



UNIVERSITY
OF ABERDEEN

OneSource

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Newsletter Issue 2

April 2013

LOOKING AT THE LESSONS WE MIGHT LEARN FROM OTHERS

We were delighted to welcome around 250 colleagues to the OneSource events at Christmas and on Valentine's Day.

Those who attended will recall we



asked you to take a look and comment on what other

organisations had told us about implementing a Programme like this. You strategically placed your sticky dots against the items to which you thought we should pay the most attention. A summary of that exercise is outlined here in this newsletter. For each theme we selected the top 3 concerns, and have come up with ways to incorporate your feedback into the planning.

In addition to making the boards very colourful, we hope that those who attended were also able to talk



to one of the event hosts about the OneSource programme and felt more enlightened as a result.

Following the success of these events, we plan to hold more along different

themes in the future. Look out for a summer invitation (if summer ever comes)!

Message from Project Sponsor

When I last wrote I had just been appointed as the Programme Sponsor for OneSource. I outlined the major undertaking that I believed it would be. Since then, we have made significant progress. We have completed the procurement stage and have appointed Unit4 as suppliers, and we have assembled a core delivery team. We have also agreed the first two projects and appointed Project Directors - Karen Hercus for Finance and Nicki Matthew for Student Life Cycle - and their teams. And we are developing strong relationships with the suppliers' implementation team.

The scope and potential benefits of the first projects are nearly finalised, so we are beginning a round of activities to document our current processes and to analyse how these should be improved. This will be based on the understanding

and views of the process/subject experts in the University and will be supported by modern, integrated technology. This is a combination that will produce excellent results. In order to ensure success, we hope you will be willing to be involved when approached to do so.

Information about each project is available online, together with details of how to contact the OneSource team if you have questions. We remain committed to keeping the University community, both staff and students, fully informed, and to involving all of those who wish to be involved.

Professor Bryan MacGregor
Head of the College of Physical Sciences

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<p>If you, in the course of your work...</p> <ul style="list-style-type: none"> >>> Are required to refer to the Student Record >>> Set up new courses >>> Are involved in Research Management >>> Rely on new students being able to access the Applicant Portal and use the Admissions System >>> Undertake advising Monitor student progress 	<p>If you...</p> <ul style="list-style-type: none"> >>> Order goods and services on behalf of the University >>> Manage budgets >>> Request or generate reports >>> Deal with grants applications <p>If you...</p> <ul style="list-style-type: none"> >>> Recruit staff >>> Line manage staff
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And much more....

The process and supporting technologies to do these and many other activities will change and improve as we implement **OneSource**. We need you to contribute to how we can get it right for all concerned. Stay connected to the **OneSource** programme by registering your interest today

www.abdn.ac.uk/onesource/

YOU TOLD US WE NEED TO KEEP IN MIND...

About Business Process Change

Be sure that senior managers have one view and those at the operational level share this view

We will set up regular opportunities for the senior sponsor to have a dialogue with operational staff

Know what you want to get out of the system

The Business Case for each implementation will clearly indicate benefits for the different stakeholder groups

Promote the system as an enabler of change, not the reason for change

The Programme is badged as an opportunity for Business transformation – People – Process – Technology

Make sure you have enough staff on the operational side; it can really take the steam out of a project to lose key functional staff, pulled off the project to support day to day operations

Project team members will have to commit to full time involvement during the key stages

About People

Ensure you have representation from all areas from day 1 in order to understand impact and interdependencies and be prepared to compromise with one another.

Enable decision making by ensuring the right people are on the project team

The core programme team will work with Project sponsors to insist upon the right project team – without compromises

This will be particularly important in relation to the reporting data. This work is on-going and all parties are collaborating prior to any implementation being undertaken. There are representative of the different project board from all different parts of the University

Buy-in: Communication is key – tell people what is happening at every stage of the project. You can't communicate too often

A communication plan has been created and included are opportunities for anyone to visit project teams and central information they can pull at any stage

About Communications

Keep people involved

A database of all parties who engage with the programme/projects in being created and the intention is to target communications as appropriate

Frequent effective communications with the various project teams and constituent groups keep the project moving and help manage

Project Directors are committed to doing this throughout

About Risks That Are of Concern

Ineffective communications

A communication plan has been created and included are opportunities for anyone to visit project teams and central information they can access at any stage

Inappropriate staffing and personnel shortfalls

Project team members will have to commit to full time involvement during the key stages (and see above Communications concerns)

Insufficient training of end users

Will be carefully planned by Project Directors

About Technology

Adopt a formal system for logging change requests and any problems encountered with the system during the development and production phases

This is in hand – with the assistance of experience Prince2 Project Managers

Think hard about what text you include on the screens – keep it simple

Project Director and respective build teams to plan for this

No matter how much testing and training you do once you go live you will go through a “performance dip” as your employees master the system. Prepare for this and manage it.

