by Sept 11</p> <p>Delays caused by need to obtain information from INTO, clarify DPA position and reprioritisation of Discoverer Team resource</p>	Red
Student Record	<p>Accessibility Module</p> <p>Implementation of the Accessibility module within SITS to manage information relating to students disabilities.</p> <p>There are likely benefits for the Examinations team</p> <p>Required to support Online Submission of Coursework</p>	Jul 11	Nov 11	A	<p>Continuation of manual process in DOS and lack of join up of information</p> <p>Online Submission of Coursework process would not support SpLD stickers</p>	<p>Phase 1 complete</p> <p>Phase 2 (eVision) Green</p>
Student Record	<p>Accessibility Module: development</p> <p>Consideration to be given to the benefits to other service areas derived from the Accessibility module, which may include</p> <ul style="list-style-type: none"> Assessment – potential to share information between DoS and LTS Service for individual arrangements in examinations Electronic Submission of Coursework – automated process for attaching cover sheets for students with SpLD Student Administration – potential to share information with teaching and administrative staff in respect of reasonable adjustments 	Tbc	Tbc	A	Continuation of manual processes and lack of join up of information. Moderate risk of legal action by student as consequence	

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Student Record	<p>Fitness To Practice MED have requested to be able to store confidential fitness to practice assessments in SITS for students. This information would be used at Professionalism Committee meetings and would need to hold information on incidents. This is becoming increasingly important to other professional bodies e.g. GMC.</p>	Dec 11	Feb 12	A	Continuation of manual processes in LTS	Green
Support	<p>Ongoing Technical and Analytical Support and Maintenance The SIS Team will continue to provide second line support for existing functionality. Depending on the scale of problems this has potential to impact on available development time.</p>	Sept 11	Aug 12	A+	<p>System as whole or in part would go out of service, with consequences across the University</p> <p>As noted, any major issues will have impact on other developments</p>	Green
Support	<p>Annual Cycle</p> <ul style="list-style-type: none"> • Admissions: Confirmation and Clearing Support 2012 • Admissions: End of Year Processing • SITS End of Year Processing • Roll Over of timetable records • Module enrolment (April, August & November) 	Sept 11	Aug 12	A+	Key processes would be unsupported and would require costly manual intervention	Green
Support	<p>Ongoing Support: Project/Staff Management</p>	Sept 11	Aug 12	A+	Inefficient functioning of the team with consequences for development programme	Green

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Support	<p>Ongoing Support: Standard Training Training and training materials for Student Records and Placement processes will continue to be managed by the SIS Team. There are new and additional training needs associated with</p> <ul style="list-style-type: none"> the Administrative Integration Project the implementation of electronic submission of coursework (entering due dates) CMS/Course Catalogue – populating the correct fields for publication. New processes / automation 	Sept 11	Aug 12	A+	<p>New service areas would be unable to function or serious errors could be introduced into system / record. New processes could not be appropriately implemented or supported with impact on resources.</p> <p>Dependent upon one key member of staff. Demanding schedule of training for LTS.</p>	Green
Support	<p>Disaster Recovery Testing / Business Continuity Test At the recommendation of a security audit, a full disaster recovery test should take place. DR in terms of server rebuild has been tested. This is a 3 step process</p> <ul style="list-style-type: none"> Paper-based exercise (working through each step of the DR to test readiness) Simulated disaster within TEST Business continuity exercise in the new Integrated Service areas (on the basis of 48 hours non-availability of SITS) 	(1) Nov 11 (2) tbc (3) tbc	(1) Nov 11 (2) tbc (3) tbc	A+	<p>Failure to identify gaps in DR plan prior to a real situation arising (with consequent risk to service continuity)</p>	Green
Support	<p>Development of Online Training ISD would like to investigate alternative methods of training including online videos and presentations which will help support SITS users who are unable to attend conventional training. This will assist off-site training for SITS users.</p>	Sept 11	Jul 12	A	<p>Training not available to new staff, who would therefore not be fully equipped to undertake roles or increased risk of errors in system</p>	Green
Support	<p>Management of e:Vision Access The SIS Team currently manage the setup and access for new e:Vision users. Authorisation, setup and management of new users should be authorised by an appropriate department. Both SPOT and e:Vision would need to be reviewed to check for suitability for managing users.</p>	Oct 11	Nov 11	A	<p>New staff unable to access eVision and therefore unable to undertake roles. SITS team diverted from core roles and expending resource inefficiently Consequences of insecure access risk to DPA obligations and increase risk or errors in data</p>	Green

