Banner 9 SRMS Project
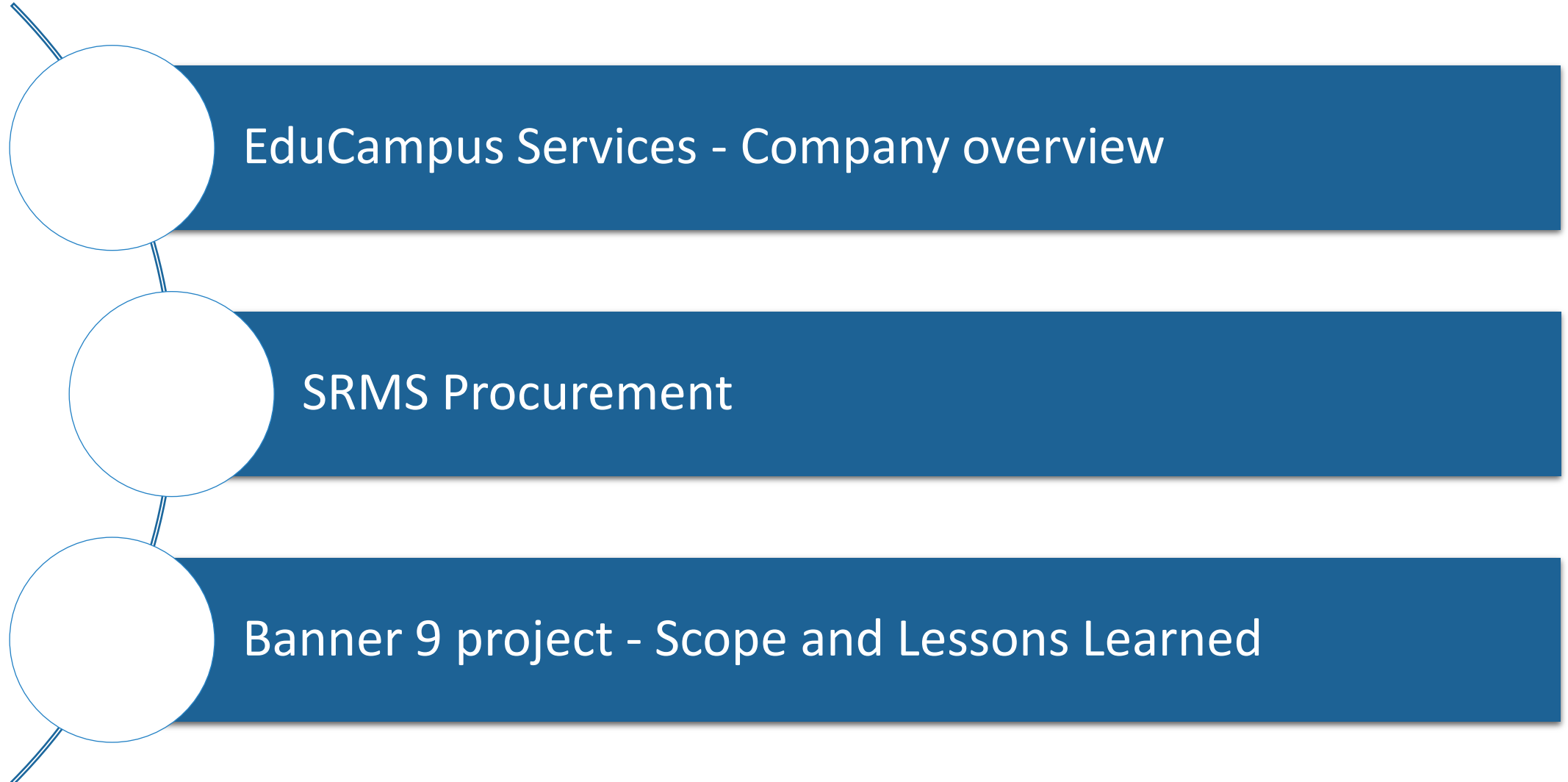## *Supporting Student Success*

