

Explorer Participation

Cardiff University	<p>The Flexible Service Delivery programme's focus on process improvement is directly aligned with the University's strategy and is also a key thread of our supporting Information Services strategy. Our commitment to engaging in the JISC programme has afforded us the opportunity to build upon our experiences and learning gained from our JISC funded Lean Enterprise Architecture Project, which was part of the JISC Enterprise Architecture Pilot Programme in 2008. It is also emerging that our ongoing commitment through our Modern IT Working Environment Programme – which includes a range of software tools from major vendors such as IBM and Oracle for business process automation, data management practices and application integration using SOA - has provided us with the opportunity to share our experience of adopting a service oriented approach and reducing operating costs and waste with others across the Strategic Technologies Group. Our close involvement in the Enterprise Architecture Practice Group has meant that we've been able to support practitioners and managers new to EA to develop some initial knowledge that enables them to get started themselves.</p> <p>Contact Name: Paul Hobson Position: Deputy Chief Technology Officer Email: hobsonpd@cardiff.ac.uk Website: http://www.breadedcod.com/category/fsd/ Tel: 02920874490</p>
De Montfort University	<p>De Montfort University and its Information Services and Systems (ISAS) team are entering a new era with a new Vice-Chancellor and Executive Board. A key priority is to align the work of ISAS with the strategic aims of the University. To this end we are embarking on a period of transformation to create a modern professional IT service for DMU.</p> <p>The adoption of Enterprise Architecture will play an important part in creating a framework and processes to integrate University activities with those of the IT teams; bringing together business process, information and systems architecture.</p> <p>New strategic technologies and delivery models such as 'Cloud' and Shared-services will be explored together with IT Governance, IT Service Management and Portfolio Management.</p> <p>These initiatives will bring significant benefit to DMU as it adapts to the challenging times within the sector. We recognise the importance of not 'reinventing the wheel' and the work of the FSD programme covers many of the areas we are exploring.</p> <p>Membership of the STG will allow us to work with peers across the sector, sharing knowledge and experiences for the benefit of both DMU and the sector as a whole.</p> <p>Contact Name: Michael Robinson Position: Director of Information Services and Systems Email: mrobinson@dmu.ac.uk Tel: 0116 2577038</p>
Imperial College London	<p>The ICT Division of Imperial College London has embarked upon using Enterprise Architecture to help align its IT Service delivery with its business needs. EA has been embedded, as a change management suite of principles, across a number of projects, such as the adoption of common sign-on across academic and</p>

	<p>administrative systems. Architecture Principles and guidance for project teams have also been developed.</p> <p>The department recognises the increasing need to be agile and flexible in its service delivery and to provide a cost effective services to the College, especially in the current financial climate. It has recognised the importance of SOA and Business Process Management (modelling, costing) in achieving this. It is embarking on a number of small but strategic SOA projects to see how this approach may be useful in providing more flexible services. Like many HE Institutions it has a large number of applications from multiple vendors and there is increasing need to provide easy to use user interfaces which span multiple applications. SOA is seen as a way of enabling access to such composite applications. The department is also working to improve the effectiveness and maturity of its governance structures within the College and gain support from staff for this architectural approach.</p> <p>The department recognises that the College, as an enterprise, has some way to go on this journey and is benefiting from learning about good practice from other institutions that are further along this path, whilst at the same time sharing our own experiences. Being part of the Flexible Service Delivery programme, and engaging in the Strategic Technologies Group and Enterprise Architecture Practice Group, is allowing us to do just that.</p> <p>Contact Name: Paul Belli Position: Technical Manager - Architecture Email: p.belli@imperial.ac.uk Tel: 02075946936</p>
<p>Manchester University</p>	<p>The Technology Enhanced Workplace Learning (TEWPL) group (Manchester Medical School, The University of Manchester) and the UHSM Academy are committed to the aims and objectives of the Flexible Service Delivery Strategic Technologies Group (STG). Through engaging with others institutional peers we hope to explore the benefits in efficiency and effectiveness that technology can deliver to administrative and educational functions and envisage providing relevant examples from our work with electronic marking technology in medical education.</p> <p>Contact Name: Tim Cappelli</p>
<p>University College Falmouth</p>	<p>At the University College Falmouth there is a strong focus on improving the effectiveness and efficiency of our IT academic services. The key drivers for improvement, and for collaborating with other institutional peers in the sector through the STG, include graduate employability, institutional sustainability and student tracking and retention. It is hoped that by professionally developing members of staff in the practical application of EA – through the JISC Foundation Professional Programme in EA being offered as part of the FSD programme – we will be able to make some real progress towards delivering against this vision.</p> <p>Contact Name: Anne George Position: Director of Academic Services Email: Anne.George@falmouth.ac.uk Tel: 01326 370769</p>
<p>University of the West of England (UWE)</p>	<p>UWE are committed to sharing good practice and good ideas with institutional peers across the sector through the STG. The nature of the engagement will be focused on our efforts to improve the effectiveness and efficiency of our Client</p>

