



**BURLEIGH COURT, UNIVERSITY OF LOUGHBOROUGH
13-14 OCTOBER 2008**

PROGRAMME

(updated 30 September 2008)

Day 1, Monday 13 October

10.00 Registration

11.00 **Session 1 – Keynote speaker**

**Tony Hey, Corporate Vice President of External Research,
Microsoft**
**Chaired by Professor Neil Gorman, Vice Chancellor, Nottingham
Trent University**

Tony Hey is responsible for the worldwide external research and technical computing strategy across Microsoft Corp. He leads the company's efforts to build long-term public-private partnerships with global scientific and engineering communities, spanning broad reach and in-depth engagements with academic and research institutions.

Microsoft is in the forefront of using global technology to deliver cost effective systems and access to data for organizations.

12.00 Exhibition visit

12.30 Lunch

1.30 **Session 2 – Workshop sessions**

A chance to attend one of six workshop sessions showcasing live pilot projects and / or describing the financial and non-financial considerations involved in shared service models. An opportunity for delegates to match their own ideas and interests to current projects.

**i) Developing a shared national research data service for UK
HE: feasibility and costs**

Jean Sykes, Librarian and Director of IT Services, LSE

The presentation will describe the problem to be solved (the data deluge), the aims of the feasibility study, and the building blocks already in place towards a national solution. Progress so far will be outlined and the emerging model for a shared service will be described, including an assessment of the benefits for a wide range of stakeholders.

ii) **Local Independent Working**

Tim Luft, Director, E-working Applied Research Centre, Coventry University

Tim Luft is Director of the E-Working applied research centre at Coventry University. With help from JANET Tim has led a research study investigating current remote working activities and practices for staff working in both a HE and FE environment. Following on from this research Tim has been developing a shared services model to support HE and FE institutions exploit the opportunities of remote working. During this session Tim will provide an overview of the research undertaken and provide a glimpse of the future whereby remote working programmes are pro-actively incorporated into University faculties.

iii) **Providing Common Level One Undergraduate Modules**

Harriet Buckingham, Project Manager (Shared Services) and Matthew Duncanson-Hunter, Project Manager (Collaborative Models Project) Open University

Have you ever wondered why universities across the country are all busy developing and teaching what can be very similar curriculum? Is this duplication of effort a good use of resources? Could curriculum be developed collaboratively, thus increasing quality and saving time, effort and money? Is the time right for this kind of a change?

This Shared Services project, led by The Open University, is investigating the feasibility of HE institutions developing and sharing first-year undergraduate curriculum. The session will give a short presentation on our findings, followed by a discussion of the issues.

iv) **Shared Services for corporate information systems – why, what and when?**

Jon Duke and Andy Jordan, Duke & Jordan Ltd, consultants who undertook the JISC Study of Shared Services in UK Further and Higher Education earlier in 2008.

This workshop, based on the JISC study, will centre on discussion of the environment needed to develop shared services for corporate information systems. It will address the drivers and inhibitors, how to identify systems for sharing and what conditions need to exist for shared services to thrive.

v) **Shared Service Datacentre Initiative**

Martine Carassik, Associate Director Information Systems, University of Salford and Richard Maccabee, Director of Learning and Information Services, University of Derby

The session will explore what brought together three very different universities to seek to develop a shared service data centre. We will present the outcome of a comprehensive feasibility study undertaken under the umbrella of HEFCE Shared Service initiative, which indicates that there is significant benefit to be gained.

We will discuss the significant challenges that we have faced, and those that remain. In a wider context, we will look to draw out the change management and strategic implications of considering shared services for such a core service for a University.

- vi) **United Kingdom Research Reserve (UKRR): a 21st century strategy to protect our research information for the future**
Deborah Shorley, Director of Library Services, Imperial College London; Head, UKRR Phase Two

By the end of the twentieth century higher education libraries across the United Kingdom were struggling to find room for their ever expanding collections. In 2007 HEFCE provided funding for the establishment of United Kingdom Research Reserve (UKRR) Phase One - a partnership between six university libraries and the British Library (BL). This project initiated a systematic approach to the deduplication of low use research material which was also already available in robust electronic form.