EduCampus

Rory McGinty
Programme Management Director

Dr Noreen Layden
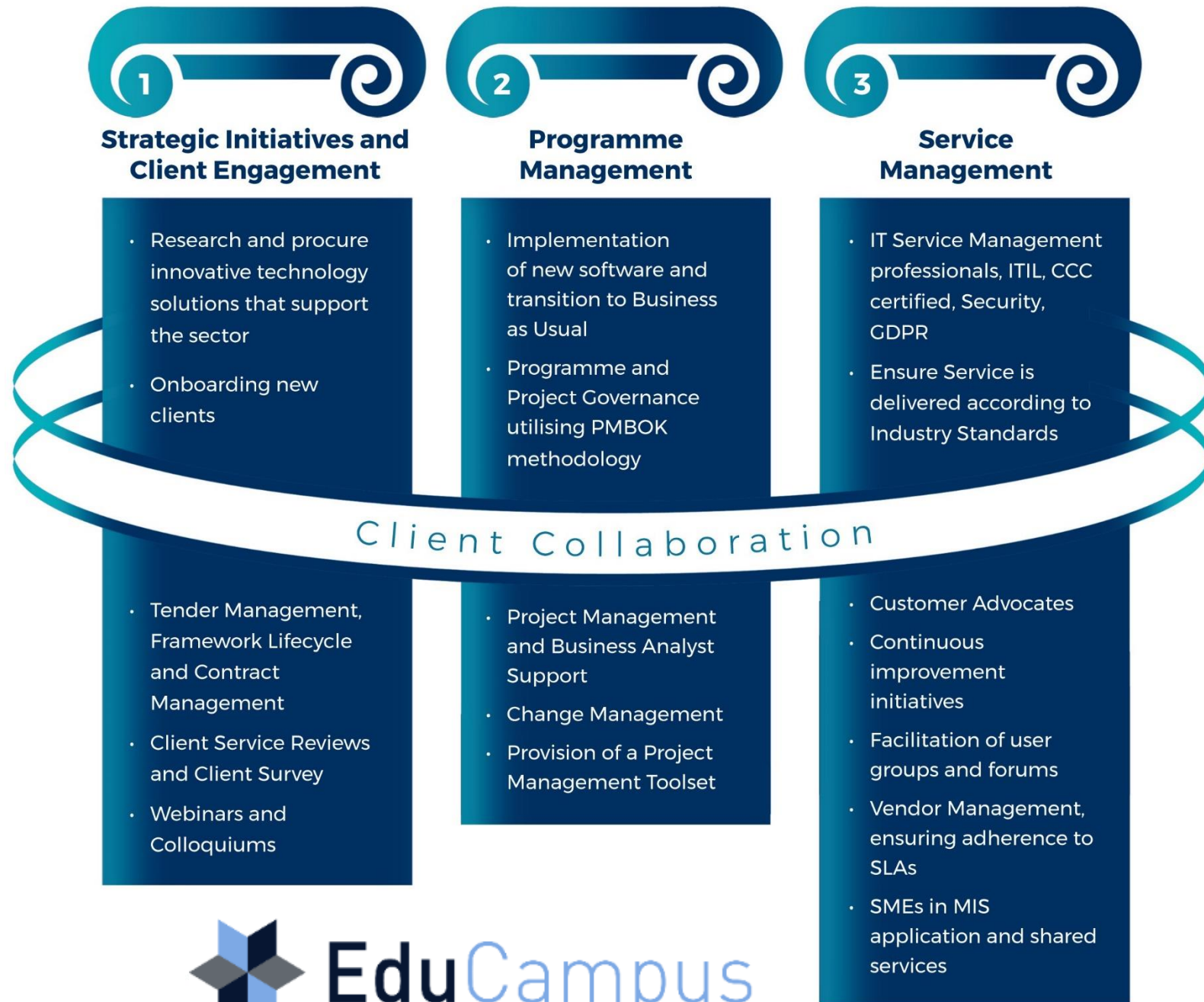*Programme Manager – Student Services*

HEAnet Conference, 10th March 2022
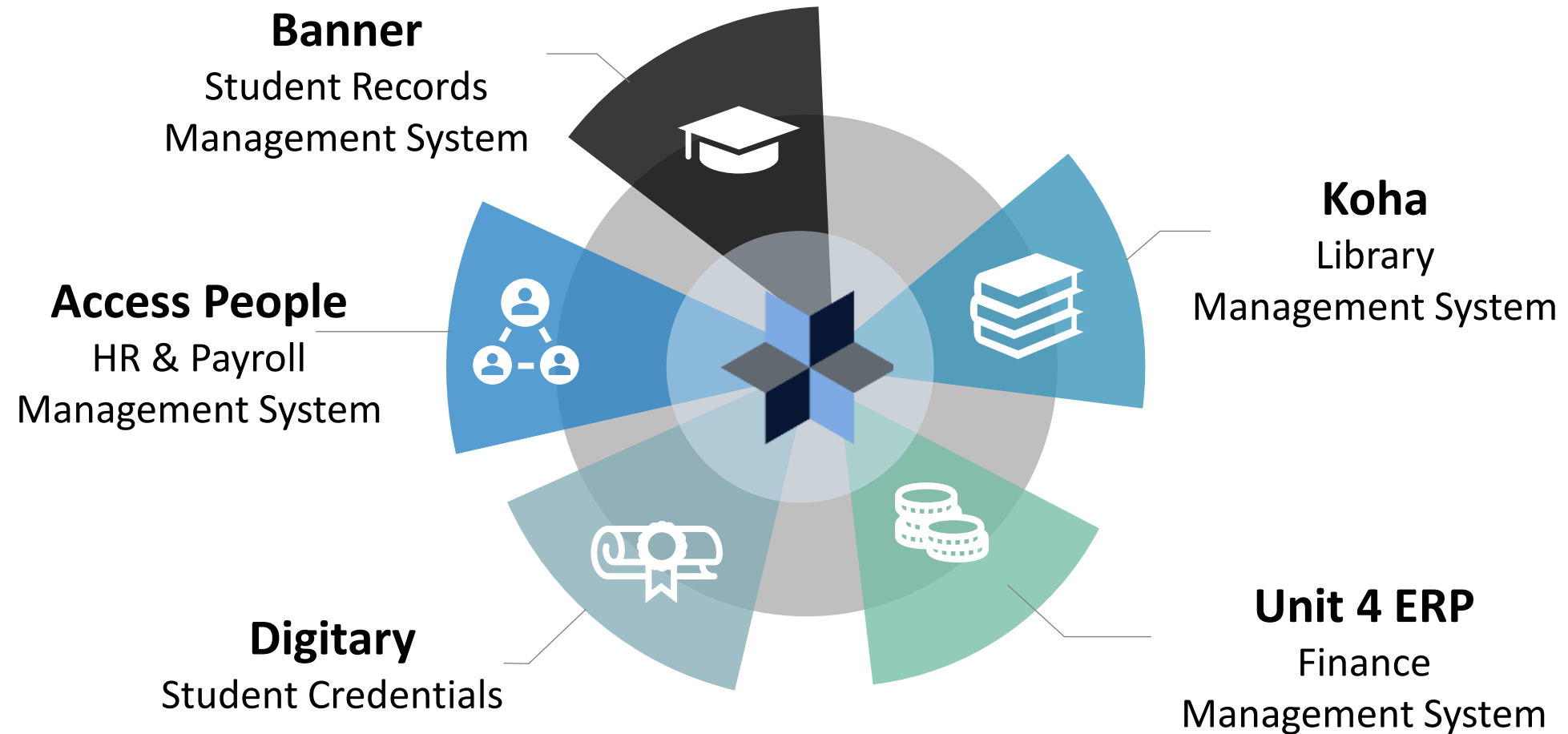
Banner 9 SRMS Project