<p>Royal Holloway University of London</p>	<p>Relationship Management (CRM) system. A key strategic priority at UWE is to enhance our ability to manage relationships with external customers in a more co-ordinated way, so as to improve existing processes, drive value out of existing systems through expanding into new business areas.</p> <p>Contact Name: Rayhana Rahman Position: CRM Project Manager Email: Rayhana.Rahman@uwe.ac.uk Tel: 0117 32 83848</p>
<p>Southampton Solent University</p>	<p>Southampton Solent University (SSU) is currently engaged in an ambitious programme to develop its Business Systems as part of its Strategic Development Programme. Through this programme the University will implement a new HR / Finance system, develop the Student Information System to accommodate more flexible modes of learning, see the introduction of a University wide attendance monitoring system (with future expansion to address engagement monitoring) and develop a learner management system.</p> <p>All new and existing University systems will be supported by a 24x7 server infrastructure. In order to develop effective interfaces between diverse University systems and to ensure the resilience and reliability of our IT systems SSU has commenced a project to implement an SOA architecture utilising IBM Websphere Business Process Server.</p> <p>The University's participation in the STG and associated EAPG will allow SSU to accelerate its ICT development programme as outlined above and to benefit from and contribute to sector wide developments. Furthermore, the opportunity for members of our ICT team to participate in the EA Professional Foundation Programme will allow them to develop their skills alongside colleagues from other institutions who are facing similar challenges.</p> <p>Contact Name: Elizabeth Selby Position: Dean, Learning and Information Services Email: Elizabeth.Selby@solent.ac.uk Tel: 023 80319679</p>
<p>UK Senior User Group (SnUG) Consortium</p>	<p>This live consortium of PeopleSoft UK Institutions (LJMU, Manchester University, Cambridge University, University of Derby, Queens University Belfast, and University of Glasgow) is actively working together to develop a solution used for students record management and other core services. The group is currently considering ways to work together to identify and deliver flexible/ shared services and would like support to help explore possibilities before embarking on pilots or trials. The Flexible Service Delivery programme offers an important support service to help the group formulate ideas not only for the group itself but also for the wider ssector.</p> <p>Contact Name: Neil Williams Position: Chair of User Group Email: n.williams@derby.ac.uk Tel: 01332 591531</p>

<p>University of Bristol</p>	<p>The benefits of integrated information systems are recognised at the highest level in the University and our Process Review and Systems programmes are key enablers to achieving organisational change and improvement. Involvement in the Flexible Service Delivery programme is helping us to ensure we embed best practice in our institution, as well as providing us with a suitable forum in which to share our approaches to the wider HE community.</p> <p>Our current corporate systems approach (the combination of best-of-breed and tailored bespoke systems) is already undergoing a change. Recent examples include the introduction of externally hosted services such as WPM for online payments and Hobsons for PG applications (and soon to be used for PG & UG CRM); The development of a new reporting infrastructure; Investigations into Cloud-based services such as e-mail. There may also be further opportunities that should be investigated, such as shared services and the use of a more service-orientated technical approach.</p> <p>The preparation for future changes to service delivery choices (in-hosted, out-hosted, Cloud, outsourced, etc.) will require an ever greater need to align IT with the requirements emanating from initiatives such as PRS. Such alignment must be according to an overall architectural plan, defining the alignment of infrastructure, applications and data with organisation structure & business process change. The plan must be based upon a high-level enterprise-analysis (building on existing work such as SPR and the existing IT Strategy), and must be maintained and enhanced through an ongoing dialogue between IS and process owners. The outcomes of such analysis must be embedded within the institution IT governance framework, and then combined with the more detailed assessment of existing systems, their future potential fit for purpose (review, revise, re-implement or replace? As with the SITS review), and go on to inform future systems development choices in a more holistic manner."</p> <p>Contact Name: Luke Taylor Position: Applications Development Manager Email: luke.taylor@bristol.ac.uk Tel: 0117 9545939</p>
<p>Staffordshire University</p>	<p>Through the ENABLE university-wide change initiative, and further supported by the JISC funded Enable project, Staffordshire University is implementing a strategic approach to the transformation of curriculum design. As such, this project includes the piloting of an Enterprise Architecture approach to the transformation of curriculum design-related process and supporting information systems and technologies. The Universities commitment to engage and collaborate in the Flexible Service Delivery programme, especially through the Enterprise Architecture Practice Group, is seen as critical to the success of this project because it allows us to share experiences and resources and discuss common issues with other institutions who are also embedding Enterprise Architecture as an approach to deliver and sustain business and technology alignments and improvements.</p> <p>Contact Name: Sam Rowley Position: Technical Manager Email: c.s.rowley@staffs.ac.uk Tel: 01782 295730</p>