Following the success of Phase One HEFCE has now, as part of its shared services programme, made a grant of nearly £10m for Phase Two - a much more ambitious scheme open to all HE libraries working in partnership with the BL.

*This radical new approach to collection development represents the beginning of an important cultural change. It will see the replacement of the **just in case** model of information provision for UK researchers with a **just in time** model to safeguard our national research information infrastructure.*

2.45 Break

- 3.15 **Session 3**
Governance models for Shared Services
Dr Jian Azari, Principal Advisor, KPMG LLP
Chaired by Chris Cobb, Pro-Vice Chancellor, Roehampton University

The presentation will cover the following:

- Definition of the shared service and its customers
- Cultural barriers to adopting shared services
- The Stakeholders and decision makers
- Charging models and the impact of VAT
- The Business case
- Corporate Organisation Structures
- Corporate Governance and ownership of shared services

4.30 Exhibition visit

7.30 Drinks reception

8.00 Dinner

- Guest speaker – Michelle Mone, Co-founder, MJM International**
Introduced by Gill Ball, Director of Finance and Acting Registrar, University of Birmingham

Michelle Mone is a highly successful entrepreneur and marketer and is the founder and co-owner of MJM International Ltd. Michelle will talk about the challenges she has encountered in her career and how she has broken new ground and sought opportunities often in the face of strong opposition.

Day 2, Tuesday 14 October

9.30 **Session 4 – Workshop sessions**

A chance to attend one of six workshop sessions showcasing live pilot projects and / or describing the financial and non-financial considerations involved in shared service models. An opportunity for delegates to match their own ideas and interests to current projects.

i) NorMAN Out of Hours Support Service

Trevor Cornwell, Assistant Director, IT Services, Northumbria University

Now moving into its third year of operation, the NorMAN Out of Hours Helpline provides first line support via telephone to students and staff from subscribing institutions. With 15 institutions either already live or about to join, the service has proved that a shared helpline service does work and deliver significant benefits to the participants. This presentation will highlight the rationale behind the service, the timeline (in developing and launching the original project) and usage and satisfaction statistics from the live service.

ii) Bloomsbury Group Study

Keith Harrison, College Secretary, Birkbeck College

“The Bloomsbury Colleges” is the collective name for six University of London Colleges all physically located in the Bloomsbury area of Central London but all attracting different types of students and therefore potentially being suitable for a Shared Services study and implementation.

The Colleges are :

Birkbeck College

Institute of Education

School of Oriental and African Studies

School of Pharmacy

School of Tropical Medicine and Hygiene

Royal Veterinary College

The feasibility study approved and funded by HEFCE was initially to investigate HR/payroll, Student Records, and Finance and the work on the initial stage has been carried out and completed by SUMS .

The following presentation is to briefly summarise how the findings changed from the initial study scope to a series of topics described under the “Student Experience “ banner. It will also show some observations in regard to methods and timescales as well as suggestions as to how to move complex projects along.

iii) Walk in Access to M25 Libraries

Maureen Wade, Head of Library Services, LSE

The M25 Consortium of Academic Libraries, with 58 members across London and the South-East, was a pioneer in reciprocal library access schemes for students and researchers. With the shift from print to digital, this sharing of resources is under threat, with few libraries providing access to e-resources to visitors. The HEFCE-funded WAM25 feasibility study (Walk-in access to e-resources in M25 libraries) showed a strong appetite amongst students,

researchers and librarians for provision of walk-in access to e-resources wherever license conditions permit. The next stage will involve eight M25 libraries, seeking to resolve technical, licensing and operational issues and provide a pilot service, with the ultimate aim of extending this across the M25 Consortium.

iv) HE Awards Database

Christopher Harris, CEO of HERO and John Slater, Consultant
HERO conducted a study into the need for and cost benefits of creating a database of HE academic awards. The study showed considerable demand, at home and overseas. It indicated substantial benefits, not least in fraud prevention where a key feature is historical data of HEI names and awards. This session presents the results of the study, looks at the various delivery options to be piloted, and demonstrates a possible “look and feel”. Software, charging models, access models and relevant UK and European developments are covered.

v) An EMMAN shared Information Security service

Tony Brookes, University Information Assurance Officer,
University of Derby

Three main areas of our feasibility study will be covered:

- *What the proposed shared information security service will cover and how it could grow;*
- *Why the staff consulted in the regional Universities want to launch this service and the benefits to them;*
- *The main influences that suggest it will work.*

vi) HE sector shared professional support and key findings from a feasibility study for extended procurement support

Graham Tiller, Managing Consultant and CEO, SUMS and
Susan Wright, Head of SUPC

This session will present an overview of SUMS Consulting and SUPC and their established collaborative activities and services, together with the key findings from a feasibility study to assess a service to provide extended procurement support for smaller HEIs and FEIs.