Project Director to plan for this

About Scope & Planning

Testing – ensure sufficient time is allocated and the right people are involved

Sufficient testing phase to be built in to the go-live plan

Set realistic targets

We will look for advice from our software supplier on implementation timescales for different modules based on their experience elsewhere

Ensure sufficient time is allocated to consider options and make decisions

Project Director(s) and the core team to plan for this

OneSource Student Life Cycle Project Update

Nicki Matthew, Project Director

The Project Team is delighted to welcome Kenny Bruce to the OneSource Student Lifecycle Project as Project Manager.

The Business Case is being presented for consideration by the Programme Board on 29 April 2013. Subject to approval this will release the budget for phase 1 of the project. The Senate Business Committee, under devolved powers from Senate has approved two academic-related decisions relevant to the Project - that the system is student led with responsibility placed on the student to make course selections; and that appointments with Personal Tutors become "on demand" through the system, requested either by the student or Personal Tutor. A further policy-related matter will be considered by Senate on 1 May.

The period from April to June is very busy with requirements setting workshops with Unit4, subject to these we will then move into the solution design stage. Input from Schools and Colleges will be sought in these workshops and engagement activities with student are being planned.

The following has been achieved

- *'As is' and 'To Be' workshop for all Phase 1 components scheduled for April/May/June 2013.*
- *Overview of Agresso Students module completed (23/24 April)*
- *5 OneSource open information sessions held at Old Aberdeen and Foresterhill.*
- *Briefings to the three College Teaching and Learning committees in April*
- *Approval by the Senate Business Committee (19 April) of recommendations from the Programme Board*
- *Outline project plan established for phase 1*
- *Membership of Project Team confirmed*
- *Common Hierarchies workshops arranged for May.*

Next steps

- *System Module 'As is' and 'To be' workshops to be completed*
- *Curriculum 'As is' and 'To be' workshops to be completed and curriculum rules agreed*
- *Data Hierarchies strategy to be agreed.*
- *Data Migration workshop and strategy agreed.*
- *Business Case and Project Initiation Document approved.*
- *Required workshop resource confirmed with Unit 4*
- *Project governance (Inc. Issues and Actions, Lessons Learned, Resource Monitoring, Communication Plan) agreed with Unit 4 and control documents established.*
- *Baseline project plan for the provision of all Solution Design Documents*
- *Decision on hosting made and subsequent planning of technical installations*
- *Role and membership of the Student Lifecycle Build Team established*

OneSource Finance Project Update

Karen Hercus, Project Director

The Project Team are delighted to welcome Debbie Connon to the OneSource Finance Project as Project Manager.

The Project Build team has now been agreed and comprises of Shiona Denton - Financial Accountant, Mhairi Rose – Senior College Accountant, CLSM and Susan Walker – Deputy Financial Systems Manager. The Technical Team Lead is Karen Grant.

We are now into the Solution Design Project Management Stage. This will involve a number of workshops during the next few months with Phase 1 being Common Hierarchies and Data Migration. The outcome of this will be agreement on the format of the Chart of Accounts and the "Go Live" date - whether this will be at the Financial Year End, or mid-year. This will allow us to then plan the detailed process workshops around Accounts Payable, Accounts Receivable, On Line Expenses, Post-Award Grant Administration etc. - to include all the Finance modules.

The following has been achieved:

- Finance and Procurement Survey completed.
- Project Proposal and Business Case approved by the Programme Board
- Draft Project Initiation Document written and presented to Project Board.
- High Level Project Plan developed
- Project Risk Register developed
- SharePoint document filing structure agreed and set up
- First Project Board Meeting held 11/03/13
- E-Procurement demonstrations held with 2 suppliers.
- Common Hierarchies workshops arranged for May.
- Finance Migration workshops arranged for April and May.
- 4 days of initial training arranged for the Project Build Team.

Next Steps

- Common data hierarchies workshops (includes Human Resources, Directorate of Academic Affairs and Research).
- Data Hierarchies strategy to be agreed.
- Finance Migration Workshop completed and go-live date to be agreed.
- Project Initiation Document to be approved.
- Detailed planning of Solution Design management stage.
- Commencement of "As-Is" workshops with key Finance process owners.
- Decision on hosting made and subsequent planning of technical installations.
- Build team initial training completed

Project updates are regularly posted in the [OneSource](#) site in StaffNet