



Corporate Information Services  
Internal Review 13 March 2007

Here is a list of services provided by Corporate Information Services:

**Q1** Looking at the list, which of these services provided by CIS are you aware of? Please tick in column 1.

*Please feel free to let us know of any services you haven't heard about because we are just as keen to find out what you don't know about us.*

**Q2** In column 2 please indicate which services you have used. *If none, please omit questions 3 and 4.*

A1,  
A2

**Q3** Can you tell me which of these services you have used the most and what made you use them? (circumstances / specific needs)

- A3
- Agresso
  - QL
  - Web services
  - Web authoring training
  - Blackboard using QL
  - Cohort Monitoring
  - Payroll
  - QLS
  - QLX
  - Partnership data
  - General CIS services
  - Systems provided by suppliers
  - Systems provided by CIS
  - Research Degree Awarding Powers questionnaire
  - Placement database
  - Room Service
  - Alumni database
  - Counter Solutions
  - Marked profile programme
  - Transcript programme

**Q4** a) How well supported by CIS and its staff do you feel?

b) Has the department been flexible / supportive enough to serve your needs? (examples)

- A4
- Working relationships with named individuals generally very good, sometimes excellent.
  - No formal system for who to contact when leads to confusion sometimes.
  - System falls down / gets slower once the one to one relationship built up during a project is lost after project completion / delivery.

- Perception of resourcing / prioritization problems in some areas.
- Some departments feel they have stronger working relationships with CIS than others eg Finance, External Relations, CLIENT, Faculty of Health and Social Care, Hospitality Services have strong links, Planning Office & HR feel they are lower priority, Registry feel their support level is mixed.
- Out of the way office location.
- Team is professional, helpful and supportive even sometimes at short notice.
- A lot of information exchange goes on both formally and informally.
- Excellent work goes on behind the scenes.
- Projects and should be prioritized and resources allocated according the business needs of the whole University and its customers ie students, not just individual Faculties.
- CIS has responded swiftly and helpfully to RDAP requirements.
- 'Language barrier' between CIS and other departments which can be overcome by lots of discussion.
- 'Can do' attitude and culture.
- Limited content writing skills available to the University.
- Website should be a vital part of the marketing strategy and direction is lacking for the web team in this area.

**Q5 What corporate systems are most important to you in your day-to-day work? (examples)**

- A5
- Web training
  - Websites
  - Gold Report
  - Agresso and payroll
  - DRAM
  - QLS
  - QLE
  - Hercules
  - UCAS system
  - Web services
  - SQL/Cohort
  - Placement database
  - Staff portfolio
  - Blackboard
  - QLX
  - Alexis programme
  - Databases

**If you don't use CIS at present do you envision circumstances which may lead you to using them in the future?**

- Achieve Forms as part of Agresso
- New card readers for the Refectory

**Q6 Is there any service that you would like CIS to provide that it currently does not? (based on current ongoing work or upcoming projects)**

- A6
- Easy to use student attendance system

- Sensitive / gradual installation of systems to take account of existing staff practice and work cycles
- Online access to management information
- Better communication at lower management level of new developments and forthcoming changes with the opportunity for other departments to feedback and comment.
- Better familiarization with Admissions and the admission cycle.
- Less technical language, more layman's guides to services and information on who does what in the department.
- Better communications between web team and web systems.
- More awareness of the front-line, customer facing perspective.
- Better reporting and more responsiveness to planning / SMT reporting needs.
- Replacement of old Access databases with Agresso.
- Assigned contact person for a Faculty or project.
- Back ups for key people if they are absent.
- Better promotion of CIS and what it does across the University.
- Less complicated reporting structure in projects.
- Automatic logging of issues and emailed confirmation when an issue has been closed or resolved.
- Regular monitoring of projects / systems once delivered / installed to check for issues / development requirements.
- Monitoring of how websites are being used by their target audiences once launched.
- Publication of stats on down times etc on the website
- More central location / show faces on campus more often.
- Feel web services would sit better with marketing than CIS.
- Course similar to Finance for non-Finance staff to raise awareness of CIS.
- CIS should get a big picture overview of the departments they work with.
- Help needed with budgeting for CIS projects.
- A more helpful website including who's who so the department is less of a 'black box'.
- Newer version of Alexis programme.
- Tracking of data for customer journeys through the website eg from first contact to enrolment.
- CIS to play their role as a corporate information system more actively.
- More reactive response to emerging issues.
- Proactive approach to understanding the needs of a department including reviewing CIS's expectations of its clients, who may need help to translate their needs into the appropriate technical requirements.
- CIS to develop proper individual websites for staff.
- Problems with QLe and Gold Report encountered when extracting reports, more practical system needed.
- Placements software for Faculty of Health and Social Care.
- Extra staff to be ready to respond to short term needs while maintaining long term priorities.
- Open up reporting services eg track validation documents.
- Link programme directors database to QL.