EduCampus

EduCampus Services - Company overview

SRMS Procurement

Banner 9 project - Scope and Lessons Learned

Portfolio of Applications

Banner
Student Records
Management System

Koha
Library
Management System

Access People
HR & Payroll
Management System

Unit 4 ERP
Finance
Management System

Digitary
Student Credentials

EduCampus

EduCampus Clients

7 Institutes of Technologies

3 Technological Universities

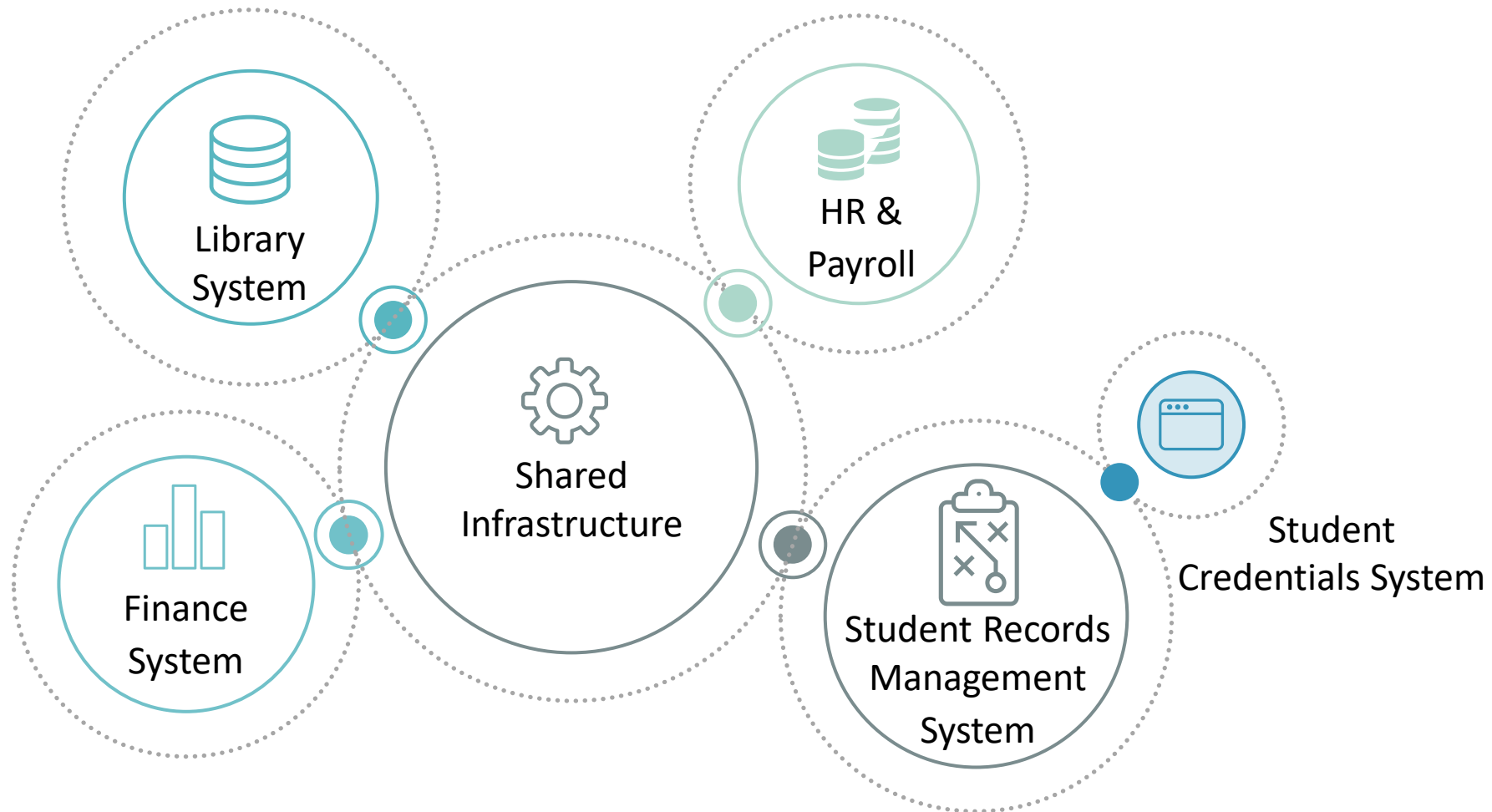**4** Universities

1 ESBS

**1** Houses of Oireachtas

110,000 Students

19,700 Staff

Programmes & Projects

EduCampus

208
Complete

33
In Progress

MIS Applications & Infrastructure

EduCampus

Library System

HR & Payroll

Shared Infrastructure

Finance System

Student Records Management System

Student Credentials System

Outdated applications hosted on outdated shared infrastructure

MIS Applications & Infrastructure
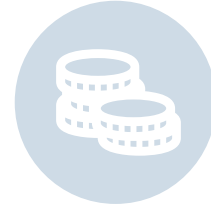
EduCampus

