SUNStudent

Frequently Asked Questions

BLUEPRINT PHASE

How does the nomination process work for attending blueprint workshops?
See hyperlink to blueprint process.

What does the blueprint design phase entail?
The functionality of the Serosoft Academia system and SU's requirements for a particular business capability are noted down in a capability blueprint document completed by Serosoft. Once SU has received the blueprint from Serosoft, the University reviews it, agrees with Serosoft on any required changes, and signs it off. Serosoft will then use this document to configure our system.

What is a blueprint workshop?
It is a dedicated workshop where Serosoft demonstrates their current system as set up for their other clients, after which detailed discussions take place for SU to understand the Serosoft process, and Serosoft to understand the SU process. The question "why?" will be asked a lot.

Who should attend the blueprint workshops?
Any personnel/students who are involved in the capabilities can/will be nominated to attend the workshops. Involvement includes being the initiator of activities for a capability, receiving data from other people's activities, or initiating another process/activity down the line.

Why is it important to attend the blueprint workshops?
You will be afforded the opportunity to help build a new system that will take SU into the future by providing new ways of working, explaining processes and why they are necessary, and forming a better understanding of other processes/capabilities that you are not involved with on a day-to-day basis.

What is the outcome of a blueprint workshop?
Serosoft collects all SU's requirements and map them to their existing system to provide us with the "blueprint" of what our system will look like in terms of functionality. The outcome will be a blueprint document, which SU must then review for accuracy.

What is a blueprint document?
A blueprint document sets out SU process flows and requirements for each capability.

How does the blueprint document sign-off process work?

For each capability, a functional subject matter expert (SME) will be identified, who will manage the process of getting the blueprint document completed and approved. The SMEs will identify other stakeholders to help them complete the document.

Who is responsible for signing off the blueprint document?

The capability owner will sign off the document. This would normally be a senior or chief director at SU.

Who are the capability and process owners?

These role-players are currently being identified and approved.

What happens with important issues/decisions that are highlighted in the blueprint workshops and need to be escalated?

These are incorporated into the blueprint documents, and are escalated via the capability owner to the relevant person or structure for review and sign-off.

Who will be taking ownership of this process (e.g. exceptions that might influence standardisation, policies, business objectives)?

The capability owner

How will these escalations/decisions influence project timelines?

All effort will be made to fast-track escalations/decisions so as not to delay the project.