- Online bookings and payments for students.
- An expert directory for journalists.
- All services to move towards e-application and e-finance.
- Better system for Accommodation that students can access from overseas.
- System for student application details in QL that did not lead to duplication.
- Support for using the website as a recruitment and marketing tool, especially for the prospectus.

**Q7 How did you find out about CIS? If you were unaware of CIS how would you find out about them? Are your colleagues using CIS for their work needs?**

- Most have been aware of CIS since its formation due to their length of service.
- Some only became aware recently due to their involvement with new projects.
- Long term working relationships have been established with CIS staff (often dating from prior to CIS formation)
- Mixed awareness of CIS across departments depending on their involvement with the various systems.
- Less awareness that web team is part of CIS.
- Confusion about relationship between CIS, Computing Services and LTEU and their roles.

**Q8 Finally, are you aware that CIS is no longer part of Computing Services and is now a distinct department in its own right? We continue to have close operational ties but we split at the start of the 2005 academic year.**

- A8
- Mostly yes.
  - Some comments that the separation between CIS and Computing Services is a problem, stretching resources for each department and impacting on effective communication.
  - Those not aware of the distinction see everyone as 'computing services people' and are not aware of the different roles.
  - Computing Department, Computing Services and CIS to collaborate to offer student placements in the departments.
  - Blurred lines between CIS and Computing Services, which is a positive thing.

## Academic and Support Staff interviews for Internal Review

### Information and background

Thank you for agreeing to be interviewed as part of the Internal Review of Corporate Information Services (CIS). We are interviewing a wide range of staff from across the institution to ascertain how effectively CIS supports the users of the University's information systems.

Please be assured that the comments you make during the interview will not be attributed to you in our Review Report, unless we request this of you and you are in agreement.

### Pre-interview questions

Before the interview we would be very grateful if you could indicate which of the following services you are aware of and also those that you have actually used.

#### General Services

Service	Aware of	Use
Interfacing between information systems that need to share data.	17	12
Information systems upgrades and maintenance.	17	8
Ensuring audit compliance (internal and external).	12	3
First line user support of core applications.	15	12
Training (for application and web site authors).	13	11
Consultancy (SQL server, system selection, specification and system integration).	12	8
Disaster Recovery planning and testing.	15	6

#### Systems provided by our suppliers e.g. Agresso

Service	Aware of	Use
Specification of needs and requirements.	14	4
Ensuring compliance with existing information systems/technology.	14	5
Technical installation.	14	8
Consultancy on how to maximise benefits of implementation.	15	4

#### Systems provided by CIS

Service	Aware of	Use
Design and development of information systems e.g. StudentNet, Client Management system.	15	6
Provision of management reports e.g. Cohort Monitoring.	15	10

#### Web sites

Service	Aware of	Use
Design and development of web sites (internal and externally funded).	17	12
Web site content writing.	15	9
Day to day administration for legacy sites and departmental sites without dedicated web authors.	11	5
Quality assurance of web pages.	13	5
Technical advice and support to departmental web authors.	16	8
Consultancy: accessibility and legislation relating to web editors.	13	5
Graphic design services for web and print commissions.	14	7

Comments: People not sure whether to tick both 'aware of' and 'use' if they use a service, or just 'use'. Mix of approaches reduces numbers under 'aware of'.