Risk Assessment
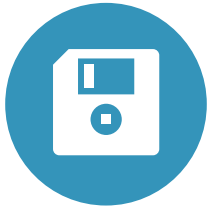
Legacy Infrastructure & Applications
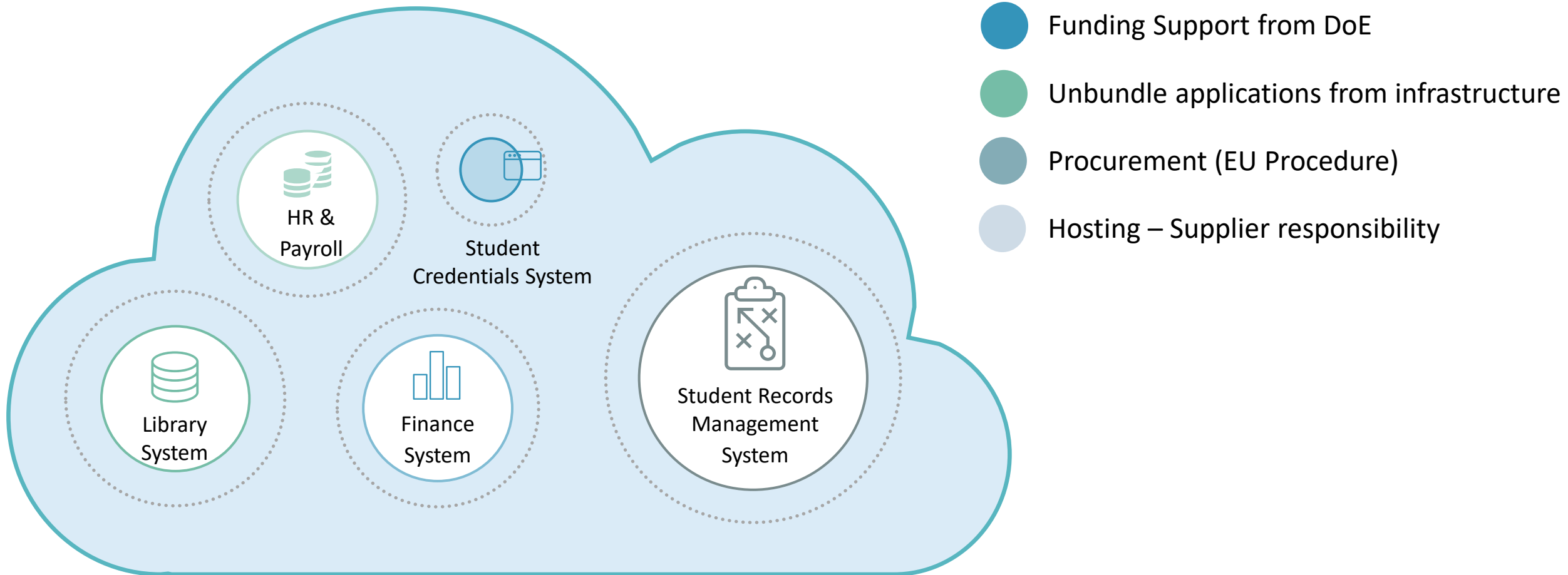
Procurement, Regulation & Compliance

Cloud Hosting & SaaS

Budgetary & Financial Constraints

Significant Operational, Management and Governance Risk

Strategic Decisions

EduCampus

- Funding Support from DoE
- Unbundle applications from infrastructure
- Procurement (EU Procedure)
- Hosting – Supplier responsibility

HR & Payroll

Student Credentials System

Library System

Finance System

Student Records Management System

EduCampus MIS Refresh Programme

EduCampus Programme Governance

Corporate Governance

EduCampus Board — Strategic — EduCampus Executive

Functional — Programme Steering Group (PSG)

Tender Evaluation Team (TET) — Operational — Project Working Group (PWG) for each key project

User Evaluation Group (UEG) — Advisory — Application User Group (AUG) for each application

Procurement Governance

Project Governance

SRMS Procurement

EduCampus

Feb 2019

PQQ Published

May – Dec 2019

Dialogue Phase

01 **02** **03**

PQQ Phase

Mar – Apr 2019

Meetings, Engagement	
34 TET meetings	**20** UEG meetings
5 Sub-Groups	**128** Scenarios
29 UEG members	**13** IoTs/TUs

