

Lessons Learned

Student Record System Transformation

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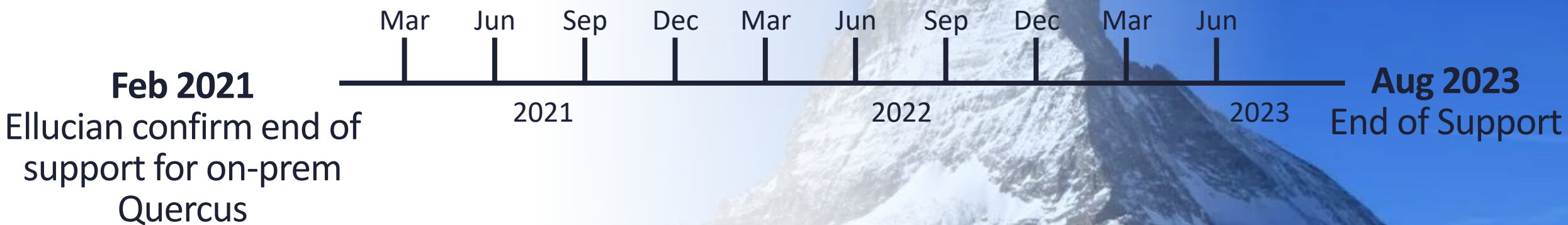
Student Records System Transformation

End of Life

Biggest Digital Change Ever

Most Significant Process
Change for 15 Years

Resistance to Change



Student Records System Transformation

- 
- 
- ✓ Delivered on time
 - ✓ Delivered within budget
-

Student Records System Transformation



Seven Lessons

Lesson 1: You can't do everything





Student Journey

Recruitment
&
Admissions

Finance

Enrolment

Student
Experience

Learning &
Assessment

Awards &
Graduation

Scale of impact

145
Operational
processes

53
Teams

Over 500
staff

Over 50
integrations

Delivery philosophy

MVP

Student First

Adopt not Adapt

Delivery philosophy



Lesson 2: Get the right people in





Seconded
Subject
Matter
Experts

External
Delivery
Specialists

SITS
Expertise

Experienced
Partners

The right people

The right people





Programme
Manager

Technical
Delivery
Manager

Test
Manager

Only **0.8 FTE**
SITS
Developers

The right people

INFUSE

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useMango
by Infuse

Automated testing

Higher education expertise

Rapid deployment

Quality assurance

Cost effective future investment

Lesson 3: Empower the team to make decisions



Lesson 4: Break down barriers and silos



Academic
Model

Admissions

Finance

Student

Assessment
&
Progression

Systems Management

Integrations

Data Migration

MI & Reporting

Testing

Business Change & Training

Lesson 5: Plan your exit before you start



Phase 1

May 2021 – Aug 2022

Applicant Portal



Aug 22

Oct 22

Phase 2

Sep 2022 – Aug 2023

**Confirmation &
Clearing**

Jun 23

**Enrolment, Fin Reg
& Student Acc. Mngmt.**

Aug 23



**Development &
Configuration Deadline**

Technical Go Live



**Confirmation & Clearing
Live**

**Enrolment, Fin Reg
& Student Account
Management Live**



Lesson 6: Bring your colleagues on the journey





Lesson 7: Create purpose and commit

Lesson 1: You can't do everything

Lesson 2: Get the right people in

Lesson 3: Empower the team to make decisions

Lesson 4: Break down barriers and silos

Lesson 5: Plan your exit before you start

Lesson 6: Bring your colleagues on the journey

Lesson 7: Create purpose and commit

Would like to know more? Visit us at Stand 12



Nalin Parbhu
Founder & CEO

WHY TALK TO ME?

Talk to me about how I am helping
King's College London,
University College London,
Queen Mary University of London,
and London South Bank University
to modernise their business
transformation programmes and
deliver better, smarter and faster software.



Aaron Tyler
Director, Pact Solutions
Programme Manager,
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If you have any other questions
regarding the presentation or
would like to know more about the
SRS Transformation programme,
please don't hesitate to come and
speak to me.

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Ade Odumosu
Head Of Client Relations

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King's College London,
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to work around the challenges in
IT staffing and managed services
cost effectively.

