

Business Systems Development Service Level Statement

About the Team

The Business Systems Development (BSD) Team are responsible for integrating the Universities business systems, for understanding the data held within those systems, for implementing new business systems and developing new bespoke systems and management information suites.

The team is part of Corporate Information Services and comprises two principal developers and a senior developer. The services the team provides can be split into four strands

1. Integration and implementation of new business systems
2. Provision of management information systems
3. Development of bespoke systems
4. Support and training

Mission

The Business Systems Development team aims to provide the University with the management and administrative information necessary for it to pursue excellence in academic and professional higher education.

Integration and implementation of new business systems

The Business Systems Development Team will:

- Consult with departments and advise them on the suitability of commercial software or the need for bespoke development in a timely manner.
- Assist departments with the implementation of commercial software as outlined in the project plan.
- Consult with possible users of data from the new system and agree with them and the owners of the data what data can and should be made available.
- Build interfaces between the corporate systems as outlined in the project plan, to the coding standards defined for CIS projects using SQL, .Net and C# and ensure that code is audited.

Provision of Management Information Systems

The Business Systems Development Team will:

- Assist key business stakeholders in defining business rules for the interpretation of the data they own, and for the calculation of new business attributes that are derived from their data.
- Develop complex reporting suites for the business and make them available via the standard CIS reporting tools (Reporting Services or ProClarity).

Development of bespoke systems

The Business Systems Development Team will:

- Design and develop bespoke applications for the business when commercial software is not suitable, as prioritised by the Executive Projects Group to a timescale outlined in the project plan.
- Enhance the functionality of existing systems within agreed timescales and to the coding standards defined for CIS projects.
- Assist departments in migrating their data from their in-house developed databases to databases developed to the coding standards for CIS projects, as prioritised by the Executive Projects Group.

Support and training

The Business Systems Development Team will:

- Provide 'expert user' support to corporate systems owners advising them on the best way to meet their and the University's data needs.
- Support business systems developed by BSD in collaboration with the business owner.
- Support business critical systems developed by the business owner as prioritised by the head of CIS.
- Liaise with software suppliers about enhancements and work-arounds (for example, beta testing Education placements software).
- Provide specialized bespoke training is provided for departmental users, tailored to the requirements and practices of the University.