SRMS Procurement

EduCampus

Feb 2019

PQQ Published

May – Dec 2019

Dialogue Phase

Mar - Jun 2020

Post Tender Negogiations & Award of Contract

01 — 02 — 03 — 04 — 05

PQQ Phase

Mar – Apr 2019

Tender Phase

Dec 2019 – Mar 2020
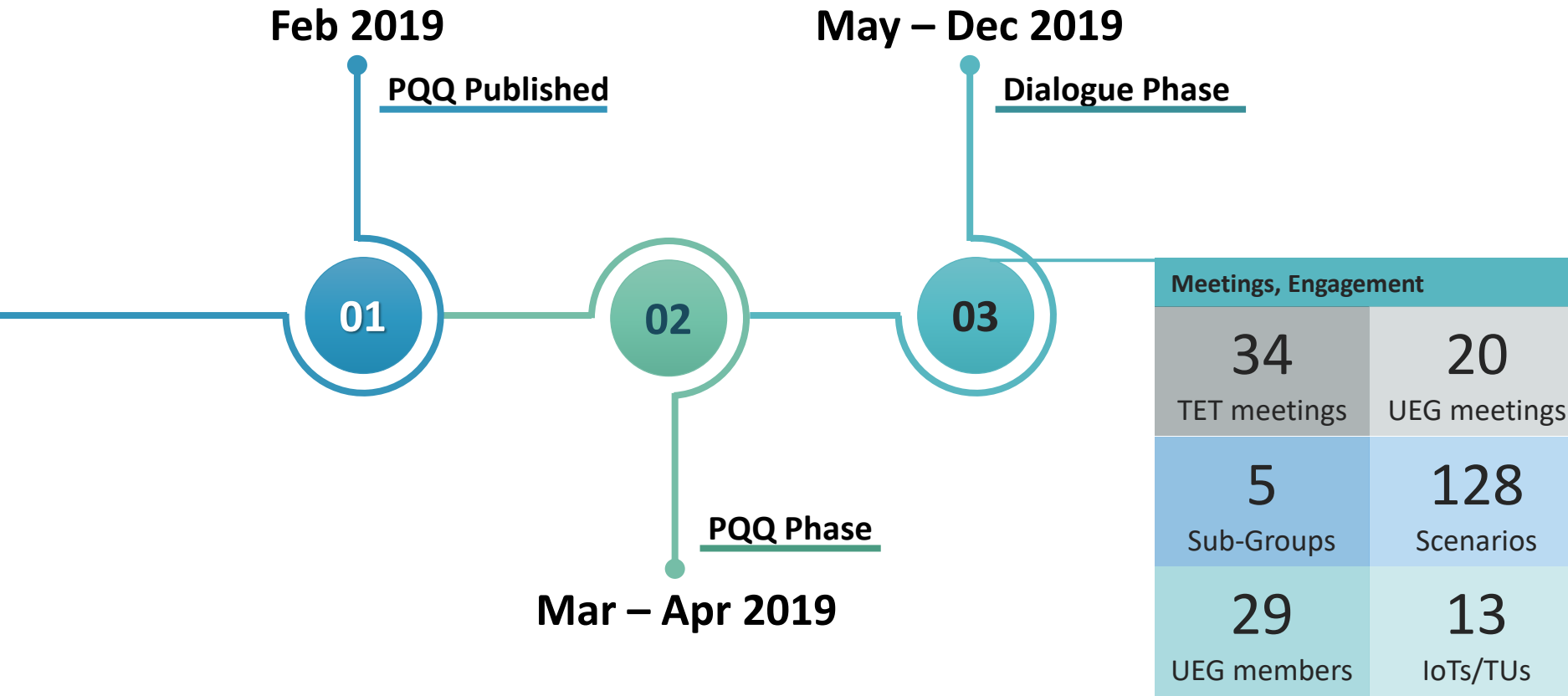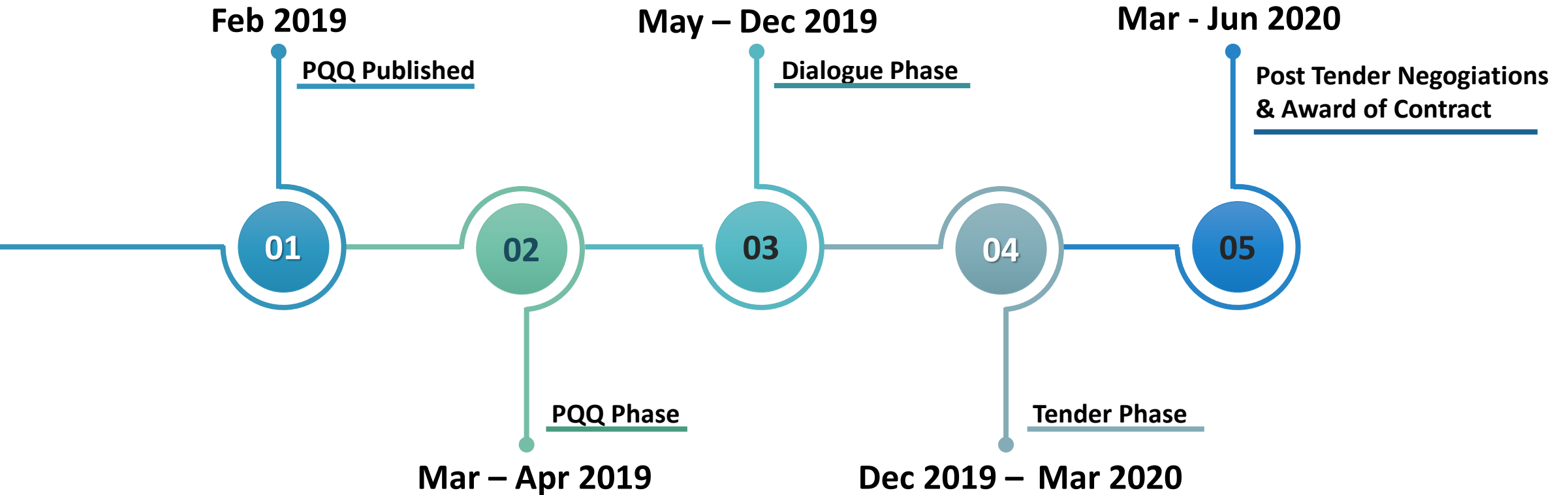
Framework Agreement & Contract

EduCampus

EduCampus, on behalf of its client base, is the contracting authority and agreed a 10 year Framework Agreement with DXC in June 2020

- initial call-off contract for implementation of the Banner 9 upgrade project
- 4 year duration, until June 2024

Following the completion of the Banner 9 upgrade, additional functionality available on the framework agreement includes:
- CRM Recruit
- Ellucian Workflow
- Banner Document Management
- Banner Document Retention
- Ellucian Analytics

SRMS Programme

EduCampus

✓	**MIS Refresh**	Banner 9 Implementation 11 Client Instances (TUs / IoTs)
	Student Digital Pathways	Banner 9 Implementation NUI Galway
	Technological University	Single SRMS for TU's: TU Dublin, Munster TU, TU of the Shannon, Atlantic TU, South East TU

EduCampus Project Support

PROJECT PLANNING
- Initial Planning with DXC
- Planning with Clients
- Project Governance

TRAINING SUPPORT
- Training Plan
- Review Training Materials
- Support amendments to training Materials

POINT OF ESCALATION
- Management of Project Escalations
- Monitor Issues, Risks, etc