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Support	<p>Security: Review of SITS Client Security Model</p> <p>The SITS client security model no longer fits the profile of the users. A review should take place which identifies the owners of tables as well as the access staff should have to tables.</p> <p>In parallel, it will be helpful to consider the e:Vision security model, taking account of the potential for new campuses (additional UEA sites) or additional schools at UEA London.</p>	Nov 11	Nov 11	A	<p>New staff unable to access SITS and therefore unable to undertake roles.</p> <p>SITS team diverted from core roles and expending resource inefficiently</p> <p>Consequences of insecure access risk to DPA obligations and increase risk or errors in data</p>	Green
Survey	<p>Module Evaluations: Survey Manager</p> <p>A new evaluations tool has been made available by Tribal which will allow the following:</p> <ul style="list-style-type: none"> • Unlimited questions • Multiple evaluations per academic year • Course based evaluations <p>All functionality which is currently achievable through the current evaluation functionality should be assessed to check that it is equal to or better than existing functionality. A review is required to assess suitability for UEA.</p> <p>This may provide a solution to UEA London access to Module Evaluations</p>	Oct 11	Oct 11	A	<p>Continuation of current online method used by LTS, which does not fully meet University needs.</p> <p>Delay caused by other workloads and high volume of support calls in September</p>	Amber

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Technical	<p>Improved Automation Functionality</p> <p>A review is required to determine whether the current processes used to manage student data (withdrawals, intercalations, etc.) continue to use optimum functionality and whether these need to be switched to a new version which allows more flexibility and more records to be updated as part of the process.</p> <p>There are currently 10 tasks using automation.</p> <p>Depending on resource and the outcomes of the above review, there are a number of other key processes which would benefit from automation, these include</p> <ul style="list-style-type: none"> • Development of task to set a student dormant mid year • Development of task to Academically or Financially suspend a student (there are associated tasks in respect of SAM that can be resolved alongside this) • Review of all current manual processes and identify where these might be transferred to e:Vision (with particular reference to the PGR area of SITS). • Module update • Marks processing <p>There are also associated enhancements and developments required linking to SAM</p>	Oct 11	Jul 12	A	Continuation of current processes within SITS, which may in future be unsupported by Tribal, which cannot be guaranteed to be compatible with other SITS functionality and which may not meet University needs. Number of strands with varying impact on student experience and Service areas. Development of new tasks will replace existing manual processes in service areas and reduce risk of errors in data.	Green
Technical	<p>Automated change of role access removal</p> <p>When a member of staff changes role within the University the SIS Team give 7 days notice that a new Access to e:Vision form is required or access to e:Vision will be removed. This is a manual change on the records to set the date for closure and then to close the record after 7 days. This is dependent on resource being available within the Web Development Team.</p>	Oct 11	Nov 11	A	Security of system and DPA obligations. Diversion of resources from core SITS Team tasks	Green

