

The Systems Enhancement Template is divided into 4 parts:

1. Systems Enhancement Concept
2. Systems Enhancement Business Case
3. Systems Enhancement Implementation Sign-off
4. Post Implementation Review

When to Complete Each Section

The first section, the Systems Enhancement Component, must be completed by the requestor when first requesting a systems enhancement. It is the only section that needs to be completed at this stage before sending the form through to FBS.

The second section, the Systems Enhancement Business Case, will need to be completed where the requestor is asked for more information to allow a fully informed decision to be made as to whether the enhancement should be approved. It is to be completed by the requestor, following discussions with FBS staff.

The third section of the form, Systems Enhancement Implementation Sign-off, needs to be completed by the requestor following delivery of the enhancement and prior to the business returning to a normal business.

The fourth section of the form, Post Implementation Review, needs to be completed by the requestor 90 days after implementation of the systems enhancement.

Completion of Each Section

1. Systems Enhancement Concept

The requestor must name the systems enhancement in the 'systems enhancement' field; identify the manager responsible; and the date.

The project summary and scope must be completed. As much detail as possible needs to be put into this section, particularly around the circumstances which has led to the request and why the request needs to be completed.

The project impact should also be completed. The requestor may need to refer to other sections of Finance to ensure that all impacts are captured - this includes, but is not limited to, discussions with Corporate Finance to assess whether there are any audit impacts; with AP to assess any impacts on suppliers.

Any expected benefits should be outlined in as much detail as possible. All projects put forward for assessment will be value tested. One step in this process involves assessing all benefits, both financial and non financial. Financial benefits include any time or cost savings that will result from the implementation of the enhancement. If an activity will cease, or time spent performing the task decrease, the amount of time saved per FTE needs to be spelt out. Non financial benefits include, but are not limited to, business process improvements, improved user experience or positive impacts to the reputation of the Department/the University.

2. Systems Enhancement Business Case

Once the request proceeds to business case stage, the full costs of the enhancement will need to be captured. These costs should include the cost of purchases associated with the project as well as the cost of resource deployed on the project, whether the resource is project, FBS or ITES staff. FBS costs, ITES costs and certain other costs should be obtained during discussions with FBS staff prior to the lodgement of this form. Costs should be identified as either one off or recurring across the project lifecycle.

Suitable alternative solutions should be identified during discussions with FBS staff. A central tenet of FBS is to maximise the functionality of current systems while minimising system customisation, and therefore cost. Any alternatives identified may not provide an optimal solution but may deliver substantial benefits in a shorter timeframe at a lower cost.

The requestor should also provide an expected timeframe for completion which should be realistic. Delivery of the system enhancement is not guaranteed by this date but will be subject to negotiation based on resource availability and other system enhancements currently being worked on.

The source, categorisation and business impact of the system enhancement should also be identified. The appropriate option can be chosen from the relevant drop down menu.

Technical requirements (either business, user, functional or other) will be completed with the help of FBS staff. Specific resource requirements will also need to be highlighted in this section.

Any additional information that needs to be taken into consideration should be entered in the space provided for other comments.

3. Systems Enhancement Implementation Sign-off

Project delivery will need to be completed following the implementation of the project, but before a return to business as usual (BAU). This section is designed to capture what was delivered, whether the project was delivered on time, whether there were any changes to the original project scope and the impact on the business. It should also be noted whether the business has taken full ownership of the enhancement in the BAU environment.

Final project costs need to be captured to allow for comparison against costs forecast at the business case development stage. Where these costs vary significantly from original estimates, explanations need to be provided.

Any problems or issues with implementation, including communication and change management issues and lessons learned should be entered in the space provided for comments.

4. Post Implementation Review

This section of the template should be completed 3 months after implementation. Information pertaining to performance in the business unit needs to be captured to assess whether the system enhancement has been successfully embedded. If it hasn't, steps need to be identified to allow for successful implementation.

Benefits need to be reported to validate the value proposition of the enhancement. Both financial and non financial benefits should be captured which will be compared against benefits forecast at the business case development stage. If benefits are not yet realised, the expected timeframe for their realisation needs to be documented.