USER ACCEPTANCE TESTING (UAT)
- Acceptance Testing Plan
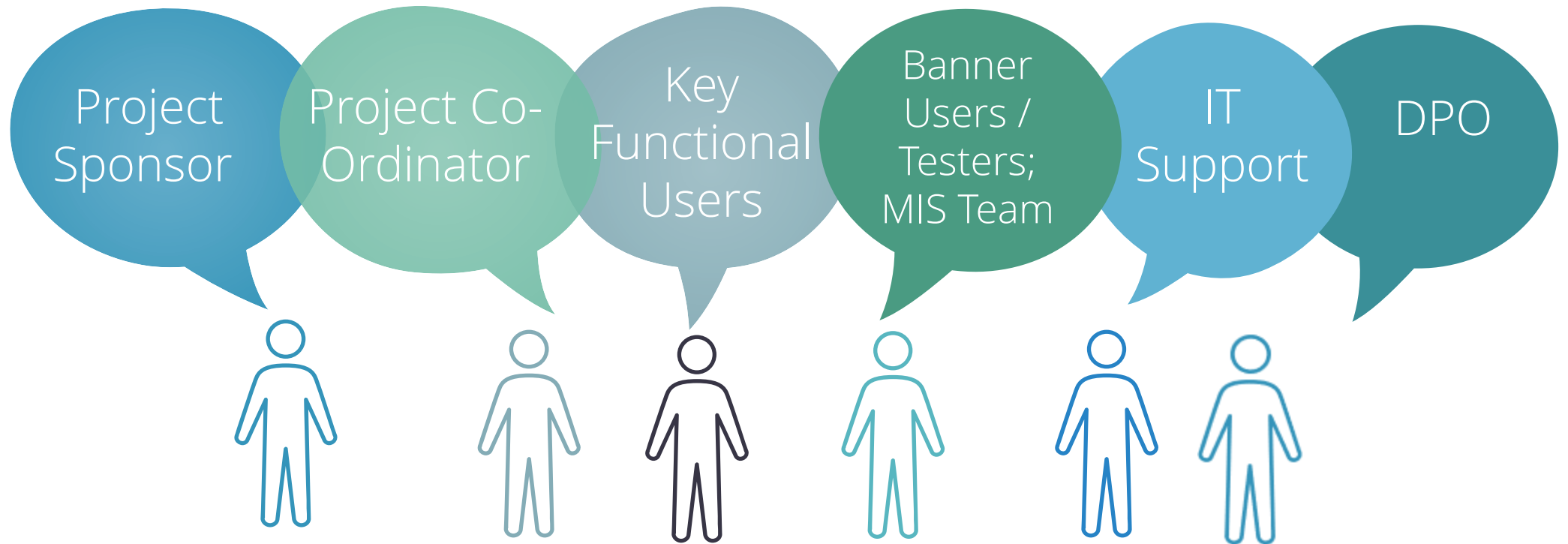- Support in writing Test Scripts
- Support Test Execution

ON SITE/ ONLINE SUPPORT
- Project Workshops
- Training Days
- UAT & Go Live

GO LIVE SUPPORT
- Go Live check Lists
- Monitoring of Aftercare
- Transition to BAU Plan

Client Resources / Project Team required

EduCampus

SRMS GDPR & DPIA Requirements

EduCampus

General Data Protection Regulation (GDPR)

- GDPR places extra responsibility on Suppliers and Data Controllers

- EduCampus is working with DXC/Ellucian to ensure compliance, supported by contractual agreements

- EduCampus will continue to support its clients with guidance (e.g. DPIA Workshop, May 2020), sample documentation (e.g. data retention and deletion templates) and progressing queries with the suppliers

Data Protection Impact Assessment (DPIA)

- A Data Protection Impact Assessment (DPIA) is a risk assessment around data privacy and security

- It is required when there is processing of sensitive data on a large scale

- A DPIA is required for the new SRMS system prior to implementation

- EduCampus provides support to the DPO group as they work to build a draft template for the sector

Banner 9 – New Features & Functionality

EduCampus

Modern User Interface

Ethos Integration Hub

Evisions Argos Reporting
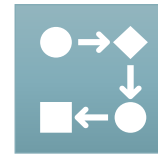
Intelligent Learning Platform

Banner Communication Management
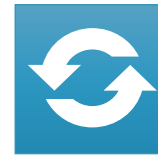
Action Item Processing