10.45 Break

11.15 **Session 5A – Workshop sessions**

An opportunity to hear from and question the vendors of shared service applications.

i) Parabilis – shared e-procurement service

Susan Wright, Head of SUPC and John Malloch, Head of
Procurement, University of Exeter

Parabilis is an e-marketplace that has been tendered by Southern Universities Purchasing Consortium for the higher and further education sectors. The marketplace integrates with finance systems to give users one platform to place all their purchase orders and receive electronic invoices. The marketplace allows institutions to share hosted supplier content as well as host private institutional content. Parabilis users benefit from a shared supplier adoption service and central system administration.

ii) **Steria**
Improving effectiveness and reducing cost through Shared Services

Sandra Blackwell, Energy Payments Consultant and Jonathan Morgan, NHS Shared Service Business Development Director
Hear how BT and the NHS have been able to save millions of pounds by sharing back office functions. Steria will present two case studies, the first shows how BT has been able to centralise energy payments and save millions of pounds. With oil, gas and electricity costs rising by 40% this year, the costs of energy are appearing on the board agenda.

The second shows how the NHS has reduced their finance and accounting costs by 20% through sharing common services across NHS Trusts thereby enabling an additional 12,000 nurses to be funded to improve front-line service.

The application of shared services described in both these case studies are directly applicable to the HE sector and will reduce university costs but reducing cost is not the only reason to share, there are many more benefits which result from improved effectiveness which will be described in this presentation not least reduced carbon footprint and better management information.

iii) **Logica**
Shared Eco-Data Centre Services

Jane Dalton, Education Consultant
Logica will be focusing on showcasing Shared Eco-Data Centre Services. Using SMART energy management, virtualisation & On-Demand Infrastructure Services (ODIS) Logica can demonstrate increased efficiency in data storage and management, significant cost savings, flexibility, longevity and managed risk. (Logica is a leading Global technology and service delivery company committed to working closely with the education sector to bring deep solution architecture, technical excellence and global delivery expertise to the Shared Service agenda.)

iv) **InTechnology**
InTechnology / Agresso: aggregating complimentary proven supplier capabilities to provide shared ERP systems

Future-proofed functional easy-to-use core business applications offering low total cost of ownership, 24 x 7 x 365 application availability, maximising campus real estate for core teaching and research and reducing IT-related carbon footprint represent contemporary HE challenges. This session will focus on how Agresso and InTechnology are leveraging their proven experience in the HE Sector to provide a high availability, remotely-hosted JANET-enabled Shared Service implementation of the "Agresso Business World" Finance, HR / Payroll, Student Records, CRM, Award Management and Academic Database solution, based on a virtualised service infrastructure at a secure InTechnology data centre, incorporating data backup to a second geographically diverse InTechnology data centre.

- v) **UCAS
Fraud and Verification**
John Pinfold, Senior Responsible Owner
Annually the UCAS verification unit scans over half a million applicants to UK Higher Education Institutions (HEIs). The increasing number of fraudulent application submitted for processing continues to give cause for concern across the sector.

This study will explore ways to verify applicants to UK HEIs in terms of financial, identity and academic fraud, and how institutions, sector bodies and national agencies could combine and share resources to combat this problem.

- vi) **Microsoft
Building a collaborative campus – self-service or shared service?**
Dominic Watts, Higher Education Business Manager

- 12.00 **Session 5B – Workshop sessions
(repeat of the sessions run at 11.15)**
- 12.45 Lunch
- 1.45 **Session 6
Steven Foster, Director, KPMG
Chaired by Tim Marshall, Chief Executive Officer, JANET**
What else is out there... an opportunity to learn about shared service models which are working in other sectors.
- 3.00 Close