

Maastricht University SAP Campus Management Business Case in context

HERUG 2007

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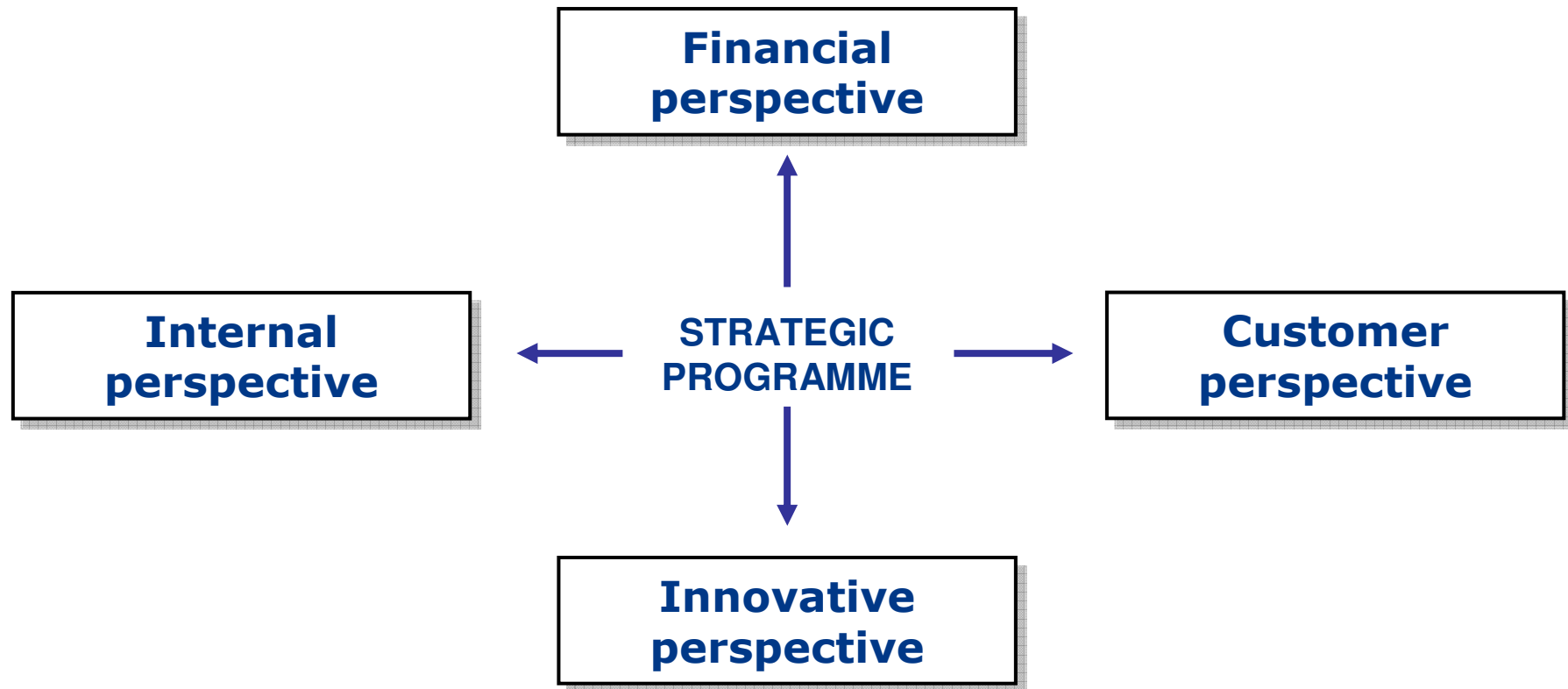
Strategic Program 2007-2010

'Inspired by Talent'

- Distinctive portfolio of degree programs of European top quality
- High-quality research centering on limited number of research topics
- Active collaboration with companies and institutions
- Contributing to development of (EU) region, to which we belong



UM Scorecard



Benefit areas

- Support & logistics to teaching & education
- Communication and recruitment
- Governance and administrative support
- SLA's between faculties and service centers
- Housing
- Financial Processes
- Personnel Processes