Structured Registration

Banner Workflow

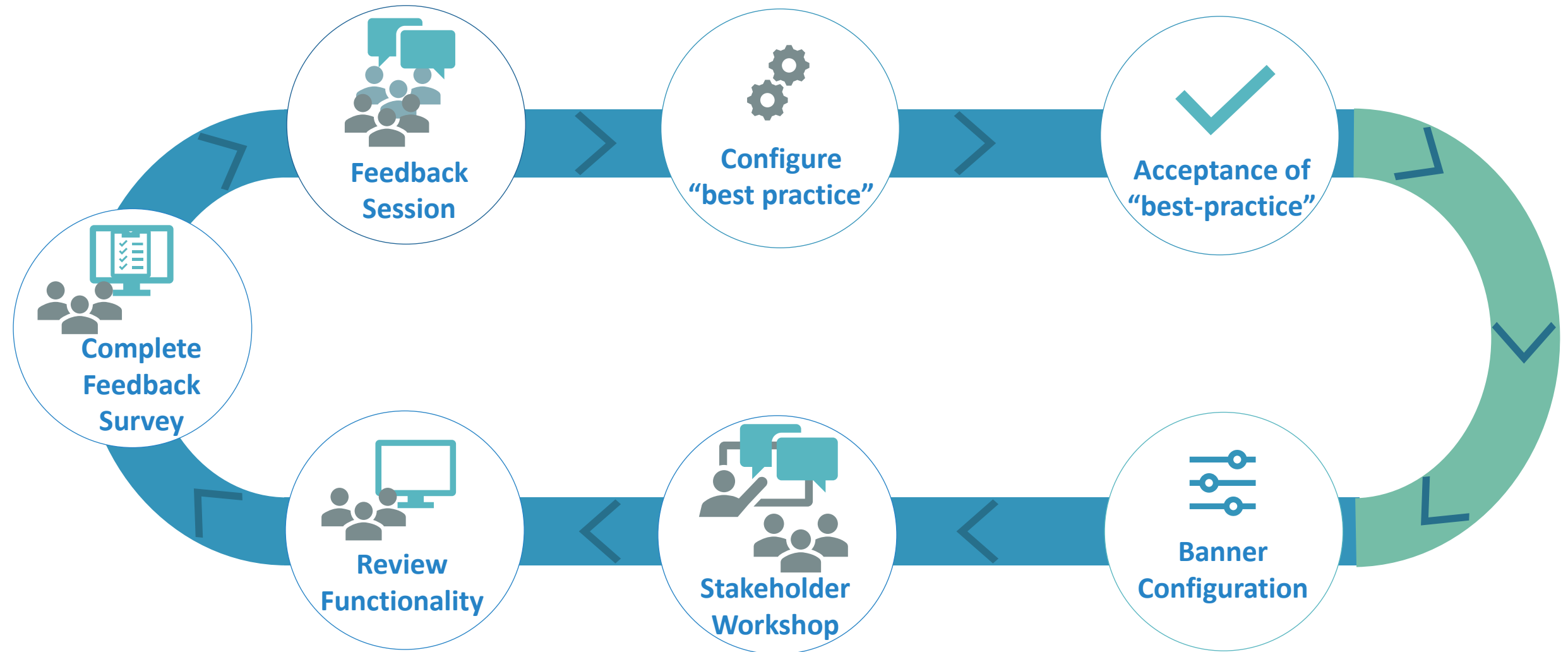Banner Student Aid
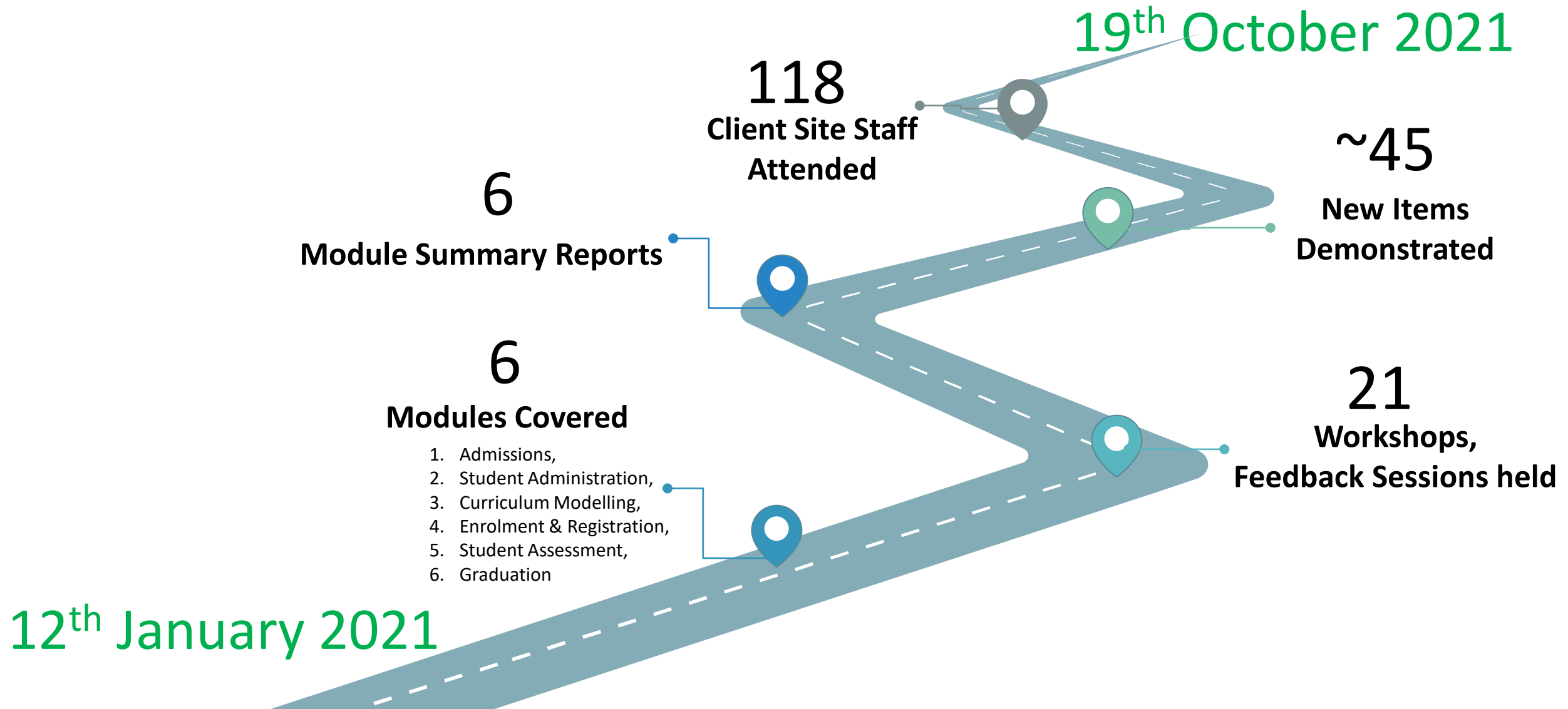
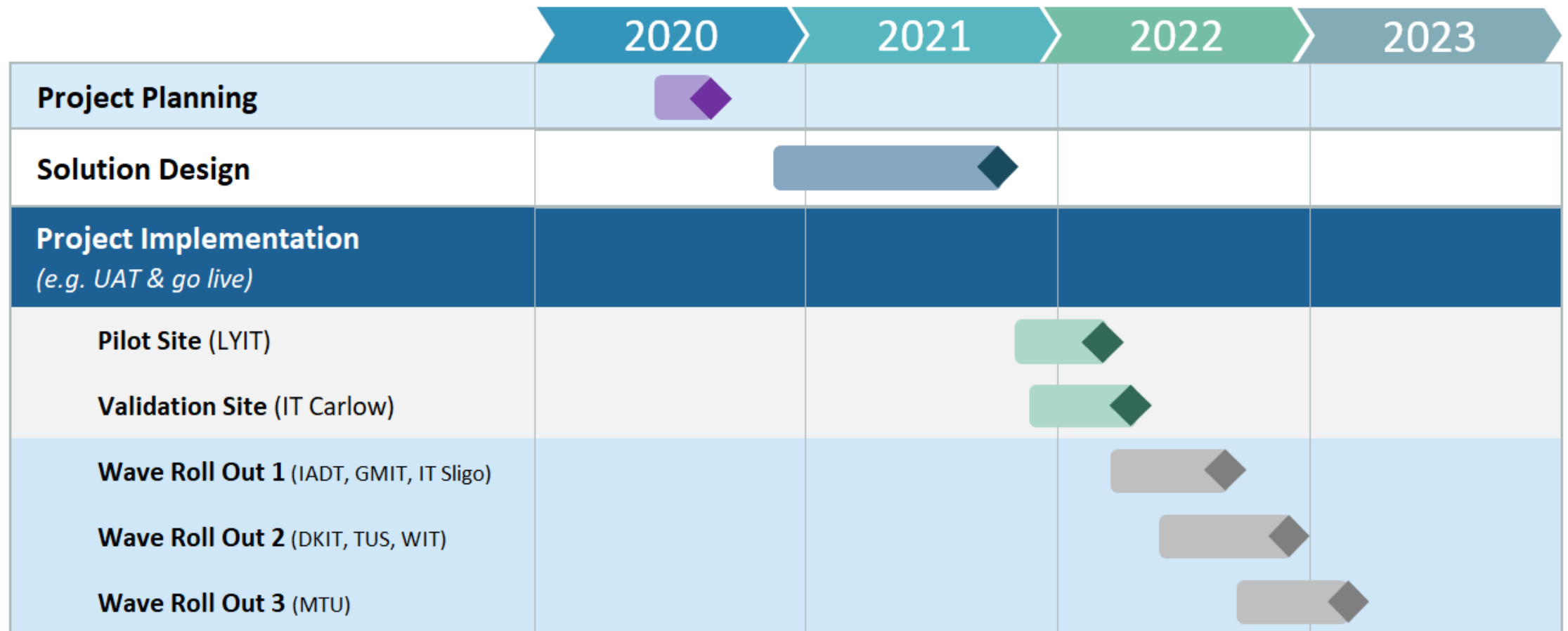Mass Data Update Utility (MDUU)