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Technical	<p>Upgrades</p> <p>To be within our licence agreement and be eligible for support, SITS must be within 2 upgrades of the latest released version of SITS. SITS was upgraded to version 8.4.0 in July 2011. Version 8.4.1 was released on 25 May 2011 and to be within our licence agreement we must upgrade before May 2012. A further upgrade (to 8.5.0) will be required by November 2012. The Team are bringing forward proposals to undertake 2 upgrades in one.</p> <p>(Subsequent recommendation to continue to undertake 2 separate upgrades. Consultation on dates in February 2012 and summer 2012)</p>	Oct 11	Jul 12	A+	SITS would be unsupported as we would be outside our licence agreement with Tribal, with impact across all service areas.	Green
Technical	<p>Data Storage</p> <p>In order to meet the urgent requirements of the University, ISD/ SIS have taken a pragmatic approach to data storage, which has resulted in SITS significantly exceeding its planned growth (we are expanding at the rate of 6gb per month). The size of the database impacts adversely on processing times and on the time required for back up. Urgent attention is therefore required to archiving and cleansing data in accordance with a record and data retention scheme. Resource will then be required to carry out the archiving or cleansing.</p>	Sept 11	Oct 11	A+	<p>Adverse impact on processing time and on processing capacity – some processes may fail.</p> <p>Inefficient use of resource / cost.</p> <p>Delays in project strand caused by other urgent operational requirements</p>	Amber
Technical	<p>Amendments to JACS codes</p> <p>There are planned changes to the JACS coding structure, which will have implications for existing records.</p>	Tbc	Tbc	A+	Data within system will be incorrect	Green
Technical	<p>Unicode Support Phase 2</p> <p>A review is currently taking place which will determine if more work is required on the Unicode setup to ensure that information is correctly passed to accepting systems.</p>	Oct 11	Dec 11	A+	Failure to communicate appropriately with other systems	Green
Technical	<p>Management: Internal Development Standards</p> <p>Standards are required for the development of e:Vision content, as currently the style is particular to the developer, giving an inconsistent look and feel to the process screens.</p>	Oct 11	Oct 11	A	Inability to or inefficiency in undertaking maintenance of tasks. Poor user experience.	Amber

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Technical	<p>Unit of Assessment Changes requested on where information on the Unit of Assessment is stored in SITS and how it is populated.</p>	Sept 11	Sept 11	A	Incorrect data held within SITS	Amber
Technical	<p>Document Manager Analysis of other areas which could benefit from the deployment of the Tribal which allows documents to be attached to records in SITS. The tool is already being used for electronic submission of coursework and initial discussions are underway in respect of Tier 4:</p> <ul style="list-style-type: none"> • Tier 4 – the scanned versions of the passport and visa could be attached directly to the SITS record, making support and monitoring of Tier 4 students easier. • Other areas – which require paper forms to be submitted or passed across the university. <p>Once we have identified potential developments these will be discussed with Service Areas, prioritised and incorporated into the Programme of Work for 2011/2 or 2012/3.</p>	Dec 11	Dec 11	A	Continuation of manual processes.	Green
Timetabling	<p>Review of Outstanding Issues / Development Requests Following successful deployment in summer 2011 it is timely to reflect on remaining issues and re-prioritise development requests. This will permit an assessment as to how much resource can and should be devoted to resolving issues or enhancing processes through winter and spring 2012 in time for the next major round. Any resulting development or enhancement work will take place during Autumn 2011 – Spring 2012</p>	Sept 11	Oct 11	A	Adverse impact on student experience and inefficient use of LTS resource in resolving issues or undertaking routine tasks. Dependent upon liaison with LTS and PLN to confirm priorities and development requests	Amber
Timetabling	<p>Timetabling: Problem Resolution and Development A number of developments tasks to continue and finish implementation of timetabling and resolve issues identified during the successful deployment in 2010 and 2011. Including</p> <ul style="list-style-type: none"> • Co-timetabling • Extending functionality to LTS • Reports to support LTS and PLN in identifying missing data • Management of seminar groups • Relationship with Blackboard • Documentation 	Nov 11	Mar 12	A	Adverse impact on student experience and inefficient use of LTS resource in resolving issues or undertaking routine tasks.	Green