University strategy & IT alignment

- Support and logistics to teaching & education

Campus Management and Syllabus +

- Communication and recruitment

SNP, CRM, DA and Website

- Governance and administration

SNP

- SLA's between faculty and service centers

Invoice and approval process

- Housing

Canon and Syllabus +

- Financial Processes

Redesign, restructure FiCo

- Personnel Processes

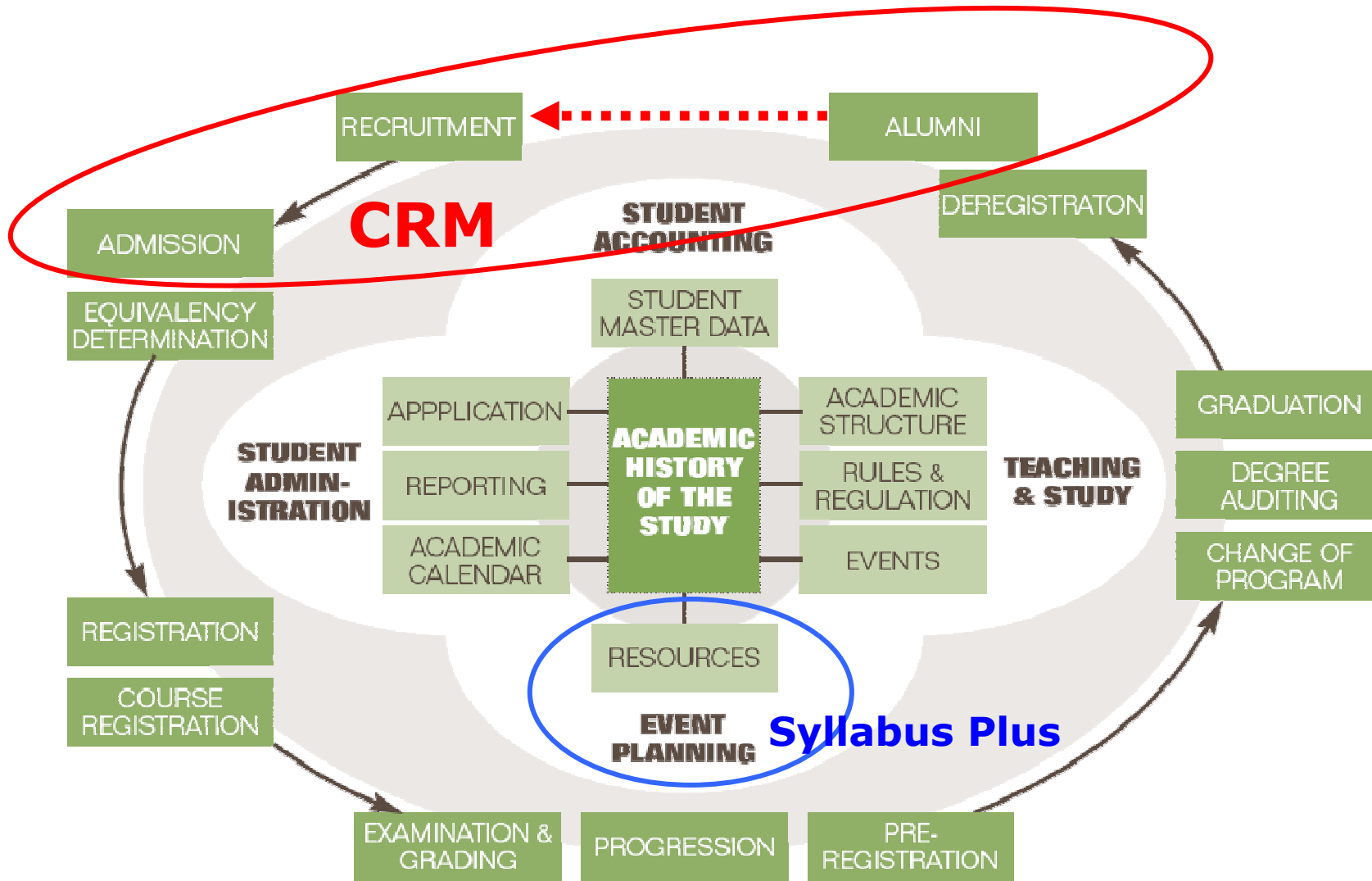
ESS, EH&S and restructure HR



Business Case

- Streamline Program
 - “To simplify or organize a process in order to increase its efficiency”
(<http://en.wiktionary.org/wiki/streamline>)
 - Introduction SAP Campus Management and Syllabus Plus
 - Support & logistics to teaching & education

Scope



Goal of Business Case

- Optimal setup of related processes
 - People / organization
 - Systems
- Perspective of students and UM as a whole
- Two routes
 - Quality improvement
 - Efficiency

Example University Calendar

april	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
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Exams

Resit exams

Classes



Rationale

- Expected growth in support staff FTEs
 - More students
 - More studies
 - Mostly master students and studies
- Systems
 - Current admission and registration system (ISIS)
 - discontinued
 - Current Student Information System (Pandia)
 - Home grown
 - Few users (expensive)
 - UM has many SAP-systems (HR, FICO, CRM, BI, etc.)
- Need for management information

The process of writing the case

- Small team wrote proposals for each area
- Expert sessions

Expert sessions

Out of the box thinking

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<http://www.glasbergen.com>



**“Thank you for calling Creative Business Seminars.
If you’d like to become a more creative problem solver,
press 1 without touching any part of your telephone.”**

The process of writing the case

- Small team wrote proposals for each area
- Expert sessions
- Discussions
 - Educational aspects
 - Technical aspects
 - Internal / external
 - SAP
 - Independent consultant
- Fit-gap analysis proposals vs. SAP CM
- Quantification costs / benefits
- Meetings with (academic) staff
- Final proposals
- Final Business case

Benefits

- Staff
 - 10% reduction FTE due to efficiency gains
- System
 - Cost reduction
- Real estate
 - More time slots: less buildings
 - More efficient scheduling: occupancy rates and procedures
- Quality improvements
 - Better customer orientation (self service portal)
 - Integrated systems
 - Better (management) information
 - Facilitating staff and student mobility within UM

Planning

- December 2006 – March 2007
 - Writing proposals
 - Fit-gap
 - Quantification
- April and May 2007
 - Decision making process
 - Go / No Go May 23rd 2007
- June 2007
 - Start of project
- December 2008
 - “Go Live” with core functionality
- Spring / summer 2009
 - “Nice to haves”



Challenges

- First Dutch SAP CM implementation
- SAP support
- Limited/Missing CM knowledge in the Netherlands
- Dutch rules and legislation
 - Limited knowledge SAP
 - Localization
 - Studylink (National Student Registration)
- R3 upgrade
 - Limited SAP capacity
- Continued university management support for streamlining changes