Page Builder

Student Profile

Solution Design Process Overview

Solution Design Overview

EduCampus

19th October 2021

118
Client Site Staff Attended

~45
New Items Demonstrated

6
Module Summary Reports

6
Modules Covered
1. Admissions,
2. Student Administration,
3. Curriculum Modelling,
4. Enrolment & Registration,
5. Student Assessment,
6. Graduation

21
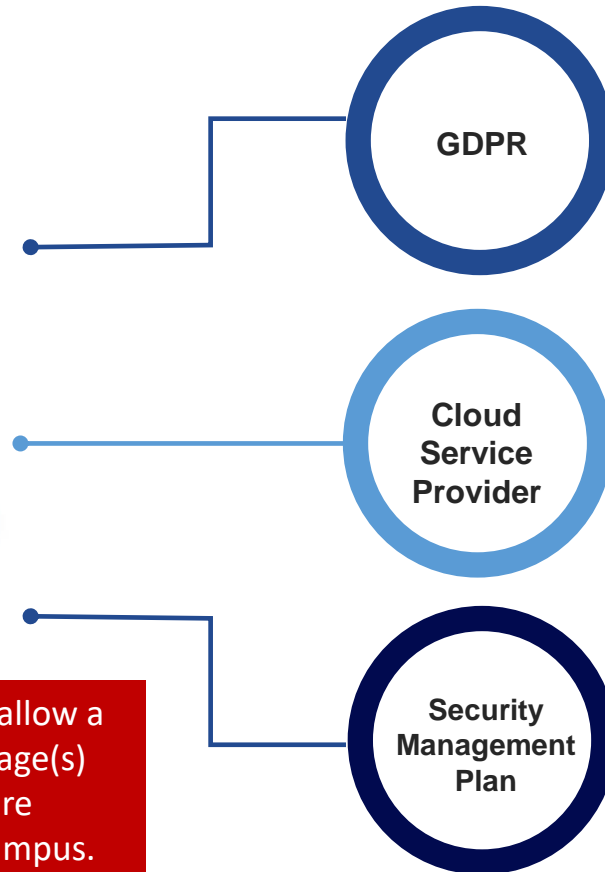Workshops, Feedback Sessions held

12th January 2021

SRMS GDPR & Security Compliance - DXC

EduCampus

- Significant engagement between EduCampus & DXC at legal, compliance, contractual, security, technical and operational levels (e.g. tender Statement of Requirements (SoR); Tender Dialogue stage/ UEG technical evaluation; Schedules In the Framework Agreement (FA)
- DXC was also required to complete the following GDPR and security documents:

GDPR

Standard GDPR questionnaire

- 117 questions: Fundamentals (33), Contract Checklist (15), Appropriate Organisational & Technical Measures (56), Data Breach & Insurance (8), and Record Keeping (5).
- Reviewed by EduCampus
- Independent risk review by Version 1 consultants
- Detailed follow-up with DXC on risks identified; all have been addressed to the satisfaction of EduCampus.

Cloud Service Provider

Cloud Service Provider (CSP) questionnaire

- 93 questions; Risk categories: Business (17), Data (32), Legal (23), Service (14) & User (7).
- reviewed independently by BSI Digital Trust (i.e. external, impartial assessment)
- Identified issues were resolved by DXC to the satisfaction of EduCampus.

Security Management Plan

SRMS Security Management Plan

- Required by the FA call-of contract; 'living' document that details the security solution design.
- part of the overall **Information Security Management System** (ISMS) required as key component of the managed service. The ISMS provides evidence of DXC's approach to information security management to ISO 27001:2013.

EduCampus company policy will only allow a project to proceed to UAT & Go-live stage(s) once all High and Medium level risks are addressed to the satisfaction of EduCampus.

*Many thanks
for your attention*

For further details contact:

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Noreen Layden **noreen.layden@educampus.ie**